DPS
Defense Personal Property System

Joint Program Management Office
Household Goods Systems

"Smart Book"

28 February 2011

Foreword

This Defense Personal Property System (DPS) Smart Book is for use by Department of Defense (DOD) Transportation Offices, United States Coast Guard Transportation Offices, and Transportation Service Providers (TSP). It is specifically targeted to assist Personal Property Processing and Personal Property Shipping Offices (PPPOs/PPSOs) and TSPs in operating successfully in DPS.

Suggestions for improvements should be emailed to ustc-jpmo-hhgs@ustranscom.mil

This Smart Book is effective from 28 February 2011 until superseded.

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What's New...

What's New Items. Version 23, Smart Book.

- The following SPRs were added to 1.4.04 in Production on 19 Dec 2010:
  - **SPR 5696** DPS 2DMSL Coding Issue w/ Trans Priority
  - **SPR 6451** OCONUS Local Moves Not Processing Correctly
- **Joint and Combined Moves.** Joint and Combined moves must be entered into DPS as separate shipments. DPS does not currently support Joint and Combined Moves as such as that functionality is not mature in DPS.
- **DPM and Local Move** shipments should be entered into DPS. See page 6.
- **NTS** shipments may be entered into DPS at the discretion of the Service Headquarters. See page 6.
- **Heads Up: TSPs.** Digital Certificates will be required for TSPs to log into DPS effective 01 October, 2011. See page 102.
- **Heads Up: TSPs & PPSOs.** All **c**urrent TOPS Rates, other than DPM and NTS, will not be extended. International TOPS Rates will end on 31 March, 2011 and Domestic TOPS Rates will end on 30 April, 2011. SDDC will not extend either. Because of this TOPS will not be available for the 2011 Peak Season. Attempts to use TOPS for dates after those stated will generate an Error Message. Questions on this should be directed to SDDC – Personal Property for clarification.

When to Use DPS

1. **Purpose:** To provide guidance on when to use DPS to book shipments.

2. **DPS Will Be Used:**

- On 12 May 2010, Council of Captains and Colonels (COCC), it was agreed that this DPS use guidance is directive in nature and not optional.

- When the customer is making a normal Permanent Change of Station (PCS) move:
  -- CONUS customer desires to make a normal DTGBL or ITGBL move
  -- OCONUS customer desires to make a normal ITGBL move

- When the customer is represented by a Letter of Authorization or Power of Attorney holder, IAW Branch of Service guidance

- CONUS Intrastate and Interstate Shipments

- For all Short Fuse / Short Notice shipments or shipments with a Pick Up date within five (5) government business days of the offering

- For TDY in conjunction with ship renovation.

- For all Personally Procured Move (PPM) shipments.

- For BLUEBARK shipments and Evacuation Orders

- For all AAFES, and all Corps of Engineers shipments

- For all Dependent Student Travel and Baggage Storage (Summer Storage) shipments.

When to Use DPS continued.

- DPM shipments should be entered into DPS.

- NTS shipments may be entered into DPS at the discretion of the Service Headquarters.

- For all Local CONUS Moves (and IAW local OCONUS Local Move procedures).

- For Potential Excess Cost shipments. Counselor should use the Interim Excess Cost button during counseling to identify all shipments that might incur Excess Costs.

- For <u>all</u> Joint or Combined Spouse eligible Moves. Currently DPS is not programmed to accept or process Joint or Combined Spouse Moves; however each PPSO will book these shipments as individual shipments in DPS. That means service members will receive separate GBLs for the portion of the HHGs moved under their PCS orders.

When to Use TOPS

1. **Purpose:** To provide guidance on when to use TOPS to book shipments.

2. **TOPS Will Be Used:**

   - In accordance with (IAW) Branch of Service specific guidance resulting from the 12 May 2010 Council of Captains and Colonels it (COCC) it was agreed that this guidance on the use of DPS is directive in nature and not optional.

   - For all Volume Moves and Special Solicitations

   - For all One Time Only (OTO) shipments, to include Boat One Time Only (BOTO) shipments, and Mobile Home One Time Only (MOTO) shipments.

   - For all Non-Appropriated Fund (NAF) shipments.

   - For all Domestic Alaska shipments with destination city locations in Alaska OTO areas as described in the PPCIG guide for JPPSO Anchorage (or see https://jppso-web.elmendorf.af.mil/default.asp or https://jppso-web.elmendorf.af.mil/Alaska_map.htm

   - Current TOPS Rates, other than DPM and NTS, will not be extended. International rates in TOPS will end on 31 March, 2011 and Domestic rates in TOPS will end on 30 April, 2011. SDDC has decided to not extend either. Because of this TOPS will not be available for the 2011 Peak Season. Attempts to use TOPS for dates after those stated will generate an Error Message. Questions should be directed to SDDC – Personal Property for clarification.

   - NTS shipments may be entered into TOPS at the discretion of the Service Headquarters.

Maintenance Release 1.04.04

Effective 15 December 2010 DPS Production gained improved functionality in several areas. The specific System Change Requests (SCR) or System Problem Reports (SPR) in this release are listed below.

- **SPR 5081** Message from TSP Master not Displaying on Open Items Screen
- **SPR 5188** Tour Information Screen Not Applicable for a BLUEBARK Shipment
- **SCR 5343 BVS** Tab Needs More Information and Additional Users Need Access
- **SPR 5460** PPCIG Manager Notes Tab Error
- **SPR 5614** Local Moves; DPM
- **SPR 6192** Search/Reports Link Issue
- **SPR 6206** PPCIG Weight Allowance Page Hard Coded, No Corrections Possible
- **SPR 6240** Incorrect SIT Agent Selected
- **SPR 6241** DPS does not create TCNs correctly for Code T shipments
- **SCR 6242** Blackout Dates Management
- **SPR 6244** Short Fuse Page Hit Monitoring
- **SPR 6254** Shipment Status Change Audit Trail
- **SPR 6260** Shipping Agent Auto Populates in Origin/Destination Field
- **SPR 6267** PPM Actual Constructed Cost Rated High
- **SCR 6283** 400NG Hard Coding Should be Removed
- **SCR 6289** Inspection, LOW, LOS Expansion Capability
- **SPR 6290** DPS Emails with Families First Terminology
- **SPR 6291** Disabling OTO in Counseling
- **SCR 6292** Remove Item Code from DPS
- **SCR 6293** Tracking Module and Deletion on TGET
- **SPR 6267** PPM Actual Constructed Cost Rated High
- **SPR 6312** Shipment Awards During Black Out Dates
- **SPR 6362** Rate Area Error
- **SPR 6320** Shipment Missing in Claims Module
- **SPR 6001** Costing Engine Error Above 23999lbs and over 3800 miles
- **SPR 6367** Close Out PPM Receive 'Internal Error'
- **SPR 6360** Wrong TDL for Intrastate Shipments
- **SCR 6244** Short Fuse Monitoring
- **SCR 6388** BVS TDL Role Matrix Changes

Maintenance Release 1.04.04 continued

- **SPR 6375** ICE11 Error on all 513 Item Codes
- **SPR 6407** 400NG Intrastate Alaska Shipments with Wrong Line Haul Table
- **SPR 5792** Performance Improvement
- **SPR 6376** Gov Transportation Question not asked Civilians
- **SPR 6480** DTOD PPM 1 Mile
- **SCR 6386** TSPs Cannot Edit Delivery Addresses
- **SPR 6414** GBLOC cannot Rescind Another GBLOC Suspension
- **SPR 5696** DPS 2DMSL Coding Issue w/ Trans Priority (Added 19 Dec 2010)
- **SPR 6451** OCONUS Local Moves Not Correct (Added 19 Dec 2010
- Additional Patches added to 1.04.04 after 15 Dec 2011:
    - **SPR 6470** BVS Tab is missing for TSP users
    - **SPR 6393** Customer Unable to See his Shipment in Claims
    - **SPR 6473** Item Code 105J
    - **SPR 6433** Blank Mandatory Data Elements Void Transfer to TOPS / Incorrect Number of Days (SIT)
    - **SPR 6434** Need Remarks and Origin Contact Phone # in DPS/TOPS Interface
    - **SPR 6472** Short Fuse Acceptance Locked by All Users
    - **SCR 6452A** Addition of domestic containerized rates (i.e. Code 2 rates)

PPSO FAQs

Purpose: To provide useful information to DPS Users. The source of the information in PPSO FAQs is the DPS Help Desk Tier 1.

Question 1: When counseling a member, why do I receive "GBLOC for selected destination and delivery date is not found," (or GBLOC for selected origin and pick-up date is not found)?

Answer 1: Please check the Consignment Guide (PPCIG) to ensure that the city selected is in the geographic area (inbound and/or outbound) for that specific GBLOC.

Question 2: How do I change the code of service on a shipment that has already been routed?

Answer 2: The code of service for shipment that has already been routed cannot be changed. If the shipment has not picked up, cancel shipment and re-book. If shipment has been picked up, submit a Service Request to DPS Help Desk Tier 1, sddc.safb.dpshd@us.army.mil, for a datafix.

Question 3: How do I cancel a shipment that has been routed but has not been awarded to a TSP?

Answer 3: You must have an "Outbound Supervisor" or "Outbound" role to perform this function. Select cancellations/terminations in the Shipment Management module, then enter the GBL number, and click on the cancel shipment link.

Question 4: What should be done if the Line Of Accounting (LOA) information for a civilian cannot be found on the orders?

Answer 4: Please Contact your local Transportation Office for guidance.

Question 5: How do I rescind a Letter of Warning (LOW) that was issued in error?

Answer 5: This is now an Edit capability available to the PPSOs. If the edit capability does not function, please open a service request with DPS Tier 1, sddc.safb.dpshd@us.army.mil, to have the LOW removed. In a future release of DPS, the PPSO Quality Assurance (QA) Role will be able to rescind both a LOW and suspension under QA Management without requiring a data fix by DPS Tier 3.

Question 6: How do I make a QA Inspection update to shipment?

Answer 6: DPS currently does not allow updates to previous input inspection if the time that the QA wants to input the change is outside the below:

Origin PPSO QA can only input inspections after the premove survey is completed and before the shipment is picked up.
DEST PPSO QA can only input inspections after the shipment is in a delivered/complete status. Once the shipment is in a delivered/completed status they have 15 days to complete the inspection.

Question 7: What if the TSP servicing the diverted shipment does not have rates on file to the new destination?

Answer 7: PPSO should terminate the shipment GBL and rebook the shipment using a different TSP that has rates on file for the new destination.

Question 8: How do I make changes to the Consignment guide?

Answer 8: Only PPCIG Managers can make changes or update the PPCIG for their PPSO.

- Log into DPS and select the Consignment Guide.
  - Click the PPSO/PPPO Info tab, then the Counseling Office sub tab, which will allow you to edit and delete existing Counseling Office Information, as well as add new Counseling Office Information.
  - To edit existing Counseling Office Information, Click the Edit icon to the right of the Counseling Office Name. To delete Counseling Office Information click the Delete icon.
  - To add new Counseling Office Information, enter the Counseling Office Name in the field at the bottom of the screen and click the Add icon (the Edit Counseling Office Information page appears). Next, enter data into the General Info fields, click sign, and click the Submit button.
  - To edit contact information for the counseling office, click the Edit button to the right of the contact information that you want to update (emails, phones, or faxes). The Edit Counseling Office Email, Phone, and Fax Information page appears.

DPS Points of Contact

1. Joint Program Management Office, Household Goods Systems (JPMO HHGS)
   507 Ward Drive, Bldg 1990
   Scott Air Force Base, Illinois 62225

2. DPS Help Desk,
   Numbers: (800) 462-2176; 618-220-SDDC; DSN 770-7332
   Email: sddc.safb.dpshd@us.army.mil

3. ETA Administration
   User ID and Password Issues Email: sddc.safb.etaadminhd@us.army.mil

4. SDDC Business Rule policy questions should be addressed with the appropriate SDDC representative

   a. Domestic Rates - 618-220-5256/5454/5778, sddc.safb.ppratesdom@us.army.mil
   b. International Rates - 618-220-5408/5774/5778, sddc.safb.ppintlrate@us.army.mil
   c. One-Time-Only (OTO):
      Domestic - 618-220-5256/5454/5778, sddc.safb.ppratesdom@us.army.mil
      International - 618-220-5457/5481, sddc.safb.rates@us.army.mil
   d. DPS Rate Filing Questions: sddc.safb.dpsratefil@us.army.mil
   e. Non Temporary Storage/Direct Procurement Method - 618-220-5439/5153, sddc.safb.ppty@us.army.mil
   f. Privately Owned Vehicles (POV) - 618-220-5440, sddc.safb.ppty@us.army.mil
   g. Operations - 618-220-5484, sddc.safb.ppops@us.army.mil
   h. Quality Assurance - 618-220-5483, sddc.safb.ppperf@us.army.mil
   i. TSP Qualifications - 618-220-5407, sddc.safb.ppqual@us.army.mil
   j. Personal Property Consignment Instruction Guide: sddc.safb.ppcig@us.army.mil
   k. Claims: sddc.safb.claims@us.army.mil

DPS Points of Contact Continued

5. DPS automatic email responses to DPS users:

   Tspquals-admin@dpsmail.csd.disa.mil

   Claims-admin@ dpsmail.csd.disa.mil

   css-admin@dpsmail.csd.disa.mil

   TSPQuals@dpsmail.csd.disa.mil

   ppcig@dpsmail.csd.disa.mil

   rates@dpsmail.csd.disa.mil

   dpsadmin@dpsmail.csd.disa.mil

   shipmentmanager@dpsmail.csd.disa.mil

   approvals@dpsmail.csd.disa.mil

   no_reply@dpsmail.csd.disa.mil

   tracking@dpsmail.csd.disa.mil

6. US Bank Invoicing/Payment: Toll Free 866 – 561 - 6930,
Email: customer.support@syncada.com

7. To keep up to date with DPS, go to www.move.mil.

DPS "Helpful Hints" for Known Problems

The DPS Helpful Hints are provided to facilitate the use of DPS by PPPOs/PPSOs and TSPs until full DPS functionality is achieved. These Helpful Hints are a collection of experiences by the Joint Program Management Office as well as tips from both CONUS and OCONUS PPSOs and PPPOs. Please follow the guidance provided and contact the DPS Help Desk staff to assist as required.

Alaska

TOPS must be used for all Domestic Alaska shipments with destination city locations in Alaska OTO areas as described in the DPS PPCIG guide for JPPSO Anchorage (or see https://jppso-web.elmendorf.af.mil/default.asp or https://jppso-web.elmendorf.af.mil/Alaska_map.htm)

Claims

Customers filing a claim through DPS must enter a dollar amount value for the item claimed. A missing dollar amount for a claimed item will not allow the TSP to begin the negotiation process for that item.

Customer Service

PPPOs should remind outbound customers that there is a 24 hours, 7 days a week Interactive Voice Response (IVR) system available for them to check on the status of their personal property shipments. In order to access the IVR, customers can call 1-800-326-2137. Upon calling into IVR, the customer will be prompted to set a pin number before they can access the information on their shipment. Customers can update the pin in their DPS account at any time in the future.

Department of State (DOS) Shipments

As a result of an Inter-Agency Cooperation Initiative between the Department of Defense (DOD), the U.S. Coast Guard (USCG), and the Department of State (DOS), fifteen (15) diplomatic missions were selected to participate in a Pilot Test Program to allow the DOS to manage selected personal property shipments to and from these locations. DoD members assigned official duties at these diplomatic missions and classified as permanent personnel or temporary duty personnel in excess of 90 days, are authorized shipment of household goods/TDY weight allowance using DOS transportation services. These locations are:

1. Bogota, Columbia - ZFDK
2. Caracas, Venezuela - ZKDK
3. Santo Domingo, Dominican Republic - OLDK
4. Kigali, Rwanda - TRDZ
5. Abuja, Nigeria - TJDL
6. Pretoria, South Africa - TQDK
7. Tel Aviv, Israel - SHDK
8. Tashkent, Uzbekistan - SUDZ
9. Amman, Jordan - SQDK
10. Moscow, Russia - STDK
11. Kyiv, Ukraine - VTDK
12. Vienna, Austria - VHDK
13. Jakarta, Indonesia - CDK
14. Beijing, China - QBDK
15. New Delhi, India - SBDK

This pilot test program started on 1 April 2010. Any DOD member receiving orders to/from the 15 test locations after 1 April 2010, and meeting the requirements identified above, shall participate in the pilot test program. Please ensure the instructions provided in the PPCIG Country Instructions and GBLOC Special Instructions are utilized to coordinate these shipments. All questions regarding this Customer Advisory can be directed to:

U.S. Department of State, Transportation and Travel Management Division Phone: 1-800-424-2947 or 202-663-0891/0892

Fax: (202) 663-3209 Email: DODPP@state.gov <mailto:DODPP@state.gov>

Dependent Student Travel and Dependent Student Baggage Storage (Student Travel and Summer Storage)

1. DPS must be used for Student Travel shipments to and from the school.
2. DPS must be used for Student Summer Storage shipments into and out of Summer Storage.
3. The Sponsor's name and Sponsor's Social Security Number will be used to book and identify the shipment. The Student's name should be listed with the annotation "Dependent Student" in the DD Form 1299 Remarks block.
4. The Student's name will also be listed as the Releasing Agent at both Origin and Destination.

Direct Procurement Method (DPM) and Non-Temporary Storage (NTS) Shipments

DPM and NTS shipments may once again be entered into (Counseled) in DPS at the discretion of the Service Headquarters. Once the customer's data is entered into DPS it will be transferred into TOPS and processed in TOPS. JPMO HHGS recommends that TOPS be used until DPS is 100% functional for DPM and NTS.

Excess Costs, Interim Fix

In January 2010 an Interim Excess Costs button was added to the DPS Counseling Module to identify and segregate potential Excess Costs shipments for detailed review IAW individual Service Headquarters guidance. The button causes all DPS shipments, under the identified PCS or TDY orders, to be listed in an Excess Costs queue for individual manual scrutiny by the PPSO, DFAS, or Service Headquarters. All potential Excess Costs shipments may now be entered into DPS. A complete DPS Excess Costs redesign is currently under way between the Service Headquarters, USTRANSCOM J5/4, SDDC, and JPMO.

Government Bill of Lading (GBL)

TSPs should not print the Bill of Lading (BL) or Government Bill of Lading (GBL) until the day of the negotiated pickup date (or as close to it as possible) to reduce the requests to the supporting PPSO for Correction Notice date changes after the BL or GBL has been printed.

Mis-consigned DPS Shipments in CONUS

If a shipment is mis-consigned within CONUS through PPPO/PPSO error and it arrives at the incorrect but government directed destination, it can be moved to the final (and correct) destination. First, the shipment should be placed into SIT. Then, once the correct Destination and Delivery Address is known the PPSO should determine if the TSP handling the shipment has Rates on file to that correct Destination. If it does then the complete Delivery Address (to include the City, State, and Zip Code) should be entered into DPS on the Street Address line. The PPSO will not be able to change the State, however, the complete Delivery Address on the Street Address line will enable the TSP to move the shipment to that correct destination and then file their Invoice for the move. If the TSP does not have Rates on file to the correct Destination, then the GBL must be terminated at the misconsigned Destination to allow the original TSP to be paid for the move to that location and the shipment must be rebooked in DPS to the correct Destination.

Mis-consigned DPS Shipments in OCONUS

If a shipment is mis-consigned OCONUS through PPPO/PPSO error and it arrives at the incorrect but government directed destination, it can eventually be moved to the final (and correct) destination and the TSP can be paid for the move. To correct this situation the PPSO must contact the DPS Help Desk Tier 1 and open a Service Request (SR) to have the Destination GBLOC changed in DPS. The shipment should be placed into SIT until the Destination GBLOC is corrected.

Non Temporary Storage (NTS) and Direct Procurement Method (DPM) Shipments

NTS and DPM shipments may now be entered into (Counseled) in DPS. Once the customers' data is entered into DPS it will be transferred into TOPS and processed in TOPS.

Outbound Hints

1. To quickly locate a shipment in DPS:

Go to Shipment Management, Scroll to the bottom of the screen and change the view to "50 shipments." Use the shortcut Ctrl key + F (or menu Edit->Find) to locate a record instead of scrolling down or sorting (cursor must be at top of page). Go to the next screen (next 50 records) and repeat if not found.

2. Outbound Counseling – "Next" button:

Always use the "Next" button located at the bottom of each screen to move forward in DPS. DO NOT hit the "Enter" button on your computer keyboard. This will delete all your data and to continue with the shipment in DPS you will have to reenter the data.

3. Outbound Counseling – Customer Name input, Middle Initial:

When typing in a customer's name DO NOT put a period after the middle initial. If you do, the screen will refresh but will not move forward. It will NOT inform you why.

4. Outbound Counseling – Civilian Unaccompanied Baggage shipments:

- Workaround One.
  - When entering a civilian's shipment on the Rank & Hard Copy Orders page there is a question that asks; "If your orders specify a specific weight allowance, enter it here:"
    - If the customer has a "Restricted Weight" entitlement, the DPS clerk should enter the restricted weight amount in the block provided and ensure that the Unaccompanied Baggage shipment information is entered first.
    - If the civilian is entitled to ship 18,000 pounds the DPS clerk should Leave the Weight Field Blank and continue with the counseling input.

- Workaround Two.
  - If the DPS clerk receives an "Excess Costs" note when entering the civilian's UB shipment, the DPS clerk should reenter the civilian's personal data as if he was a new customer and add a period (.) to the end

of the orders number. DPS should recognize this as a different orders number and process the UB shipment without Excess Costs. It should also process correctly through **PowerTrack** for invoicing and payment.

5. Outbound APOE/APOD Selection - Unaccompanied Baggage Code J and Household Goods Code T shipments:

DPS displays all APOE/APODs worldwide on a drop down menu. To determine the correct APOE/APOD, consult the PPCIG for the origin and destination PPSO to see their designated APOE / APOD.

6. Outbound OCONUS Customs Forms. For shipments originating OCONUS destined for CONUS use Form Flow to create the DD Form 1252 and AE Form 30-3B (R) until DPS is revised to create them correctly. Do not use the available and DPS generated DD Form 1252 and AE Form 30-3B (R) for OCONUS outbound shipments. These DPS generated forms are corrupted and are not accepted by US Customs. Shipments with these DPS generated forms will be frustrated at port and incur unnecessary SIT charges.

Personally Procured Moves (PPM) 1 Mile Issue

1 Mile PPM Reminder for PPPOs:
Be aware while creating or validating a PPM shipment, if the mileage calculates as "1 mile," DO NOT submit the shipment. You should go back to the Pickup and Delivery page and reselect the delivery address at 15 minute intervals. There will be times when DTOD is down so DPS will be unable to retrieve the mileage. If after a few attempts the mileage still calculates as "1 mile" you should contact the DPS Help Desk and create a Service Request to have Tier III insert the mileage. Once Tier III inserts the mileage you may submit the shipment. (This may take up to three weeks for Tier 3 to make this adjustment.)

PPM Module "Trigger Questions".

The below listed "rules of thumb" provide the correct responses for both Incentive Based and the two types of Actual Cost Reimbursement PPMs "Trigger Questions."

- For **Incentive Based (IB)** PPMs:

The question, "Is Government Transportation Available," must be answered, "**Yes**."
The question, "Is a Commercial Company being used," must be answered, "**No.**"

- For **Actual Cost Reimbursement (ACR)** not to exceed GCC:

The question "Is Government Transportation Available," must be answered, "**Yes**.
The question, "Is a Commercial Company being used," must be answered, "**Yes.**"

- For **Actual Cost Reimbursement (ACR):**

The question "Is Government Transportation Available," must be answered, "**No**."
The question, "Is a Commercial Company being used," can be answered, "**Yes** or **No.**" *

* The PPPOs/PPSOs processing an Actual Cost Reimbursement PPM should understand that even though the customer might be procuring a commercial company to move their PPM that does not necessarily mean that the question is answered "Yes."

PPM Common Questions and Answers

1. Can a Mobile home be used as a vehicle to transport a PPM in DPS?
Response – Yes, Mobile homes can be used to transport a PPM shipment.

2. If a customer decides to go to an "other than an authorized destination," how will that calculate the Excess Cost in DPS?
Response – DPS currently does not calculate Excess Costs to "other than authorized destinations."

3. How do counselors enter the "other than authorized destination" information?
Response – The counselor will enter the elected destination and the customers authorized destination. The Excess Costs function is scheduled to be operational in DPS with the 1.4.06 Maintenance Release in FY11.

4. If the customer has a Household Goods shipment and then does a PPM do we combine the weights to get the adjusted rate so that the customer doesn't get overpaid like we currently do in TOPS?
Response – No. When entering the weights in the PPM Closeout you will ONLY enter the weight of the PPM and not the HHGS. Do not combine weights in DPS for PPMs.

5. How do the PPM trigger questions work in DPS?
Response:
Below are trigger questions. Responses determine how DPS calculates PPMs. (Note - If a customer is using a commercial company to move their PPM with an Incentive Move the Answer MUST be "No.")

- Is Government Transportation available? **Yes.** Was a Commercial Company used? **No**. * This is an Incentive Based Move.

- Is Government Transportation available? **Yes**. Was a Commercial Company used? **Yes.** * This is an Actual Cost Reimbursement Not to Exceed Government Constructive Costs Move.

- Is Government Transportation available? **No.** Was a Commercial Company used? **Yes,** or **No.** * This is an Actual Cost Reimbursement PPM, (Customer will be reimbursed what was actually spent.)

6. Have all Service HQs provided DPS PPM guidance?
Response – All of the Service HQs have provided Service specific PPM guidance to their PPPO/PPSO users.

7. When HOR move counseling information is completed and the paperwork is faxed to the origin TO, who processes the Advance Operating Allowance (AoA)?
Response – This depends upon the Service HQs and is part of their service specific instructions. Each Branch of Service (BOS) handles this differently.

8. Line of accounting (LOA) for HHGs is an MDC or TAC for Army but an Army counselor stated they must use the Shipment Accounting Classification (SAC) for PPM and they cannot change the LOA for the PPM move using the same orders.
Response – The MDC can be used for the PPM unless it's local funding for a local PPM. In DPS the MDC and TAC converts using the TGET to the long LOA in the invoicing module.

9. If the customer says "Yes" to an advance then decided not to take it how will they be paid correctly?
Response – Regardless if the customer actually takes the AoA or not the calculations will be the same. If the customer is allowed and says they will take 60% = $300.64 (example) and they decided not to use it to assist with the move it still calculates for the Government Constructive Cost so the payment will be the same.

10. At the PPM Close out stage does the customer has to sign the Form 2278 after all of the correct costing information has been done during the PPM Closeout and they have already signed the draft copy from counseling?
Responses by Service:

- **US Army.** The Army DFAS Rome does not need the DD Form 2278 signed after the PPM Closeout.
- **US Air Force.** The Air Force payment center Ellsworth, SD needs the DD Form 2278 signed after PPM Closeout and also the TO certification signed block 12 a.
- **US Coast Guard.** The Coast Guard needs the DD Form 2278 signed after the PPM Closeout they require an SF1038 if applicable, a signed 1351-2, PCS Orders, receipts for allowable expensed and weight tickets that need to be mailed to the CG Finance Center for Closeout. (Only CG Finance Centers will close out a PPM for Coast Guard members)
- **US Marine Corps.** The Marines require a signed DD Form 2278 signed after the PPM Closeout
- **US Navy.** IAW HQs, Department of the Navy guidance.

11. If the customer owes money can you print the Form 2278 with the amount the customer owes so they can take it to finance to pay? If the customer owes money what paperwork does he take to finance to pay?
Response – This is a service specific question, however, DPS will currently not allow the user to close out the PPM without entering a payment voucher number first. The local Finance Office/DFAS is unable to process the indebtedness without the final close out paperwork from DPS. The PPPO/PPSO will enter the following information to generate the final documentation for finance;

1. Payment/Voucher Date: Enter the current date
2. Payment/Voucher Number: Enter the member's order number
3. Payment Amount: Enter the Remaining Balance Owed by Customer

A future release will eliminate the voucher collection functionality.

12. How can I be sure the Government Constructive Cost (GCC) is calculated correctly?
Response – DPS is programmed with algorithms to accurately prepare costs using the BVS TSP methodology and the underlying structure of the 400NG.

13. What if the mileage calculates one (1) mile?
Response – See page 17 above.

14. National Guard Line of Accounting (LOA) only works sometimes, what should I do when it doesn't work?
Response – If you are entering a LOA and it doesn't work, first click on the "Over ride" TGET button. If that also doesn't work you should take a screen shot of the problem and write up a detailed explanation of what actions you have taken and exactly what DPS is doing (why it's not working). Then contact the DPS Help Desk and create a Help Desk Ticket so that the issue can be addressed and corrected.
15. If a counselor is creating a Local PPM for the customer where does he find the Local Move Rate and can the customer enter it?
Response – Each PPSO/PPPO has access to their Local Move rate. The Local Move Rate entry is the responsibility of the PPSO/PPPO and the customer does not see that screen.

16. Where do I find the Gross and Tare weights to enter into the PPM Closeout page?
Response – These weights will be taken from the weight tickets the customer turns in.

17. What a customer's boat exceeds 14 feet in their PPM?
Response – This would be considered a Boat One Time Only (BOTO) move which has to be entered into TOPS. One Time Only (OTO) shipments do not currently work in DPS.

PPM Shipments to Canadian Destinations

PPMs to Canadian destinations are Special Solicitations and are not entered into DPS. DPS cannot currently support PPMs to Canada. There is no workaround for this.

PPM Shipments With a Temporary Duty (TDY) Assignment En Route

With a PPM TDY en route select PCS orders and create the TDY portion first. DPS will only list the TDY wt entitlement, i.e. you enter the TDY information and then enter the PCS information.
Workaround: First, create the PPM TDY en route in DPS selecting PCS orders. When the PPM TDY shipment is submitted then create a "new" shipment for the Non-PPM HHG PCS move. To be successful you must manipulate the PCS Orders Number in DPS by adding a period to the original Orders Number. This will then cause DPS to allow both the PPM TDY and the PCS HHG shipments.

PPM Close Out

When a PPM TDY is entered into DPS the destination GBLOC is where the PPM Close Out will appear in the Inbound users queue. Any Inbound user role regardless of their GBLOC can close out a PPM by searching for the customer and clicking on the PPM Close Out at the bottom of the view/edit screen.

PPPO Outbound Counselor Role

DPS does not provide the PPPO Counselor with visibility on a shipment once the shipment has been counseled and submitted to the PPSO for Routing and Booking. The Inbound role DOES provide this visibility. Recommend that PPPO Counselors register for the Inbound role as well as their Outbound role to obtain that necessary shipment visibility.

Quality Assurance (QA) (sub-menu of the Shipment Management module)

1. Shipments will appear in the Origin Inspections queue when the Transportation Service Provider (TSP) has completed the Pre-Move survey and enters it into DPS and the shipment changes to a "Pre-Survey Done" status. Also, shipments will disappear from the "Origin Inspections" queue after they have been entered as "Arrived" at destination by the TSP in DPS, or 15 days after Pickup.

2. Shipments only appear in the Destination Inspections queue when in a "Delivered Complete" status. Then Quality Assurance (QA) Inspectors can enter the DD Form 1780 inspection information. QA Inspectors must use the PPSO Inbound queue and check the "Scheduled Delivery Date" column to plan and schedule their destination inspections.

3. Shipment Inspections. PPSO Quality Assurance (QA) personnel must be careful when entering data into the Remarks section of the Shipment Inspection screen. They must NOT enter favorable information. Entry of any data into the Remarks section can generate a Letter of Warning (LOW). QAs should only enter Tender of Service violations in the Remarks Section of the Shipment Inspection screen.

Short Fuse Shipments:

In DPS when a shipment is offered as a Short Fuse (5 Business Days or less) the offer goes out to all TSPs in that market along with a DPS generated email. When short fuse shipments are offered the first day isn't counted. TSPs that have entered blackout dates during this period receive shipment notifications as well. If no TSPs accept the short fuse offer within 24 hours the shipment times out and it reverts to the standard offer queue. It does so to allow the PPSO to contact TSPs manually to identify a TSP willing to accept the Short Fuse shipment. Despite this it is still a Short Fuse shipment. The reason it has to revert into the standard shipment award queue is so the PPSO will be able to award it to an individual TSP. That particular function does not currently exist in the Short Fuse queue. The DPS business rules state; The PPSO must take action to ensure the member/employee's shipment is serviced (e.g., contact a TSP willing to accept the shipment and subsequently award that TSP the shipment in DPS, contact the member/employee to obtain alternate dates, or ship via DPM or Personally Procured Method (PPM).The PPSO should not automatically award the next TSP the shipment. The PPSO should examine each shipment to ensure the shipment is not a Short Fuse shipment. If it is a Short Fuse shipment the PPSO should manually contact (via phone, email, or FAX) individual TSPs to locate one that is willing to accept the Short Fuse shipment and only then award them the shipment.
If the TSP has blacked out the dates they still will populate on the TDL because they may be able to accept the shipment. That is why a TSP that has blacked out dates still shows up on the TDL for Short Fuse shipments.
The PPSO should not issue a LOW for a refusal to accept a Short Fuse shipment; the TSP has an option of whether or not they can accept the Short Fuse offer without penalty.
PPCIG Managers must ensure they update their calendars in DPS so that weekends and Federal and Local overseas Holidays are not counted as business days.

Storage In Transit (SIT)

1. SIT Approval. TSPs currently have the ability in DPS to request SIT at destination under certain circumstances (non-direct delivery) and receive an auto generated SIT number. This functionality may be removed by JPMO HHGS in a future DPS release.

2. Destination SIT Preapproval. TSPs should NOT request Destination SIT as a Preapproval before the shipment has been arrived by the TSP at destination. Then the destination PPSO can select TSP requests and approve or disapprove the SIT request.

Student Travel and Summer Storage Shipments (Dependent Student Travel and Baggage Storage)

1. DPS must be used for Student Travel shipments to and from the school.
2. DPS must be used for Student Summer Storage shipments into and out of Summer Storage.
3. The Sponsor's name and Sponsor's Social Security Number will be used to book and identify the shipment. The Student's name should be listed with the annotation "Dependent Student" in the DD Form 1299 Remarks block.
4. The Student's name will also be listed as the Releasing Agent at both Origin and Destination.

Transportation Operation Personal Property System (TOPS) Interface

Counseling and transfer of NTS or DPM shipments in DPS is in under Training. Counseling NTS shipments is in Section 5, counseling NTS Release shipments is in Section 6, the transfer process of NTS and DPM to TOPS is Appendix B. Details to access TOPS via DPS with Citrix is in the TOPS User Guide. The file transfer process now occurs on an hourly basis. Depending upon the time of routing it may take up to 1.5 hours to transfer to TOPS.

DPS Workarounds for Known System Problem Reports (SPRs)

These workarounds are the best available advice to the user until DPS is fully developed. Team Track/Tracker numbers are provided as well as the anticipated "fix" date for the DPS modification schedule.

Costing Engine Section - Workarounds

1. Problem: TSP does not see the Message from TSP Master on Unpaid Item screen
   Example: DPS should display the PPSO and TSP messages on the Unpaid Item Report.
   Details: The message from TSP Master is not displaying on Unpaid Item screen. On the open item page, the new message column displays the number of messages received for the line item. As the user reviews the messages the number is refreshed. For example, number of messages is 5, User reviews 2, then number displayed will be refreshed to 3.
   Workaround: TSP must click on "View/Edit." The actual message is displayed via the View/Edit link on the Open Items page. The actual message is displayed via the view. This design solution was implemented to accommodate situations where multiple messages per line item may be required.
   Team Track / Tracker Number: 5082.
   Planned Fix: Sep 2010. Software Release 1.4.04.

Counseling Section - Workarounds

1. Problem: DOD Customer Counseling Requirement Not Met
   Example: DPS does not recognize that the DOD Customer has reviewed and acknowledged the Service specific instructions.
   Workaround: DOD Customers should revisit Service specific link. If that does not clear the problem, then the customer should contact the DPS Help Desk.
   Team Track / Tracker Number: 4973.
   Planned Fix: TBD.

Counseling Section - Workarounds continued

2. Problem: DD Form 1252 and AE Form 30-3 fails to fill and print correctly (DOD Customer/Counselor User).
   Example: OCONUS shipments need DD Form 1252, it fails to fill and print in DPS
   Workaround: The two forms now print properly with the Adobe Reader. (SPR 5381). The input of APO and FPO addresses still does not print. PPSO must use Form Flow to complete the DD Form 1252 and AE Form 30-3.
   Team Track / Tracker Number: 5380
   Planned Fix: TBD.

3. Problem: TDY in Conjunction with Ship Work or Renovation
   Example: NA.
   Details: DPS does not provide the functionality to determine the appropriate shipping entitlements for the following type of orders: TDY in connection with building, fitting out, converting or reactivating of a ship and duty aboard when commissioned.
   Workaround: PPSO must verify the shipment total weight does not exceed the TDY authorization.
   Team Track / Tracker Number: 1955
   Planned Fix: 1.4.02.

4. Problem: Special Solicitation Issue
   Example: NA.
   Details: DPS does not support use of embarkation and debarkation costs nor possess correct methodology to process Special Solicitations.
   Workaround: CONUS - Process Special Solicitation in TOPS. OCONUS - process these shipments using current local procedures.
   Team Track / Tracker Numbers: 5595 and 5661.
   Planned Fix: FY 11.

5. Problem: Volume Move Issue
   Example: NA.
   Details: PPSO is unable to complete the Volume Move process, TSPs are not notified by email, and it is not possible to enter Tender numbers into DPS nor does SIT weight block support seven (7) characters, it only supports six (6).
   Workaround: CONUS process Volume Moves in TOPS and OCONUS process Volume Moves IAW current local procedures.
   Team Track / Tracker Numbers: 5576 and 5578. Planned Fix: FY11.

Counseling Section – Workarounds continued

6. Problem: Mobile Home One Time Only (MOTO) Issue
   Example: NA.
   Details: Carrier Bid window field names are mismatched and some are invalid in DPS.
   Workaround: CONUS process MOTOs in TOPS or submit to SDDC in the required format via email or FAX.
   Team Track / Tracker Number: 3765.
   Planned Fix: TBD.

7. Problem: Non Appropriated Fund (NAF) Shipments
   Example: NA.
   Details: Shipments can be entered and processed in DPS for routing, booking, pickup and delivery but cannot be processed by **US Bank (formerly PowerTrack)** and therefore cannot be electronically processed for payment. They must be manually paid.
   Workaround: CONUS - Process shipments in TOPS. Select "Special Paying Office" and enter the financial information. Pay manually. OCONUS process shipments IAW current local procedures. Pay manually.
   Team Track / Tracker Number: 5675.
   Planned Fix: TBD.

8. Problem: Army and Air Force Exchange Service (AAFES) Shipments
   Example: NA.
   Details: Shipments cannot currently be processed in DPS.
   Workaround: CONUS - Process shipments in TOPS. Select "Special Paying Office" and enter the financial information. Pay manually. OCONUS – Process shipments IAW current local procedures.
   Team Track / Tracker Number: 5675.
   Planned Fix: FY11.

Electronic Billing Section - Workarounds continued

1. Problem: Electronic billing and payment by Non-Appropriated Funds
   Example: NA.
   Details: DPS does not allow for the electronic billing and payment of Shipments funded by Non-Appropriated Funds (NAF)
   Workaround: CONUS - Process shipments in TOPS. Select "Special Paying Office" and enter the financial information. Pay manually. OCONUS – Process shipments IAW current local procedures. Pay manually.
   Team Track / Tracker Number: 5675.
   Planned Fix: FY11.

2. Problem: Electronic Billing and Payment not possible for AAFES Shipments
   Example: NA.
   Details: DPS does not allow for the electronic billing and payment of shipments funded by AAFES.
   Workaround: CONUS - Process shipments in TOPS. Select "Special Paying Office" and enter the financial information. Pay manually. OCONUS – Process shipments IAW current local procedures. DPS and PowerTrack will process OCONUS to CONUS shipments only.
   Team Track / Tracker Number: 5675.
   Planned Fix: FY11.

3. Problem: The DPS Costing Engine is currently using the origin and destination Line haul factors associated to the geographic points in which the TSP bills line haul, even when the line haul ends at a SIT facility. This is not correct.
   Until this is corrected, any LHS line item that reflects a Sit Location (LOC2 on Item Code LHS) in a different Service (Rate) Area than Block 18 Destination Service (Rate) Area will go into Audit exception.
   Workaround: TSPs invoice should match the DPS LHS cost to avoid Audit Exception errors and then they can submit an invoice with a miscellaneous item code (negative or positive) to either reimburse the government or invoice any difference that may exist between the existing DPS cost (which may use line haul factor at a SIT warehouse) and the correct cost which should be invoiced as described above.
   Team Track / Tracker Number: 5695
   Planned Fix: TBD.

Personally Procured Moves (PPM) - Workarounds continued

1. Problem: mileage calculates as "1 mile."
   Example: NA.
   Workaround: if the mileage calculates as "1 mile" DO NOT submit the shipment. You should go back to the Pickup and Delivery page and reselect the delivery address at 15 minute intervals. There will be times when DTOD is down so DPS will be unable to retrieve the mileage. If after a few attempts the mileage still calculates as "1 mile" you should create a Service Request to have Tier III insert the mileage. Once Tier III inserts the mileage you may submit the shipment.
   Team Track / Tracker Number: NA
   Planned Fix: TBD.

1. Problem: Allows user to choose “No Loss” and specify a Loss Amount.
   Example: NA.
   Details: Allows PPSO QA user on Shipment Inspection page to choose 'No Loss' Type but specify a Loss Amount. Logged in as PPSO QA, clicked Origin Inspections under QA Management, clicked Enter Inspections and Shipment Inspection page appears, chose 'No Loss or Damage' and 3000 for a dollar amount for 'Estimated Value of Loss/Damage' field. Application allowed me to continue and save.
   Workaround: QA user should leave the loss/damage field blank or enter zero if they chose "no loss/damage.”
   Team Track / Tracker Number: 4998.
   Planned Fix: TBD.

Request For Quotes (RFQ) Section - Workarounds

1. Problem: Carrier Bid Window Field Names Mismatch Values (SDDC User)
   Example: For a Mobile Home One Time Only (MOTO) shipment the Rates Tab and the RFQ module was selected. The MOTO item was selected for a detailed view. Carrier Bids were selected from the Actions pull down menu. The window appeared with the middle panel containing field names such as 'User Defined' and the field value is the RFQ id of 583. None of the Field Names match the field values; Most of the field names are invalid.
   Workaround: MOTO shipments will be processed in TOPS.
   Team Track / Tracker Number: 3765.
   Planned Fix: TBD.

Request For Quotes (RFQ) Section – Workarounds continued

2. Problem: Origin State Name and Destination State Name is Null
   Example: NA.
   Details: Origin State Name and Destination State Name is Null in Award Lane window.
   Workaround: Workaround is to obtain state information in the RFQ Details page of the RFQ Module.
   Team Track / Tracker Number: Unknown. Planned Fix: TBD.

3. Problem: BidLinx Run time Error in iHHG and iUB
   Example: NA.
   Details: BidLinx Run time Error occurs in iHHG and iUB.
   Workaround: No work around needed; user needs to allow system time to complete import.
   Team Track / Tracker Number: 4193.
   Planned Fix: TBD.

Reference Data Management Section – Workarounds

No current issues or workarounds.

Reports & Documentation Section - Workarounds

1. Problem: Missing Download links in DPS Analytics (TSP User)
   Example: There is no download link for DPS Analytics.
   Workaround: Workaround is to export desired report as an html or PDF document or to cut/paste into an Excel spreadsheet.
   Team Track / Tracker Number: 5253.
   Planned Fix: TBD.

Reports & Documentation Section – Workarounds continued

2. Problem: Mobile Home One Time Only (MOTO) E-Mail Award Notification Issued after Pick up Date
   Example: NA.
   Details: TSP Master for INVA received a MOTO Award Notification on June 28, 2007 3:57 PM. The shipment pickup date is listed in the message as Tue Jun 26 00:00:00 GMT 2007. The e-mail message was two days late and the shipment was not in the Current RFQ queue for the TSP. The pickup date on the RFQ detail for RFQ id/DOD OTO Number is 06/26/2007 and Delivery Date is 07/26/2007.
   Workaround: MOTO shipments will be processed in TOPS.
   Team Track / Tracker Number: 3836.
   Planned Fix: FY 11.

3. Problem: Storage In Transit (SIT) Tab in Excel Analytics Does Not Display All Shipments
   Example: NA.
   Details: SIT Tab in Excel Analytics does not display all shipments placed in the SIT Section at the bottom of form.
   Workaround: User should use SIT data in DPS Shipment Management in lieu of Analytics.
   Team Track / Tracker Number: 5363.
   Planned Fix: 1.4.07 or 1.4.08.

Shipment Management Section - Workarounds

1. Problem: Excess Costs Computation is Not Correct
   Example: NA.
   Details: Excess Costs computation is not correct.
   Workaround: If counselor knows that any of the following conditions exist, then process the shipment(s) in TOPS and advise customer of possible excess costs: Multiple (CONUS to CONUS) shipments to/from same origin to same destination, excess distance shipments, and alternate location shipments. Note: Currently DPS calculates Excess Costs for excess weight only.
   Team Track / Tracker Number: 255 and 5237.
   Planned Fix: FY11.

Shipment Management Section – Workarounds continued

2. Problem: Shipment Container Count Erroneously Incremented
   Example: NA.
   Details: Enter DPS as a TSP and from the Outbound Shipments display select Enter Pickup. Enter info and select Submit Weights button. From the Shipment Pickup display fill in Pack/Pickup Dates, fill in Number of Containers (2) and select Submit Pickup Info button. From the Shipment Container Information display select Back button. Shipment Pickup information previously entered is not maintained. User must reenter data. Reenter info and (2) number of containers. Select Submit Pickup info button. Shipment Container Information displays (4) containers when shipment really only has (2) containers.
   Workaround: Contact the DPS Help Desk for assistance.
   Team Track / Tracker Number: 4983.
   Planned Fix: TBD.

3. Problem: DPS will not generate a Certificate of Diversion. Procedures for the Diversion of a Shipment within the Same Rate Area, OCONUS.
   Example: When the correct port of entry is entered (which is often not in the same country as the diversion takes place) the system will generate a termination of the inbound GBL and the PPSO is forced to rebook the shipment with a new GBL to the new destination. If the inbound TSP is not available for selection, then the PPSO is forced to pick a different TSP. Then DPS will generate a Termination Notice.
   Details: Inbound shipment to WKAS. It was a Code 4 with an original destination of Wiesbaden, Germany. Customer received new orders to Hohenfels, Germany. The Diversion point is the port of Antwerp, Belgium.
   Workaround One: To do a SFR reduction for nonperformance of the packing (since the shipment is already packed, crated, and containerized), the PPSO must edit the local delivery address. This will trigger DPS to generate a GBL Correction Notice (SF1200). The PPSO must indicate in block 14 the value of the reduction per 100 lbs.
   Workaround Two: For shipments diverted within the same rate area, the PPSO can just edit the destination address in View/Edit which will trigger a SF 1200 GBL Correction Notice. This will change the GBL block 18 from the old to the new destination. This way the TSP remains the same, there is no need for a reduction due to non-performance of services, and the TSP is notified by a SF 1200.
   Team Track / Tracker Number: None. Planned Fix: TBD.

Shipment Management Section – Workarounds continued

4. Problem: GBL Correction Notice, SF 1200
   Example: NA.
   Workaround: Below are the steps to generate a Government Bill of Lading (GBL) Correction Notice, SF 1200, in DPS:
   - PPSO should query for the GBL from their location using the "Find Shipments" button in the Shipment Management Tab.
   - Click on "View / Edit" to access the shipment details.
   - Scroll down to the Location information and click on "Edit" Location for the pickup. Put a period (.) at the end of the Street Address. Click on "Update Location." This will show in Block 12 of the Correction Notice when completed. This period (.) will trigger DPS to generate a GBL Correction Notice. Then, return to the "View / Edit" screen where you will find the "Generate GBL Correction" button. Click this button.
   - Enter in block labeled "GBL Authority for Correction." (DoD45009-R)
   - Enter in block labeled "GBL Additional Remarks" the information desired to be reflected in the Correction Notice. This is a change from normal TOPS GBL Correction Notice procedures as it is the only place the new information can be displayed is in Block 14 Remarks Section.
   - Hit the "Update" button.
   - The created SF1200 should now be visible and Block 14 will reflect the reason you entered for creating the Correction Notice.
   -
   - TSPs can now access the GBL Correction Notice in their Shipment Management Queue under "Shipment Requests/Corrections."

   Team Track / Tracker Number: 5514.
   Planned Fix: FY11.

5. Problem: Determining APOD / APOE on the Transportation Control Movement Document (TCMD) DD Form 1384
   Example: NA.
   Details: DPS lists all the APOEs / APODs worldwide on the drop down menu, not just those associated with the origin and destination PPSO.
   Workaround: Specific details on the preparation and usage of APOD/APOEs on the TCMD for code 4, 5, J, and T can be found on the SDDC website under International Rate Solicitation. Select I - 22. Chapter XIII, Aerial and Surface Ports.
   Team Track / Tracker Number: None. Planned Fix: TBD.

Shipment Management Section - Workarounds continued

6. Problem: A shipment is Misconsigned within CONUS.
   Example: NA.
   Details: When a shipment has been misconsigned through PPPO/PPSO error and it arrives at the incorrect but government directed destination it can be moved to the final (and correct) destination.
   Workaround: Once the correct Destination and Delivery Address is known the PPSO determines if the TSP with the shipment has Rates to that correct Destination. If so then the Delivery Address and State is entered into DPS on the Street Address line. The PPSO will not be able to change the State, however the complete Delivery Address on the Street Address line will enable the TSP to file their Invoice for the move. If the TSP does not have Rates on file to the correct Destination, then the GBL must be terminated at the misconsigned Destination to allow the original TSP to be paid and the shipment must be rebooked in TOPS to the correct Destination.
   Team Track / Tracker Number: None. Planned Fix: TBD.

Technical Section & User Management Section - Workarounds

None identified.

"Resolved" Known System Problem Reports (SPRs)

This section contains DPS Problems that have been identified and resolved. The date the problem was "resolved" by the Developer through modification patches to the DPS software is also annotated. Each resolved problem has the original workaround listed and can be employed if the user encounters a similar problem.

Claims Section – Resolved

1. Problem: Claims offer – rounded monetary amount
   Example: DPS displays $23.00 instead of user input $22.89.
   Details: In the Claims module, for example if an input of $49.88 is made and saved, and the user goes back in to view and the amount of offer was rounded up to $50.00.
   Workaround: TSP and/or Service member will have to upload and/or read attachments that indicate offer/counteroffer amounts.
   Team Track / Tracker Number: 5289
   Fixed: 23 Jan 2009

2. Problem: Tracking Error
   Example: NA
   Details: When attempting to track a specific shipment and clicked on correct GBL in invoicing, user receives an error message.
   Workaround: User should attempt to click on another tab and then return. User can also try to log out and log back in. If problem persists, contact the DPS Help Desk at sddc.safb.dpshd@us.army.mil and obtain a ticket number.
   Team Track / Tracker Number: 5291
   Fixed: 28 Jan 2009.

3. Problem: DOD Customer is unable to Print the Loss/Damage Form
   Example: DOD Customer created a Loss/Damage Report and in the process did not see a Print button.
   Workaround: DOD Customer can receive a hard copy Loss/Damage form from the responsible TSP upon request. The DOD Customer can also print a Loss/Damage form from DPS by copying the screen or by using the "Print Screen" function.
   Team Track / Tracker Number: 5040
   Fixed: 10 Mar 2009.

Claims Section – Resolved continued

4. Problem: TSP does not receive email notification that a customer has filed a Claim
   Example: A customer filed a claim and the TSP was not advised of this action by email notification.
   Workaround: The TSP must manually monitor their Claims queue each day and also monitor their CSS queue to determine if a customer intends to file a claim.
   Team Track / Tracker Number: 4355
   Fixed: 27 Apr 2009.

Costing Engine Section Issues – Resolved

1. Problem: Item Code 521F– DPS underrated DAYCOS
   Example: NA
   Details: Item Code 521F. DPS underrated DAYCOS. DPS displays the line haul table rate for miles of 81-90 for weight of 100 to 999# to be 10.45. DPS billed 81 miles. The rate in applicable line haul rate tables of 10.45 is greater than 9.99 for local delivery so 10.45 apply.
   Workaround: TSP must submit a supplemental invoice as a Miscellaneous Charge to make up the difference.
   Team Track / Tracker Number: 5071
   Fixed: 04 Mar 2009.

2. Problem: TSP does not see the Message from TSP Master on Open Items screen
   Example: NA.
   Details: DPS should display the PPSOs and TSPs messages on the Open Item Report. On the open item page, the new message column displays the number of messages received for the line item. As the user reviews the messages the number is refreshed. For example, number of messages is 5, user reviews 2, then number displayed will be 3.
   Workaround: TSP must click on "View/Edit." The actual message is displayed via the View/Edit link on the Open Items page. This design solution was implemented to accommodate situations where multiple messages per line item may be required.
   Team Track / Tracker Number: 5081.
   Fixed: Sep 2010. Software Release 1.4.04.

Counseling Section Issues – Resolved

1. Problem: No Customer Satisfaction Surveys on DOD Customer Home Page
   Example: NA
   Details: Created short-fuse shipments and delivered them same day. Logged in as DOD Customer and was unable to see shipments that were delivered.
   Workaround: Contact DPS Help Desk for assistance.
   Team Track / Tracker Number: 4460
   Fixed: 26 Jan 2009.

2. Problem: Error in creating customer profile
   Example: NA
   Details: When trying to create a new shipment as an Air Force member, user could not create a Customer Profile.
   Workaround: Try clicking on another tab and coming back. User can also try to log out and log back in. If problem persists, enter a ticket number with the DPS Help Desk at Sddc.safb.dpshd@us.army.mil to correct.
   Team Track / Tracker Number: 5193. Fixed: 26 Jan 2009.

3. Problem: Counseling Tab not responsive
   Example: NA
   Details: Click the counseling tab Attach 5d, Part 2: Creating a profile, Step #8. When clicking on the counseling tab after verifying USMC service specific information, I was not able to click on another tab then click on the counseling tab again to gain access.
   Workaround: Try clicking on another tab and coming back. User can also try to log out and log back in. If problem persists, enter a ticket number with the Sddc.safb.dpshd@us.army.mil to correct.
   Team Track / Tracker Number: 5214. Fixed: 26 Jan 2009.

4. Problem: Shipments To or From Alaska
   Example: NA
   Details: Water ports and EIN for US Coast Guard personnel are not functioning in DPS.
   Workaround: Process shipments to and from Alaska IAW current local procedures.
   Team Track / Tracker Numbers: 5569 and 5583. Fixed: 27 Mar 2009.

Counseling Section Issues – Resolved continued

5. Problem: Non Temporary Storage (NTS) Issue
   Example: NA
   Details: TOPS and DPS data fields are not 100% compatible, therefore, the data transfer is not seamless, nor is it complete.
   Workaround: CONUS - Process these shipments in TOPS. OCONUS - process these shipments using current local procedures.
   Team Track / Tracker Number: 5571
   Fixed: 12 Jun 09.

6. Problem: CONUS to OCONUS city selection (DOD Customer / Counselor User)
   Example: DOD Customer/Counselor cannot change from CONUS to OCONUS and repeat selection of a city after getting the "No City found..." message. The "No City found..." message is not cleared, even after the user clicks the Cancel button.
   Workaround: DOD Customer / Counselor needs to Tab back (using the "Back" button at the bottom of each DPS screen) to the previous page then tab forward (using the "Next" button at the bottom of the DPS screen), select CONUS or OCONUS as desired, and reenter the first four letters of the desired city.
   Team Track / Tracker Number: 4712. Fixed: Software Release 1.3.05.

7. Problem: Address Disappears (DOD Customer/Counselor User)
   Example: Address entry disappears from screen.
   Workaround: Workaround is for DOD Customer/Counselor to login again, and reenter the address. If not corrected the user should contact the DPS Help Desk.
   Team Track / Tracker Number: 5057. Fixed: Software Release 1.3.05.

8. Problem: Personally Procured Move (PPM) Issue
   Example: NA.
   Details: DPS does not support PPM because of Low Cost vs. BVS calculations.
   Workaround: Process PPM shipments in TOPS.
   Team Track / Tracker Number: 5567.
   Fixed: 04/10. (Software Release 1.4.01).

Counseling Section Issues – Resolved continued

9. Problem: Alaska: Channel for the selected pickup and delivery loc could not be found.
   Details:
   - User logged into DPS as PPSO Outbound Supervisor (MBFL)
   - Clicked on Counseling tab
   - Clicked on Create an Order
   - Entered DOD Customer SSN and Clicked Search
   - Clicked on Create an order for this person
   - Proceeded to create an order and shipment
   - On Pick Up and Delivery screen, inputted pick up address = Anchorage, AK (CONUS address) and delivery address = Baumholder, Germany. Received validation error: "Channel for the selected pickup and delivery location could not be found."
   - Changed pick up address to Anchorage, United States (OCONUS address). No change to delivery address.
   - Changed pick up address back to original Anchorage, AK (CONUS address). No change to delivery address. No validation error.

   Workaround: Process all shipments to and from Alaska in TOPS.
   Team Track / Tracker Number: 5254. Fixed: Software Release 1.3.05.

10. Problem: One Time Only (OTO) Shipments
    Example: NA.
    Details: BVS calculations for OTOs are incorrect.
    Workaround: CONUS process OTOs in TOPS and OCONUS submit to SDDC in the required format via email or FAX.
    Team Track / Tracker Number: 5304.
    Fixed: 04/10. (Software Release 1.4.01).

11. Problem: Boat One Time Only (BOTO) Issue
    Example: NA.
    Details: Remarks are not transferring properly in DPS and creates inability to use the RFQ module. Additionally, the RFQ module is missing critical information.
    Workaround: CONUS process BOTOs in TOPS or submit to SDDC in the required format via email or FAX.
    Team Track / Tracker Numbers: 5580.
    Fixed: 04/10. (Software. Release 1.4.01)

Counseling Section Issues – Resolved continued

12. Problem: Local Moves Issue
    Example: NA.
    Details: DPS does not allow Local Moves to be picked up and delivered on the same day.
    Workaround: CONUS – process Local Moves in TOPS. OCONUS - process these shipments using current local procedures.
    Team Track / Tracker Number: 5614.
    Fixed: 09/10. Software Release 1.4.04.

Electronic Billing Section Issues – Resolved

1. Problem: TSP Billing Representative unable to print GBL
   Example: NA
   Details: TSP Billing Representative unable to print GBL (Form SF1203)
   Workaround: Workaround is for the TSP user to provide the GBL, if needed, or to contact the DPS Help Desk if further assistance is required.
   Team Track / Tracker Number: 5164. Fixed: 03 Feb 2009.

Invoicing Section - Resolved

1. Problem: DPS does not calculate additional charges per cwt for shipments with weight greater than 23,999 pounds or with mileage greater than 3,800 miles.
   Workaround: See below.
   Note: When invoicing for items that are weight and mileage dependent, i.e. (210A), TSP should bill additional monies owed under MISC Item code (226A) with detailed note until further notice.
   Tracker Number: 6001. Fixed: Software Release 1.4.03.

Quality Assurance (QA) Section Issues – Resolved

1. Problem: PPSO Quality Assurance Market suspension
   Example: Quality Assurance Market suspension needs to be restricted to the "market out of the GBLOC." Currently DPS suspension due to a shipment refusal suspends a TSP for the entire worldwide market for the type shipment in which the refusal occurred (dHHG, iHHG, or iUB). Suspension due to shipment refusal should occur in the market and only the market associated to the GBLOC in which the refusal occurred. RTM 67.7c reads, if a TSP refuses a shipment DPS shall notify TSP from the appropriate market and indicate the length of the inactivation in days.
   Workaround: PPSO shall not use suspensions for shipment refusals until advised. If TSPs refuse shipments, PPSO shall document the refusal and contact HQ SDDC with the information and/or the DPSHelpdesk to obtain a trouble ticket.
   Team Track / Tracker Number: 5011.
   Fixed: 10 Mar 2009.

Quality Assurance (QA) Section - Resolved

2. Problem: TSP Quality Assurance User Role is Able to File Rates
   Example: TSP QA User is able to file rates. User Role Matrix shows that the QA should only be able to see rates, not file.
   Workaround: Advise TSP QA User not to file rates.
   Team Track / Tracker Number: 3809.
   Fixed: Maintenance Release 1.4.03.

Request For Quotes (RFQ) Section Issues – Resolved

1. Problem: TSP Did Not Receive Notification of Special Solicitation Award
   Example: NA
   Details: Uploaded Bulk Rate in Round 2 for Special Solicitation International channel from GR to all US Destination areas and from all US Origin areas to GR. Rates were uploaded successfully. When I archived the Round 2 for Special Solicitation, the rates were available for me to view. According to Req. 82.f, "For special solicitations, DPS will notify the Primary and the Alternate TSPs of the award." However I did not receive any notification of the award.
   Workaround: No work around needed; user needs to allow system time to complete import.
   Team Track / Tracker Number: 4400; Fixed: 27 Mar 2009.

Request For Quotes (RFQ) Section Issues – Resolved continued

2. Problem: Cron Job did not run
   Example: NA
   Details: Cron Job did not run
   Workaround: Workaround is for user to contact the DPS Help Desk.
   Team Track / Tracker Number: 5285. Fixed: 05 Feb 2009.

3. Problem: International One Time Only (OTO) Routing (TSP User)
   Example: TSP must be able to provide routing to SDDC when bidding on all international One Time Only (OTO) and Boat One Time Only (BOTO). SDDC needs this information when awarding.
   Workaround: SDDC must contact the TSP to determine the routing for all OTO shipments. All OTOs should be booked in TOPS or through SDDC via FAX.
   Team Track / Tracker Number: 5580.
   Planned Fix: 04/10. (Software Release 1.4.01).

4. Problem: TSP SCAC Received Erroneous Email Rejection Notices
   Example: TSP SCAC received email rejection notices after rates were processed and filed by DPS.
   Workaround: Workaround is that TSPs must ensure they are eligible in Qualifications prior to rate filing.
   Team Track / Tracker Number: 3827.
   Planned Fix: Closed: 06/07/2010.

Reference Data Management Section Issues - Resolved

1. Problem: Storage In Transit (SIT) Facility Information Updates
   Example: NA
   Details: RSMOs are unable to update SIT facility information.
   Workaround: The Help Desk provides Field Input to SRA who will input the data into DPS until the appropriate RSMO has the capability to update SIT facility information.
   Team Track / Tracker Number: 3406 and 5204. Fixed: 15 May 09.

Reference Data Management Section Issues – Resolved continued

2. Problem: PPCIG Java Error
   Example: NA.
   Details: User receives a Java error in the PPCIG module when they try to generate a list of all international GBLOCs.
   Workaround: User must query International GBLOCs by individual country instead of by a comprehensive OCONUS list.
   Team Track / Tracker Number: 5073. Closed: 06/07/2010.

Reports & Documentation Section Issues – Resolved

1. Problem: SIT Tab in Excel Analytics Does Not Display All Shipments (TSP/PPSO User)
   Example: SIT Tab in Excel Analytics does not display all the shipments placed in the SIT Section.
   Workaround: TSP/PPSO User should use the SIT shipment data in DPS Shipment Management in lieu of Analytics.
   Team Track / Tracker Number: 5329. Fixed: 31 Mar 2009.

Shipment Management Section Issues – Resolved

1. Problem: iSDDC Tab Not Found
   Example: NA
   Details: iSDDC tab -- Logged in as the Transportation Officer. Clicked on the iSDDC tab and received the following error: NOT FOUND
   Workaround: iSDDC will not be available. Historical data will be available in your work queue or using DPS analytics.
   Team Track / Tracker Number: 3751
   Fixed: 26 Jan 2009.

2. Problem: Queue Counts Incorrect
   Details: Signed in as TSP Master. Went to shipment management. Queue showed one short fuse. Selected short-fuse offer queue. No shipments listed. TSP queue also shows two Customer requests. Selected Customer Requests. List shows one request.
   Impact: User cannot see requests for which they have to take action.
   Workaround: Contact DPS Help Desk for assistance.
   Team Track / Tracker Number: 5087. Fixed: 27 Jan 2009.

Shipment Management Section Issues – Resolved continued

3. Problem: SIT Date Out Revisions Aren't Saved
   Example: NA
   Details: I entered the SIT Out Date incorrectly and needed to revise the SIT Out Date. I changed the date in the SIT Out Section and submitted the update. The updated information did not display on the View/Edit Shipment Information screen.
   Workaround: Use the corrected SIT out date displayed instead of the one in the "View/edit" screen.
   Team Track / Tracker Number: 5277
   Fixed: 03 Mar 2009.

4. Problem: Pre-approval selections reset (PPSO User)
   Example: NA
   Details: When you click on the Submit Approvals button, the item you approved is still pending because your dropdown selection was lost.
   Workaround: TSP can still invoice for the items even though they have not been pre approved. Contact the DPS Help Desk for assistance.
   Team Track / Tracker Number: 5279
   Fixed: 03 Mar 2009.

5. Problem: SIT Date Out Revisions Are not Saved (PPSO and TSP User)
   Example: SIT Out Date is incorrect and must be edited. Upon correction the updated information does not display on the View/Edit Shipment Information screen.
   Workaround: Use the corrected SIT out date displayed instead of the one in the "View/edit" screen.
   Team Track / Tracker Number: 5277
   Fixed: 03 Mar 2009.

6. Problem: Pre-approval selections reset (PPSO User)
   Example: When the PPSO clicks on the Submit Approvals button, the item approved is still pending because the dropdown selection was lost.
   Workaround: TSP can still invoice for the items even though they have not been pre approved. Contact the DPS Help Desk for assistance.
   Team Track / Tracker Number: 5279. Fixed: 03 Mar 2009.

Shipment Management Section Issues – Resolved continued

7. Problem: Release from SIT at origin, missing or incorrect RDD
   Example: NA
   Details: When a shipment was released from SIT at origin, received the GBL Correction Notice. The Correction Notice did not provide the transit time to destination, just the Release Date. Additionally, a new RDD was not generated in the outbound screen and the inbound screen shows "RDD Exceeded" which could generate a Warning Letter or TSP Suspension.
   Workaround: PPSO must go back to the "View/edit" screen to update dates and generate another GBL Correction Notice.
   Team Track / Tracker Number: 5274. Fixed: 1 Jun 2009.

8. Problem: PPSO Release from SIT at origin
   Example: When a shipment is released from SIT at origin, a GBL Correction Notice (SF 1200) is generated. The Correction Notice does not provide the transit time to destination, just the release date. Additionally, a new RDD is not generated in the Outbound screen and the Inbound screen of the destination PPSO will show "RDD Exceeded" which could generate a warning or suspension action.
   Workaround: PPSO must go back to the "View/edit" screen to update dates and generate another GBL correction with the correct transit time.
   Team Track / Tracker Number: 5274. Fixed: 19 May 2009.

9. Problem: Additional Location Issue
   Example: NA.
   Details: Opened Shipment Management, selected TSP Request queue. Clicked on "Add Location" link. Clicked on "Submit" button. Shipment not removed from request list. Submitted again. Queue displayed. Request still in queue. User queue will become clogged with requests that should be disappearing.
   Workaround: Contact the DPS Help Desk for assistance.
   Team Track / Tracker Number: 5227.
   Fixed: 11/09. (Software Release 1.3.05)

Shipment Management Section Issues – Resolved

10. Problem: Origin Shipping Agent able to perform Destination Shipping Agent Functions
    Example: NA.
    Details: Origin Shipping Agent is able to perform destination Shipping Agent functions without being listed as the Destination Shipping Agent.
    Workaround: Shipping Agent will have to check the "View / Edit" details in each shipment to see if they are selected as the agent for "origin," "destination," or "both."
    Team Track / Tracker Number: 5267. Fixed: 04/10. (Software Release 1.4.01)

11. Problem: Unable to route shipment due to estimate cost error
    Description: When routing a COS D shipment to/from AK, DPS displays "Error: unable to determine estimated cost" in the Estimated Cost column.
    Workaround:
    Note: DPS does not show an estimated cost when the mileage is over 3800 miles. Even though DPS is unable to determine the estimated cost in Shipment Mgmt, DPS does not prohibit a PPSO from routing the shipment. PPSOs and TSPs are able to route, award, pickup, place into SIT, and deliver COS D AK shipments.
    Team Track / Tracker Number: 5656
    Fixed: 04/10. (Software Release 1.4.01)

12. Problem: Choosing a Transportation Service Provider (TSP) SCAC (TSP User)
    Example: Before forms can be printed a TSP SCAC must be selected. After selection of the TSP SCAC, DPS does not update and retain the info.
    Workaround: User must first select a SCAC before printing forms.
    Note: Shipping agent will not see any records unless they are BOTH associated to the TSP and the TSP has selected them on a per shipment basis as the origin or destination Shipping Agent.
    Team Track / Tracker Number: 5276.
    Fixed: 06/14/2010.

Shipment Management Section Issues – Resolved continued

13. Problem: Customer able to edit Pack Dates on Shipment that has been Arrived at Destination
    Example: NA.
    Details: Logged in as Customer: Clicked on Shipment Management Tab. Clicked on Manage Shipments. Clicked on Shipment (s) and Status. Clicked on View-Edit. Clicked on Edit Dates. Input new Actual Pack and Pickup dates. Clicked update actual dates. The customer was able to update their pack and pickup dates on a shipment that has already arrived to destination and is in SIT.
    Workaround: Contact the DPS Help Desk.
    Team Track / Tracker Number: 5196. Fixed: 05/05/2010.

14. Problem: Printing Forms after choosing a TSP SCAC
    Details: Before you can select print forms you must select a TSP SCAC. After you select SCAC, DPS is not updating and retaining the info.
    Workaround: User must first select a SCAC before printing forms. Note: Shipping agent will not see any records unless they are BOTH associated to the TSP AND the TSP has selected them on a per shipment basis as the origin or destination shipping agent.
    Team Track / Tracker Number: 5276. Fixed: 06/14/2010.

15. Problem: Shipment SIT Data Disappears from DPS.
    Example; Today is 01 March. The shipment went into SIT on 23 February. Today the PPSO notes the SIT data has disappeared. Once the shipment has been reset by the Developer through a HDT the PPSO edits the date from today (01 March) to reflect 23 February, the ORIGINAL date the shipment arrived and was placed into SIT.
    Details: SIT Data for Arrived shipment disappears from DPS after the shipment has been properly "Arrived" and placed into SIT.
    Workaround: The PPSO must contact the DPS Help Desk and initiate a Help Desk Ticket (HDT) requesting that the shipment status be reset to "Arrive." The date will automatically be set to the date that this action takes place. When the shipment status is reset to "Arrive" the PPSO must first edit the Arrival date to the original Arrival date before attempting to enter the SIT dates then the information will no longer be in the past.
    Team Track/ Tracker Number: 6045. Fixed: 04/06/2010.

Technical Section Issues – Resolved

1. Problem: TOPS Unpopulated Fields
   Example: NA
   Details: When TOPS receives the DPS Shipment file, the Authorized Origin City, Authorized Origin ZIP/APO/FPO, Authorized Destination City, County, State, ZIP/APO/FPO and Country and Weight Entitlement are not populated.
   Workaround: PPSO needs to manually input data into TOPS.
   Team Track / Tracker Number: 4955
   Fixed: 01 Feb 2009.

User Management Section Issues – Resolved

1. Problem: ETA Provides Bad Error Message to Coast Guard Users
   Example: NA
   Details: ETA provides an incorrect error message to Coast Guard Users that attempt to enter a 9 digit SSN vice a 7 digit EIN. If a Coast Guard member enters a 9 digit SSN instead of a 7 digit EIN, they receive an error message that states: "Invalid SSN/EIN Please use only numeric characters." However, in the test case, all of the characters entered were numeric "660660660." The Error message should probably indicate: "Invalid EIN" Please use 7 numeric characters only.
   Workaround: PPSO should advise USCG customers to use 7-digit EIN.
   Team Track / Tracker Number: 3826
   Fixed: 23 Jan 2009.

Retired "Helpful Hints."

This section contains Helpful Hints that are no longer applicable due to their inclusion within software maintenance patches to DPS.

BLUE BARK Shipments

Because of the sensitivity of Blue Bark shipments, extra caution must be exercised in handling them and in ensuring that the shipment process does nothing to cause anguish or pain to the surviving family members from the initial counseling through shipment delivery. Currently, Blue Bark shipments should be processed in TOPS however, if a Blue Bark shipment is accidently processed in DPS the following procedures should be followed:

a. The PPSOs and PPPOs will put the words BLUE BARK after the member's FIRST name in ALL capital letters as above. This will display the word BLUE BARK throughout ALL of the DPS and TSP's screens. The word BLUE BARK will also appear on all shipment documents.

b. PPSOs and PPPOs should ensure with BLUE BARK shipments that the Survivor Assistance Officer's (SAO) Email address is correct and entered into the Customers Information screen. On the Point of Contact (POC) screen during Counseling the PPSOs and PPPO should ensure to add a POC for destination as well. Doing this will allow the user the ability to select Releasing & Receiving agents on the Pickup and Delivery screen. This will also allow the TSP to view this information.

   If the shipment is a Blue Bark, the TSP should contact the Survivor Assistance Officer (SAO) (at Origin) and at Destination or/also contact the PPSO in block 25 of the GBL. The TSP should NOT contact the family members.

Maintenance Release 1.4.04, Explanations

This is an explanation for most of the DPS changes made with Software Problem Reports (SPRs) and Software Change Requests (SCRs) in DPS Version 1.4.04. Not all SPR/SCRs in 1.4.04 are illustrated.

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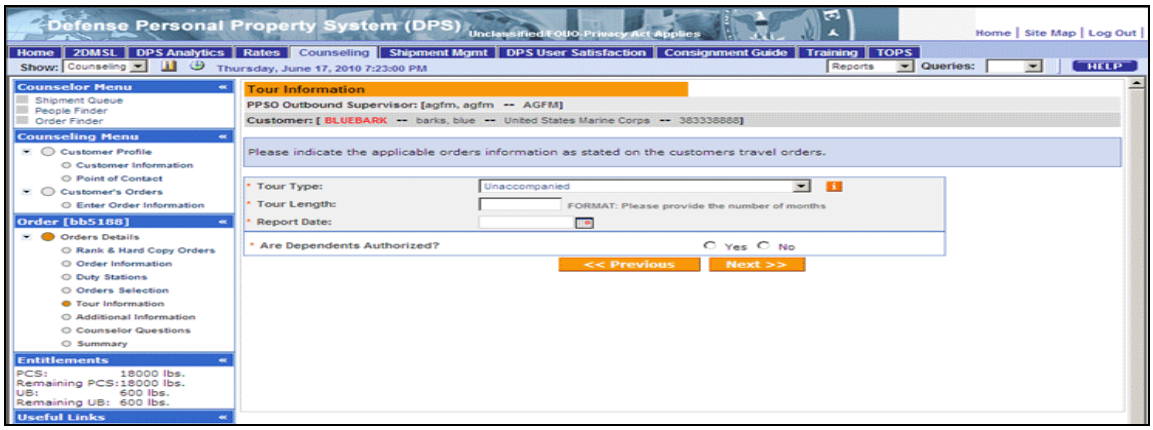
SCR 5188 – Tour Information Screen not applicable for a BLUEBARK shipment
Users: PPSO Outbound Supervisor, Counselor

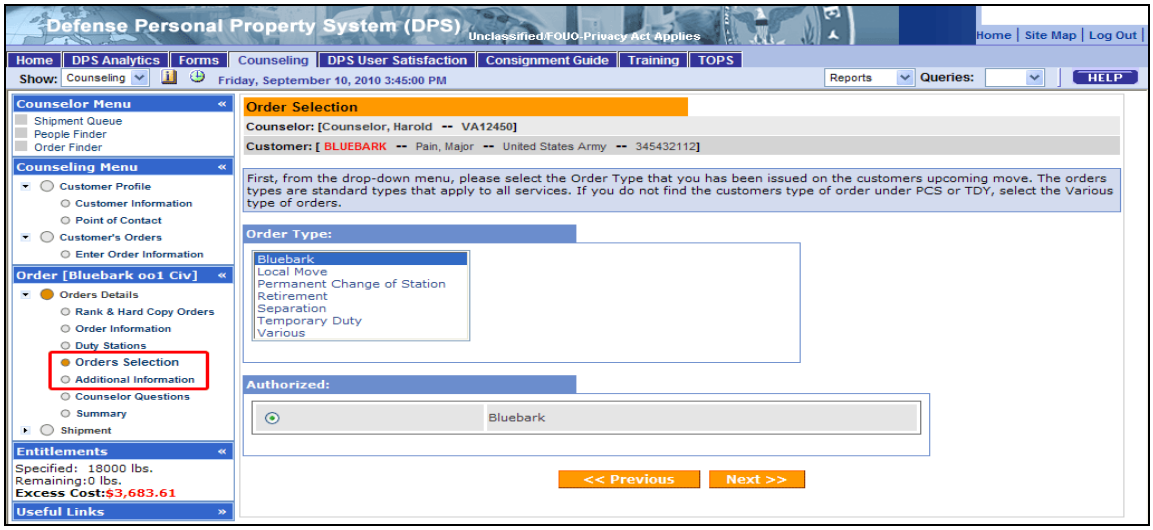
Prior to DPS Version 1.4.04, the DPS application presented the Tour Information page regardless of order type. Information collected on that page is not applicable to BLUEBARK orders, so the page is no longer presented for BLUEBARK shipments. After selecting the order type, users will proceed directly to the Additional Information page. No gaining unit or dependent information is entered.

Tour Information Page (No longer presented for BLUEBARK):

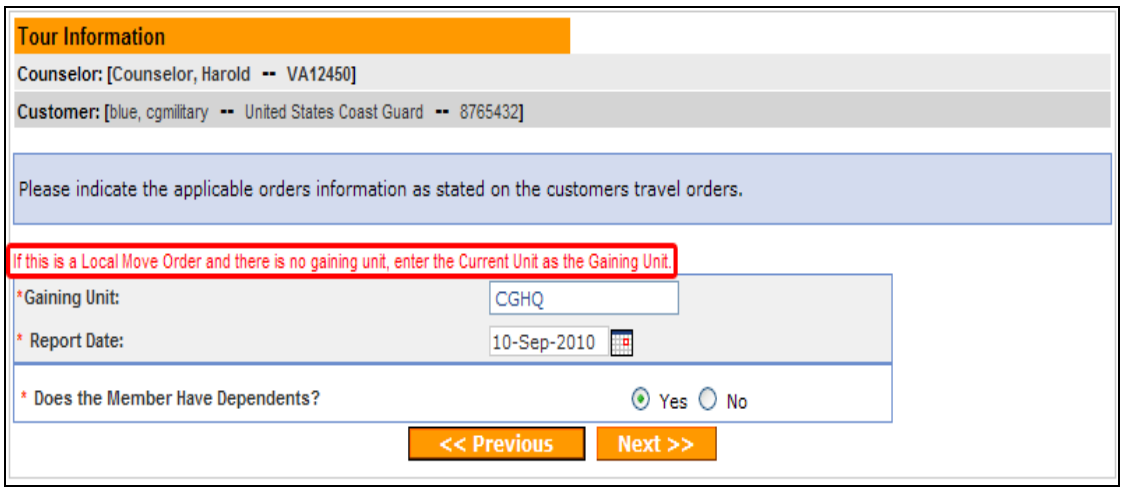


Order Selection Page – now followed by Additional Information Page:

.

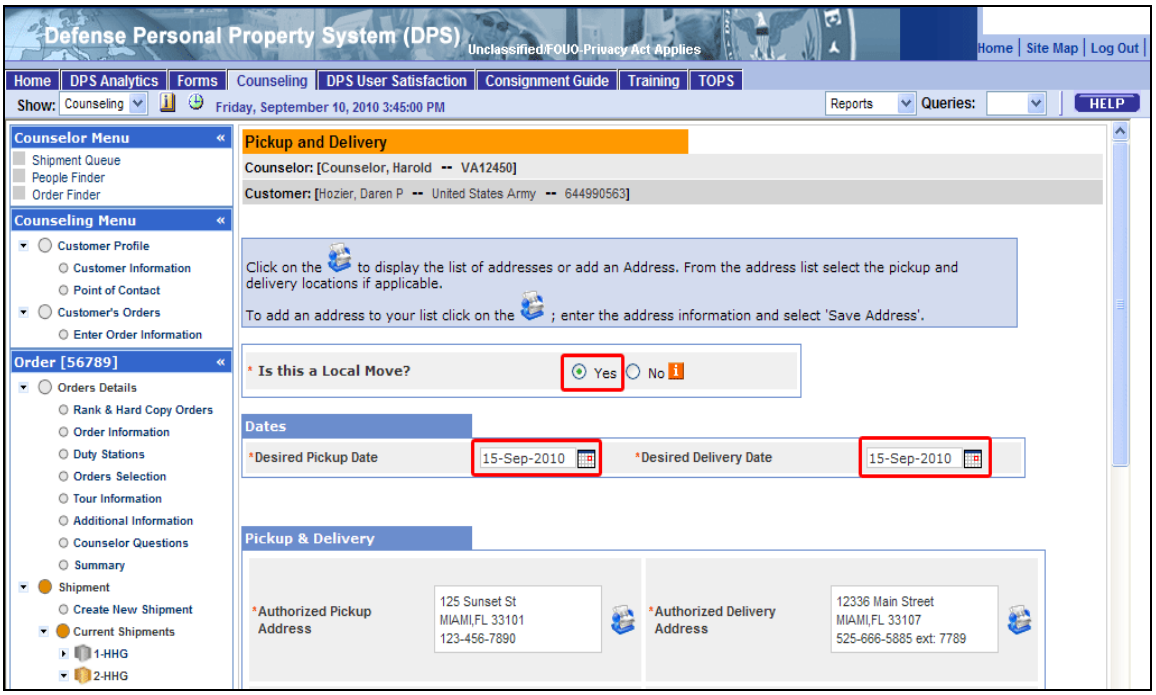


For all other Order Types, the Orders Selection page is followed by the Tour Information page, which now contains a notice to use the Current Unit as the Gaining Unit for Local Move orders that do not involve another gaining unit.



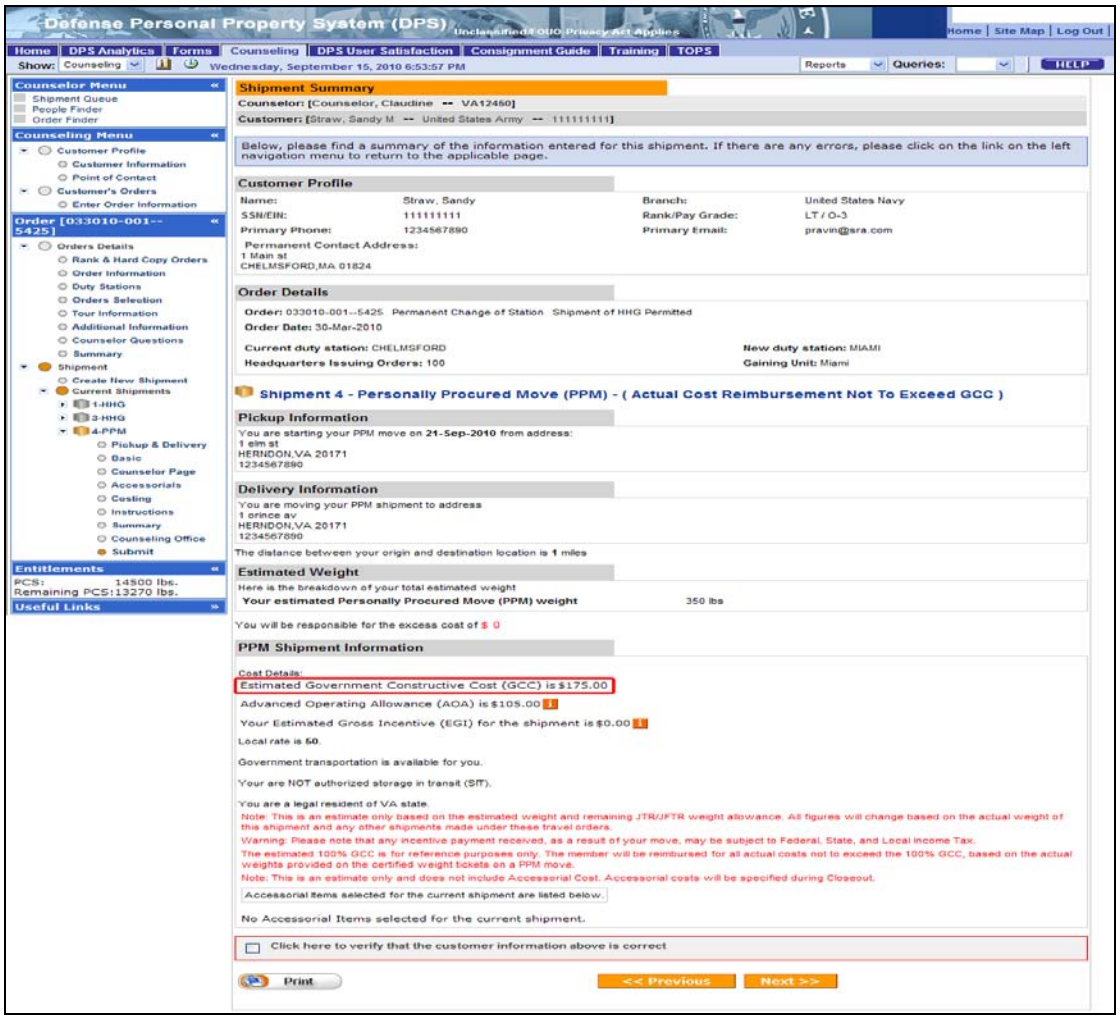
SCR 5614 – Local Move Date Values
Users: Personal Property Shipping Office (PPSO) Outbound Supervisor, Counselor, Customer

If a Counselor or Department of Defense (DoD) Customer indicates a move is local, DPS will now allow pickup and delivery on the same date, regardless of order type and mileage.



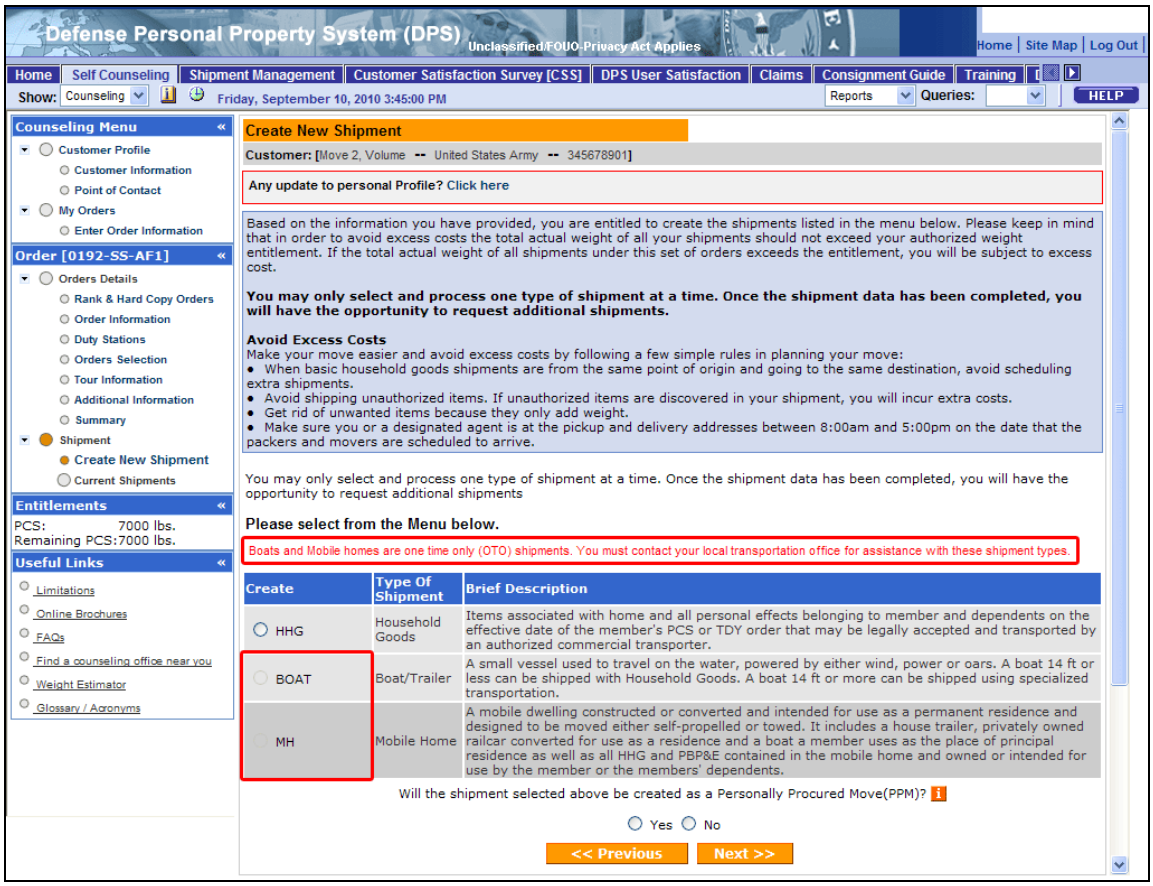
SCR 6267 – Personally Procured Move (PPM) Actual Constructed Cost Rated High Users: Counselor

DPS was incorrectly displaying the Government Constructed Costs (GCC) value in the Counseling module with actual costs for a PPM shipment after the PPM closeout process was completed. This has been corrected in DPS Version 1.4.04. Additionally, in the Counseling module, the word "estimated" now precedes "Government Constructed Cost" under the Cost Details section on the Shipment Summary page.



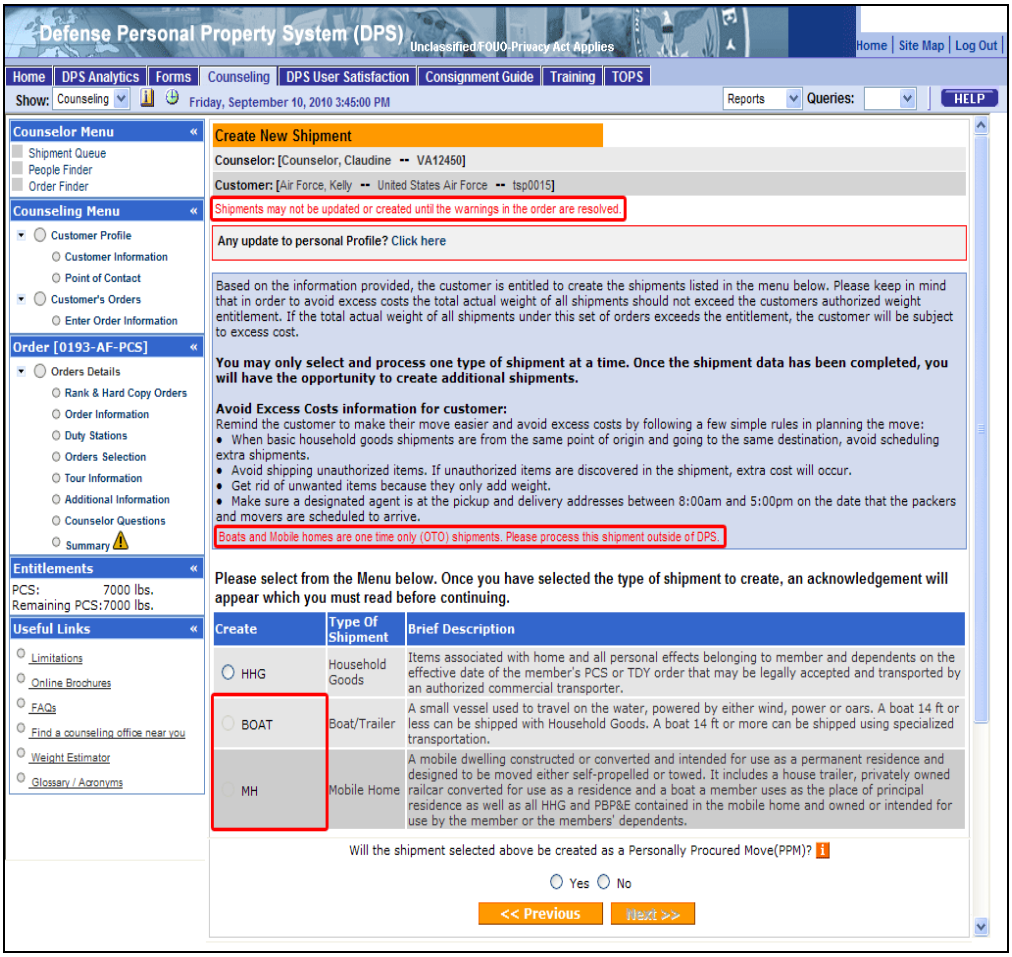
SCR 6291 – One-Time-Only (OTO), Mobile Home One-Time-Only (MOTO), Boat One-Time-Only (BOTO) Shipments Not Allowed in DPS
Users: PPSO Outbound Supervisor, Counselor, Customer

DPS no longer processes One Time Only (OTO), Mobile Home (MOTO) or Boat (BOTO) shipment information. Customers are instructed to contact a local transportation office for assistance with these types of shipments.



Users are presented with the message when they attempt to create a new shipment.

Counselors are also advised with a similar message that boats and mobile homes are OTO shipments and must be processed outside of DPS.



Note: When pickup and delivery locations are entered, if the resulting channel is an OTO channel in reference data, the user will
not be able to submit past the counseling module and will receive the following message:

Self Counseling:
"The channel for the shipment is a one-time only (OTO) channel. You must contact your local transportation office for assistance.

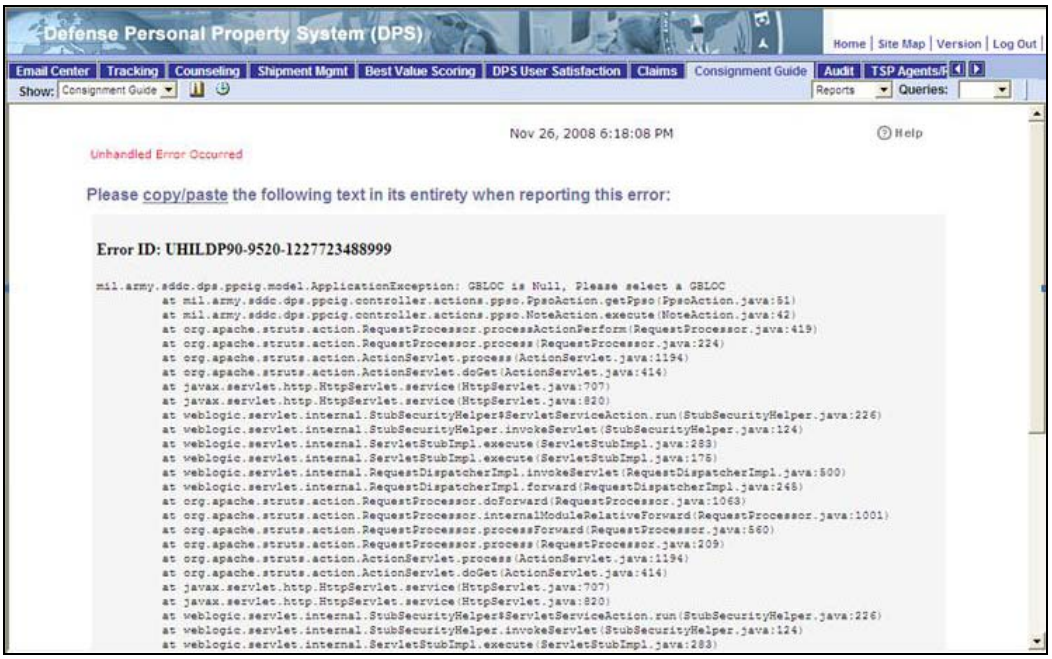
PPSO/Counselor:
"The channel for the shipment is a one-time only (OTO) channel. Please process this shipment outside of DPS."

Shipment Management:
If a PPSO user attempts to divert a shipment and the resultant channel is an OTO channel, the user will not be able to execute the
diversion and will receive the following message:

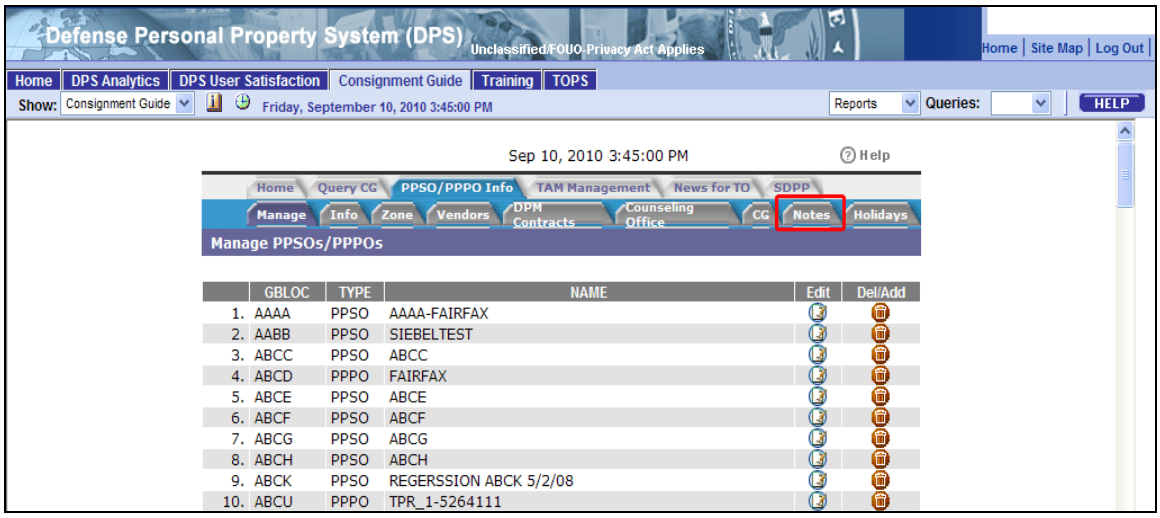
> "The channel you have selected for this diversion is a one-time only (OTO) channel. The shipment must be terminated at this location and moved outside of DPS."

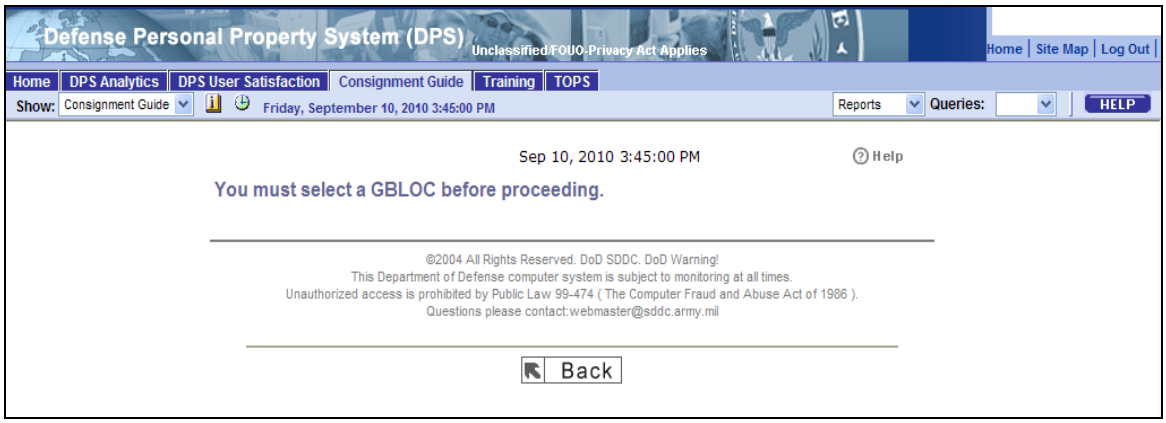
SPR 5460 – Personal Property Consignment Instruction Guide (PPCIG) Manager Notes Tab Error
Users: Surface Deployment and Distribution Command (SDDC PPCIG Manager, PPSO PPCIG Manager

In the Consignment Guide module, a user must select a Government Bill of Lading Office Code (GBLOC) before entering a note under the PPSO/Personal Property Processing Office (PPPO) information (Info) tab. If a user attempted to create a note before selecting a GBLOC, DPS will present a stack trace error.



The system has been modified to present an error message that reminds the user "You must select a GBLOC before proceeding."


Defense Personal Property System (DPS)
Unclassified/FOUO-Privacy Act Applies
Home | Site Map | Log Out
Home
DPS Analytics
DPS User Satisfaction
Consignment Guide
Training
TOPS
Show: Consignment Guide
Friday, September 10, 2010 3:45:00 PM
Reports
Queries:
HELP
Sep 10, 2010 3:45:00 PM
Help
Home
Query CG
PPSO/PPPO Info
TAM Management
News for TO
SDPP
Manage
Info
Zone
Vendors
DPM Contracts
Counseling Office
CG
Notes
Holidays
Manage PPSOs/PPPOs
GBLOC TYPE NAME Edit Del/Add
1. AAAA PPSO AAAA-FAIRFAX
2. AABB PPSO SIEBELTEST
3. ABCC PPSO ABCC
4. ABCD PPPO FAIRFAX
5. ABCE PPSO ABCE
6. ABCF PPSO ABCF
7. ABCG PPSO ABCG
8. ABCH PPSO ABCH
9. ABCK PPSO REGERSSION ABCK 5/2/08
10. ABCU PPPO TPR_1-5264111


Defense Personal Property System (DPS)
Unclassified/FOUO-Privacy Act Applies
Home | Site Map | Log Out
Home
DPS Analytics
DPS User Satisfaction
Consignment Guide
Training
TOPS
Show: Consignment Guide
Friday, September 10, 2010 3:45:00 PM
Reports
Queries:
HELP
Sep 10, 2010 3:45:00 PM
Help
You must select a GBLOC before proceeding.
©2004 All Rights Reserved. DoD SDDC. DoD Warning!
This Department of Defense computer system is subject to monitoring at all times.
Unauthorized access is prohibited by Public Law 99-474 (The Computer Fraud and Abuse Act of 1986).
Questions please contact:webmaster@sddc.army.mil
Back

To continue, click the Back button and select an Edit link for a listed GBLOC. The page will refresh with GBLOC information (note the GBLOC listing below the tabs). Click the Notes tab to create a new entry for the GBLOC.

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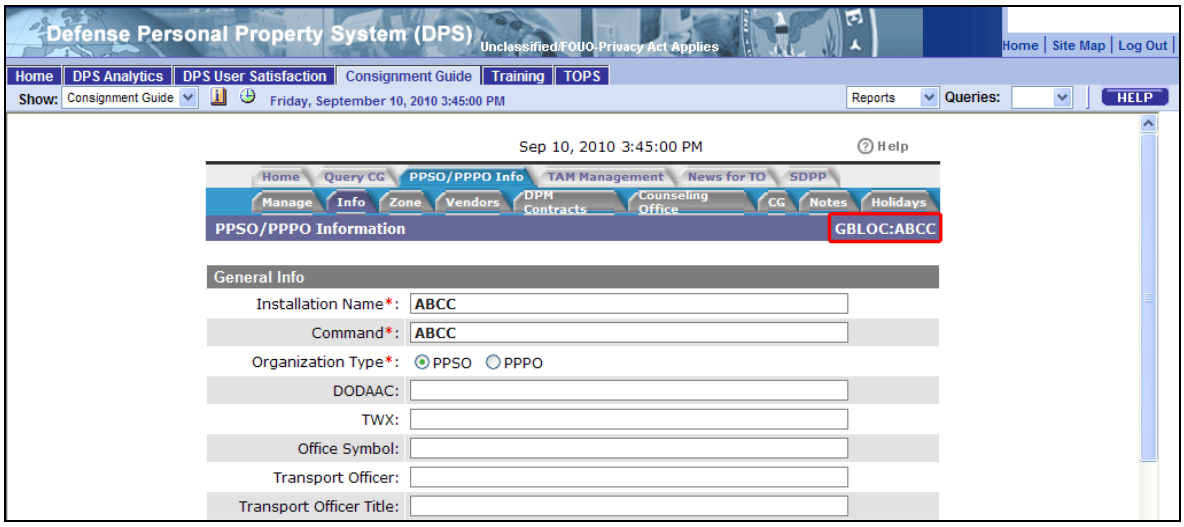
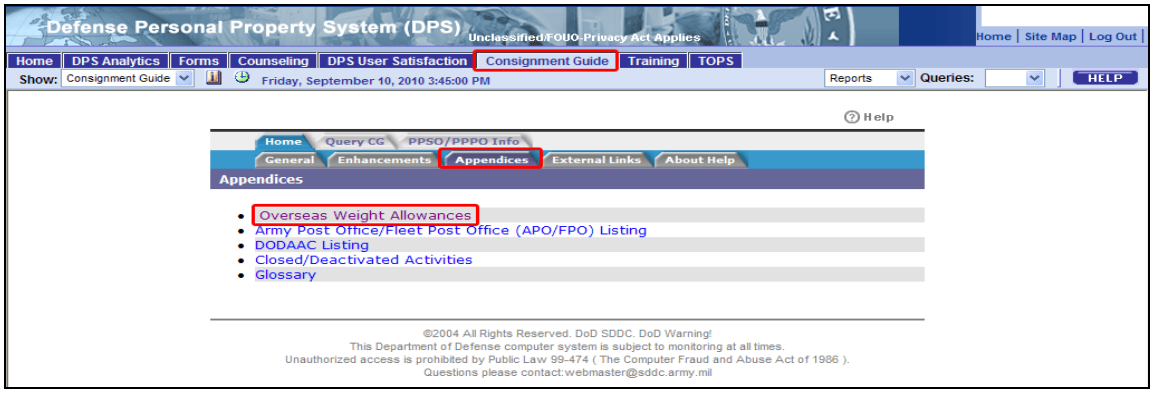


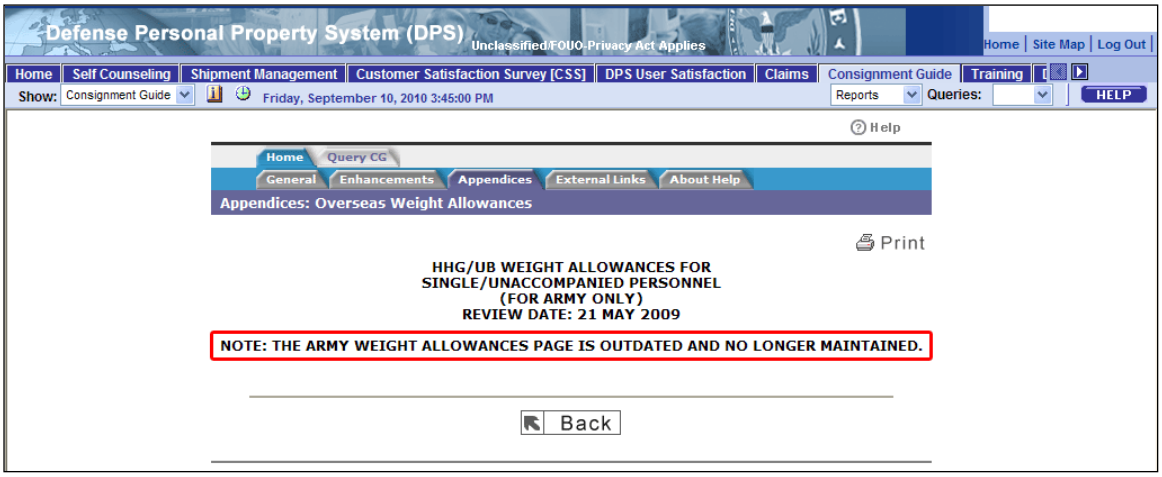
SCR 6206 – PPCIG Overseas Weight Table No Longer Maintained
Users: All

The Overseas Weight Table in PPCIG is no longer maintained. Information formerly presented is no longer available, and users are presented with a message to that effect.

The Overseas Weight Table is accessed by logging into DPS, selecting the Consignment Guide tab, and clicking the Appendices tab.

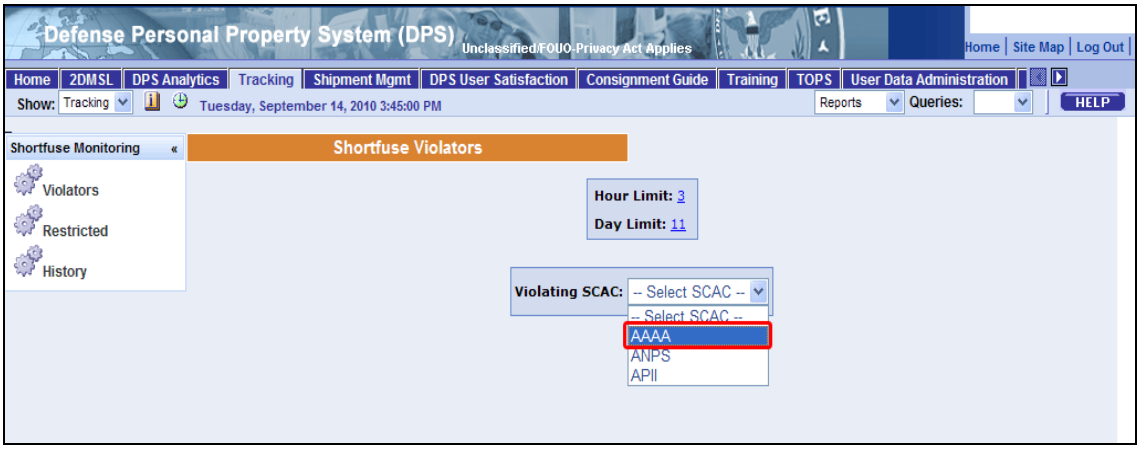


Click the Overseas Weight Allowances link to view the message.

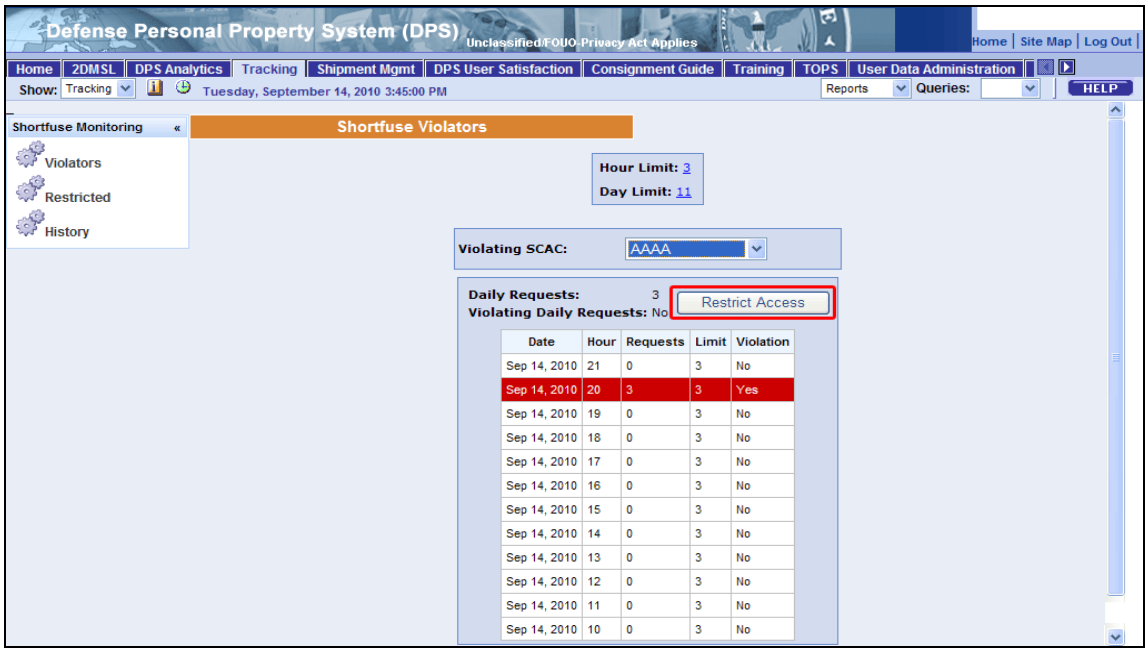


SCR 6244 – Short Fuse Monitoring
Users: SDDC DPS Master, SDDC Operations

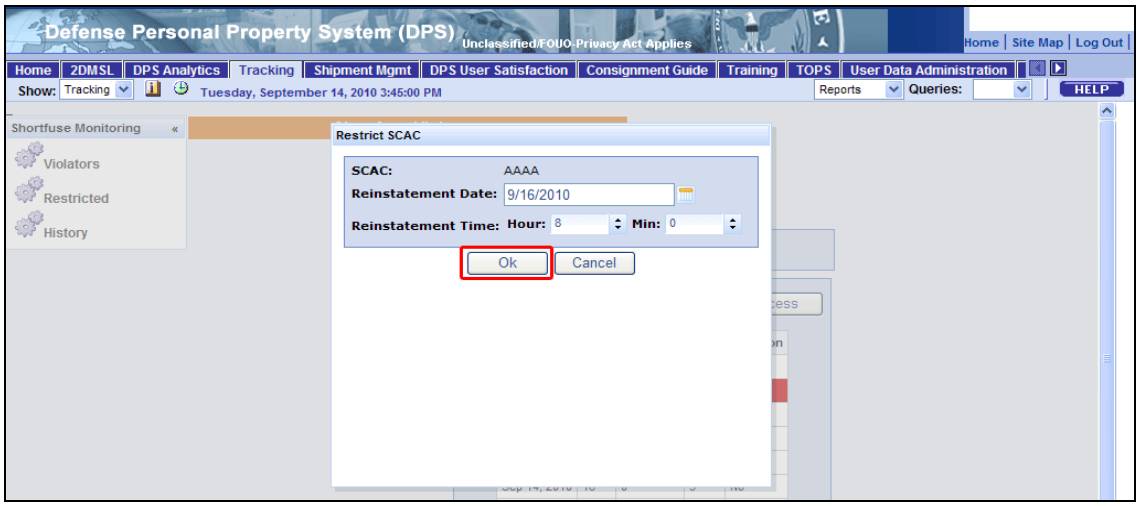
SDDC users can use features in the Tracking module to monitor "short fuse" activity. Functions are used to monitor current and past TSP activity, set the number of maximum page hits for an hour or day, restrict access to the short fuse queue and set reinstatement dates. Users access the Tracking module and select the Short Fuse Monitoring option to access functions. To view TSP violation information, select the Violators option. Select a SCAC value for a TSP in the Violating SCAC drop-down menu to view current information.



The Short Fuse Violators page presents the number of page requests made every hour by the selected TSP. Violations are highlighted in red.

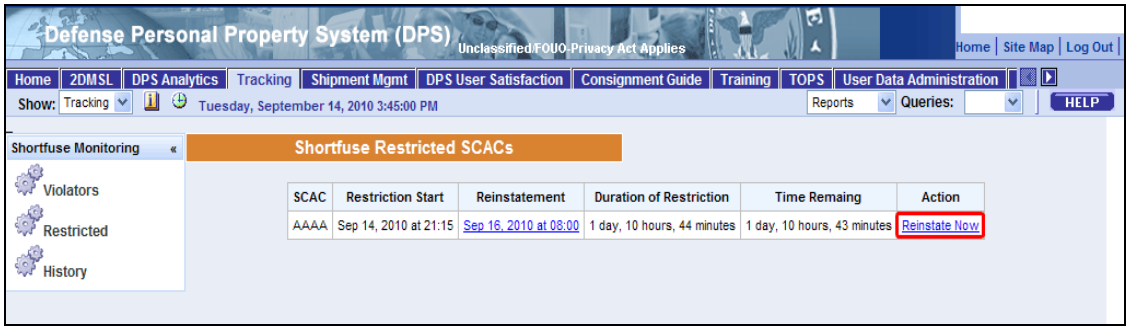


After reviewing the violation data, users may click the Restrict Access button to block access to the short fuse queue for a defined period of time.



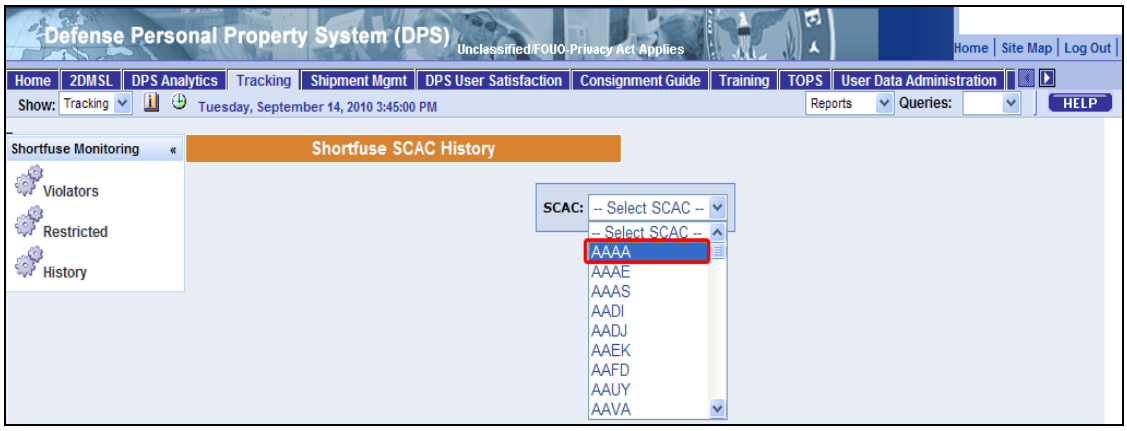
To restrict access, users must select a reinstatement date and time. Click the OK button to complete the process.

To view restricted TSPs, select the Restricted option in the side navigation bar.



The Short Fuse Restricted SCACs page lists active restrictions. Use the linked value in the Reinstatement column to update the date
and time value, or click the Reinstate Now link in the Action column to lift the restriction immediately.

To view the restriction history for a TSP over the past two months, click the History link in the side navigation bar. Select a value in
the SCAC drop-down menu to view historical information.



DPS presents a summary view of Short Fuse activity. To view details, click one of the links in the Action column. For example, click the View Hourly Usage link.

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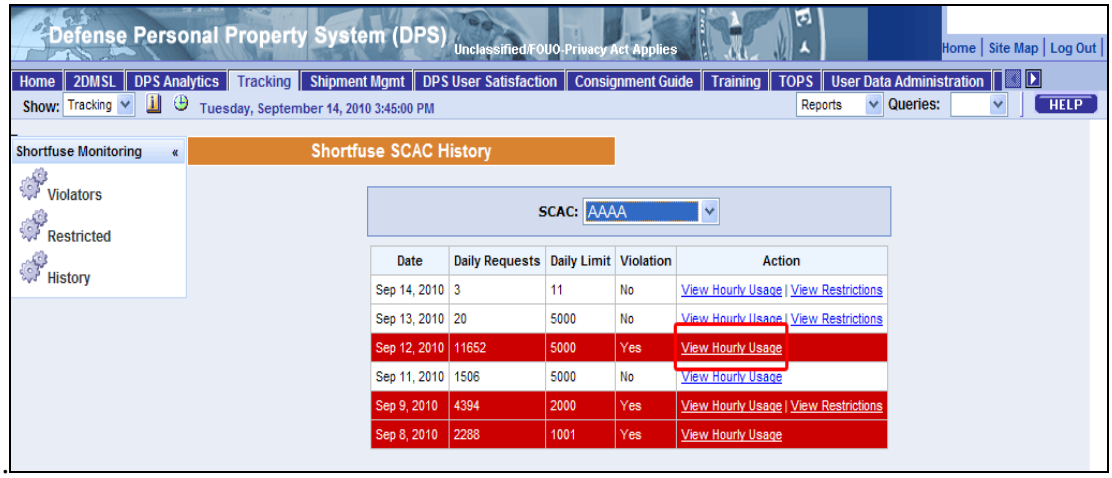

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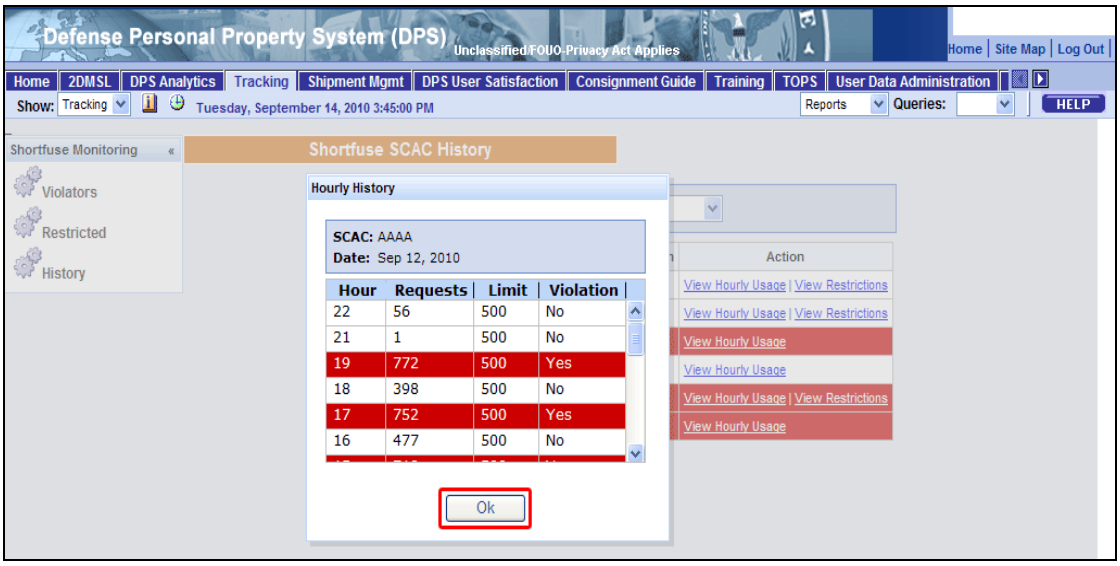
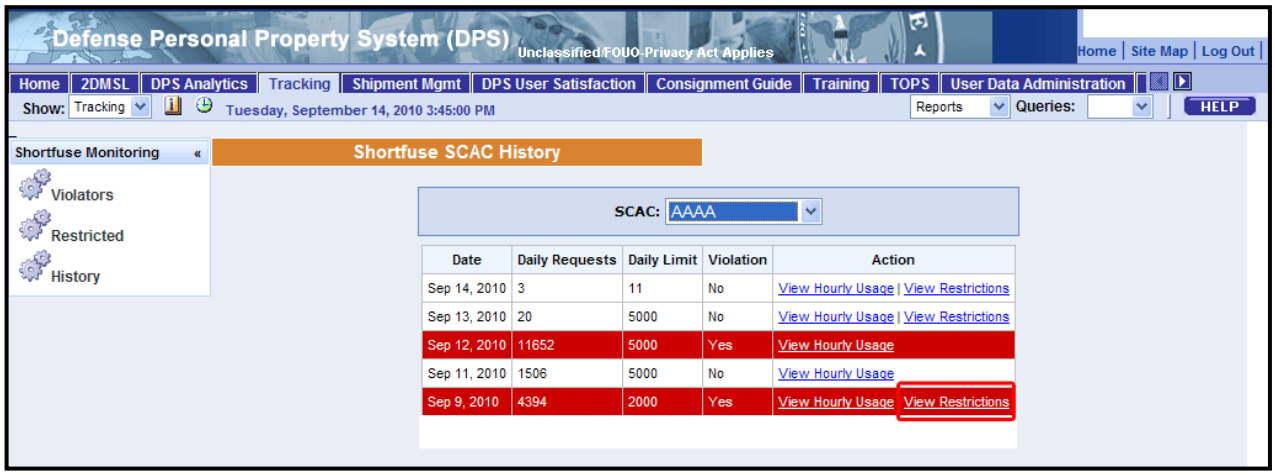
The Hourly History pop-up window identifies the number of page hit requests and limit for each hour of the selected day.

Click the OK button to close the pop-up window.



Click the View Restrictions link in the Action column to continue.



The Restriction History pop-up window lists restriction and reinstatement dates and times, along with the duration of each restriction.

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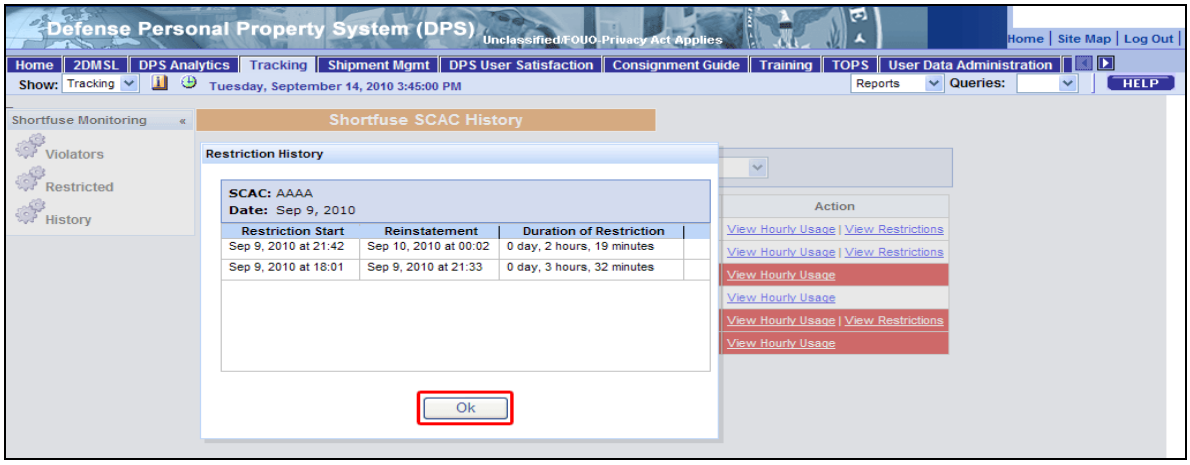
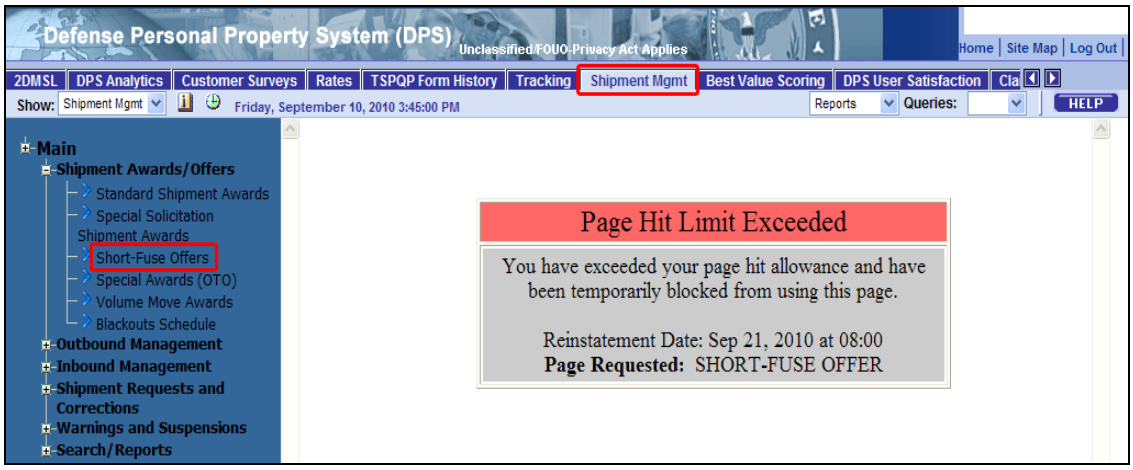
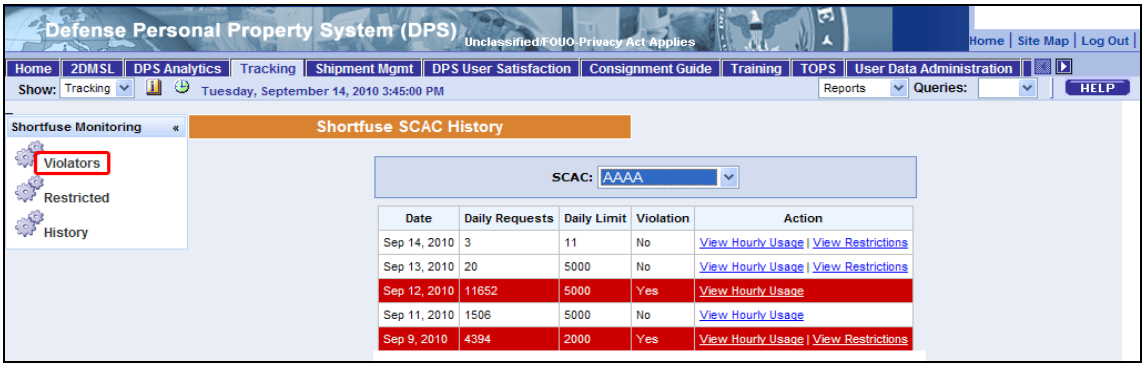


Click the OK button to close the pop-up window.

Note: If a TSP attempts to access the Short Fuse page during a restriction period, they are presented with a message that notifies them of the restriction due to exceeding the page hit limit. The message also provides the reinstatement date and time.



To set hour and day limit values used to define a violation, click the Violators link in the side navigation bar.



To set a new value, click the linked number for the Hour Limit on the Violators page.

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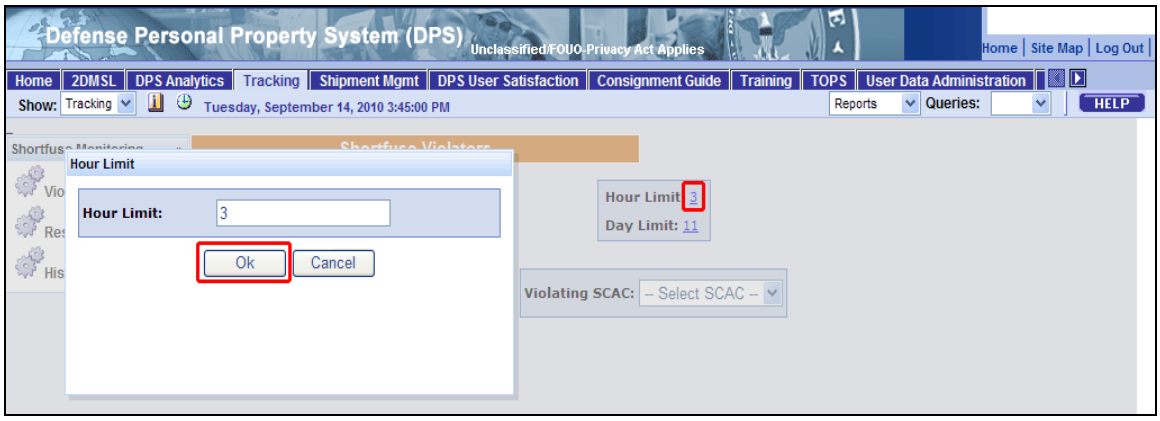
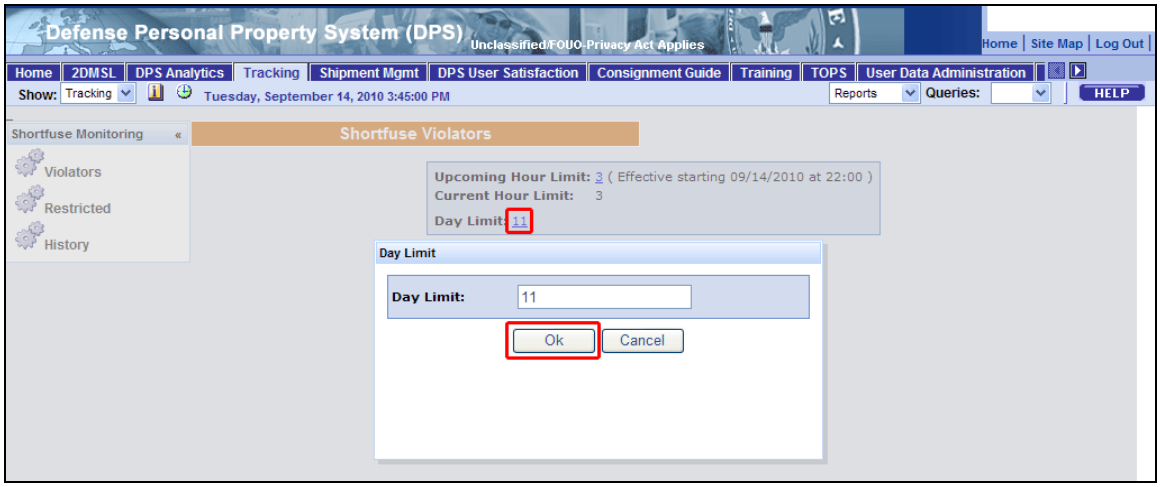
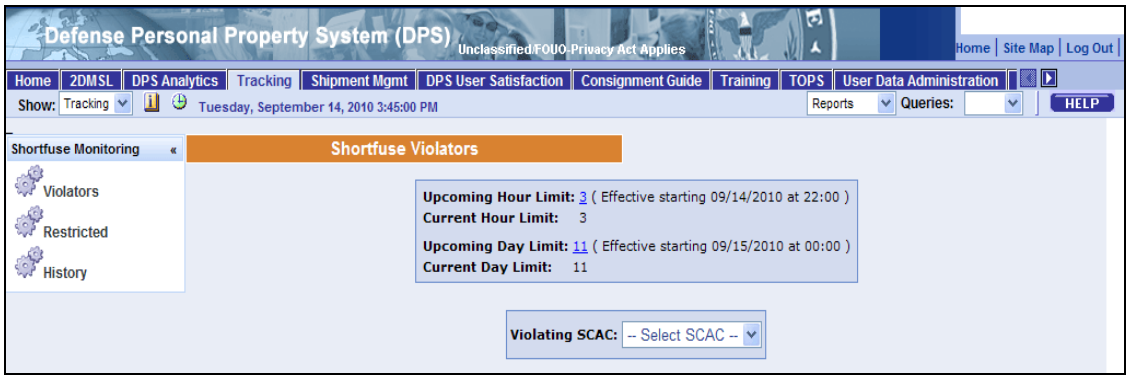


Enter a new value in the Hour Limit field in the pop-up window and click the OK button to set the new value. It will go into effect at the top of the next hour.

To set a new value, click the linked number for the Day Limit on the Violators page.



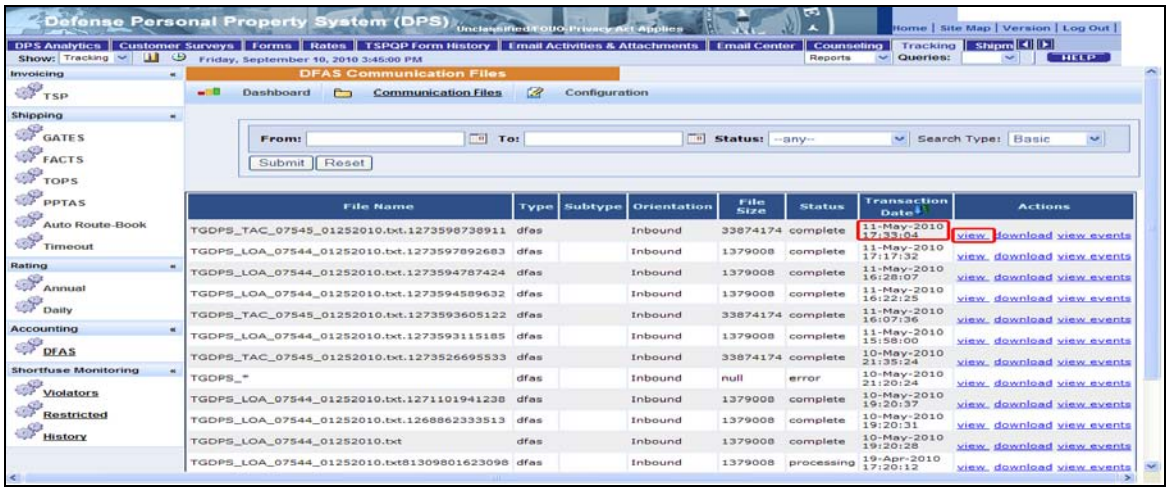
Enter a new value in the Day Limit field in the pop-up window and click the OK button to set the new value. It will go into effect at the top of the next hour.



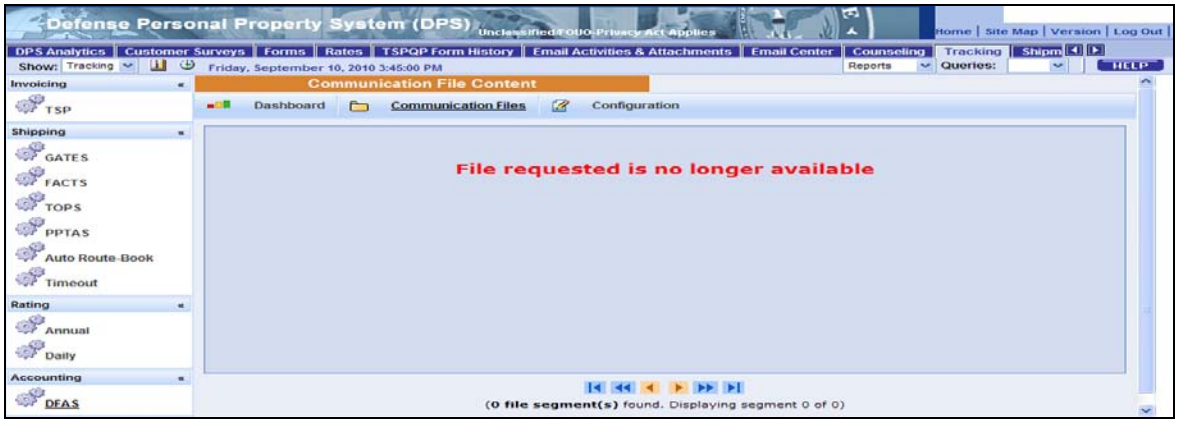
Until the new settings go into effect, the upcoming limits are displayed along with the current limits on the Violators page.

SCR 6293 – Tracking Module and Transportation Global Edit Table (TGET) Deletion
Users: SDDC DPS Master, SDDC Manager, SDDC Electronic Billing, TSP Master, TSP Billing Representative,
US Bank (Power Track) User

A new process is executed on a nightly basis to delete TGET files that are more than 60 days old. In the Tracking Module, if a user tries to view a deleted TGET file, DPS presents an error message.



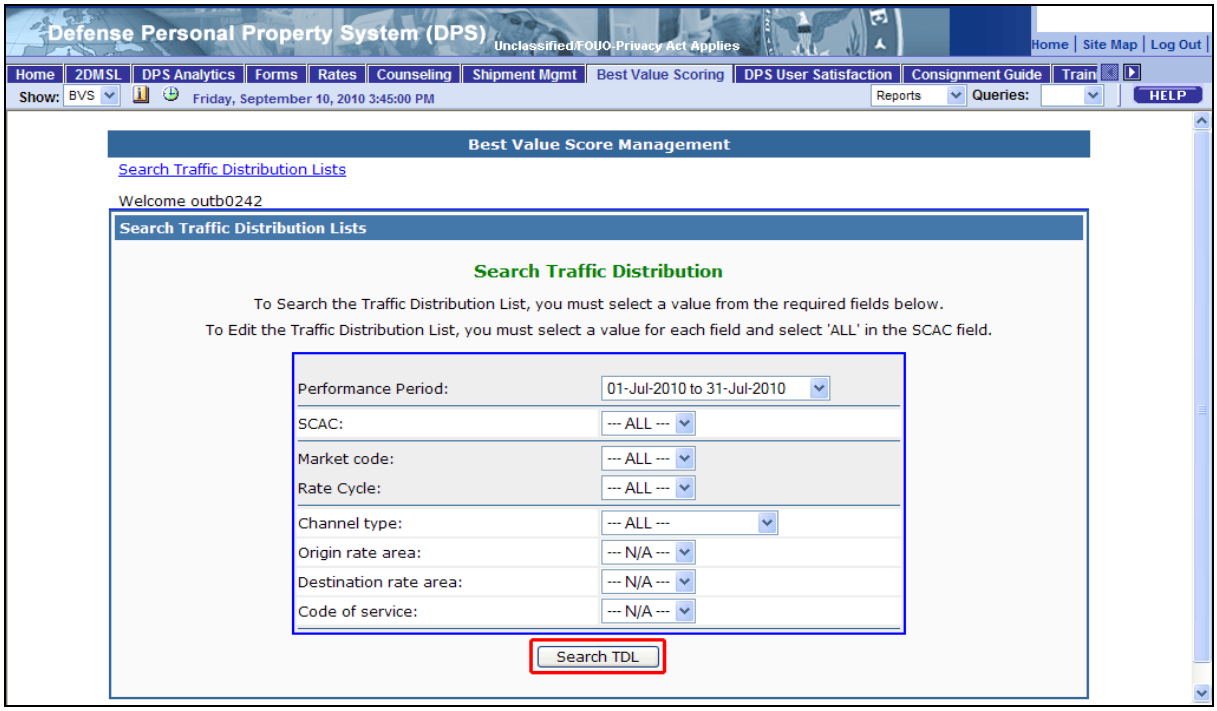
Note the selected file is more than 60 days old. The view link presents an error message.



To continue, click the Communication Files link or any option in the side navigation bar.

SCR 5343 – Best Value Score (BVS) Tab Access and Content Addition
Users: TSP, PPSO Outbound Supervisor, PPSO Quality Assurance (QA), and Service HQs

In the BVS module, the BVS report did not provide TSPs with their specific placement on the Traffic Distribution List (TDL). This report now contains a new column labeled "TSP Position" that identifies the rank of a TSP within a quartile. In addition to the current user roles, DPS now provides PPSO Outbound Supervisor, PPSO QA, and Service HQ user roles with read-only access to the TDL report. Use the Search Traffic Distribution Lists link to enter criteria for the TDL report.



DPS determines the TSP Position based on BVS scores for the Channel and Code of Service (COS) for each performance period. Select criteria and click the Search TDL button to view results.

Search Traffic Distribution Lists

Traffic Distribution Report

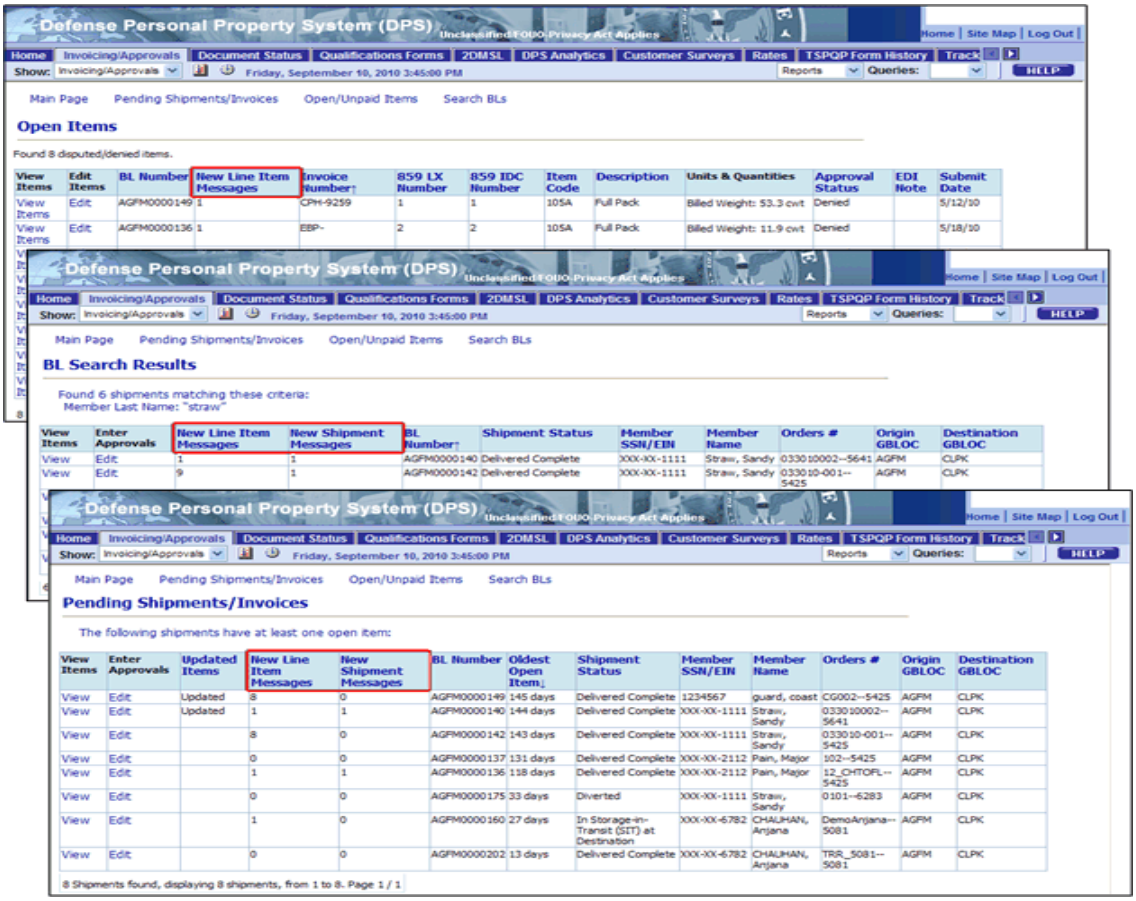
Channel=CONUS_CONUS, COS=NR

Channel Type	Origin Rt Area	Dest Rt Area	Market	COS	SCAC	Band	BVS	TSP BVS Rank	TSP Position	Performance Score	# of Award Ship	Rate Cycle Type	Rate Cycle Start Date	Rate Cycle End Date
CONUS_CONUS	US8101000	REGION 7	dHHG	D	AAAS	1	134.8246	1	1 of 129	69.2500	5	DM	15-May-2010	15-May-2011
CONUS_CONUS	US8101000	REGION 4	dHHG	D	AAAS	1	132.5056	1	1 of 171	69.2500	5	DM	15-May-2010	15-May-2011
CONUS_CONUS	US8190100	REGION 3	dHHG	D	AAAS	1	123.9196	1	1 of 163	69.2500	5	DM	15-May-2010	15-May-2011
CONUS_CONUS	US8101000	REGION 7	dHHG	D	AWDW	1	119.5614	2	2 of 129	62.2500	5	DM	15-May-2010	15-May-2011
CONUS_CONUS	US8101000	REGION 8	dHHG	D	AAAS	1	119.3728	1	1 of 141	69.2500	5	DM	15-May-2010	15-May-2011
CONUS_CONUS	US8101000	REGION 3	dHHG	D	AAAS	1	117.8134	1	1 of 161	69.2500	5	DM	15-May-2010	15-May-2011
CONUS_CONUS	US8101000	REGION 4	dHHG	D	AWDW	1	116.9622	2	2 of 171	62.2500	5	DM	15-May-2010	15-May-2011
CONUS_CONUS	US8190100	REGION 8	dHHG	D	AAAS	1	111.8734	1	1 of 138	69.2500	5	DM	15-May-2010	15-May-2011
CONUS_CONUS	US8101000	REGION 6	dHHG	D	AWDW	1	111.6246	1	1 of 158	62.2500	5	DM	15-May-2010	15-May-2011
CONUS_CONUS	US8190100	REGION 3	dHHG	D	AWDW	1	109.8648	2	2 of 163	62.2500	5	DM	15-May-2010	15-May-2011
CONUS_CONUS	US8101000	REGION	dHHG	D	AAAS	1	109.0564	1	1 of	69.2500	5	DM	15-	15-

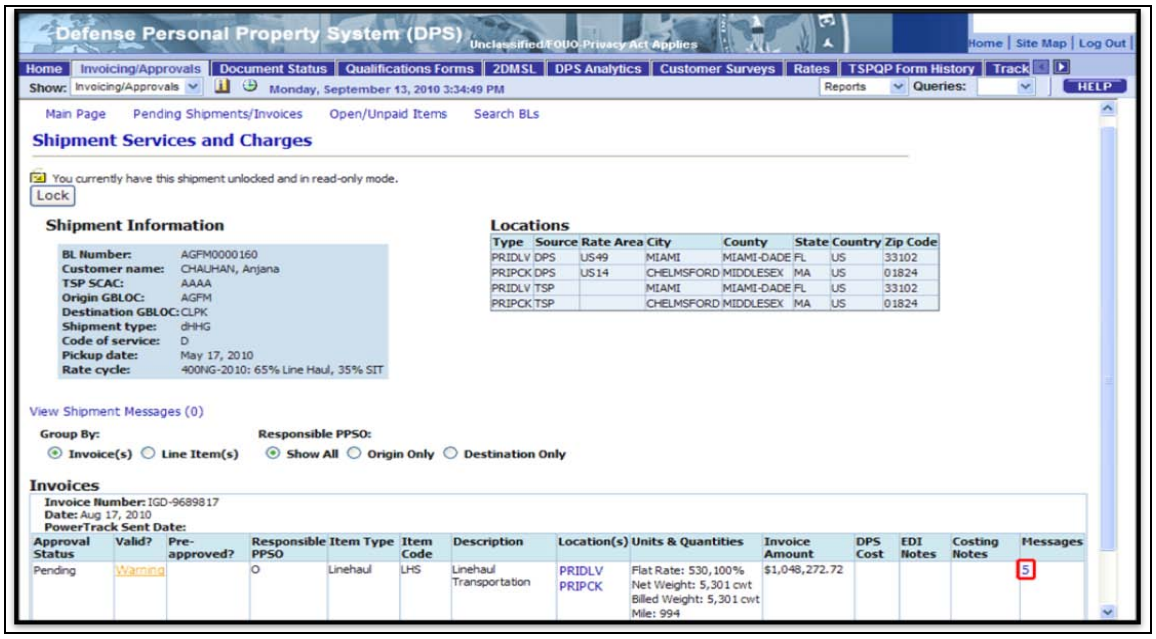
The new TSP Position column identifies the TSP position (within the rank) plus the total number of SCACs in the following format: TSP position # “n” of total number of SCACs within the quartile.

SPR 5081 – Invoice/Approvals Messaging
Users: TSP Master, PPSO Electronic Billing and Payment (EBP) and Transportation Office (TO)

SPR 5081 indicated that messages from the TSP Master were not displaying on the Open Items page. The Pending Shipments/Invoices page has been modified to display the number of new line item messages and new shipment messages in columns. The number values in these columns represent the number of unread messages for the PPSO or TSP user viewing the page.



To review a new message, click the View link for a line with a positive value in the New Line Item Message or New Shipment Message column. DPS will present the Shipment Services and Charges page.



To review the new line item message, click the linked number in the Messages column in the Invoices table. DPS will present the Line Item Messages page.

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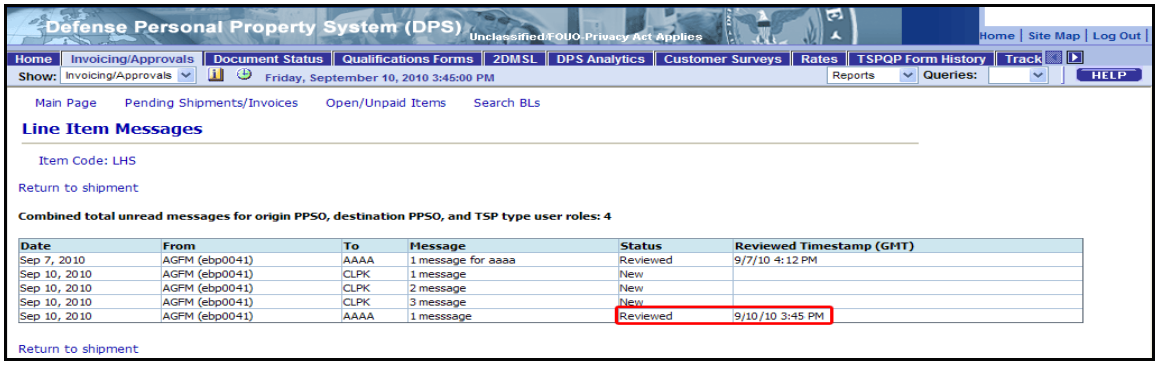
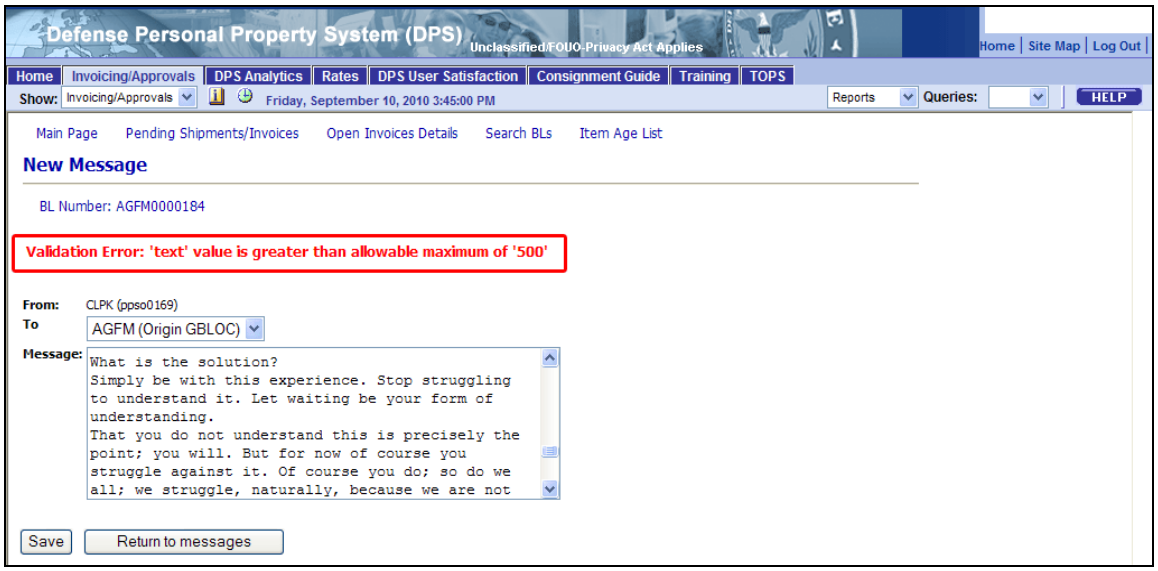


DPS will automatically create a Reviewed Timestamp to indicate the intended PPSO or TSP recipient has viewed the message. The number listed in the New Shipment Messages or New Line Item Messages column in the Pending Shipments/Invoices page is decremented to reflect the message has been viewed.

When adding a message, there is a 500 character limit for the content of the message. If a user attempts to enter more than 500 characters, DPS presents an error message to that effect.



To continue, edit the content of the message to less than 500 characters (about 100 words) and Click the Save button.

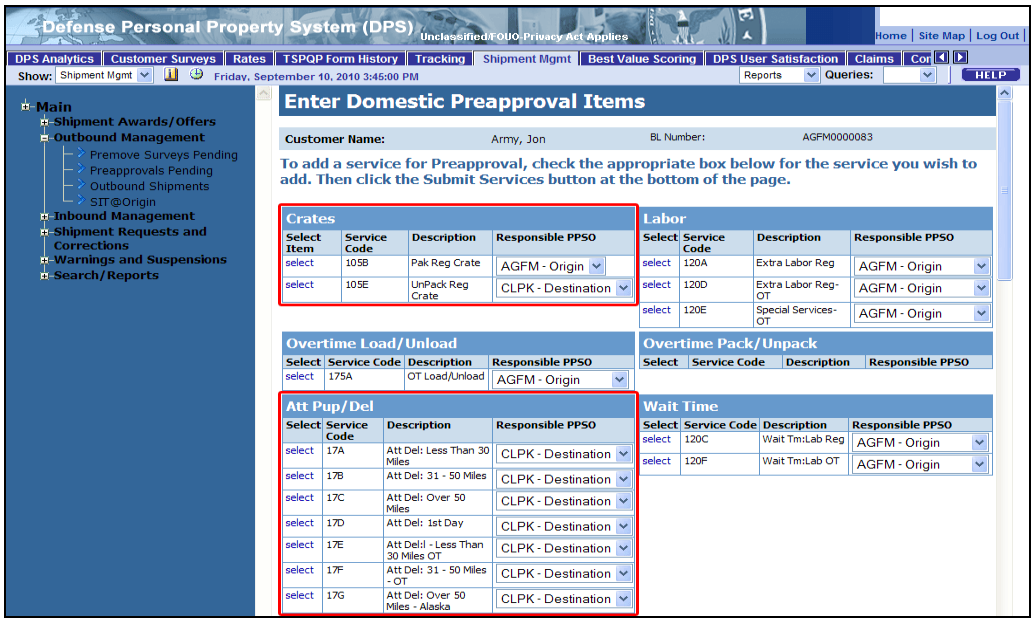
SCR 6283 – 400NG Hard Coding Removed
User: SDDC

The 400NG Costing Engine will be table driven to allow for the addition or deletion of item codes. SDDC will provide Item Codes reference data which will be uploaded to the DPS production environment. Changes in the Item codes will not affect the Costing Engine (i.e., no rebuild is required). New service items are approved in the Invoicing/Approvals module and DPS automatically calculates the DPS cost.

No Screen Shots.

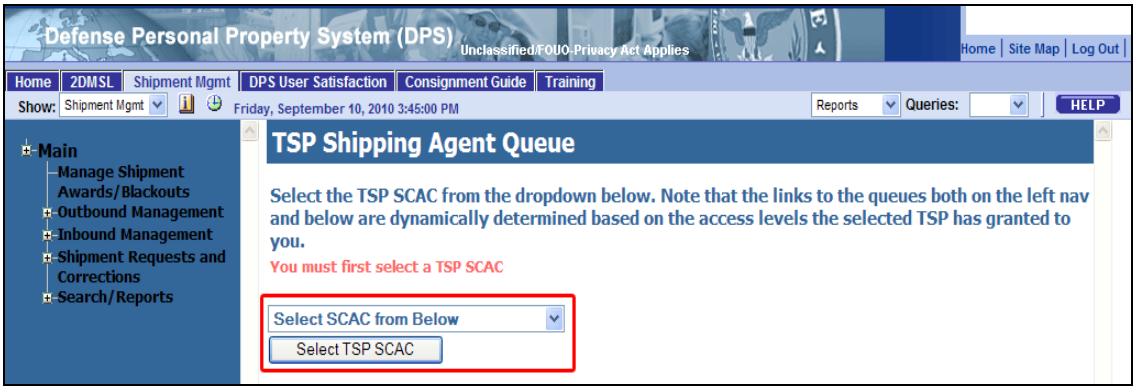
SCR 6292 – Remove Item Codes from DPS
Users: TSP, PPSO

The following items have been removed from the preapprovals screen in Shipment Management:
Item 511 Reserved for Future Use
511A-Att Pup/Del: Vehicle
511B-Att Pup/Del: Lab Reg
511C-Att Pup/Del: Lab OT
511D-Att Pup/Del: Lab AK
511E-Att Pup/Del: Wait Tm
105H - Next Day Debris Removal-OT
105F - Pak OT Crate
105I - UnPack OT Crate

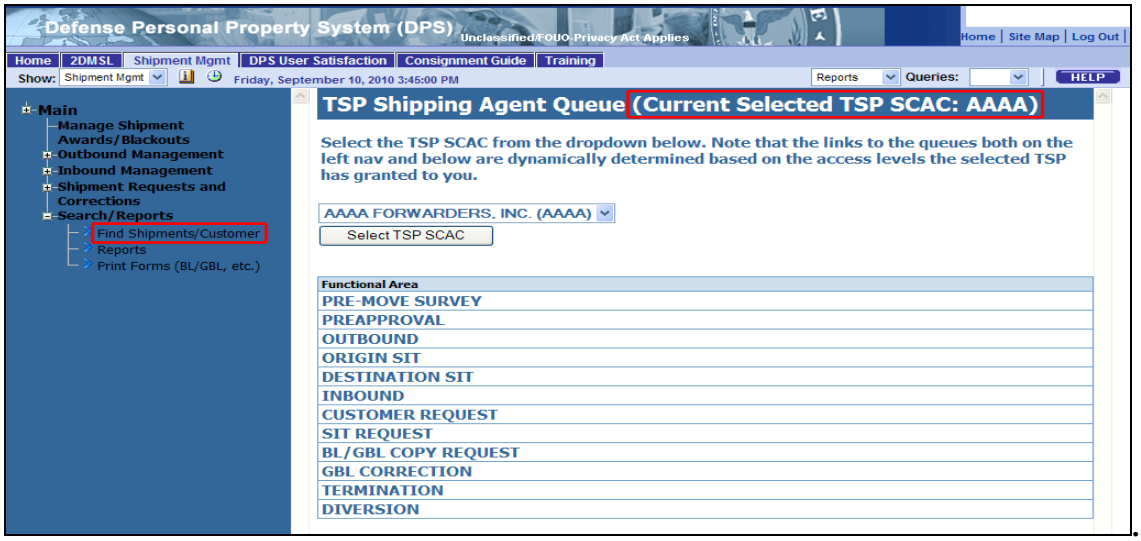


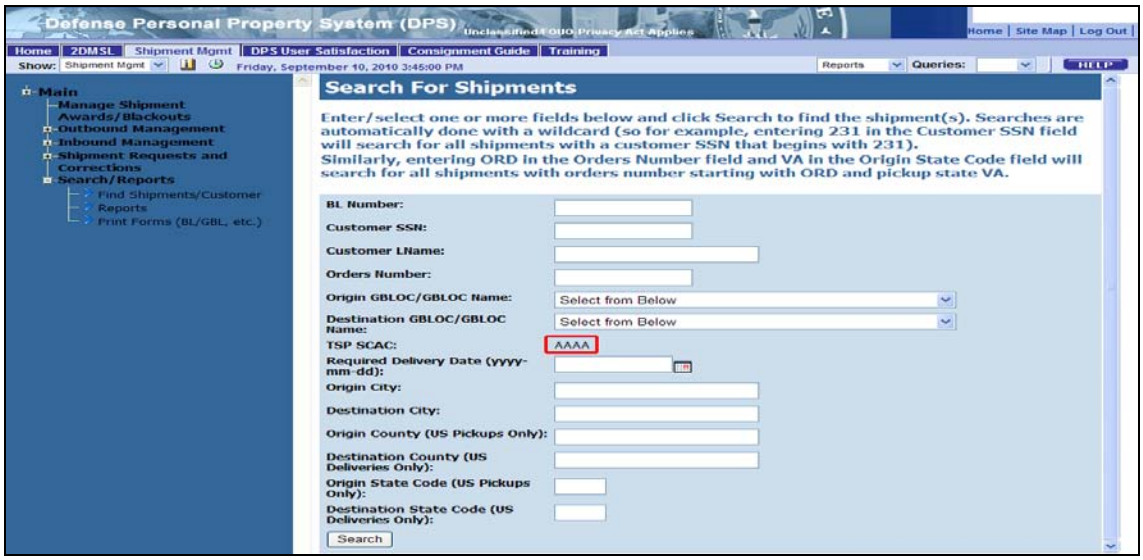
SPR 6192 – Search/Reports Link Issue
Users: TSP Shipping Agent

TSP Shipping Agents reported an issue with the Find Shipments/Customer option – DPS required them to select the TSP SCAC twice before allowing them to perform a search. TSP Shipping Agents are now prompted to select a TSP SCAC before accessing any of the Shipment Management functions.



After selecting a SCAC, a TSP Shipping Agent may use the Find Shipments/Customer option to perform a search without selecting the TSP SCAC again.




Defense Personal Property System (DPS)
Home | Site Map | Log Out
Home
2DMSL
Shipment Mgmt
DPS User Satisfaction
Consignment Guide
Training
Show: Shipment Mgmt
Friday, September 10, 2010 3:45:00 PM
Reports
Queries:
HELP
Main
Manage Shipment
Awards/Blackouts
Outbound Management
Inbound Management
Shipment Requests and Corrections
Search/Reports
Find Shipments/Customer
Reports
Print Forms (BL/GBL, etc.)
Search For Shipments
Enter/select one or more fields below and click Search to find the shipment(s). Searches are automatically done with a wildcard (so for example, entering 231 in the Customer SSN field will search for all shipments with a customer SSN that begins with 231).
Similarly, entering ORD in the Orders Number field and VA in the Origin State Code field will search for all shipments with orders number starting with ORD and pickup state VA.
BL Number:
Customer SSN:
Customer LName:
Orders Number:
Origin GBLOC/GBLOC Name:
Select from Below
Destination GBLOC/GBLOC Name:
Select from Below
TSP SCAC:
AAAA
Required Delivery Date (yyyy-mm-dd):
Origin City:
Destination City:
Origin County (US Pickups Only):
Destination County (US Deliveries Only):
Origin State Code (US Pickups Only):
Destination State Code (US Deliveries Only):
Search

SPR 6240 – Incorrect SIT Agent
Users: PPSO Outbound, PPSO Inbound, TSP Master

Reports indicated that when a user entered the correct shipping agent, DPS would switch the association to an incorrect SIT agent. DPS code used FAC_ID instead of PP_STRG_FCLTY_SEQ_ID at the database level. FAC_ID is not a unique value, and when multiple SIT facilities have the same FAC_ID value, the issue would occur.

DPS has been updated to use the Oracle generated Sequence Identificaton (SEQ_ID) for the storage table to uniquely identify the SIT facility. The code behind the application will maintain the differentiation between similarly named facilities.

No Screen Shots.

SPR 6241 – DPS Does Not Create TCNs Correctly for Code T Shipments
Users: PPSO Outbound Supervisor, PPSO Counselor, TSP Master

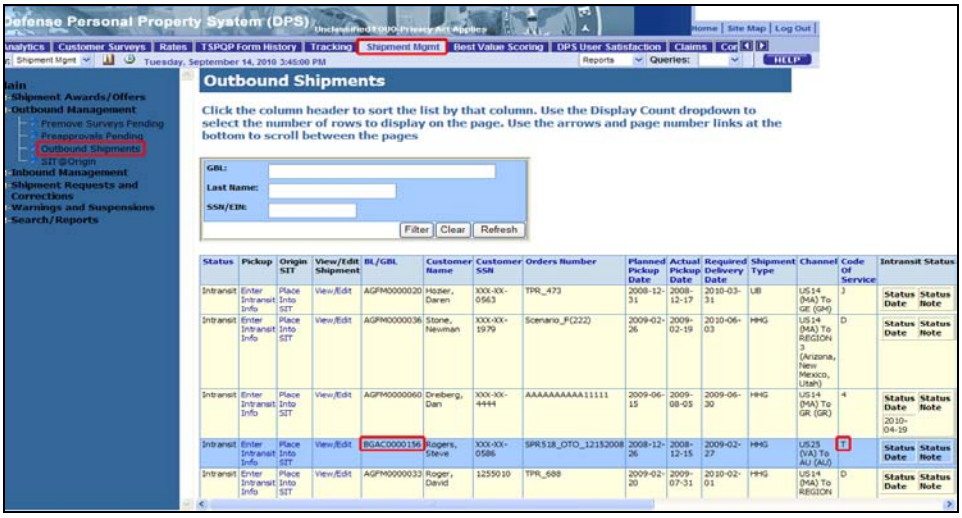
The Transportation Control Number (TCN) is a 17-digit code assigned to shipments that are transported via the Defense Transportation System (DTS), which uses the Military Sealift Command (MSC) for Code 5 shipments and the Air Mobility Command (AMC) for Code T shipments. The correct TCN is vital to all shipments entering into the DTS – it is used to track shipments and describe to port personnel the type of goods in the shipment.

Prior to DPS Version 1.4.03, DPS incorrectly displayed the letter "H" in position 15 of the TCN for Code 5 and Code T shipments. DPS has been modified to present the correct TCN values in position 15 for these shipments after the pickup information has been entered by the TSP Master.

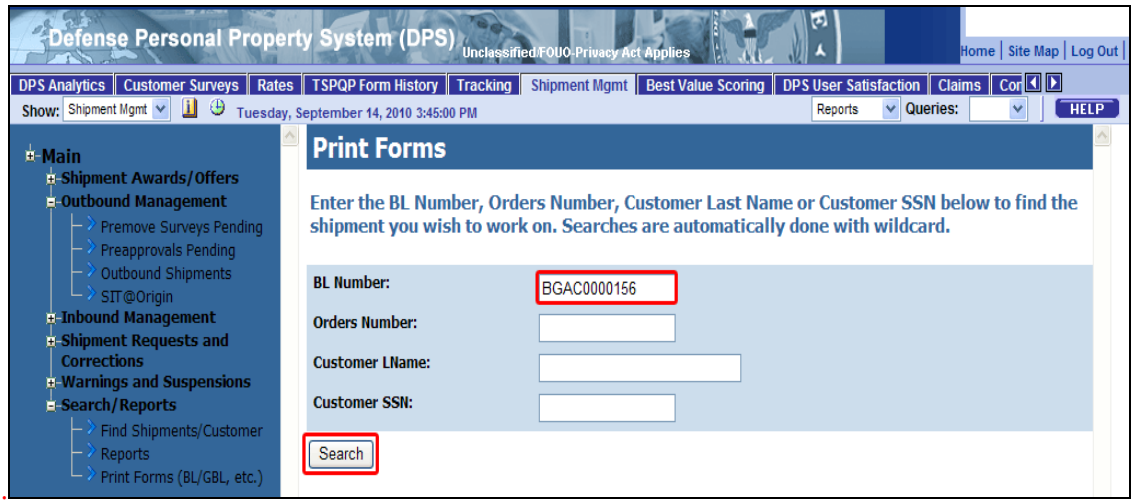
The correct TCN Type Shipment Code(s) in Position 15 of the TCN are as follows:

1. International Household Goods (Codes 5 and T) = Through Government Bill of Lading (TGBL), often referred to as ITGBL for international shipments. The TCN Type Shipment Code for international TGBL household goods is "K".

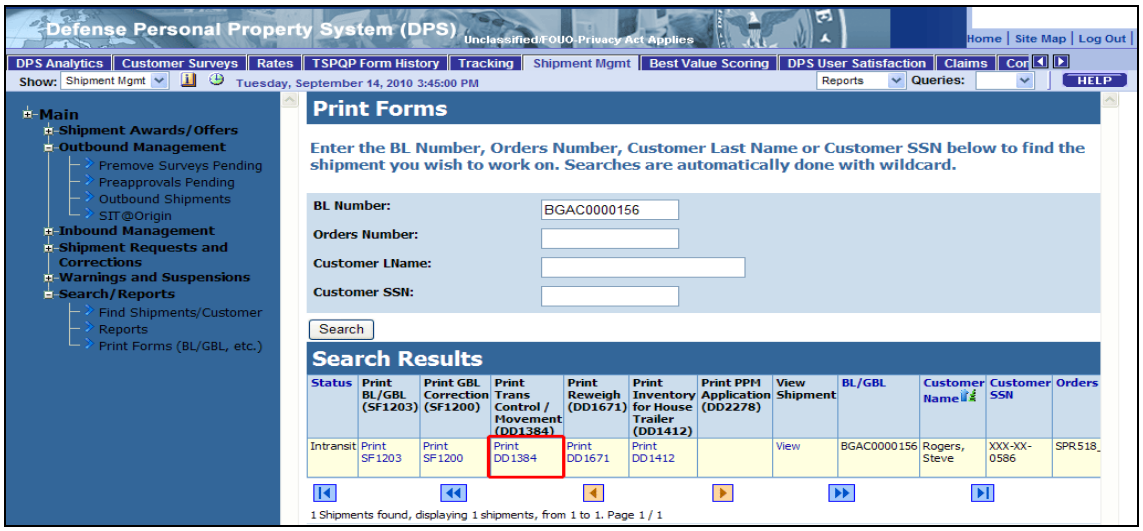
2. International Unaccompanied Baggage (Code J) = Through Government Bill of Lading (TGBL). The TCN Type Shipment Code for Code J is "J".



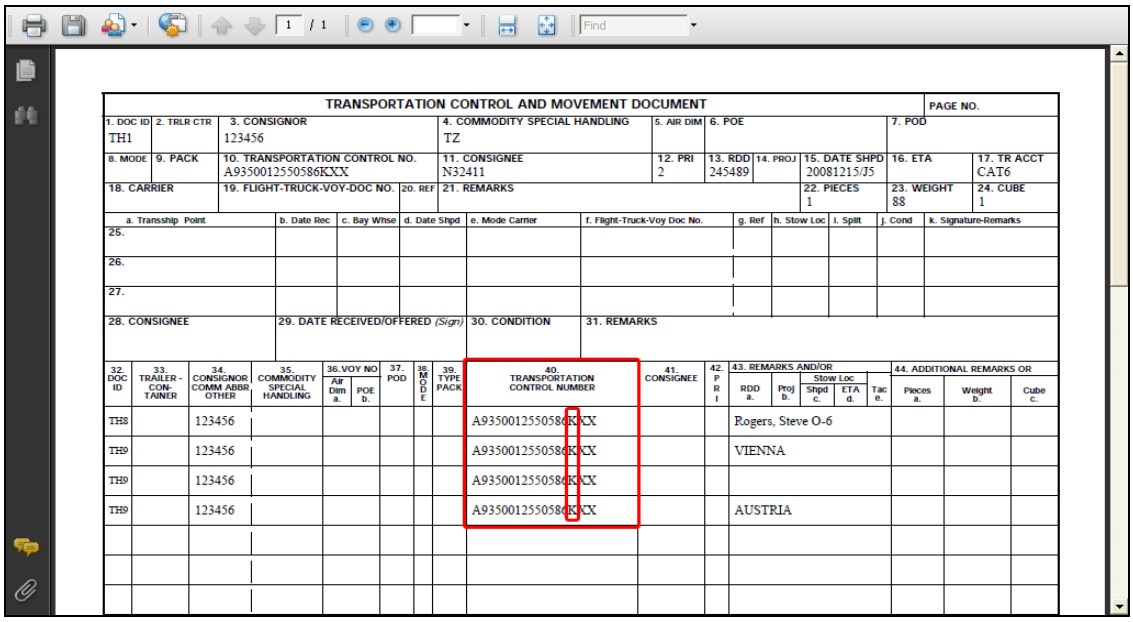
Under Search/Reports in the navigation bar, select the Print Forms option.



Enter the BL number for a Code 5 or Code T shipment in the BL Number field and click the Search button to continue.



Click the “Print DD1384” link in the Search Results page. A copy of the Transportation Control and Movement Document (TCMD) appears.



TRANSPORTATION CONTROL AND MOVEMENT DOCUMENT — PAGE NO.

1. DOC ID	2. TRLR CTR	3. CONSIGNOR	4. COMMODITY SPECIAL HANDLING	5. AIR DIM	6. POE	7. POD
TH1		123456	TZ			

8. MODE	9. PACK	10. TRANSPORTATION CONTROL NO.	11. CONSIGNEE	12. PRI	13. RDD	14. PROJ	15. DATE SHPD	16. ETA	17. TR ACCT
		A9350012550586KXX	N32411	2	245489		20081215/J5		CAT6

18. CARRIER	19. FLIGHT-TRUCK-VOY-DOC NO.	20. REF	21. REMARKS	22. PIECES	23. WEIGHT	24. CUBE
				1	88	1

	a. Transship Point	b. Date Rec	c. Bay Whse	d. Date Shpd	e. Mode Carrier	f. Flight-Truck-Voy Doc No.	g. Ref	h. Stow Loc	i. Split	j. Cond	k. Signature-Remarks
25.											
26.											
27.											

28. CONSIGNEE	29. DATE RECEIVED/OFFERED *(Sign)*	30. CONDITION	31. REMARKS

32. DOC ID	33. TRAILER - CON-TAINER	34. CONSIGNOR COMM ABBR OTHER	35. COMMODITY SPECIAL HANDLING	36. VOY NO Air Dim a.	36. VOY NO POE b.	37. POD	38. MODE	39. TYPE PACK	40. TRANSPORTATION CONTROL NUMBER	41. CONSIGNEE	42. PRI	43. REMARKS AND/OR RDD a.	Proj b.	Stow Loc Shpd c.	Stow Loc ETA d.	Tac e.	44. ADDITIONAL REMARKS OR Pieces a.	Weight b.	Cube c.
TH8		123456							A9350012550586KXX			Rogers, Steve O-6							
TH9		123456							A9350012550586KXX			VIENNA							
TH9		123456							A9350012550586KXX										
TH9		123456							A9350012550586KXX			AUSTRIA							

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The TCN number listed in Block 40 displays the correct TCN Number (“K”) for a HHG Shipment in position 15.

SCR 6242 – Blackout Dates
Users: TSP Master

To delete a scheduled blackout in DPS, a TSP Master logs in to DPS and selects the Shipment Management tab. The user then clicks the Blackout Schedule link. The user can select a range of blackout entries using the Begin and End date fields. Enter values and click the Filter button to view a set of matching entries. Click the Delete link for a listed blackout entry.

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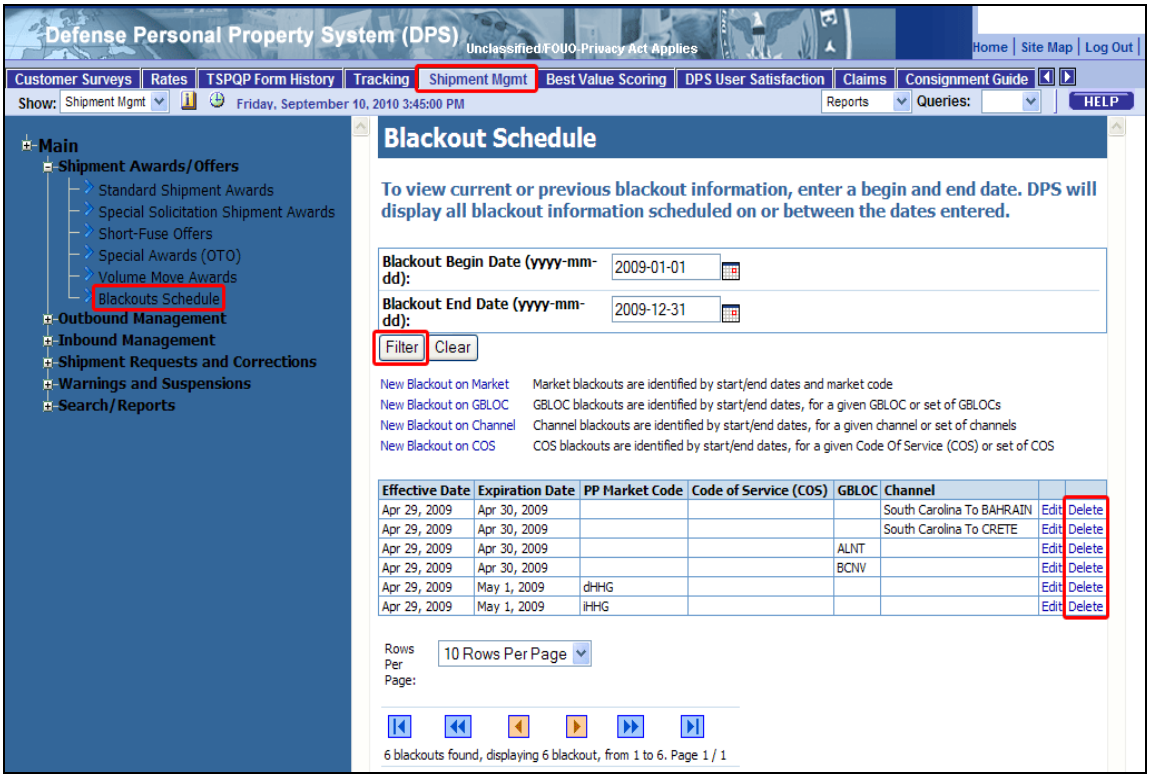
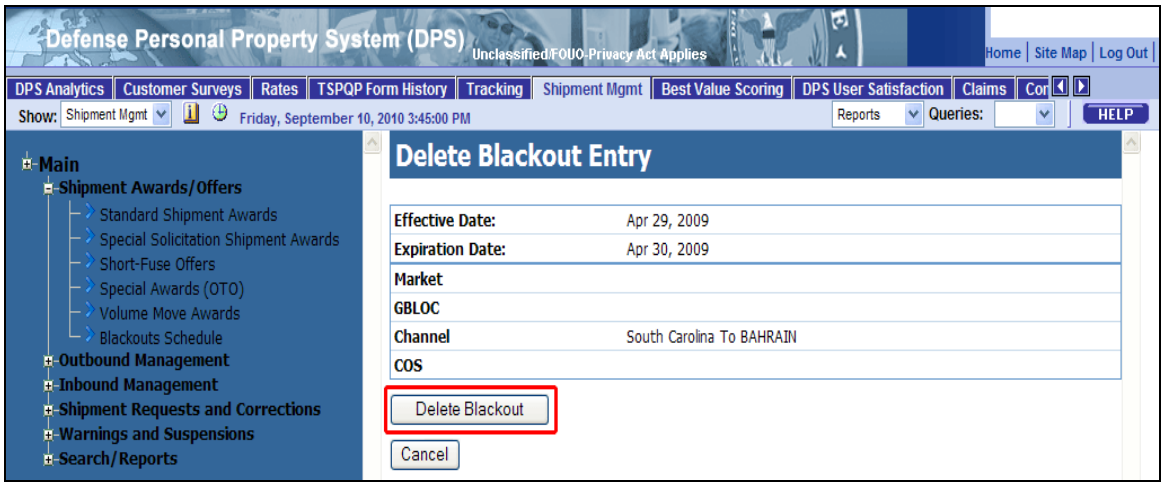


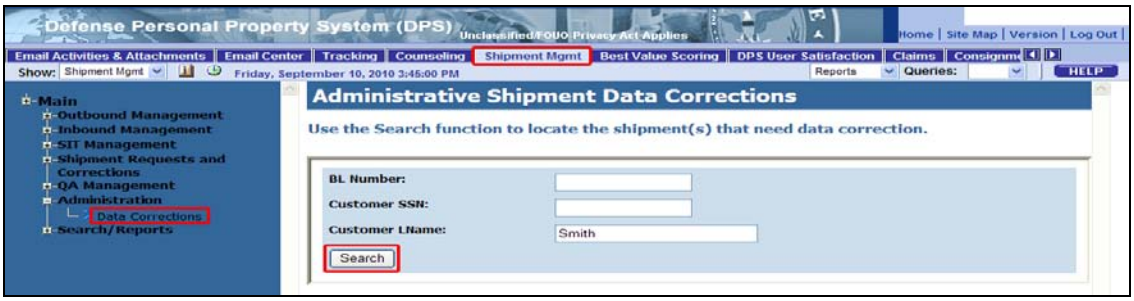
DPS presents a confirmation page. Click the Delete Blackout button to complete the process.



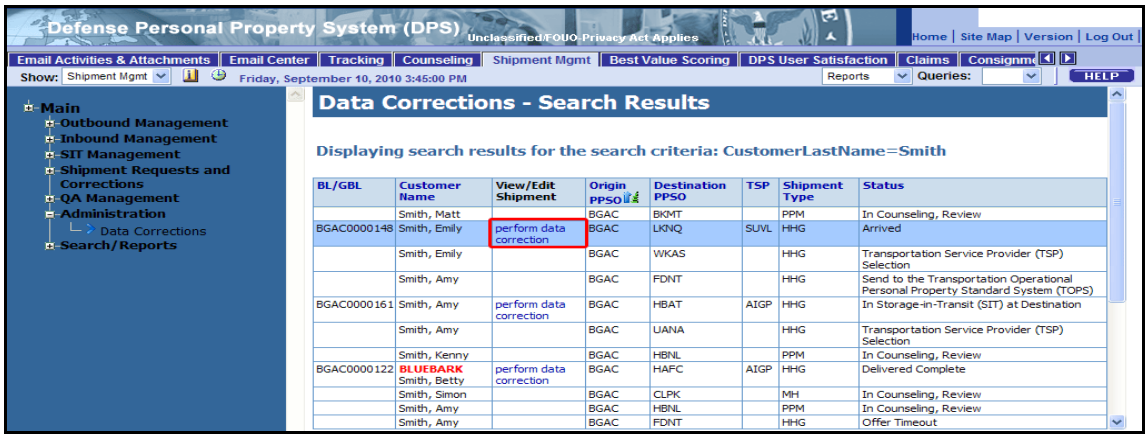
The deletion takes effect immediately.

SCR 6254 – Audit Trail
Users: SDDC DPS Master, SDDC Operations, PPSO Inbound, PPSO Outbound

In the Shipment Management module, on the DPS Administrative Shipment Data Corrections Screen, users can view the remarks history for every status change entered using the Data Corrections function. To access a record, log into DPS and select the Shipment Management module. Select the Data Corrections option under the Administration menu in the side navigation bar to search for a record.



Enter Name, Social Security Number (SSN) or Bill of Lading (BL) number in the appropriate field and click the Search button. The page will refresh with matching results.



BL/GBL	Customer Name	View/Edit Shipment	Origin PPSO	Destination PPSO	TSP	Shipment Type	Status
	Smith, Matt		BGAC	BKMT		PPM	In Counseling, Review
BGAC0000148	Smith, Emily	perform data correction	BGAC	LKNQ	SUVL	HHG	Arrived
	Smith, Emily		BGAC	WKAS		HHG	Transportation Service Provider (TSP) Selection
	Smith, Amy		BGAC	FDNT		HHG	Send to the Transportation Operational Personal Property Standard System (TOPS)
BGAC0000161	Smith, Amy	perform data correction	BGAC	HBAT	AIGP	HHG	In Storage-in-Transit (SIT) at Destination
	Smith, Amy		BGAC	UANA		HHG	Transportation Service Provider (TSP) Selection
	Smith, Kenny		BGAC	HBNL		PPM	In Counseling, Review
BGAC0000122	BLUEBARK Smith, Betty	perform data correction	BGAC	HAFC	AIGP	HHG	Delivered Complete
	Smith, Simon		BGAC	CLPK		MH	In Counseling, Review
	Smith, Amy		BGAC	HBNL		PPM	In Counseling, Review
	Smith, Amy		BGAC	FDNT		HHG	Offer Timeout

Click the Perform Data Correction link in the View/Edit Shipment column in the search results table to access a record.

When entering a correction, users can enter a reason in the comment field of the Confirm Shipment Data Correction page.

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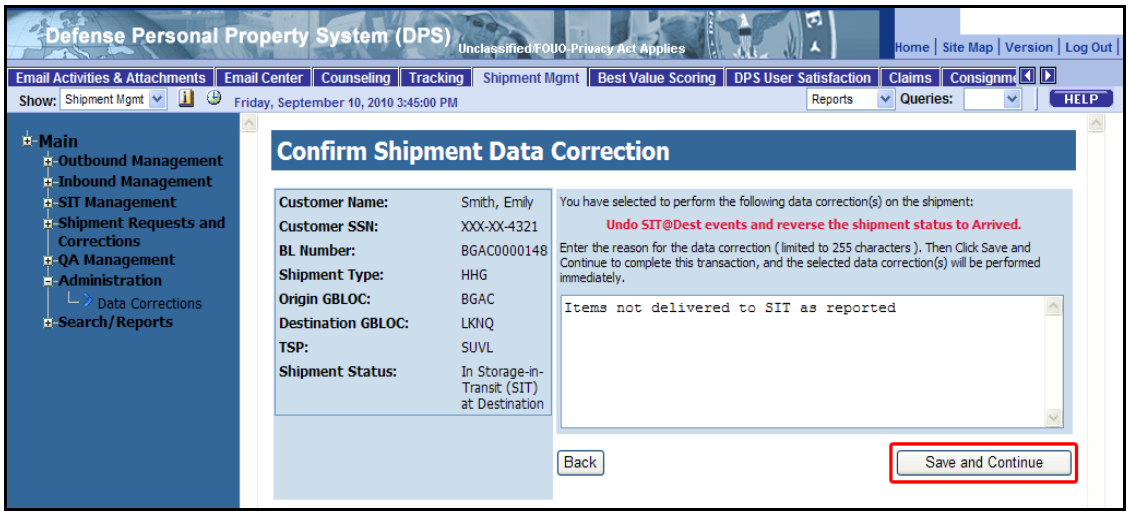

After the correction is saved, the comments are visible in the Status audit trail.

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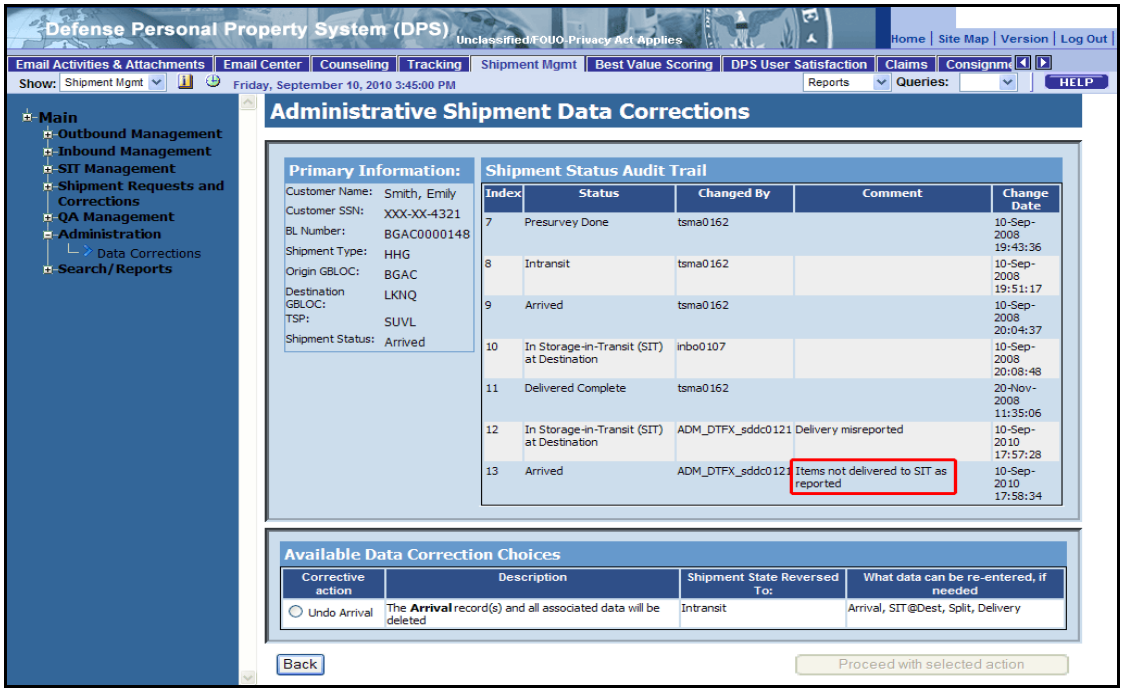
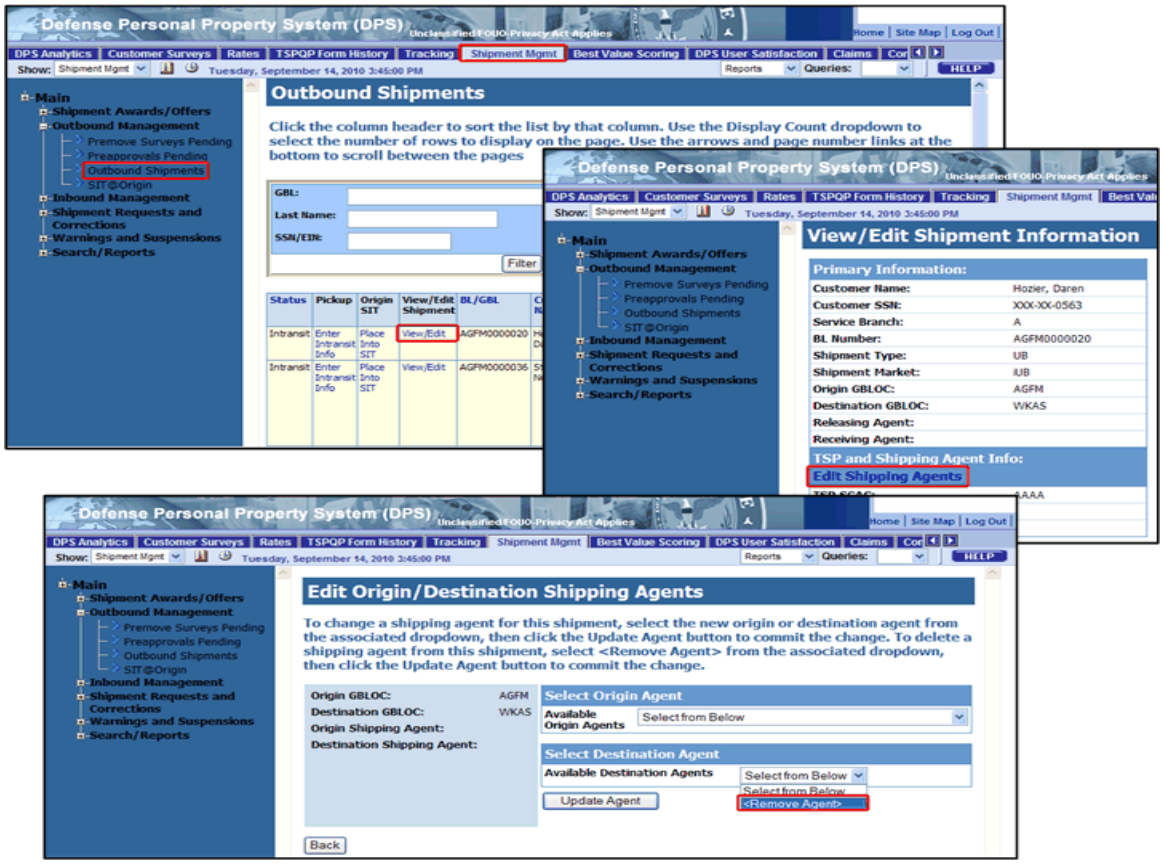


SCR 6260 –Shipping Agent Auto Populates in Origin/Destination Field
Users: TSP Master, TSP Operations

TSP users reported they were unable to remove a shipping agent. Their only option was to select from one or more listed agents, one of which had been assigned by the system. TSP Master and TSP Operations users can now delete Origin and Destination Shipping Agents until the shipment is delivered. To change the values, users log on to DPS, access the Shipment Management module, and then select the View/Edit Shipment option for a listed shipment. Users may click the Edit Shipping Agents link in the View/Edit Shipment Information page to access the Edit Origin/Destination Shipping Agents page.



Users can select the Remove Agent value from the drop-down menu for Available Origin Agents or Available Destination Agents and click the Update Agent button to delete the agent. Users may also set a new Agent value by selecting a value from the drop-down menu and clicking the Update Agent button.

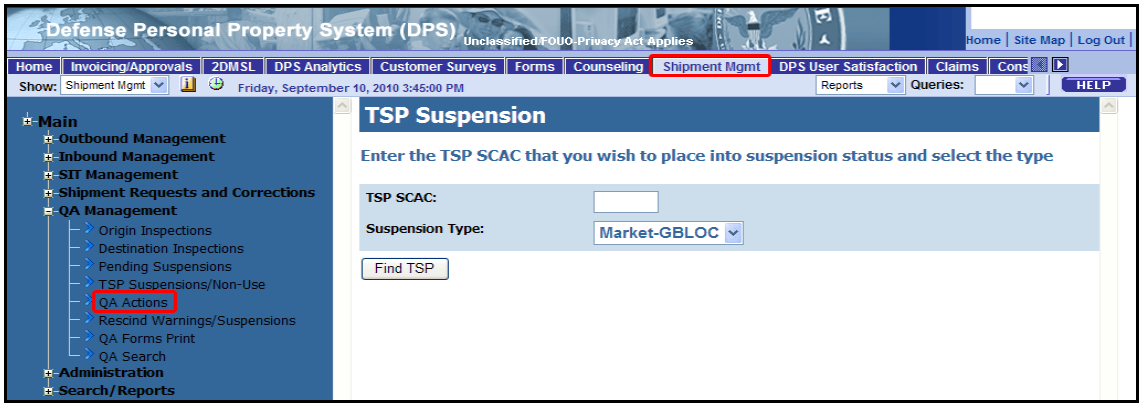
SCR 6289 – Inspection, Letters of Warning (LOW) or Letters of Suspension (LOS) Expansion Capability
Users: SDDC QA, PPSO QA, PPSO Outbound Supervisor and Transportation Officer

PPSO QA and SDDC QA users were restricted in their ability to enter inspection reports and take appropriate QA actions. For example, the ability to enter an inspection was limited by shipment status and there were time limits imposed (e.g., PPSO QA users were required to submit an inspection within 15 days of delivery). DPS also restricted users to a single inspection or QA action per shipment, and did not allow SDDC users to enter an end date for a suspension.

DPS Version 1.4.03 expands the inspection, LOW, and LOS functionality in DPS. SDDC QA, PPSO QA, PPSO Outbound Supervisor and TO users can now create and edit multiple inspection reports for a single shipment at any time after the shipment has been accepted. A Letter of Warning (LOW) or Letter of Suspension (LOS) can be generated for each inspection.

Additionally, a new work queue has been created under QA Management named "QA Actions" for PPSO QA, Outbound Supervisor and TO users. These users can now suspend a TSP in accordance with the same functionality that exists for the SDDC QA users when placing a TSP in non-use status. These users can suspend a TSP on a Channel/COS or market within the GBLOC or on the entire GBLOC. Users are required to enter the suspension end date in the newly added "End Date" data field which represents the last day of the TSP suspension. Users must also enter a reason for the suspension in the remarks field.

To enter an action, a PPSO QA, Outbound Supervisor and Transportation Officer can log into DPS, select the Shipment Management tab, and open the QA Management menu in the side navigation bar. A new option for "QA Actions" is listed: click on this link to access the TSP Suspension page.



To begin an action, enter a value in the TSP SCAC field and select an option in the Suspension Type drop-down field. Click the Find TSP button to continue.

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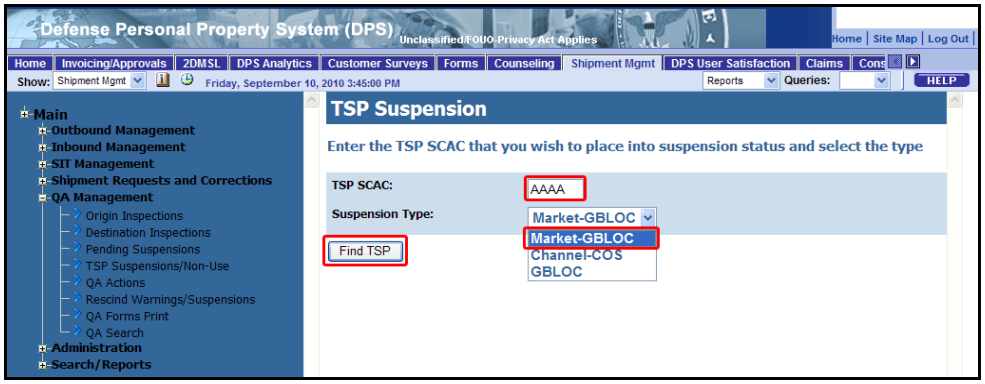

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In the next step, select a value in the Select Market (or Channel) field and click the Place TSP into Suspension button.

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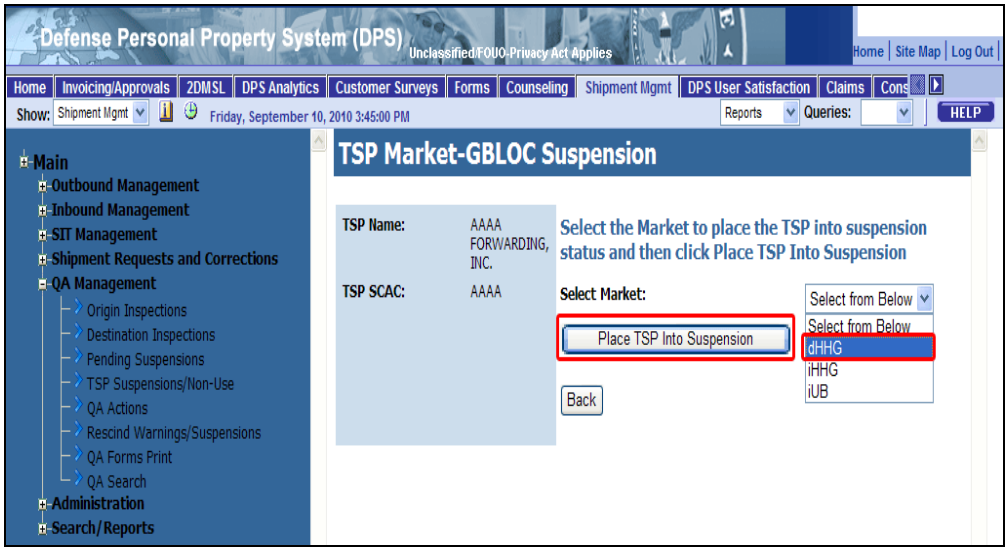

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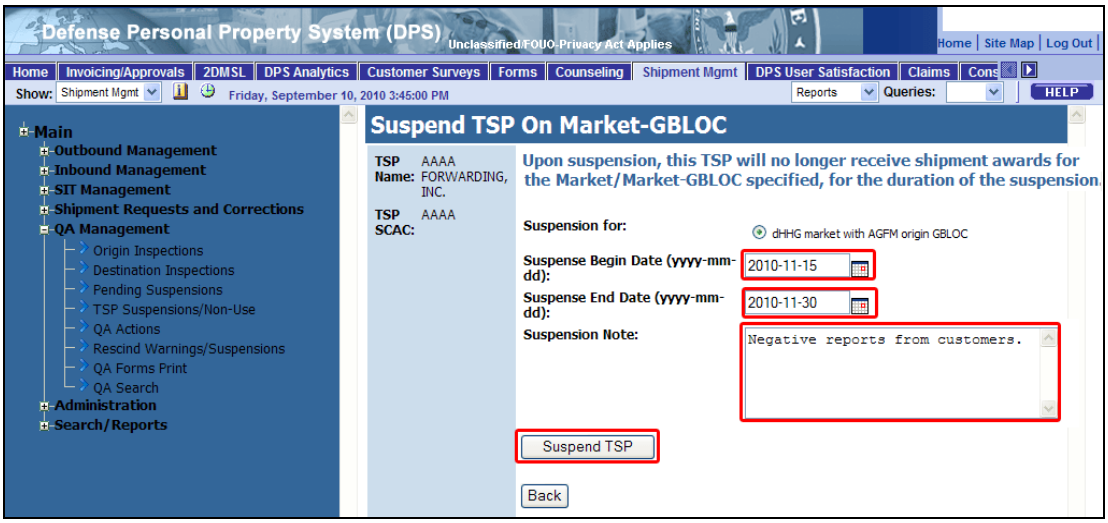
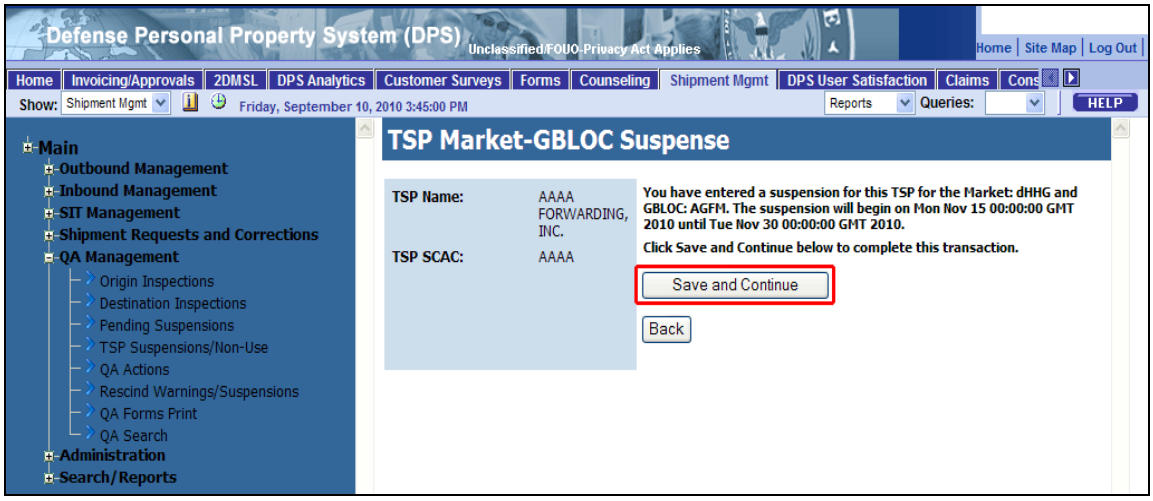
DPS then prompts the user to select begin and end dates for the suspension, and offers a field used to enter a required Suspension Note. Click the Suspend TSP button to continue the process.

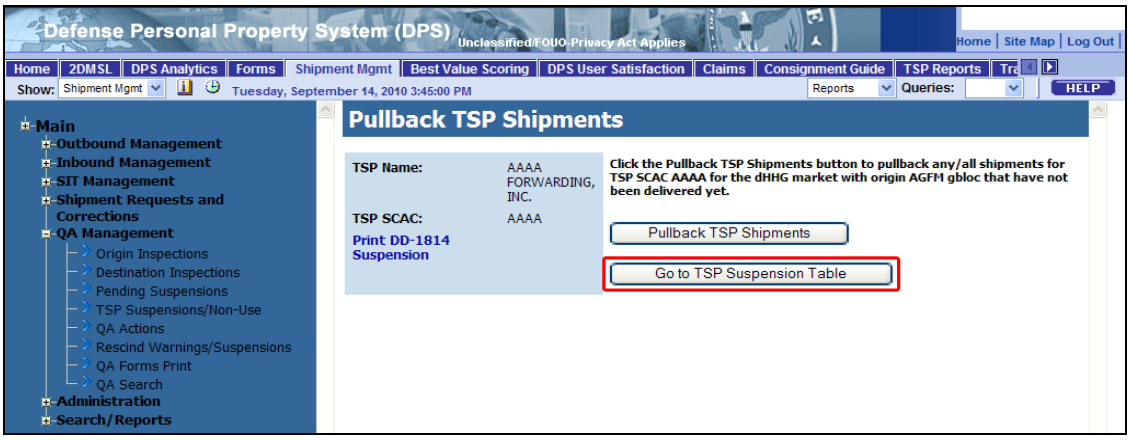


DPS presents a confirmation screen. Click the Save and Continue button to complete the process.

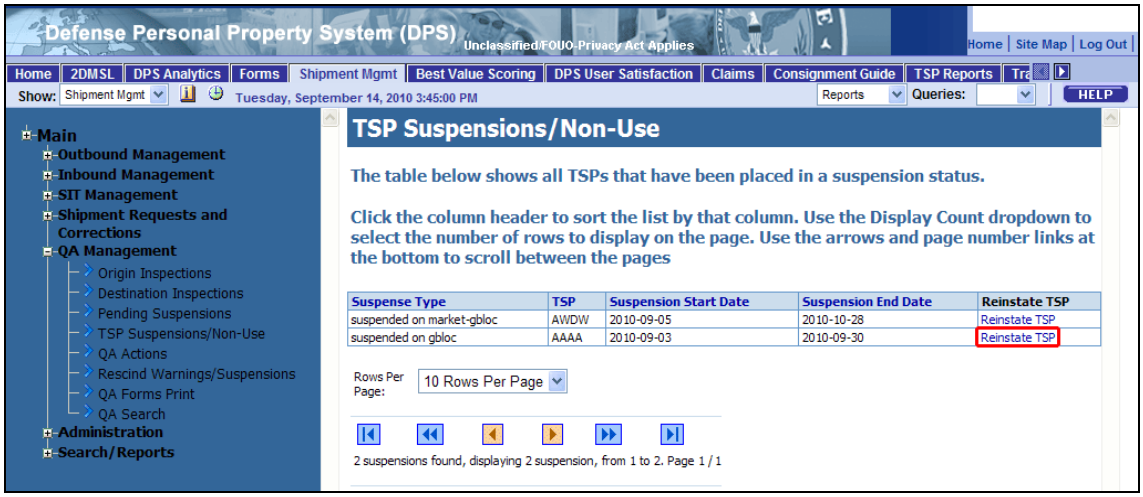


Once suspended, a TSP may be subject to a pullback of shipments or users can access the TSP Suspension table to reinstate a TSP (i.e., end the suspension).

Click the Go to TSP Suspension Table button to continue.



Click a link in the Reinstate TSP column for a listed Suspension to start the process.



DPS presents a confirmation page. Review the suspension details and click the Reinstate TSP button to complete the process.

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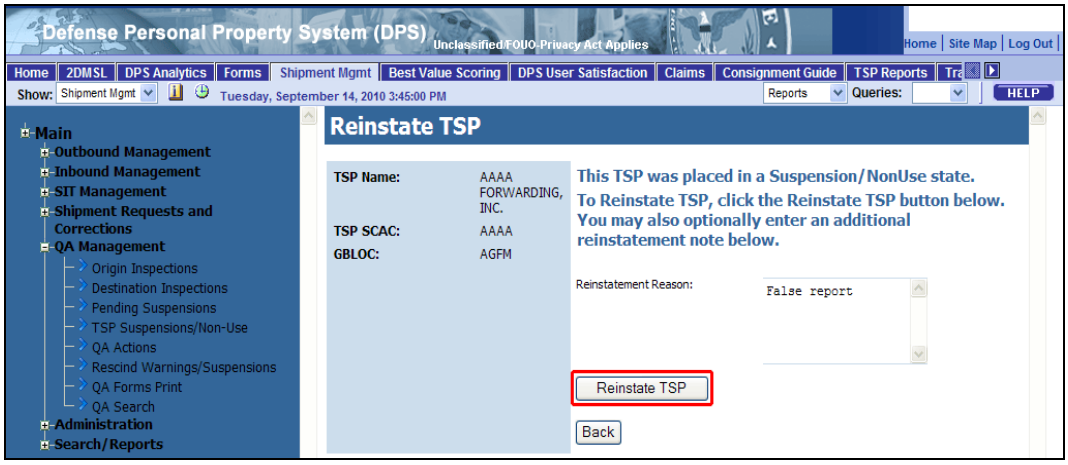

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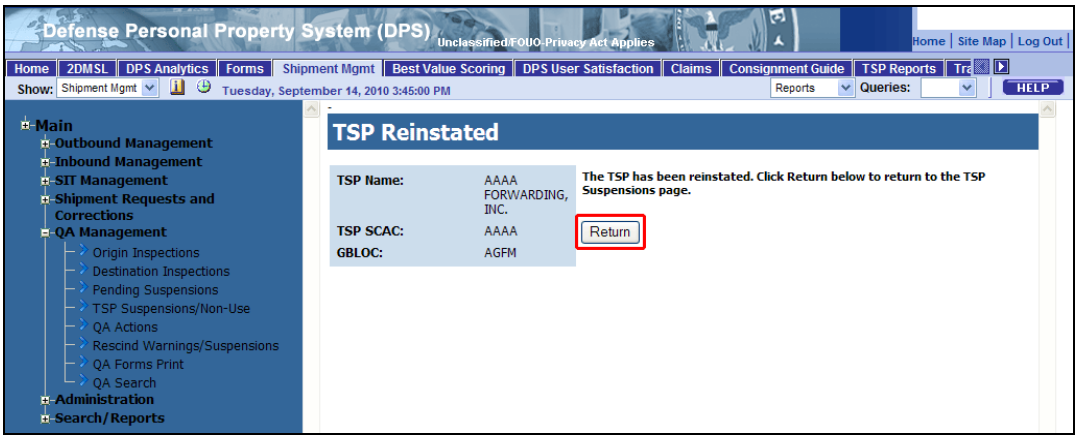
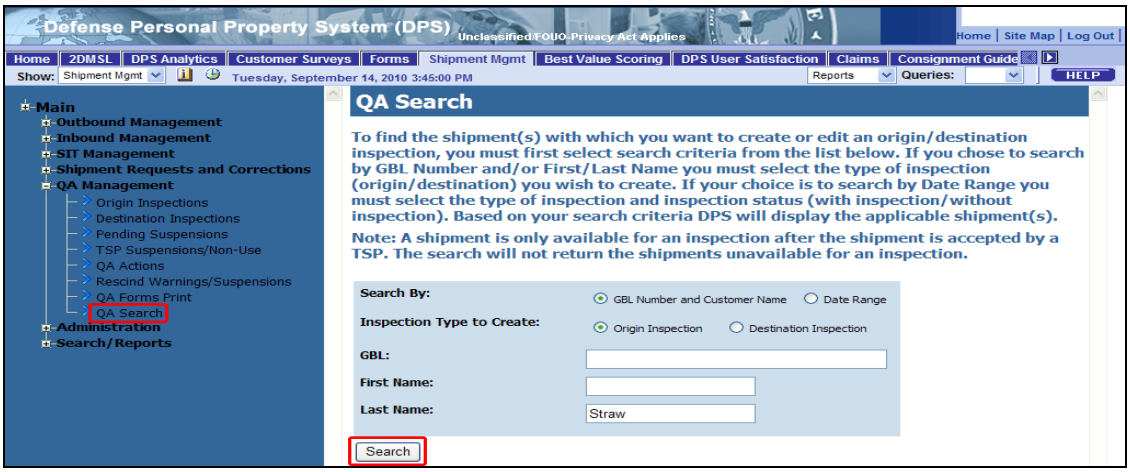
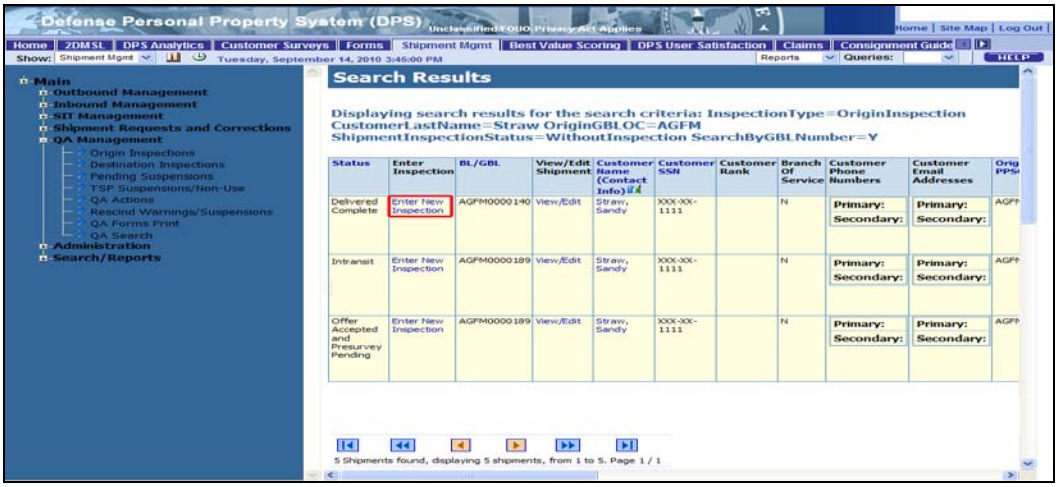
The TSP Reinstated page provides additional confirmation that the process is complete. Click the Return button to navigate back to the TSP Suspensions page.



Users may also enter Inspection Reports, LOWs or LOSs at any time after a shipment is accepted. To create an inspection report, users can select the QA Search option in the QA Management menu. Search criteria include GBL Number, Name and Date Range. Enter criteria and select an inspection type, origin or destination, and click the Search button.



The Search Results page lists all shipments matching the search criteria. Click the Enter New Inspection link in the Enter Inspection column to access the form and continue the process.



Note: The Origin Inspections and Destination Inspections options in the QA Management menu also offer access to shipment listings and associated forms.

The Inspection form lists a number of predefined issues a customer may report with a shipment or TSP. To complete the form, click the calendar icon to select an Inspection Date, enter your name, and then use the text field to enter any remarks. Click the check box for any reported issues.

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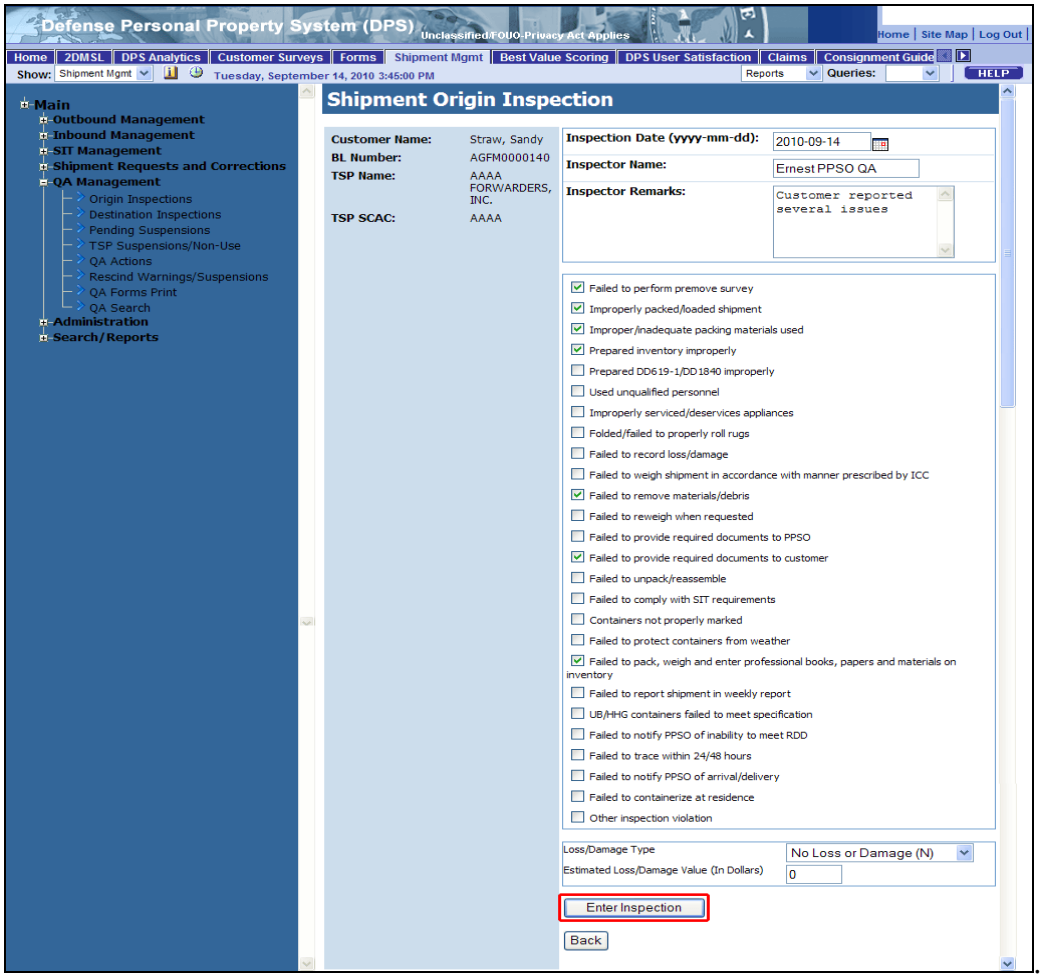

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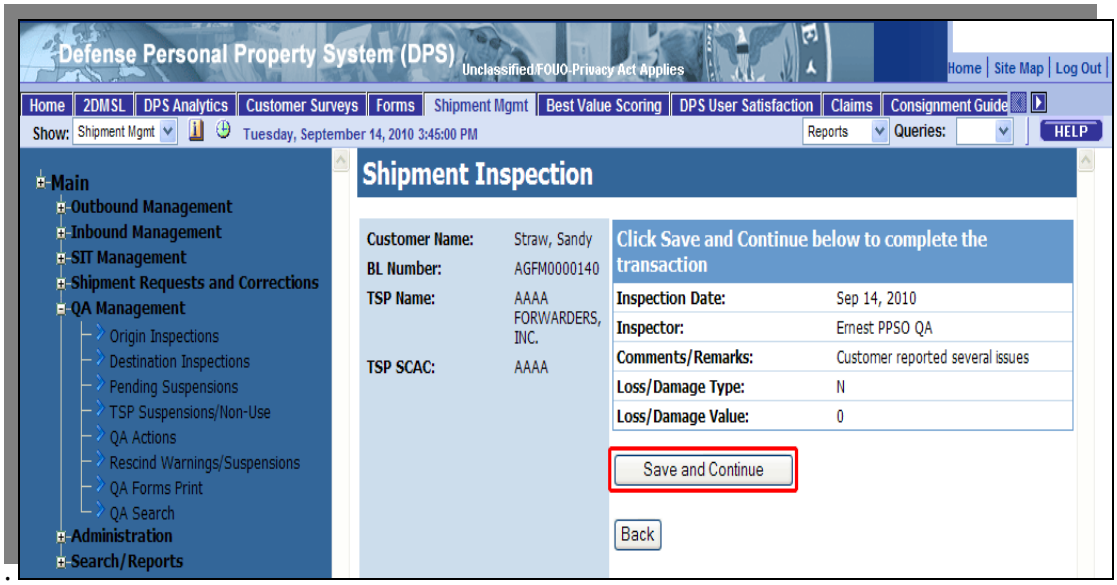
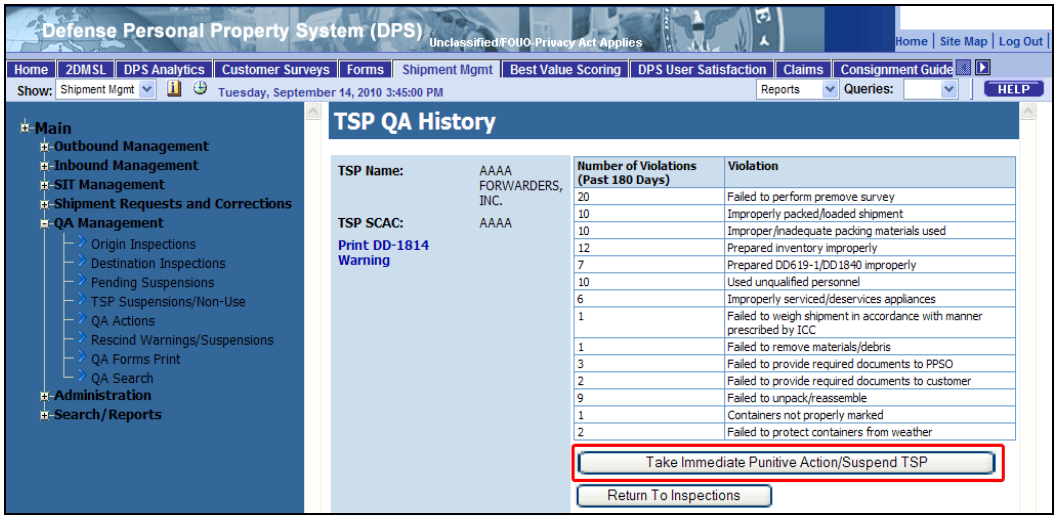
Use the drop-down field to indicate if any loss/damage claims are associated with the shipment, and if "Yes," enter an estimated value in the field. Click the Enter Inspection button to continue the process.

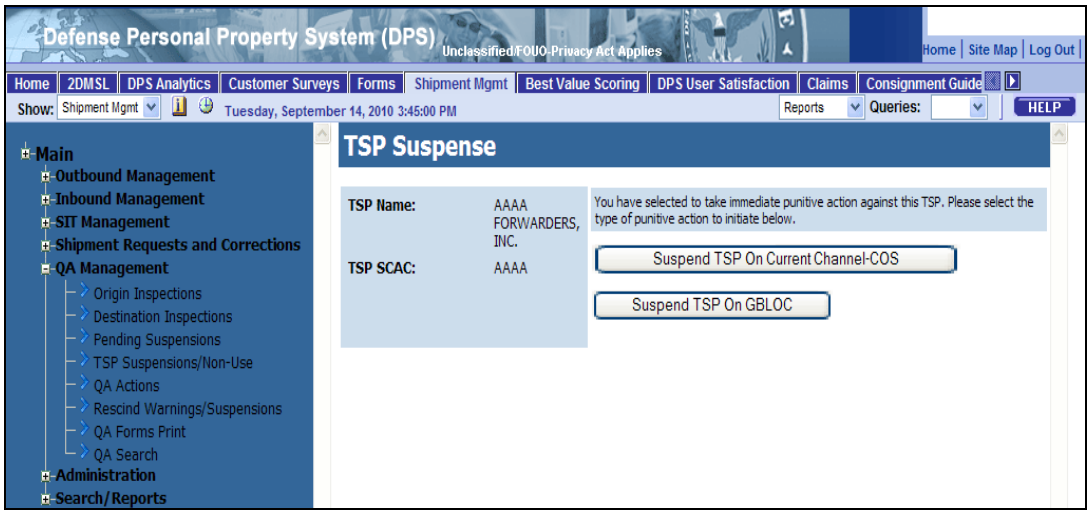
DPS presents a confirmation page after an inspection report is submitted. Click the Save and Continue button to complete the submission process.



After submitting a new inspection report, DPS presents a QA History page for the TSP, which contains the option to take immediate punitive action (i.e., suspend the TSP).



Click the Take Immediate Punitive Action/Suspend TSP button to access options.

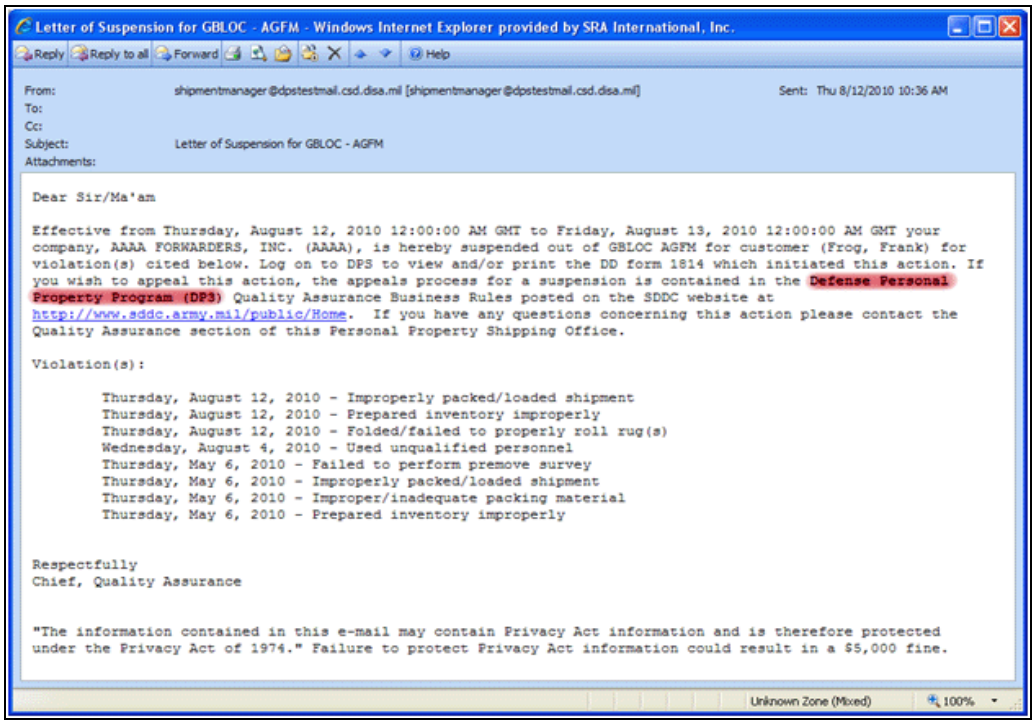


Click one of the buttons to start the Suspension process (see above).

SCR 6290 – Emails with Families First
Users: SDDC QA and PPSO QA

In Suspension, non-use and Low Performance Score email messages sent to TSPs, the term "Families First" has been replaced with "Defense Personal Property Program (DP3)".

The example below is a Letter of Suspension email sent to TSP AAAA for a suspension for GBLOC AGFM for several inspection violations.



Letter of Suspension for GBLOC - AGFM - Windows Internet Explorer provided by SRA International, Inc.

Reply | Reply to all | Forward | Help

From: shipmentmanager@dpstestmail.csd.disa.mil [shipmentmanager@dpstestmail.csd.disa.mil] Sent: Thu 8/12/2010 10:36 AM
To:
Cc:
Subject: Letter of Suspension for GBLOC - AGFM
Attachments:

Dear Sir/Ma'am

Effective from Thursday, August 12, 2010 12:00:00 AM GMT to Friday, August 13, 2010 12:00:00 AM GMT your company, AAAA FORWARDERS, INC. (AAAA), is hereby suspended out of GBLOC AGFM for customer (Frog, Frank) for violation(s) cited below. Log on to DPS to view and/or print the DD form 1814 which initiated this action. If you wish to appeal this action, the appeals process for a suspension is contained in the Defense Personal Property Program (DP3) Quality Assurance Business Rules posted on the SDDC website at http://www.sddc.army.mil/public/Home. If you have any questions concerning this action please contact the Quality Assurance section of this Personal Property Shipping Office.

Violation(s):

Thursday, August 12, 2010 - Improperly packed/loaded shipment
Thursday, August 12, 2010 - Prepared inventory improperly
Thursday, August 12, 2010 - Folded/failed to properly roll rug(s)
Wednesday, August 4, 2010 - Used unqualified personnel
Thursday, May 6, 2010 - Failed to perform premove survey
Thursday, May 6, 2010 - Improperly packed/loaded shipment
Thursday, May 6, 2010 - Improper/inadequate packing material
Thursday, May 6, 2010 - Prepared inventory improperly

Respectfully
Chief, Quality Assurance

"The information contained in this e-mail may contain Privacy Act information and is therefore protected under the Privacy Act of 1974." Failure to protect Privacy Act information could result in a $5,000 fine.

Unknown Zone (Mixed) 100%

For more information about DPS, please consult the specific DPS Module User Guides and/or Multimedia training materials.

End of 1.4.04 Explanations.

Digital Certificate: Questions & Responses

Effective 01 October, 2011 all TSP users of DPS will be required to log onto the system via Digital Certificates.

Background:

http://iase.disa.mil/pki/eca/ The External Certification Authority (EC) program supports the issuance of DOD-approved certificates to industry partners and other external entities and organizations that conduct business with the DOD. The ECA program is designed to provide a mechanism for these entities to securely communicate with the DOD and authenticate to DOD Information Systems.

The ECA Certificates can be purchased through three sources: VeriSign, Operational Research Consultants (ORC), or Identrust.

1. http://www.identrust.com/index.html

2. https://www.verisign.com/authentication/government-authentication/DOD-interoperability/index.html

3. http://www.eca.orc.com/index.htm.

Below are some common Digital Certificates questions and responses.

1. Question: Will TSP Agents (such as insurance, bond, 3rd party billing, rate filers, and claims companies) accessing DPS be required to purchase a digital certificate?
Response: Yes all commercial users must purchase a certificate.

2. Question: Currently my digital certificate is linked to an ETA ID. Will ETA continue to maintain IDs?
Response: Yes, ETA will have an ID, but it will be in the background.

3. Question: Will one digital certificate be allowed access to all of a company's SCAC's in DPS to minimize a TSPs cost?
Response: Yes, each person will need one certificate. IdenTrust has a smartcard, just like the CAC, that can be used for multiple accounts and multiple workstations. So, if you travel with a laptop, as long as you have a card reader, you can log into DPS with the card.

4. Question: Can a user have 10, 20, or 30+ digital certificates on one PC?
Response: Yes.

5. Question: Can a digital certificate be loaded on more than one PC, like on a Desk Top and a Lap Top, and be used on both?
Response: Yes, there are directions to export the certificate to a Thumb Drive and use it on other stations as required.

6. Question: Where do I get a certificate?
Response: There are three DOD approved resources for the ECA:

http://www.identrust.com/index.html

https://www.verisign.com/authentication/government-authentication/DOD-interoperability/index.html

http://www.eca.orc.com/index.htm.

7. Question: What is the cost?
Response: Cost ranges from $120 to $135

8. Question: How long are they good for?
Response: One Year.

9. Question: What is a TWIC?
Response: Transportation Worker Identification Credential, TWIC is a common identification credential for all personnel requiring unescorted access to secure areas of MTSA -regulated facilities and vessels, and all mariners holding Coast Guard-issued credentials. Individuals who meet TWIC eligibility requirements will be issued a tamper-resistant credential containing the worker's biometric (fingerprint template) to allow for a positive link between the card and the individual. (homeport.uscg.mil).

10. Question: How much does a TWIC cost and how long is it good for?
Response: The fee for TWIC is $132.50 and is valid for five years. Workers with current, comparable background checks will pay a reduced fee of $105.25. If workers are eligible to pay the lower price, their TWIC will expire 5 years from the date of the comparable credential. The cost of a replacement TWIC, if the original is lost, stolen, or damaged, is $60.

11. Question: Can anyone get a TWIC?
Response: No, only personnel who require unescorted access to secure areas of regulated facilites and vessels. If you have a TWIC and require access to ETA, TWIC will work. If you not have TWIC and cannot meet the access requirements, you will not be approved for a TWIC.

12. Question: How long is the TWIC card valid?
Response: TWICs remain valid for five years, unless the expiration date was based on a comparable credential (Free and Secure Trade (FAST) card, Merchant Mariner Document/ License, or Hazmat Endorsement). The expiration date is displayed on the face of the TWIC. TWIC holders are responsible for knowing when to begin the renewal process. For individuals who pay the reduced fee, the expiration date of their TWIC will be five years from the date listed on the credential associated with the comparable security threat assessment.

13. Question: When will I be required to have a TWIC?
Response: All workers who require unescorted access to secure areas of maritime facilities and vessels and all U.S. credentialed Mariners are required to have a TWIC.

14. Question: Who can I contact to get more information on TWIC?
Response: Web site: www.tsa.gov/twic
TWIC Program Help Desk: 1-866-DHS-TWIC (1-866-347-8942) Monday through Friday from 8 a.m. - 10 p.m. Eastern Time.

15. Question: How many do I need for my company?
Response: One per person who requires access to a DOD system.

16. Question: What if personnel travel? Will the cert be good?
Response: Yes the certificate can be copied, Thumb Drive, to other locations.

17. Question: Who can answer questions?
Response: Questions regarding the cert, call the company in which purchase was made. Questions on syncing up with ETA, send an email to sddc.safb.pki@us.army.mil

18. Question: How do I sync up the certificate with ETA?
Response: Login to ETA using user id and password, At the ETA home page go to "Support" top row of buttons, Register Certificate, Register Certificate link, yes, complete CAPTCHA, Certificate Saved. Log out of ETA, close browser. Login using a certificate, select the ETA userID you are accessing.

19. Question: Will TSP Agents accessing DPS need to purchase a digital certificate? (referring to insurance, bond, 3rd party billing, rate filers, or claims companies)
Response: Yes, all commercial users are required to purchase one certificate per person.

20. Question: Will ETA continue to maintain IDs? (today my digital is linked to a ETA ID)
Response: Yes, behind the scenes

21. Question: Will one digital certificate be allowed access to all of a (this is a key need to minimize a TSPs cost)
Response: No, this is one certificate per person

22. Question: Can a digital certificate be loaded on more than one PC and work from both? (when people travel they must now have digital certificates on their laptop)
Response: Certificates can be loaded on multiple workstations, but can only be accessed by one person.

23. Question: How do I prove my citizenship?
Response: Indentrust: Within the ECA Program, an Applicant can prove his or her citizenship using a valid passport issued by the country of citizenship. You should bring the passport to the in-person identity verification appointment. Either the Trusted Correspondent, the Notary Public, the U.S. consul or an authorized IdenTrust employee will verify your citizenship using your passport.

24. Question: Why do I have to prove my citizenship?

Response: Indentrust: Citizenship will be used as part of the criteria for authorizing res by the different Relying Parties to online applications. The ECA Program is governed b Certificate Policy requiring that all applicants provide proof of their citizenship in orde ECA certificates after July 1st 2007.

25. Question: I lost my token/smart card, what do I do?

Response: Indentrust: The first step is to revoke your certificate to prevent an using it. Please be aware that a revoked certificate is unusable. To see what to revocation click here:

http://www.identrust.com/certificates/eca/eca_revoke.html

The next step depends on whether you have a backup copy of your encryption private key and if you have received encrypted data or email with it. If you have not used the encryption certificate to receive encrypted data or email, you do not need to recover the encryption key. If you have encrypted data and have no backup copy of your key, see the answer to question 11: How do I get a copy of my encryption certificate?

If you need an ECA certificate for your daily functions, you must obtain a new certificate.

End of Certificate Questions & Answers.

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