DPS
Defense Personal Property System

Joint Program Management Office
Household Goods Systems

"Smart Book"

30 September 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 (TSPs). It is specifically targeted to assist Personal Property Processing (PPPOs) and Personal Property Shipping Offices (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This Smart Book is effective from 30 September 2011 until superseded.

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What's New...

What's New Items. Version 25, Smart Book.

•. Maintenance Release (MR) 1.4.07.789: was deployed to Production on 1 November 2011. Included in the release were System Problem Reports (SPRs) 6686 (Client getting "Shipment no authorized" error when creating a PPM), 6687 (incorrect cost calculations for PPMs), and 6690 (TSP short fuse hit count).

• System Problem Report (SPR) 6682: (identical CSS feedback comments sent on more than one GBL) was deployed to Production on 21 October 2011.

•. System Problem Reports (SPRs) 6680: (TSP unable to add or edit the destination delivery address) and 6683 (HQ SDDC user unable to rescind suspension) were deployed to Production on 24 October 2011.

•. Maintenance Release (MR) 1.4.07: was placed into Production on 30 September 2011. See page 22 for a list of System Problem Reports (SPR) and System Change Requests (SCR) fixes included in the release. Beginning on page 30 is an explanation of each one with screen shots.

- All New Volume Moves: All new Volume Move requests must be entered into DPS. TOPS will only be used for ongoing Volume Moves initiated in TOPS.

- Screen Freezes in Self-Counseling and Counseling: Change the browser magnification to 150% (bottom right corner of the browser window) . The other option is to leave the browser magnification at 100%, but have the screen at a non-expanded view.

- Reminder: TSPs. Digital Certificates will be required for TSPs to log into DPS effective 01 October 2011. See page 17 for additional information.

•. DoD Customer Login ID for DPS: Only Coast Guard personnel should use their EIN to log into DPS. All other members of the Uniformed Services should continue to use their SSN to access DPS.

When to Use DPS

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

2. **DPS Will Be Used for:**

- 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

- Short Fuse / Short Notice shipments

- TDY in conjunction with ship renovation

- Personally Procured Move (PPM) shipments

- BLUEBARK shipments and Evacuation Orders

- AAFES and Corps of Engineers shipments

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

- New volume move requests

- DPM, NTS, and Local Move shipments should be entered (counseled) in DPS. Once the customer's data has been entered into DPS it will be transferred into TOPS and processed in TOPS.

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

- Joint or Combined Spouse eligible Moves. Currently DPS is not programmed to accept or process Joint or Combined Spouse Moves. This specific functionality will be available in a future Maintenance Release. Current workaround is to create the shipment application under the Senior Member's orders and add the Joint Spouse Member's information under "Additional Information" in DPS. Specific guidance can be found on page 21, "The DPS Joint/Combined Spouse Move Counseling Process".

- Non-Appropriated Fund shipments (see page 15)

When to Use TOPS via DPS

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

2. **TOPS Will Be Used for:**

   - In accordance with (IAW) Branch of Service specific guidance

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

   - Special Solicitations

   - Domestic Alaska shipments with destination city locations in Alaska's OTO areas as described in the PPCIG guide for JPPSO Anchorage, Special Instructions

   - Current Volume Moves initiated in TOPS

   - DPM, NTS, and Local Move shipments should be entered (counseled) in DPS but processed in TOPS. Once the customer's data has been entered into DPS it will be transferred into TOPS and processed in TOPS.

   - Non-temporary storage (NTS) shipment releases from the east coast contract facilities Guardian Moving and Storage, Baltimore MD (AOAH) or Hampton VA (BOAH) and the west coast contract facility Metropolitan Van Lines, Benicia CA (LFAH). These NTS releases should be processed in VTOPS and the shipment documents/paperwork mailed or faxed to the NTS facility as outlined in the consignment guide.

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

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.

Customer Service

PPPOs should advise outbound customers of the 24 hour/7 day 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.

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.

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), 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>

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 and 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. 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 the TSP has rates on file to the new destination, the PPSO Inbound can update the delivery address in DPS. NOTE: To prevent an invoicing problem, if the updated location belongs to a new GBLOC, do NOT update DPS with the new delivery address until after the TSP has billed for the SIT charges. PPSO should request TSP invoice for SIT charges quickly. Shipment can still be released for onward movement to the new destination by completing a manual Correction Notice. Once the TSP has invoiced for the SIT charges, DPS will need to be updated immediately to allow visibility of the shipment at the new destination. If the TSP does not have Rates on file to the correct Destination, then the GBL must be terminated at the original 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. The mis-consigned shipment process is currently under review by SDDC.

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 update the delivery address in DPS and then 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. The mis-consigned shipment process is currently under review by SDDC.

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:

- Interim Solution 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.

- Interim Solution 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.

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.

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. 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."

2. How do counselors enter the "other than authorized destination" information?
Response – The counselor will enter the requested destination and the customer's authorized destination.

3. 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.

4. 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.

5. 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 states 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. Effective 30 Sep 2011 with the 1.4.07 upgrade, the PPSO Inbound User can edit the Advanced Operating Allowance (AOA) during closeout (see page 33).

6. At the PPM Closeout 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.

7. 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.

8. 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.

9. 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.

10. 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.

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 Closeout

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

PPPO Counselor Role

DPS does not provide the PPPO Counselor with visibility on a shipment once the shipment has been submitted to the PPSO for Route and Award. The Inbound user role does provide visibility. PPPO counselors can request outbound and inbound user roles subject to PPSO approval IAW their Service HQs guidance.

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) accepts the shipment and status changes to "Offer Accepted and Presurvey Pending". Shipments will disappear from the "Origin Inspections" queue after they have been entered as "Arrived" in DPS by the TSP or inbound PPSO.
2. Shipments appear in the Destination Inspections queue as soon as the TSP enters the pickup information into DPS and the shipment status changes to "Intransit". 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 should not enter favorable information (i.e., member happy with pack out). Entry of any data into the Remarks section can potentially 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 along with a DPS generated email. When short fuse shipments are offered the first day is counted, TSPs that have entered blackout dates during this period receive shipment notifications as well.
- If no TSP accepts the short fuse offer within 24 hours, the offer times out and the shipment returns to the standard offer queue. However, it is still a Short Fuse shipment and should be treated expeditiously.
- It reverts to the standard offer queue to allow the PPSO to contact TSPs manually to identify a TSP willing to accept the Short Fuse shipment and award the shipment to that TSP.
- The reason it returns to the standard shipment award queue is so the PPSO will be able to award it to an individual TSP (currently DPS does not offer that functionality if the shipment is identified as Short Fuse).
- 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 the shipment. 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)."
- If the TSP has blacked out the dates they will still populate on the TDL because they may be able to accept the shipment as a Short Fuse.
- 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. If the delivery street address is blank, TSPs currently have the ability in DPS to request SIT at destination and receive an auto generated SIT number.

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

Transportation Operation Personal Property System (TOPS) Interface

Counseling and transfer of DPM, NTS, and Local Move shipments in DPS is covered in the Counseling User Guide located under the Training tab in DPS. Counseling NTS shipments is in Section 5, counseling NTS Release shipments is in Section 6, and the transfer process of DPM, NTS, and Local Move shipments to TOPS is in Appendix B. Details to access TOPS via DPS with Citrix is in the TOPS User Guide. The file transfer process now occurs on a 15 minute basis. Depending upon the time of routing it may take up to half an hour to transfer to TOPS.

End of DPS "Helpful Hints" for Known Problems

DPS Interim Solutions for Known System Problem Reports (SPRs)

These interim solutions 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.

Counseling Section - Interim Solutions

1. Problem: Non Appropriated Fund (NAF) Shipments
   Example: NA.
   Details: NAF shipments must be processed in DPS, however, payment for NAF shipments are currently not handled by US Bank (formerly PowerTrack). Therefore, NAF shipments must be manually invoiced to the paying office identified on the customer's orders (not submitted in DPS).
   Interim Solution: The origin PPSO must create a GBL correction notice changing block 21 to the appropriate paying office listed on the orders. The PPSO must provide the TSP a copy of the correction notice and advise them NOT to invoice US Bank via DPS.
   Team Track / Tracker Number: 5675. Planned Fix: TBD.

Request For Quotes (RFQ) Section - Interim Solutions

1. 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.
   Interim Solution: Workaround is to obtain state information in the RFQ Details page of the RFQ Module.
   Team Track / Tracker Number: Unknown. Planned Fix: TBD.

Shipment Management Section - Interim Solutions

1. Problem: Excess Costs Computation is Not Correct
   Example: NA.
   Details: Excess Costs computation is not correct.
   Interim Solution: Currently DPS calculates Excess Costs for excess weight only based on the estimated weight Interim Excess solution is to click "Paying Officer Review" if member is potentially in an excess cost status.
   Team Track / Tracker Number: 255 and 5237. Planned Fix: TBD.

2. Problem: DPS will not generate a Certificate of Diversion. Procedures for the Diversion of a Shipment within the Same Rate Area, OCONUS.
   Example: Correct port of entry is entered 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, then the PPSO is forced to pick a different TSP. DPS generates 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 Antwerp, BE.
   Interim Solution 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.
   Interim Solution 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.

3. 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.
   Interim Solution: QA user should not use the No Loss or No Dollar Amount function at any time.
   Team Track / Tracker Number: 4998. Planned Fix: TBD.

End of Interim Solutions

Digital Certificate: 25 Common 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/dod-interoperability/index.html
3. http://www.eca.orc.com

Below are 25 common Digital Certificate questions and responses:

1. Question: Will TSP Agents (such as insurance, bond, 3rd party billing, rate filers, and claims companies 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 TSP's 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, i.e., on a Desk Top and a Laptop, 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.html

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

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

2. 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).

3. 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.

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

5. 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.

6. 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.

7. Question: Who can I contact to get more information on TWIC?
Response: Website: 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.

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

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

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

11. 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 and close browser. Login using a certificate, select the ETA user ID you are accessing.

12. 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.

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

14. 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

15. 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.

16. 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. Either the Trusted Correspondent, Notary Public, U.S. Consul, or an authorized IdenTrust employee will verify your citizenship using the passport.

17. Question: Why do I have to prove my citizenship?
Response: IndenTrust: Citizenship will be used as part of the criteria for authorizing restricted access by the different Relying Parties to online applications. The ECA Program is governed by a certificate Policy requiring that all applicants provide proof of their citizenship in order to be issued ECA certificates after 1 July 2007.

18. Question: I lost my token/smart card. What do I do?
Response: IndenTrust: The first step is to revoke your certificate to prevent anyone else from using it. Plea be aware that a revoked certificate is unusable. To see what to do for revocation click on the link below:

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 emails with it. If you have not used the encryption certificate to receive encrypte data or emails, you do not need to recover the encryption key. If you have encrypted data and have no backu 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

DPS JOINT/COMBINED SPOUSE MOVE COUNSELING PROCESS

NOTE:
For member's completing a PPM, create a PPM application for each member under their orders.

Create shipment application under Senior Member's Orders

- Complete application as normal, except as noted
- For multiple shipments, estimate shipment weight to be less than Senior member's shipping entitlement

Add joint spouses member's information under "Additional Information" in DPS

Enter the following Spouse's information:
Joint Spouse
Branch of Service, Grade, First and Last Name
Order Number/Date
Appropriation: TAC, SDN, SAC
Est Wt: Estimate weight for complete shipment

Identify record as "Paying Officer Review"

Enter the following Spouse's information:
Joint Spouse, Branch of Service, Grade, First and Last Name, Order Number/Date and Appropriation (TAC, SDN, SAC)

Counselor Questions for Shipment

Paying Officer Review	Yes / No
Reason for Possible Excess Cost (enter up to 255 characters)	Joint Spouse Move USA E6 Silvia Smith 241-176//3Apr11 4AE1

Enter appropriation details based on Senior member's Branch of Service (See examples)

NOTE:
Enter Joint Spouse, unless both member's orders have the same fund cites, then enter actual fund cite in DPS

For all other services appropriations:
Fund Type: TAC
For TAC: XXXX
For SAC: JOINT SPOUSE

For USAF appropriations:
Fund Type: SDN
For SDN: JOINT SPOUSE
For AIN: XXXX
For TAC: XXXX
For SAC: JOINT SPOUSE

Continue application as normal

USN / USMC

Accounting Information
* Department Indicator: 17 - United States Navy / United States Marine Corps
Fund Type: TAC
Enter TAC: XXXX Validate

Override TGET-R Information by completing the fields below

SDN:		Re-Enter SDN:	
AIN:		Re-Enter AIN:	
MDC:		Re-Enter MDC:	
* TAC:	XXXX	Re-Enter TAC:	XXXX

Shipment Accounting Classification: JOINTSPOUSE

USAF

Accounting Information
* Department Indicator: 57 - United States Air Force
Fund Type: SDN
Enter SDN: JOINTSPOUSE Validate

Override TGET-R Information by completing the fields below

* SDN:	JOINTSPOUSE	Re-Enter SDN:	JOINTSPOUSE
* AIN:	667100	Re-Enter AIN:	667100
MDC:		Re-Enter MDC:	
* TAC:	XXXX	Re-Enter TAC:	XXXX

Shipment Accounting Classification: JOINTSPOUSE

USCG

Accounting Information
* Department Indicator: 70 - United States Coast Guard
Fund Type: TAC
Enter TAC: XXXX Validate

Override TGET-R Information by completing the fields below

SDN:		Re-Enter SDN:	
AIN:		Re-Enter AIN:	
MDC:		Re-Enter MDC:	
* TAC:	XXXX	Re-Enter TAC:	XXXX

Shipment Accounting Classification: JOINTSPOUSE

USA

Accounting Information
* Department Indicator: 21 - United States Army
Fund Type: TAC
Enter TAC: XXXX Validate

Override TGET-R Information by completing the fields below

SDN:		Re-Enter SDN:	
AIN:		Re-Enter AIN:	
MDC:		Re-Enter MDC:	
* TAC:	XXXX	Re-Enter TAC:	XXXX

Shipment Accounting Classification: JOINTSPOUSE

Maintenance Release 1.4.07

Effective 30 September 2011 DPS Production gained improved functionality in several areas. The specific System Change Requests (SCRs) or System Problem Reports (SPRs) in this release are listed below. Explanations

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SCR 6557 – Reposition and rename the Claims Submit Button to bottom of Screen
SPR 6561 – DPS Analytics Fails to Pull Accurate Data from DPS Traffic Distribution
SPR 6580 – PPM Closeout Core Error Message
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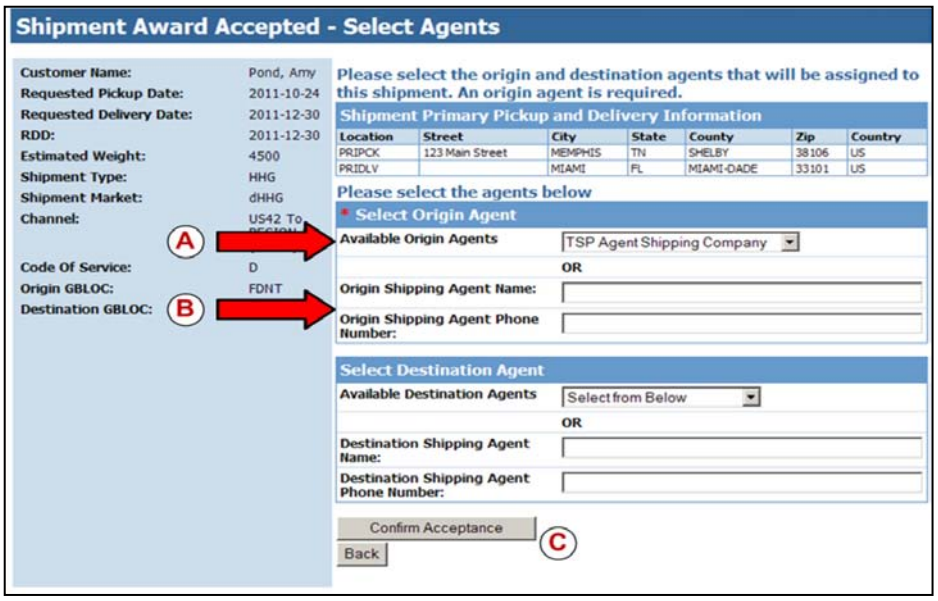
SPR 6601 – Tracking Tab Issues - Communications File Link Missing and Timestamp Zero
SPR 6609 – EDI-859 Transaction Timeout Issue
SPR 6618 – Code of Service Change during Shipment Routing
SPR 6600 – Tracking Tab Performance Issues for Interfaces
SPR 6602 – Trailing Zeros for Invoicing Transactions Causing Transmit Failure

SCR 3930 – TSP Agent/Name required for Booking
Users: TSP Master, TSP Operations Manager, all PPSO users with access to the View/Edit Shipment Information page, and DoD Customers

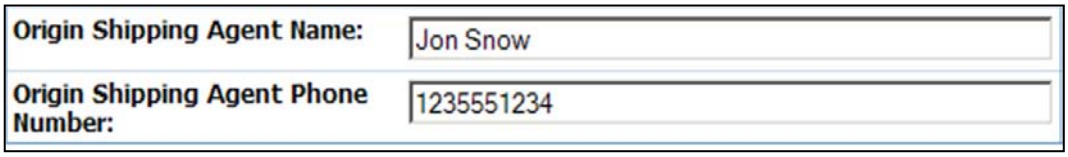
Prior to release 1.4.07, DPS did not capture the contact information of the Shipping Agents responsible for a Customer's shipment. SCR 3930 allows TSP Masters and TSP Operations Managers to enter and edit TSP Origin Agent Name and phone number and Destination Agent Name and phone number. DPS will also send email notifications to the DoD Customer giving them shipment details once the TSP accepts the shipment.

After a TSP user accepts a shipment award, DPS displays the new **Shipment Award Accepted – Select Agents** page. TSP users are required to select an Origin agent prior to completing acceptance of a shipment. They must select an agent from the **Available Origin Agents** drop-down list (A) OR, use the free-form fields (B) to enter Origin Agent name and phone number. The TSP has the option to select (or enter) the Destination Agent information prior to accepting a shipment, but it is not required. The free-form fields and the menu field are shown in detail in the images below.



The following image shows the Available Destination Agents menu (labeled as "A" in the image above).

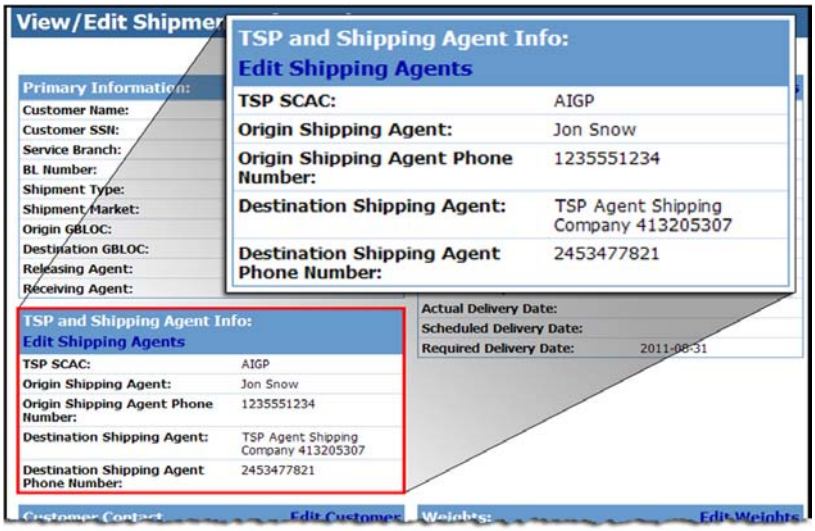
The following image shows the free-form fields for Origin Shipping Agent information (labeled as "B" in the image above). The user can enter up to fifty (50) alpha-numeric characters in the Agent Name field and up to twenty (20) free form text characters in the Agent phone field. If the TSP is performing a "self-haul," they may enter their own contact information.



After completing Origin/Destination Agent information, the TSP user must click the **Confirm Acceptance** button (C) to continue with the shipment acceptance.

After the TSP user completes the shipment acceptance process, DPS displays the origin and destination agents' contact information on the **View/Edit Shipment Information** page in the "TSP and Shipping Agent Info" block.

Click the *Edit Shipping Agents* link to modify the shipping agents' contact information.



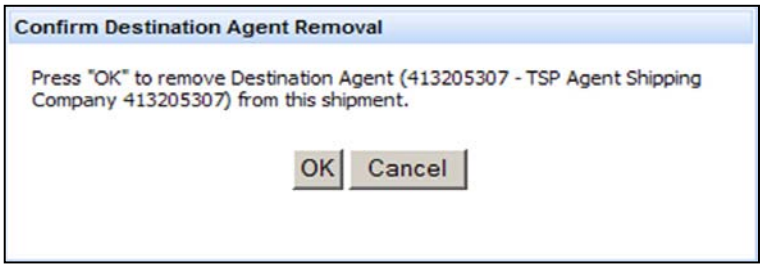
DPS displays the **Edit Origin/ Destination Shipping Agents** page. The page contains two tabs: Origin Shipping Agent and Destination Shipping Agent. DPS displays the Origin Shipping Agent tab by default.

To change the origin shipping agent, make a new selection from the **Available Agents** menu, or select "Other" to enter an agent's contact information. Note that DPS displays the **Agent Name** and **Agent Phone Number** fields only if the user selects "Other" from the **Available Agents** menu. Click the **Save Agent** button to commit the changes.

On the Destination Shipping Agent tab, use the steps outlined above to modify the destination agent. To remove the destination shipping agent from the shipment, click the **Remove Agent** button.

DPS displays a confirmation box. Click the **OK** button to remove the agent. DPS returns the user to the View/Edit Shipment Information page.

Note: Users may remove only the destination agent.



DPS sends an email to all of the DoD Customer's email addresses after the TSP selects the agent(s) and accepts the shipment. The following is an example email that DPS sends.

Subject Line: Outbound Personal Property Shipment Confirmation

Email message body:
Your outbound personal property shipment has been booked with the following Transportation Service Provider:

(AAAA) AAAA FORWARDING, INC.
Primary Phone: 7274698885
Secondary Phone: 8007533326

A local associate representing the TSP should be contacting you within 72 hour s to confirm your shipment pickup date and conduct a pre-move survey of the property.

TSP Agent Shipping Company 413205307
333334 Fair Lakes Court
Fairfax, VA, 54013
Phone: 2453477821

The information below is provided for your convenience: Please ensure you are available at your pickup address between 0800 – 1700 on the date(s) scheduled below. If there are any modifications needed to the below information, please log into DPS and make the necessary corrections or contact your local Transportation or Counseling office.

Bill of Lading number: AGFM0000473
Estimated weight: 11000
Requested Pickup Date: 15 Sep 2011

Pickup Address:
1 Air force Way
CHELMSFORD, MA 01824

DPS also sends a reminder email to the DoD Customer three days prior to the planned/agreed upon packing date.

SCR 3529 – Email Notifications
Users: DoD Customer

Release 1.4.07 introduces additional email notifications to the DoD Customer when certain shipment updates occur in Shipment Management. DPS now sends email notifications to the customer's primary and secondary email address in the following scenarios:

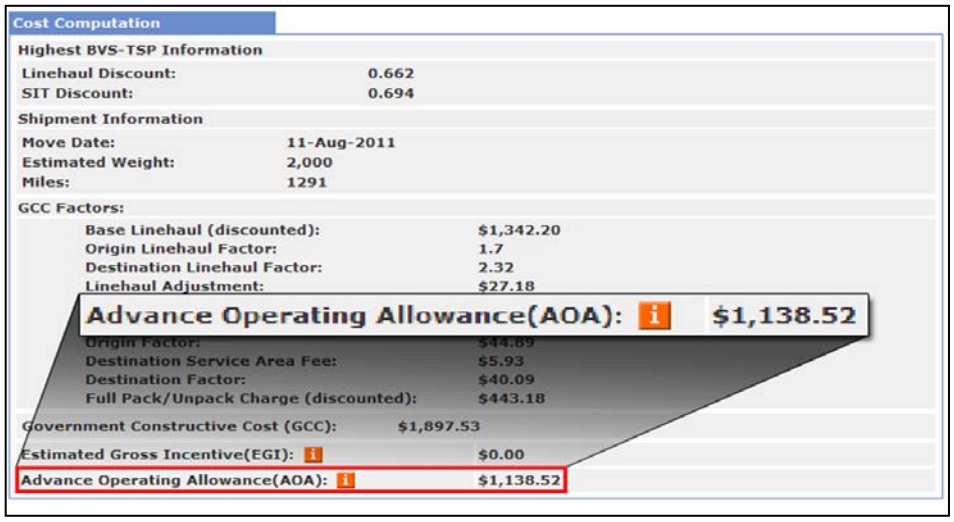
1. A shipment is placed into destination SIT
2. A scheduled delivery date is on or within three calendar days of the current date
3. A shipment's actual net weight is entered
4. A shipment's reweigh weight is entered
5. If any of the following shipment information is modified:
    a. Pickup address
    b. Delivery address
    c. Primary phone number
    d. Email address
    e. Planned pack date
    f. Planned pickup date
    g. Required delivery date
    h. Planned delivery date
    i. Releasing agent
    j. Receiving agent

Note: If the customer's actual weight exceeds their JFTR/JTR weight allowance, the actual net weight email notification contains additional verbiage to alert the customer and advise them to contact their destination Transportation Office and request a reweigh prior to delivery. If the reweigh net weight exceeds their entitlement, the net reweigh email notification contains additional verbiage to alert the customer and advise them to contact the destination transportation office for additional information.

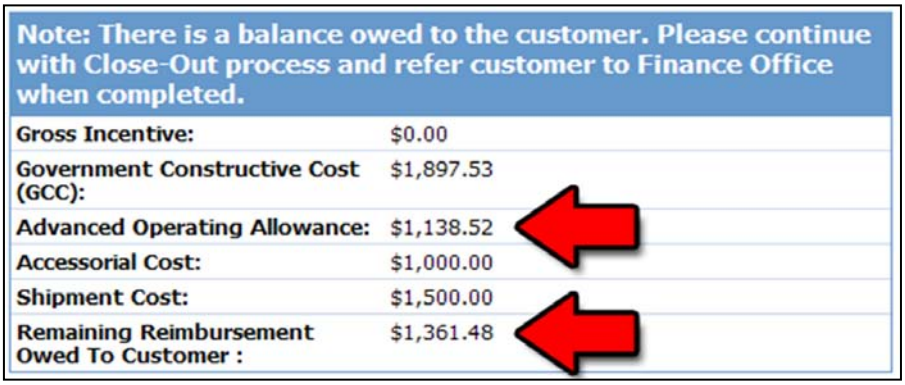
SCR 6287 – Advanced Operation Allowance
Users: PPSO Inbound

SCR 6287 introduces a change that allows PPSO Inbound users to edit the Advanced Operating Allowance (AOA) field during PPM Closeout in the event the member is authorized and requested the AOA in Counseling, but did not take it. After changing the AOA, DPS recalculates the costing.

In the Counseling module, **PPM Costing** page, DPS displays the estimated Advanced Operating Allowance (AOA) when the customer is authorized AOA and has requested it.

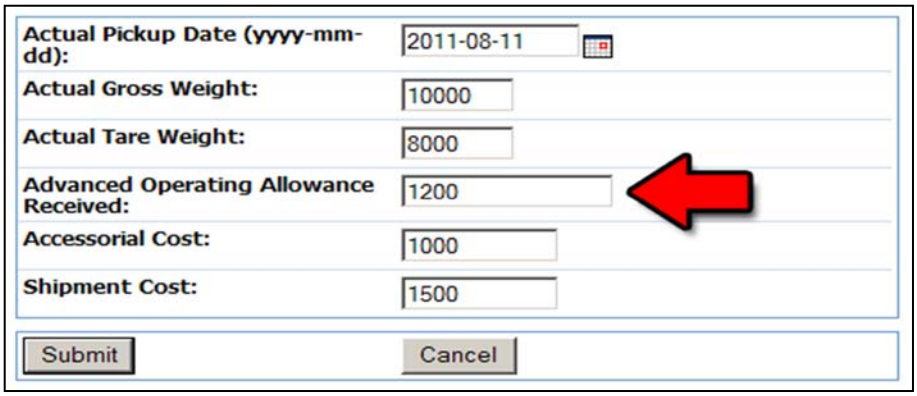


In the Shipment Management module, **PPM Shipment Closeout – Incentive Based or PPM Shipment Closeout – Actual Cost Reimbursement (ACR) Not to Exceed GCC** page, DPS calculates the remaining reimbursement owed to the Customer using the AOA estimate from Counseling.

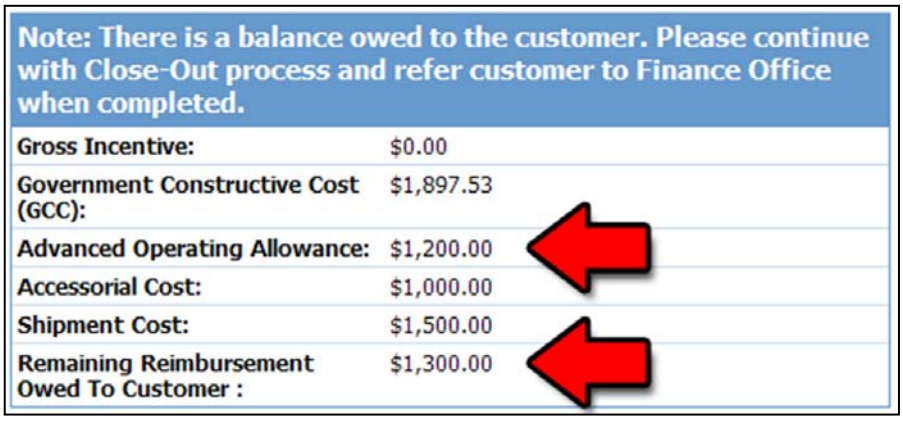


After clicking the **Update Actual Weights & Costs** button (not shown), DPS displays a field where the PPSO Inbound user can edit the AOA Received field.

Click the **Submit** button.

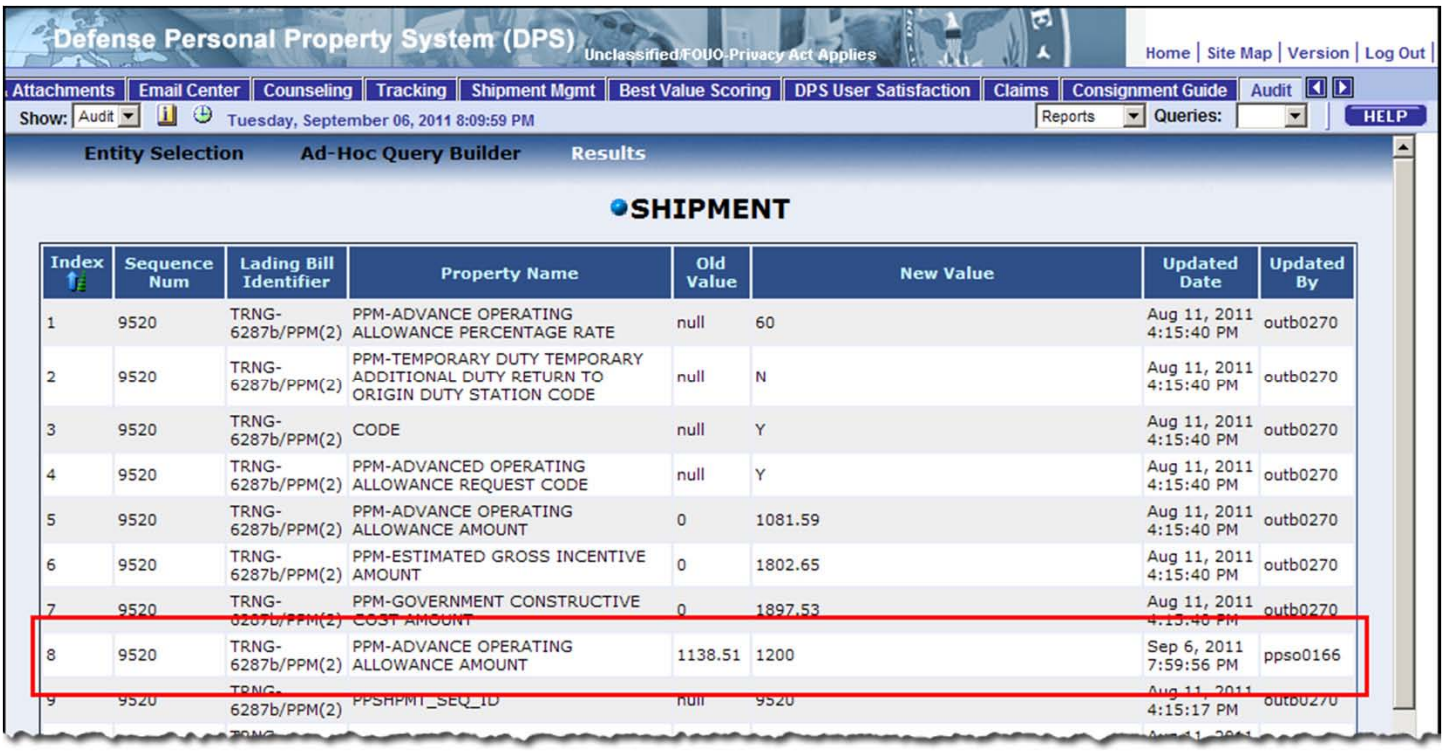


DPS recalculates the remaining reimbursement owed to the Customer using the new AOA value.



Note: These values are also displayed to current existing users in the Audit Module

In the Inbound Management, PPM Closeouts page, DPS captures the AOA original and updated values, date/time of modification and the user implementing the change.



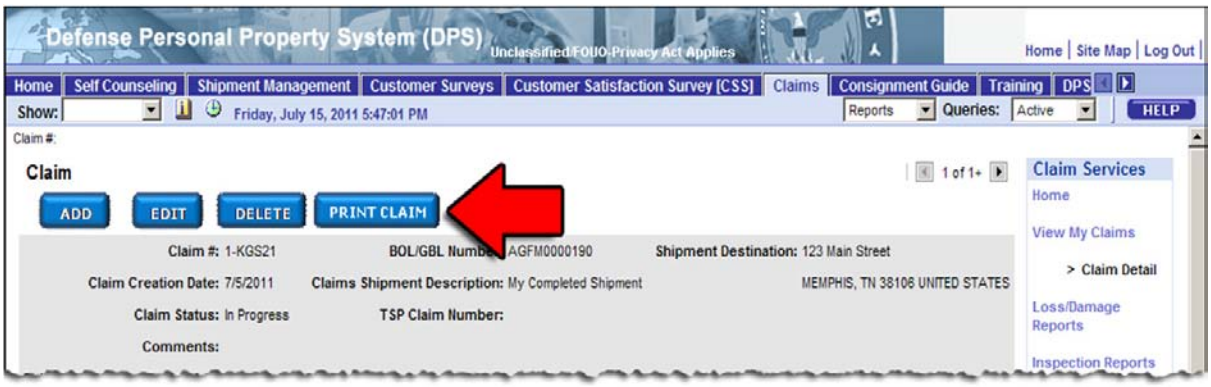
Index	Sequence Num	Lading Bill Identifier	Property Name	Old Value	New Value	Updated Date	Updated By
1	9520	TRNG-6287b/PPM(2)	PPM-ADVANCE OPERATING ALLOWANCE PERCENTAGE RATE	null	60	Aug 11, 2011 4:15:40 PM	outb0270
2	9520	TRNG-6287b/PPM(2)	PPM-TEMPORARY DUTY TEMPORARY ADDITIONAL DUTY RETURN TO ORIGIN DUTY STATION CODE	null	N	Aug 11, 2011 4:15:40 PM	outb0270
3	9520	TRNG-6287b/PPM(2)	CODE	null	Y	Aug 11, 2011 4:15:40 PM	outb0270
4	9520	TRNG-6287b/PPM(2)	PPM-ADVANCED OPERATING ALLOWANCE REQUEST CODE	null	Y	Aug 11, 2011 4:15:40 PM	outb0270
5	9520	TRNG-6287b/PPM(2)	PPM-ADVANCE OPERATING ALLOWANCE AMOUNT	0	1081.59	Aug 11, 2011 4:15:40 PM	outb0270
6	9520	TRNG-6287b/PPM(2)	PPM-ESTIMATED GROSS INCENTIVE AMOUNT	0	1802.65	Aug 11, 2011 4:15:40 PM	outb0270
7	9520	TRNG-6287b/PPM(2)	PPM-GOVERNMENT CONSTRUCTIVE COST AMOUNT	0	1897.53	Aug 11, 2011 4:15:40 PM	outb0270
8	9520	TRNG-6287b/PPM(2)	PPM-ADVANCE OPERATING ALLOWANCE AMOUNT	1138.51	1200	Sep 6, 2011 7:59:56 PM	ppso0166
9	9520	TRNG-6287b/PPM(2)	PPSHPMT_SEQ_ID	null	9520	Aug 11, 2011 4:15:17 PM	outb0270

SCR 3484 – Print claims
Users: DoD Customer, PPSO Claims, SDDC Claims, TSP Master, TSP Claims

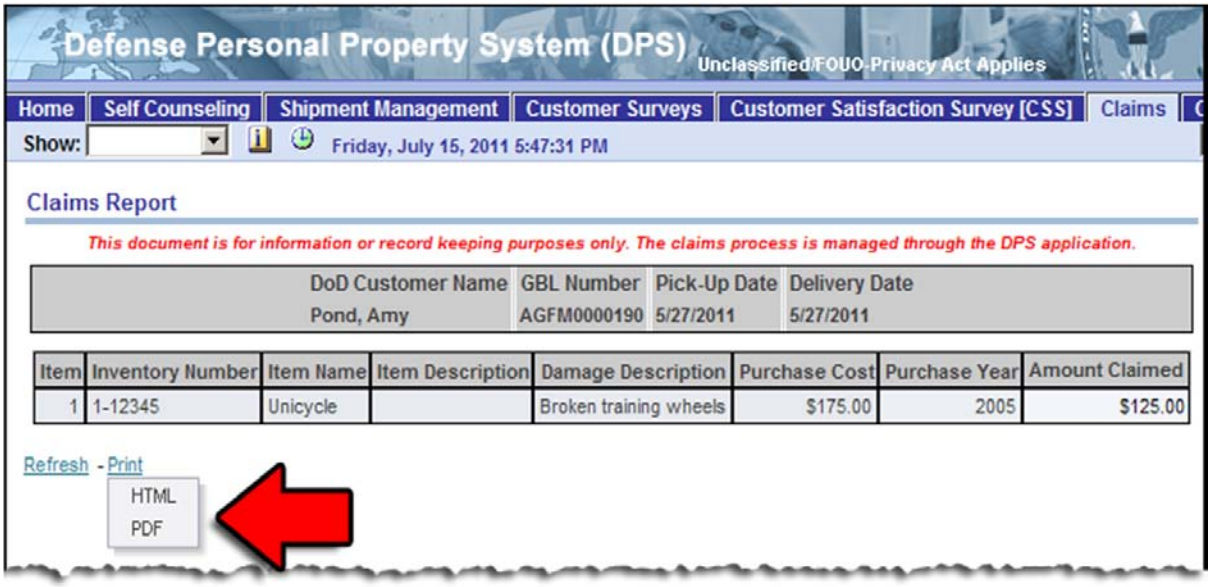
The 1.4.07 release allows DoD Customers to print their Claims. Users are not limited to when or how often they can print Claims since the copy is for informational or record-keeping purposes only.

On the All Claims page, "Print Claim" has been added to the bullet list of actions that the Customer may perform.
.

On the Claims detail page, DPS now displays the **Print Claim** button. Click the **Print Claim** button to view the Claims Report.



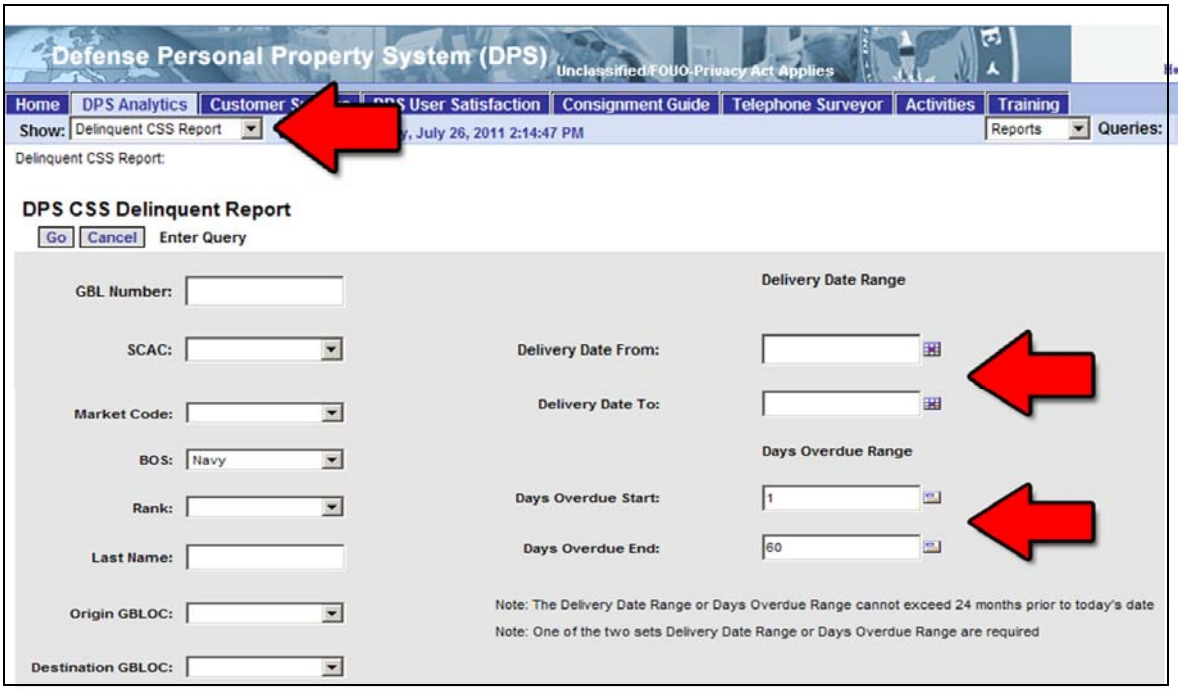
DPS displays the Claims Report page that provides a printer-friendly summary of the Claim. Click the *Print* link and select *HTML* or *PDF* to render the report as a web page or an Adobe PDF (Portable Document Format).



SCR 6228 – CSS Delinquent Report (Resending CSS Direct Link)
Users: SDDC DPS Master, SDDC Manager, SDDC Operations, SDDC Quality Assurance, Service Headquarters User, SDDC Telephone Surveyor

Prior to software release 1.4.07, there was no capability to resend a direct link to the Customer Satisfaction Survey (CSS) for one or more shipments. The new CSS Delinquent Report provides a solution to this issue. The CSS Delinquent Report tracks shipments with incomplete Customer Satisfaction Surveys and allows users to send predefined or custom email reminders for individual or multiple shipments.

To view the CSS Delinquent Report, select "Delinquent CSS Report" from the **Show** menu in the DPS Analytics module.



Enter search criteria, and then click the **Go** button. Note that the **Delivery Date Range** fields or the **Days Overdue Range** fields are required to run a query. The Delivery Date Range or Days Overdue Range cannot exceed 24 months (730 days) prior to the current date.

Email Sent Flag	GBL Number	Origin GBLOC	Destination GBLOC	Market Code	Delivery Date	Days Overdue	Days since last reminder	SCAC	BOS	Rank	First Name	Middle Initial	Last Name	Primary Phone	Secondary Phone	Primary Email	Secondary Email	CSS re-send date/time	ETA User	Blue Bark Flag
Y	AGFM0000205	AGFM	FDNT	dHHG	6/8/2011	18	0	SUVL	Navy	CPO-	Hans		Navy	135551234		dps_passwords@sra.com		7/26/2011 02:05:01 PM	SDDC0133	N
Y	BGAC0000209	BGAC	WKAS	iHHG	5/24/2011	33	0	CVII	Navy	CPO-	Hans		Navy	135551234		dps_passwords@sra.com		7/26/2011 02:06:19 PM	SDDC0133	N

The results page displays a list of shipments that have been delivered complete where the customer has not completed the Customer Satisfaction Survey. The **Days Overdue** field shows the number of days since the delivery date.

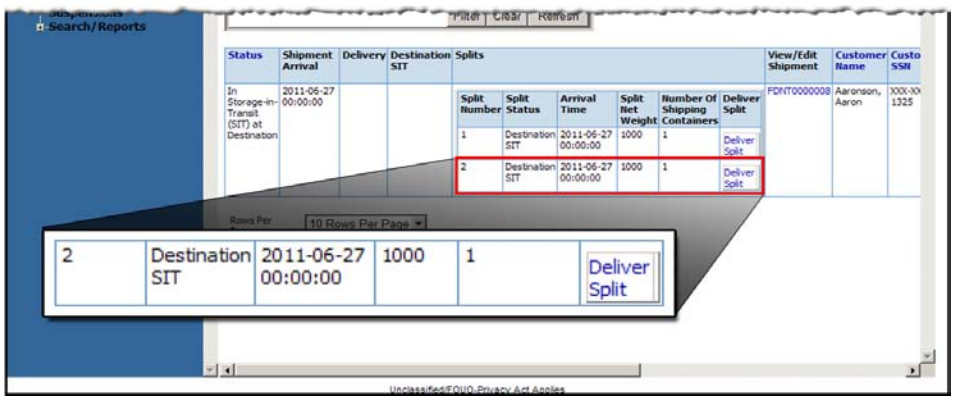
SDDC users can send predefined or custom reminder email reminders to one, some, or all of the Customers on the results page.

SPR 4194 – Deliver Partial Split Portions
Users: TSP Master, TSP Operations Manager, PPSO Inbound

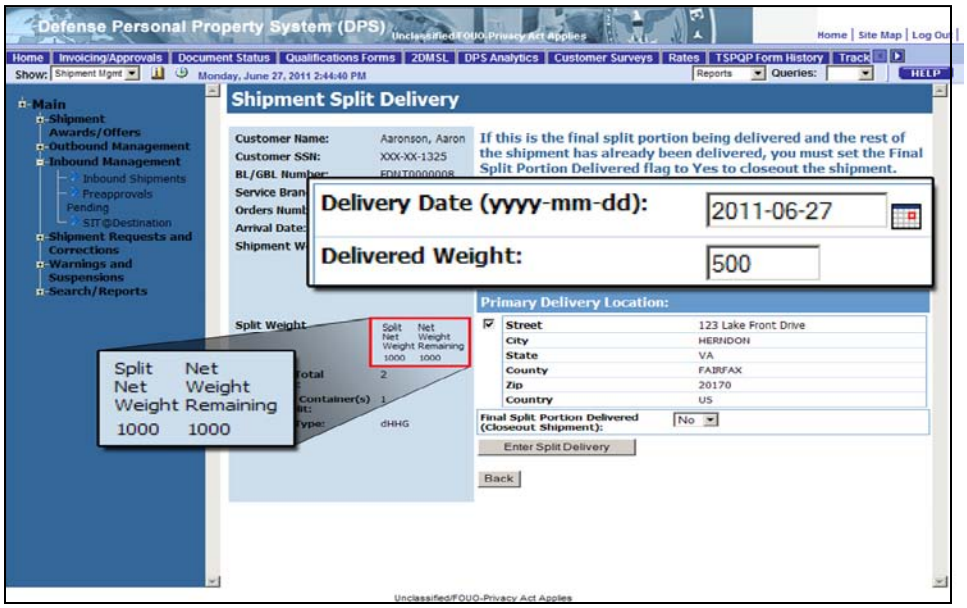
Prior to release 1.4.07, TSP and PPSO Inbound users did not have the ability to select which split shipment to deliver or to perform a partial delivery of a split portion. DPS now provides TSP Master, TSP Operations, and PPSO Inbound users with the capability to perform these actions.

In the **Inbound Shipments** queue, DPS displays a shipment with two split portions, both of which are in SIT at Destination. Click the *Deliver Split* link for one of the split portions.

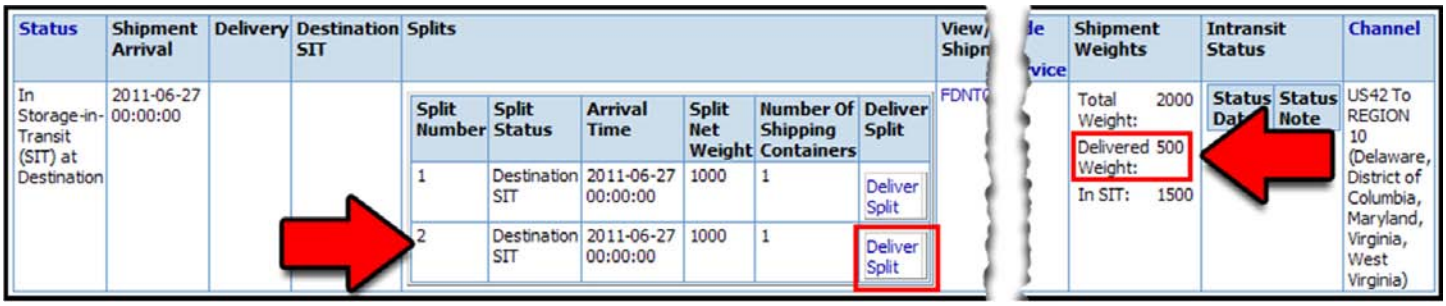
On the Shipment Split Delivery page, click the *Deliver Split Shipment* link (not shown).



Note in the informational area on the left that the Split Net Weight (the total weight of this split) is 1000 and the Net Weight Remaining (the weight of this split that needs to be delivered) is also 1000. Enter a fraction of this split's weight (500 in this example), and click the **Enter Split Delivery** button.



Return to the Inbound Shipments queue. Note that the *Deliver Split* link for the split portion remains active. The Shipment Weights field displays the Delivered Weight (500 in this example) and the remaining weight in SIT (1500 in this example).

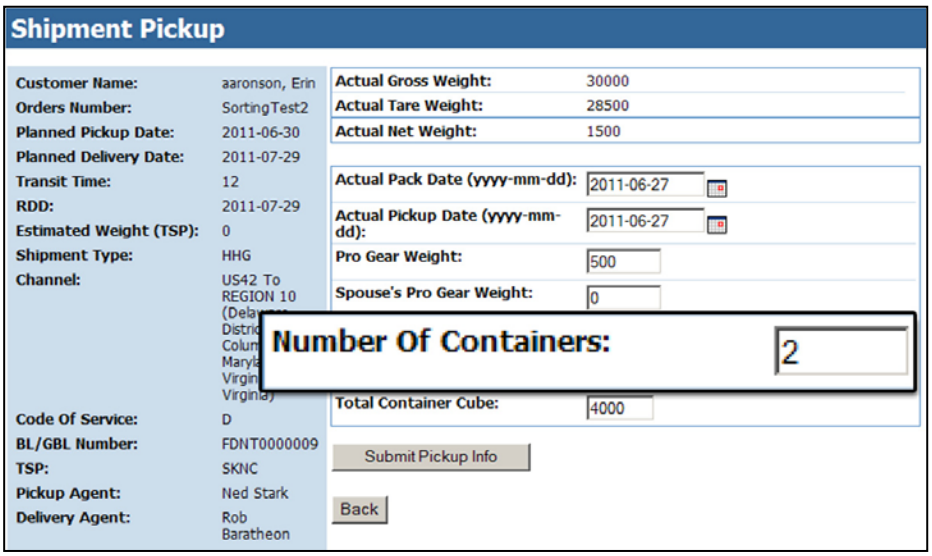


SPR 4983 – Shipment Container Count Incremented Incorrectly
Users: TSP Master, TSP Operations Manager, PPSO Outbound, PPSO Outbound Supervisor

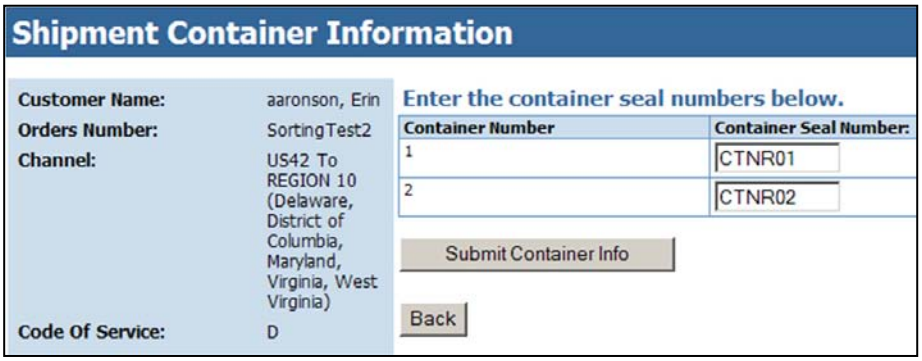
Prior to release 1.4.07, users encountered a usability issue if they clicked DPS's **Back** button on the **Shipment Container Information** page. Users' previously-entered data did not persist and DPS incremented the number of containers incorrectly. These issues have been resolved in the 1.4.07 release.

When entering a Pickup on the Shipment Pickup page, DPS provides fields for Actual Pack/Pickup Dates, Pro Gear Weight, and container information. Note the Number Of Containers in this example is "2."

Click the **Submit Pickup Info** button.



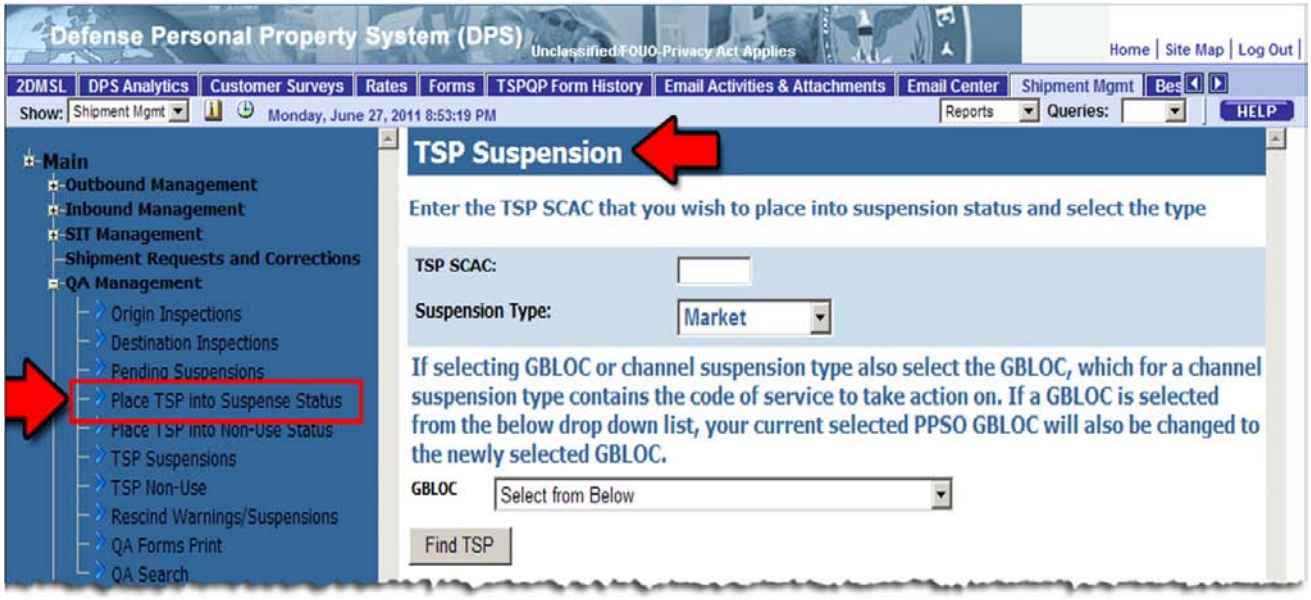
On the page with fields to enter Container Seal Numbers, click DPS's **Back** button. DPS displays the Shipment Pickup page again (top image) and populates the fields with the data that the user previously entered. Prior to release 1.4.07, DPS cleared the fields and users had to complete the fields again.



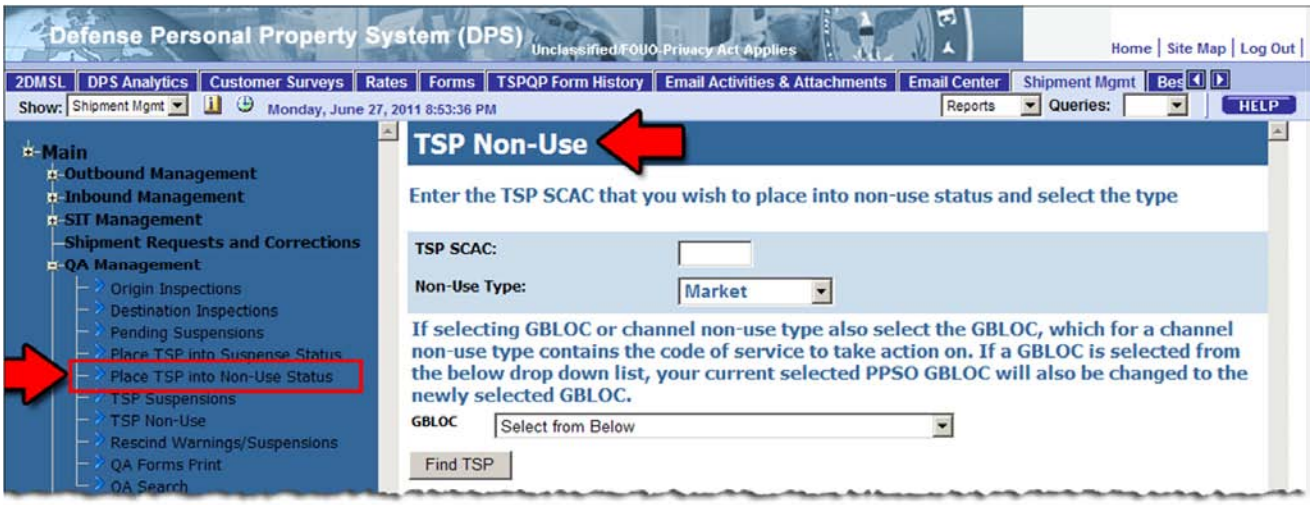
Click the **Submit Pickup Info** button. DPS displays the Shipment Container Information page again (lower image) and correctly increments the number of containers. Prior to release 1.4.07, D PS displayed four containers (two containers for each time the user visited the Shipment Pickup page). Click the **Submit Container Info** button and continue the pickup process as normal.

SPR 5207 – Incorrect Label for Suspension Type
Users: SDDC Quality Assurance, PPSO Quality Assurance

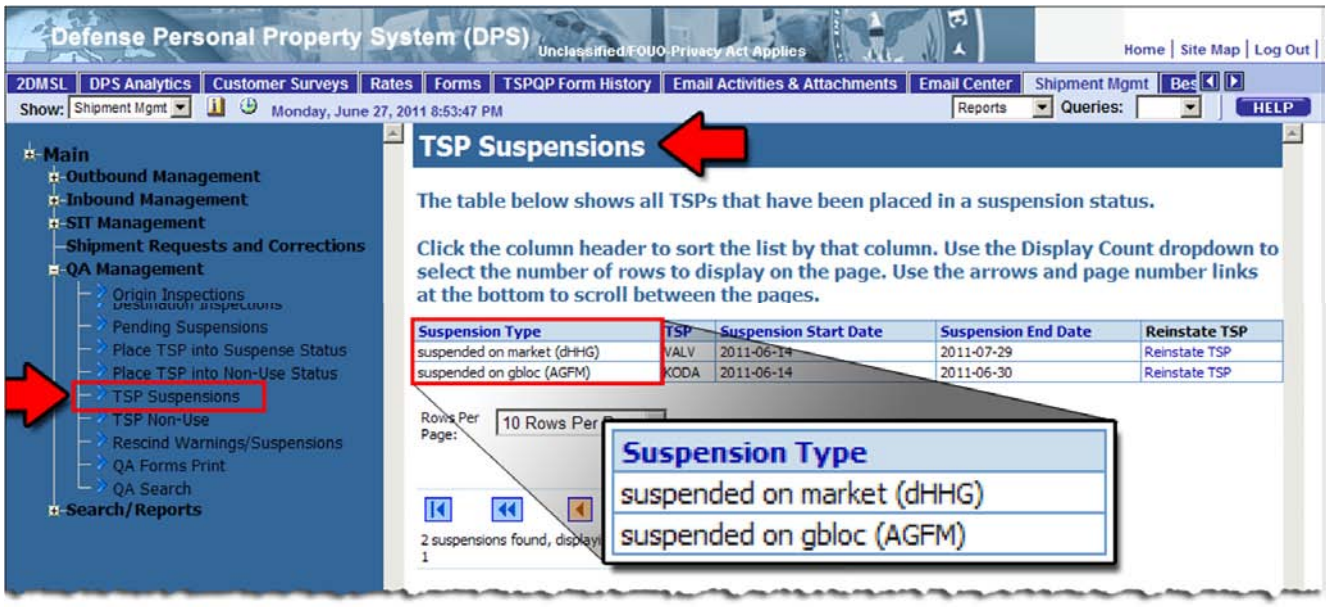
Prior to software release 1.4.07, in the **QA Management** functional area in Shipment Management, DPS used one queue to display suspended TSPs and TSPs in non-use. DPS now provides separate pages to suspend TSPs and to place TSPs into non-use as well as separate queues to monitor suspended TSPs and TSPs placed into non-use. Access the new pages through the **QA Management** functional area in the Shipment Management module. The screens in these examples are from the perspective of an SDDC Quality Assurance user.



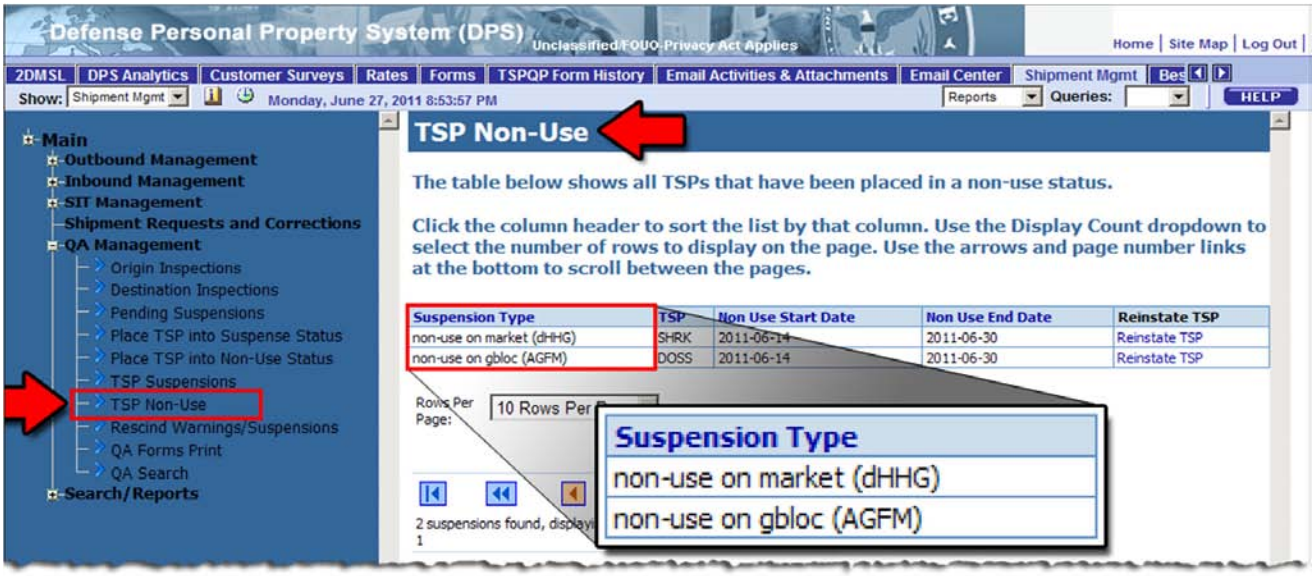
Place TSP into Suspense Status



Place TSP into Non-Use Status



Monitor TSP Suspensions



Monitor TSP Non-Use

SPR 5541 – Duplicate entries in the Inbound Shipments queue
SPR 6014 – TSP Inbound queue has duplicate entries
Users: PPSO Inbound, TSP Master, TSP Operations Manager

In the Inbound Shipments queue, DPS duplicated records in certain scenarios. The problem stemmed from a database issue whereby if a shipment had more than one arrival event, DPS created multiple records in the database. The issue has been resolved in the 1.4.07 release, and DPS no longer displays duplicate records in the Inbound Shipments queue.

SPR 6074 – Scheduled delivery date does not appear in Customer queue
Users: DoD Customer

The 1.4.07 release brings with it several changes to how DoD Customers view and manage scheduled delivery dates. The changes are described below.

As a DoD Customer, **Customer Shipments Main Page**, DPS lists the Customer's shipments. The **Scheduled Delivery Date** column has been added to the queue.

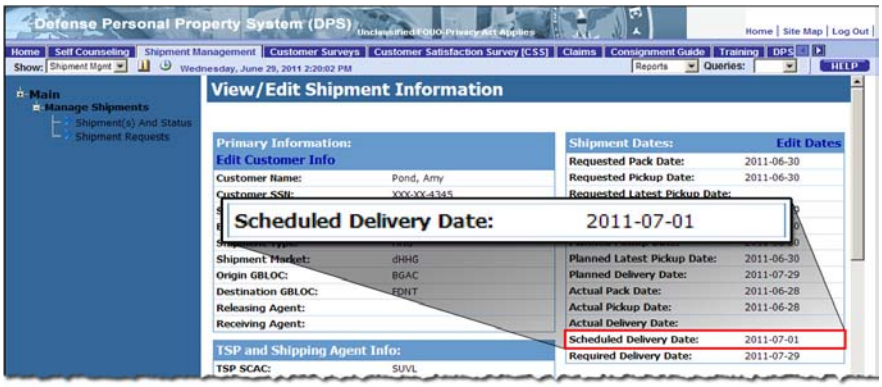
Customer Shipments Main Page

Shipments List

Current Status	View/Edit Shipment Info	Excess Cost	Enter Delivery Request	Request Reweigh	Temporary Storage (SIT)	Shipment Net Weight	BL Number	Orders Number	TSP	Shipment Pickup/Delivery	Shipment Type	Actual Pickup Date	Scheduled Delivery Date
Arrived	View/Edit Shipment Info	View Excess Cost Details	delivery request	request reweigh		1000	BGAC0000249	TRNG-897456	SUVL	US25 To REGION 11 (Alabama, Kentucky, Mississippi, Tennessee)	dHHG	2011-06-28	2011-07-01

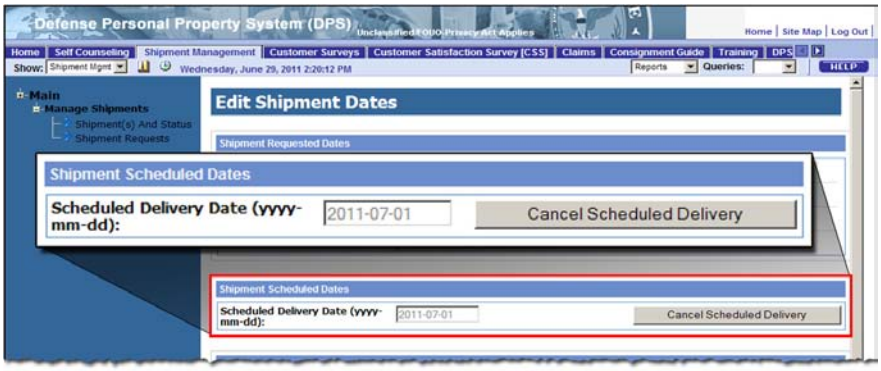
On the **View/Edit Shipment Information** page, in the **Shipment Dates** block, DPS now displays the **Scheduled Delivery Date** field.

DoD Customers can cancel the scheduled delivery date by clicking the *Edit Dates* link.



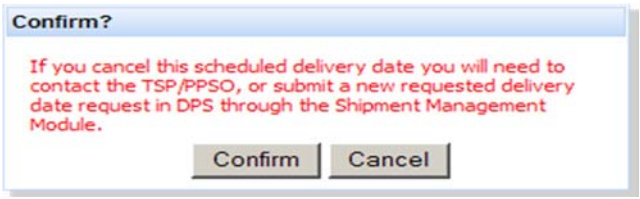
On the **Edit Shipment Dates** page, DPS displays the **Scheduled Delivery Date**. Note that this field is now read-only, and the **Schedule Delivery** button has been removed.

Click the **Cancel Scheduled Delivery** button to cancel the scheduled delivery.



DPS displays the **Confirm Cancel Scheduled Delivery** page (not shown). This functionality is unchanged from the previous release. Click the **Yes, Cancel** button. DPS now displays the **Confirm?** Box with the following message:

"If you cancel this scheduled delivery date you will need to contact the TSP/PPSO, or submit a new requested delivery date request in DPS through the Shipment Management Module."



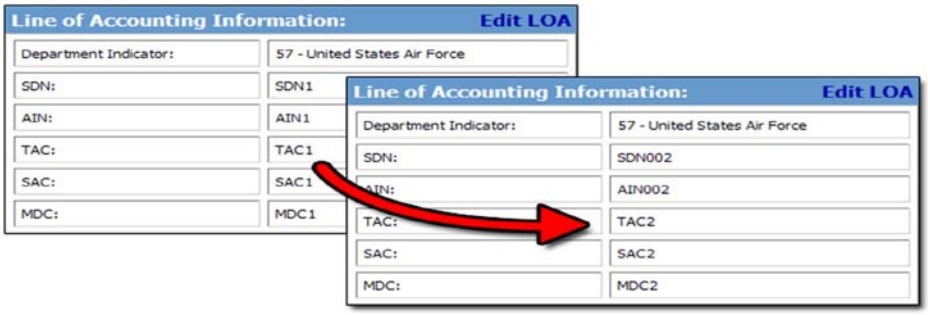
Click the **Confirm** button to finalize the cancellation.

SPR 6084 – Capturing accounting information on SF1200
Users: PPSO Outbound, PPSO Outbound Supervisor

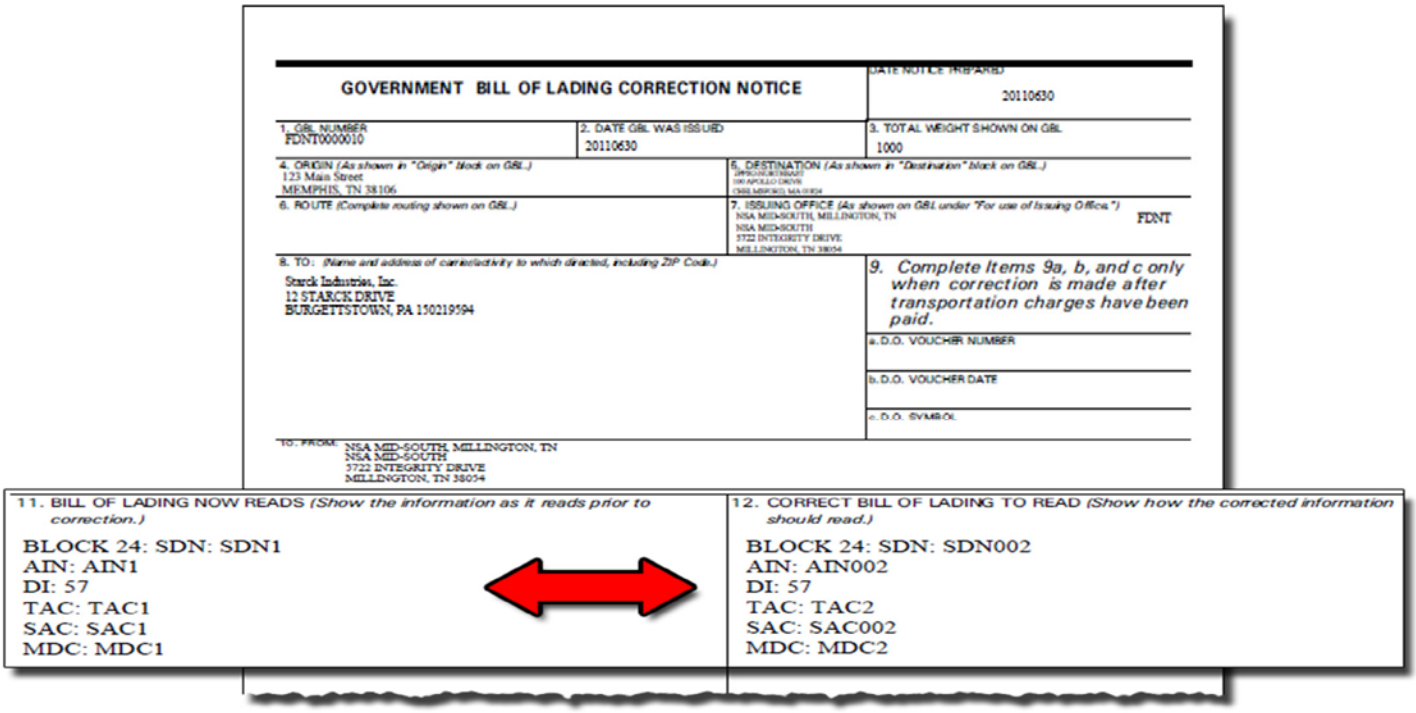
SPR 6048 addresses an issue whereby DPS incorrectly recorded accounting information on the SF1200 (GBL Correction Notice). The following changes have been implemented.

The accounting information for a set of orders cannot be modified in the Counseling module once a shipment on that set of orders has been submitted.

As with previous versions of DPS, the Line of Accounting Information can be modified in the Shipment Management module on the **View/Edit Shipment Information** page.



The changes to the accounting information are now captured correctly in blocks 11 and 12 of the SF1200.



SPR 6139 – RDD Exceeded calculation
Users: PPSO users, TSP users, SDDC users

In previous versions, DPS used the delivery date when determining if the RDD (Required Delivery Date) was missed. DPS now determines if a shipment has exceeded the RDD by counting the days between the pickup date (or release from origin SIT date) and the arrival date. If the arrival date is after the RDD, then DPS considers the RDD exceeded.

SPR 5676 – Shipment Submission Received email contains "null"
Users: DoD Customers

DPS displayed "null" in the Shipment Submission Received confirmation email to the DoD Customer. This occurred due to incomplete PPSO/PPPO information in the Consignment Guide. In order to avoid displaying "null" in the email, DPS sends an alternate confirmation email if PPSO/PPPO profile data is incomplete in the Consignment Guide. The changes to the confirmation email are as follows:

> **Old:**
> Your application for shipment XXXXX from XXXXX to XXXXX with a requested pickup date of XXXXX has been received by the transportation counseling office – **null**
>
> **New:**
> Your application for shipment XXXXX from XXXXX to XXXXX with a requested pickup date of XXXXX has been received by the transportation counseling office.

> **Old:**
> If there is a need to make any changes to your application other than contact information which can be accomplished in the Shipment Management section please contact the transportation office at **null**.
>
> **New:**
> If there is a need to make any changes to your application other than contact information which can be accomplished in the Shipment Management section please contact your local transportation office.

SPR 6321 – Number of records in SM work queues
Users: Users with access to Shipment Management

In previous versions of DPS, Shipment Management work queues could be expanded to 25 or 50 shipments, but defaulted back to 10 records per page if the user left the queue. A fix has been introduced in release 1.4.07 where DPS remembers the user's **Rows Per Page** selection (10, 25, or 50) in each queue for the user's entire session. Additionally, DPS returns the user to the same work queue page at the conclusion of an action (e.g., after the user Routes a shipment).

Note that DPS defaults the **Rows Per Page** back to 10 if the user logs out of DPS or visits a non-Java module (Claims, CSS, Analytics, etc.).

SPR 6372 – TSP unable to see SIT information
Users: TSP Master, TSP Operations Manager

A fix has been introduced that corrects an issue where the TSP was unable to view SIT Days Authorized, Remaining SIT, and SIT Expiration Date for whole shipments.

SPR 6395 – TSP unable to update primary delivery address for OCONUS-CONUS shipments
Users: TSP Master, TSP Operations Manager

TSPs reported that for shipments inbound to CONUS, DPS displayed an error if the TSP attempted to update the primary delivery address. A fix has been introduced with release 1.4.07 and the error no longer occurs.

SPR 6397 – Error on the Data Corrections page
Users: PPSO Outbound, PPSO Outbound Supervisor, PPSO Inbound, SDDC Operations

Some users reported an issue on the **Administrative Shipment Data Corrections** page when attempting to reverse the status of the shipment. If there were multiple consecutive data fixes (through the Tier 3 Help Desk or via the Admin Page), DPS did not allow users to reverse the status of a shipment when it should have. A code fix has been introduced to address this problem so that users may perform several rounds of corrections without issue.

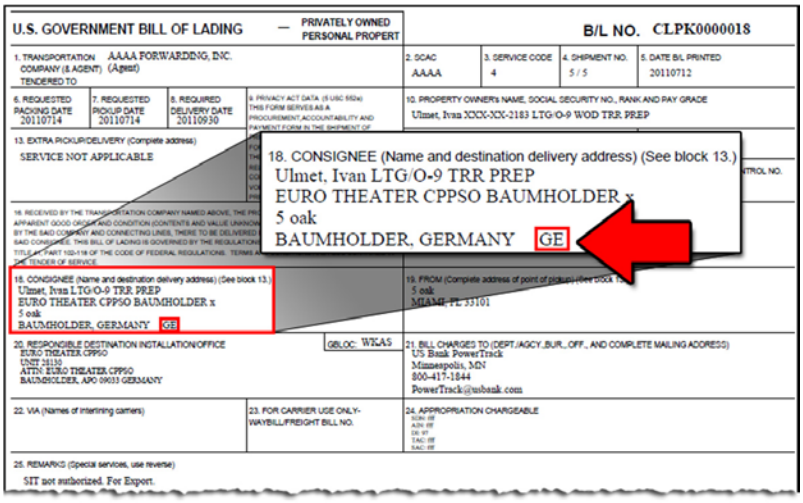
SPR 5543 – Destination rate area code in block 18 of SF1203
Users: Users with access to GBLs

Release 1.4.07 corrects an issue where DPS did not print the destination rate area code in block 18 of the SF1203 for International Government Bill of Lading (ITGBL) shipments.

DPS now correctly prints the destination rate area code in block 18 of the SF1203 for the following shipment types:

- CONUS-OCONUS
- OCONUS-CONUS
- OCONUS-OCONUS

The example to the right shows a shipment from CONUS (Miami, Florida) to OCONUS (Baumholder, Germany).



Note that Block 18 (Consignee) correctly displays the rate area code of "GE" for the destination.

SPR 5691 – DPS mishandled USMC weight entitlement for PCS to Okinawa
Users: DoD Customer

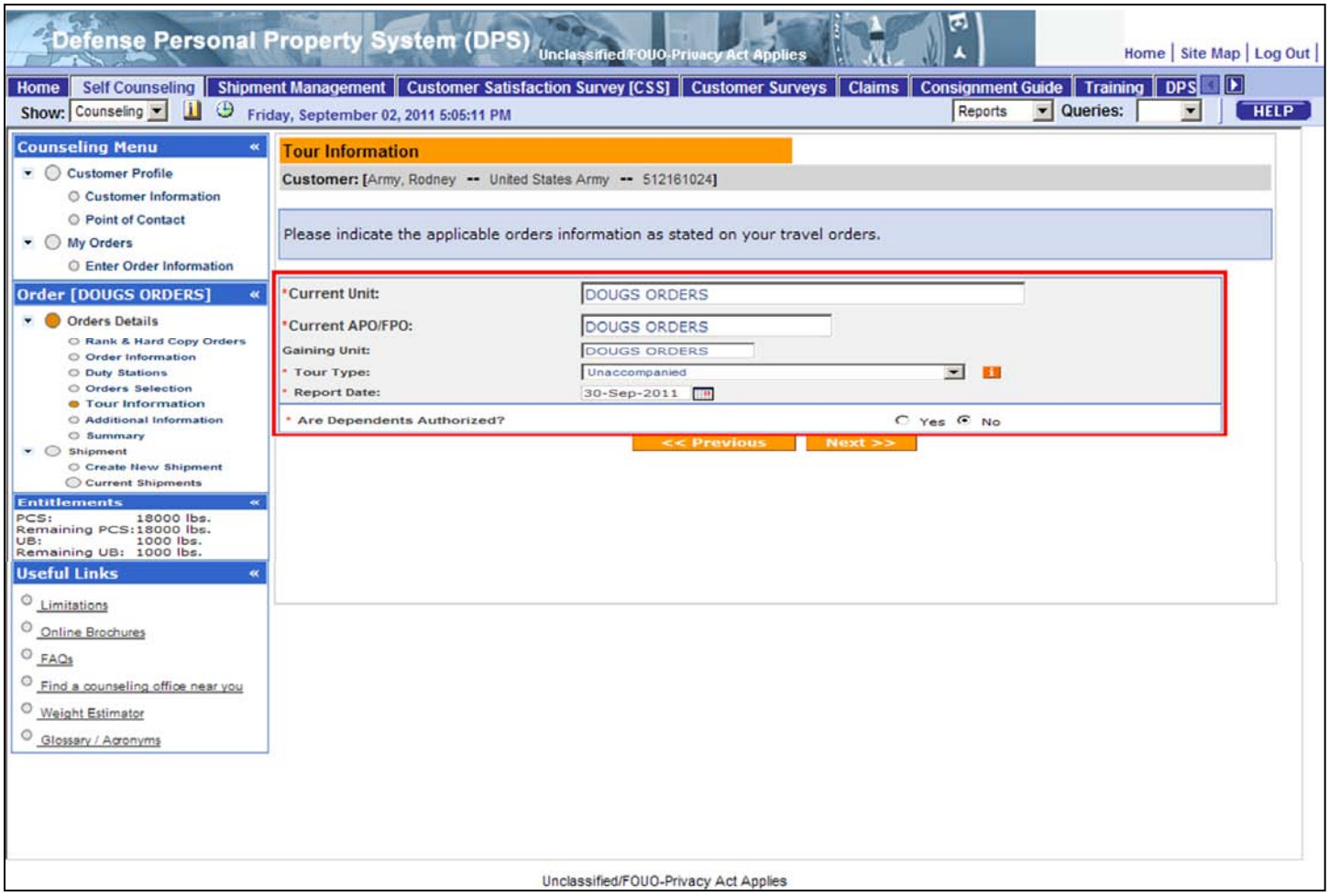
Prior to release 1.4.07, the reference data for the United States Marine Corps (USMC) was out of date. SPR 5691 updates the USMC reference data, and DPS now displays an error message if the DoD Customer attempts to enter a weight greater than the authorized weight entitlement to a restricted area. Weight restrictions are calculated based on branch of service, tour type, duty station, and rank.

DPS displays the following error message if the user attempts to enter a weight greater than the Restricted Weight:

> **WARNING: Your total estimated weight is more than the restricted weight of XXXX. You may incur excess cost for the extra weight.**

SPR 5421 – Tour Length Field Should Be Unavailable for OCONUS-CONUS PCS Orders
Users: DoD Customer, Counselor, PPSO Outbound Supervisor

Release 1.4.07 corrects an issue where DPS required the **Tour Length** field to be completed on the Orders Information page in Counseling for OCONUS-CONUS shipments. Tour length is not applicable for PCS orders from OCONUS-CONUS locations, so DPS no longer displays this field.



SPR 5803 – Additional Guidance on Advanced Operating Allowance
Users: DoD Customer

Additional guidance has been added to the PPM Basic page regarding Advanced Operating Allowance. The following label change has been made to the field:

% of Advanced Operating Allowance **requested**

An [i] button has also been added to the **Are you requesting an Advanced Operating Allowance?** field. DPS displays the following pop-up text upon clicking the [i] button:

> Military service members may be entitled to an advance operating allowance to help with the operating cost of performing a personally procured move. You must check with your counselor to see how much of an advance you are allowed by your Service. This allowance will help to offset the cost of renting a vehicle or with the purchase of gasoline, oil, packing material, moving equipment, paying tolls, and other services directly related to your household goods move.

SPR 6098 – NTS shipments remain in Counseling queue after being transferred to TOPS
Users: Counselor, PPSO Outbound Supervisor

Prior to release 1.4.07, Non-Temporary Storage shipments remained in the counseling queue after being transferred to TOPS. In release 1.4.07 this has been fixed. Upon submitting the NTS shipment to TOPS the record is no longer displayed in the counseling queue.

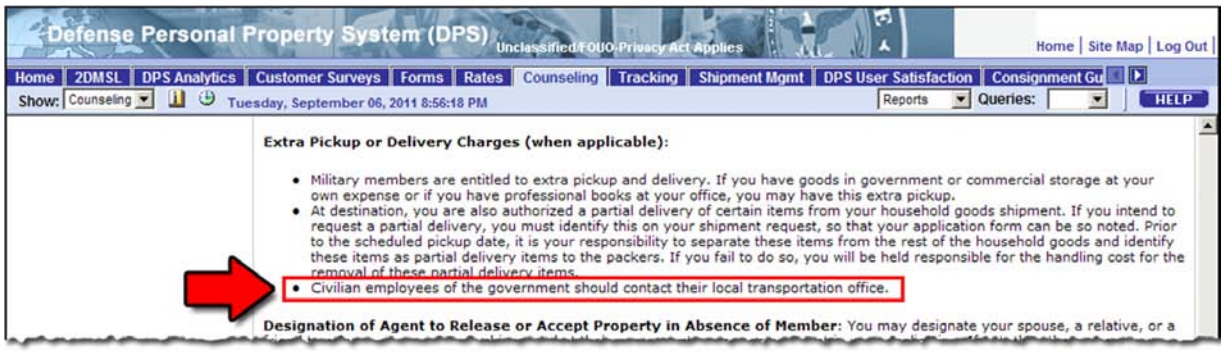
SPR 6136 – DPS does not track Counseling performed by Web or Counselor
Users: DoD Customer, PPSO Outbound, PPSO Outbound Supervisor, Counselor

DPS now accurately records when a DoD Customer entered a shipment through the Self Counseling module by placing a check mark in the Self-Counseled field on the My Orders page.

SPR 5355 – Shipment Information page incomplete details
Users: DoD Customer, Counselor, PPSO Outbound Supervisor

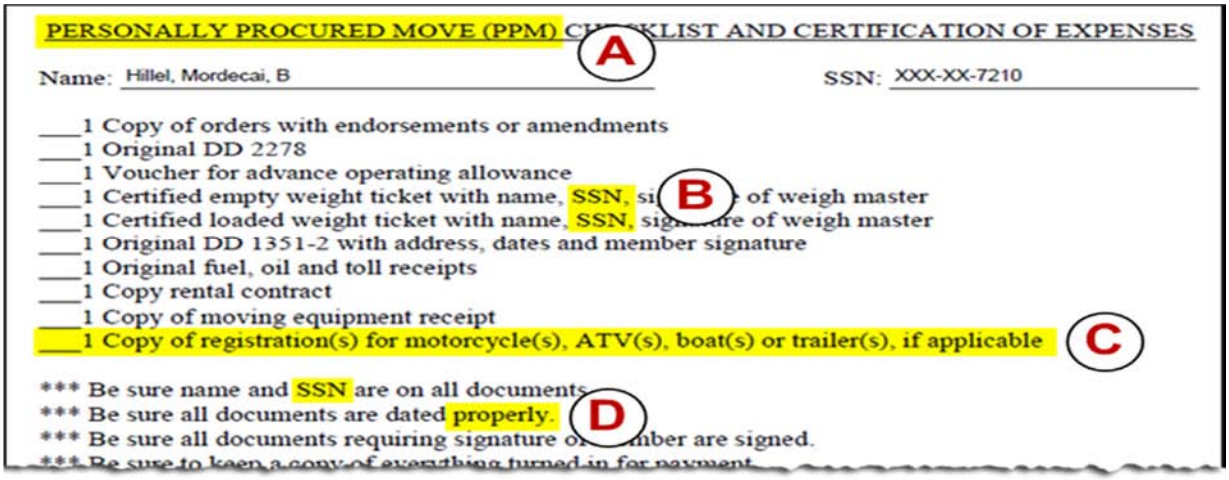
Prior to Release 1.4.07, the Shipment Information Page displayed incomplete information regarding DoD Civilian employees. In the "Extra Pickup or Delivery (when applicable)" section, the third bullet point was incomplete. The 1.4.07 release updates the bullet point with new and complete text. The relevant bullet point is as follows:

Civilian employees of the government **should contact their local transportation office.**



SPR 6306 – PPM Checklist was not displaying correctly
Users: DoD Customer, Counselor, PPSO Outbound, PPSO Outbound Supervisor

The DD Form 2278 and PPM Checklist and Certification of Expenses form were out of date. SPR 6306 fixed a number of typographical errors on the PPM Checklist. Access the PPM Checklist from the **Shipment Submit** page or the **My Orders** page in the Counseling Module.



The following list corresponds to the image above:

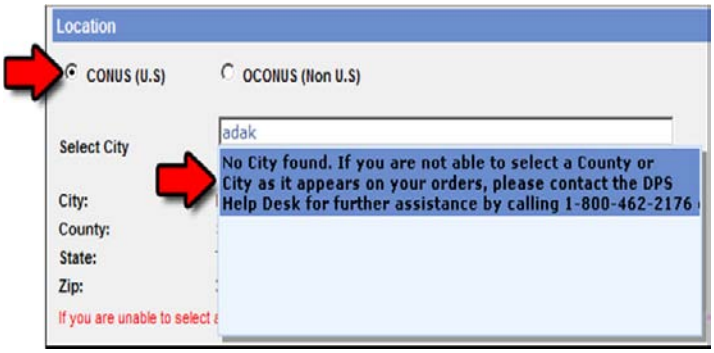
A. "DITY" is replaced with "Personally Procured Move (PPM)"
B. SSN is now all-caps
C. "POV" is replaced with "motorcycle" and "ATV"
D. "property" now correctly reads "properly"

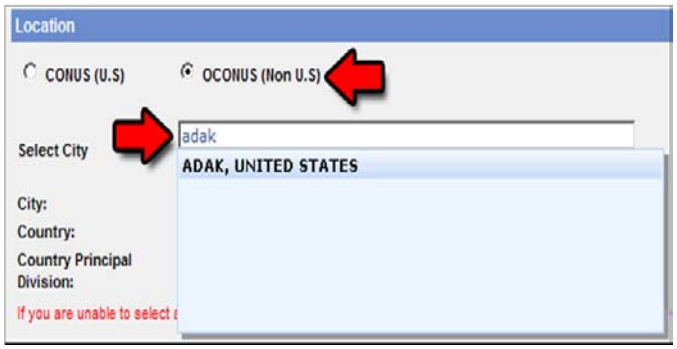
SPR 6361 – Region 14 shipments awarded to OTO areas

Users: DoD Customer, Counselor, PPSO Outbound Supervisor

Release 1.4.07 addresses an issue where OTO shipments to US Rate Area US8142800 (Region 14 Alaska) were being awarded under 400NG rates. A fix has been introduced so that DPS processes shipments with a pickup or delivery address in US Rate Area US8142800 as OTO.

Additionally, in the Counseling module, when entering an address, Region 14 cities no longer appear under the **CONUS** option button. Users must select the **OCONUS** option button to enter a Region 14 city.





SPR 6394 – *Find a Counseling Office* link

Users: DoD Customer

Users reported an Access Denied error when clicking the *Find a Counseling Office* link in the Self Counseling module. Release 1.4.07 includes an update to the link so that DPS now takes users to the counseling office locator.

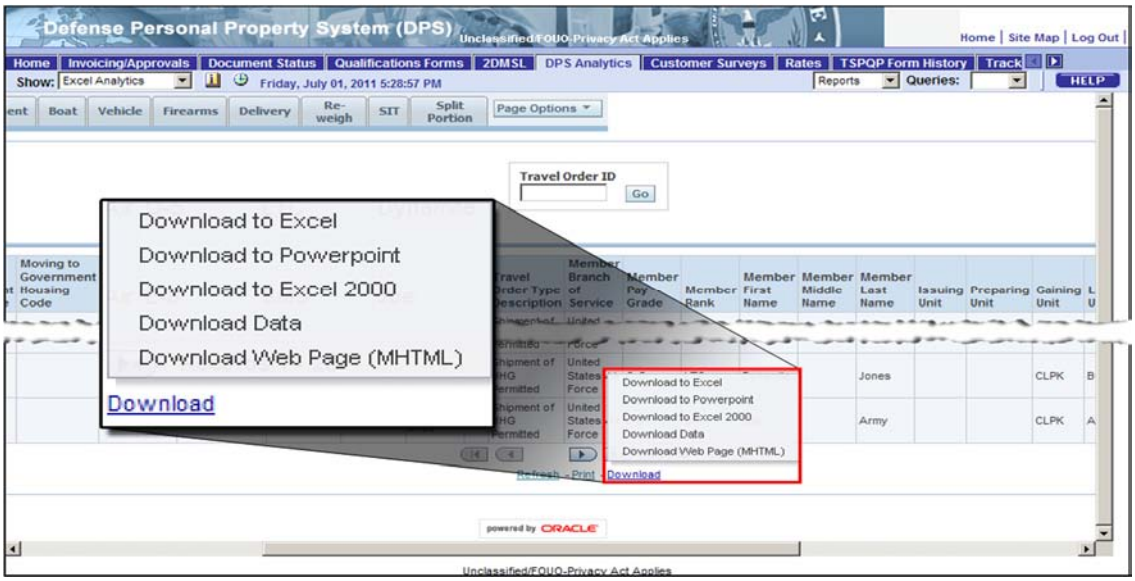
To access the locator, click the **Help** button in the upper right corner of the screen while in the Self Counseling module, and then click the *Find a Counseling Office* link in the pop-up window. Alternatively, users can click on the *Find a Counseling Office link* in the left navigation under the General Information menu.

SPR 5253 – Missing *Download* link in DPS Analytics

Users: Users with access to DPS Analytics

Prior to release 1.4.07, DPS did not display the *Download* link for some reports in the DPS Analytics module. A fix has been implemented in the 1.4.07 release that addresses this issue. DPS now displays the *Download* on reports.

In the DPS Analytics module, generate a report and then scroll to the bottom of the page. DPS displays the *Download* link.



SPR 6307 – Analytics not providing SIT results

Users: Users with access to DPS Answers

Release 1.4.07 addresses an issue where DPS did not display Storage-in-Transit (SIT) information in the DPS Shipments and DPS Storage subject areas of DPS Answers. DPS now properly displays SIT information in these DPS Answers subject areas.

DPS Storage subject area:

Title

Table

GBL	SIT Indicator	STRG Start Date	STRG End Date	Delivery Date	Storage Type
AGFM0000109	Y	8/24/2010	8/24/2010	8/24/2010	Destination
AGFM0000111	Y	8/24/2010	8/26/2010	8/26/2010	Destination
AGFM0000113	Y	8/24/2010	8/26/2010	8/26/2010	Destination
AGFM0000114	Y	8/26/2010	8/26/2010	8/26/2010	Destination
AGFM0000181	Y	5/23/2011	5/24/2011	5/24/2011	Destination

DPS Shipments subject area:

Title

Table

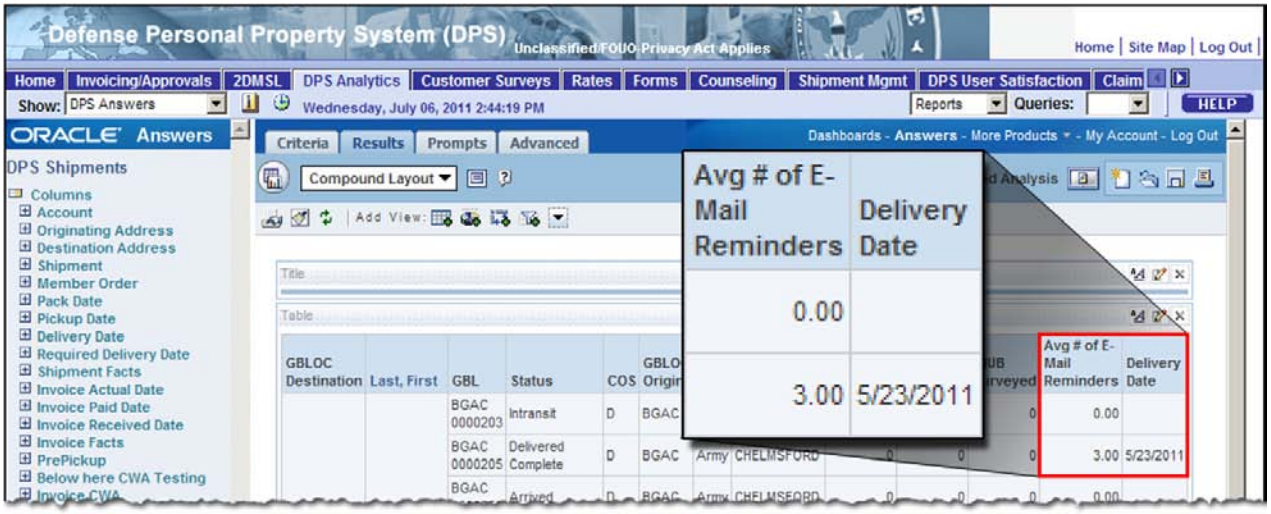
GBL	SIT Indicator	Status	SIT Type	SIT in Date	Delivery Date
AGFM0000109	Y	Delivered Complete	D	8/24/2010	8/24/2010
AGFM0000111	Y	Delivered Complete	D	8/24/2010	8/26/2010
AGFM0000113	Y	Delivered Complete	D	8/24/2010	8/26/2010
AGFM0000114	Y	Delivered Complete	D	8/26/2010	8/26/2010
AGFM0000181	Y	Delivered Complete	D	5/23/2011	5/24/2011

SPR 6303 – Branch of service identified as "Other"
Users: Users with access to DPS Answers

DPS sometimes listed the branch of service (BOS) as "Other" in the DPS Surveys subject area of DPS Answers. A fix has been introduced in the 1.4.07 release that points the software towards the Customer's profile in Counseling, and DPS now displays the correct BOS in DPS Answers.

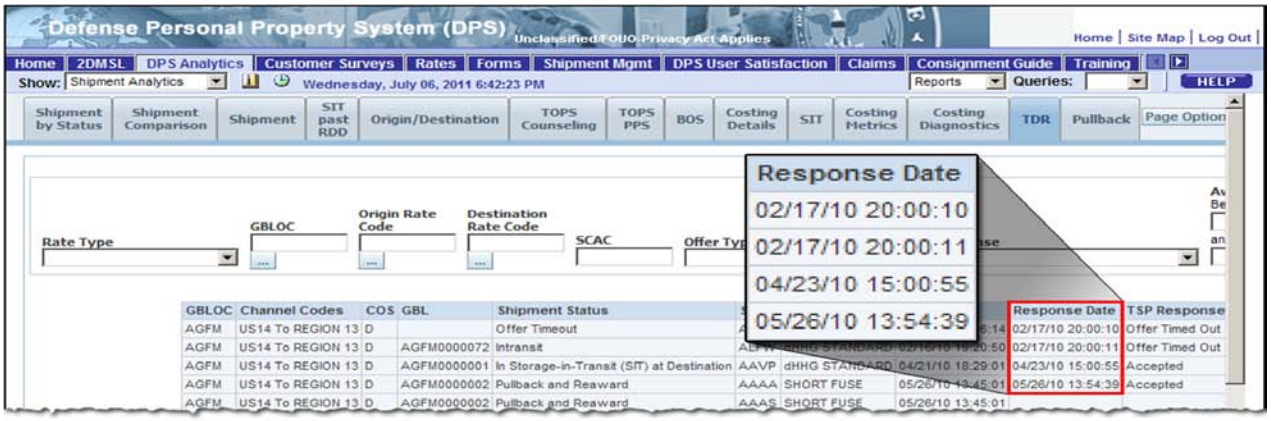
SPR 6305 – DPS Analytics shows no CSS email reminders
Users: Users with access to DPS Answers

Release 1.4.07 addresses an issue where DPS did not send email reminders to DoD Customers reminding them to take the CSS. This can be tracked by creating a report in DPS Answers in the DPS Analytics module. In the report below, the **Avg # of E-Mail Reminders** field is greater than zero for shipments that have a delivery date, indicating that DPS sent out reminder emails.



SPR 6349 – Analytics missing critical data in TDR
Users: Users with access to the Shipment Analytics dashboard in DPS Analytics

Release 1.4.07 returns functionality to DPS that was lost in the 1.4.02 release. In the DPS Analytics module, Shipment Analytics dashboard, TDR (Traffic Distribution Report), DPS now displays a time stamp in the **Response Date** field.



DPS Smart Book Version 25

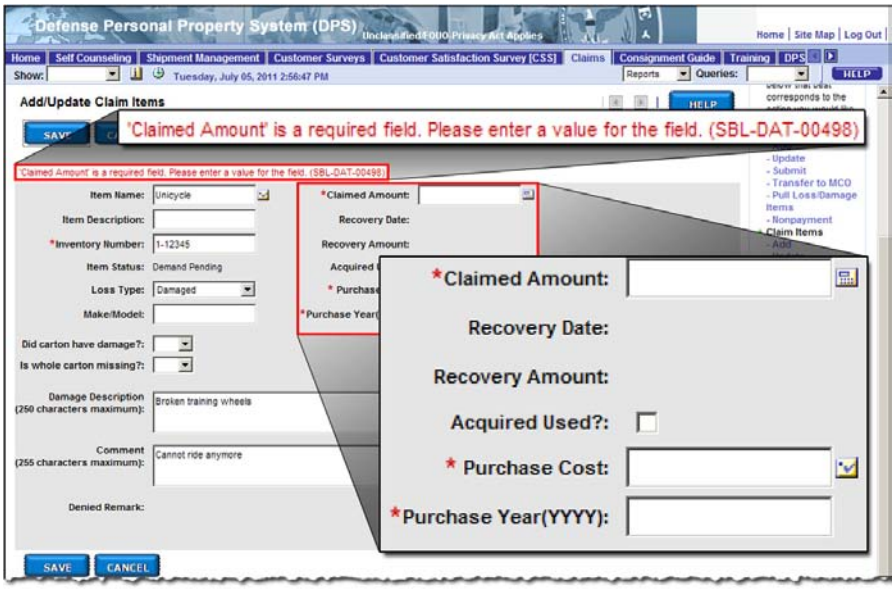
SPR 6076 – Mandatory Claims fields

Users: DoD Customer

As a DoD Customer filing a Claim, when adding a Claim Item, DPS now requires values for the **Claimed Amount**, **Purchase Cost**, and **Purchase Year (YYYY)** fields.

These fields are now marked with a red asterisk (*) to inform Customers that the fields are required. If the Customer tries to save the Claim Item without entering values into these fields, DPS displays an error:

'{Field Name}' is a required field. Please enter a value for the field.



SPR 6286 – Claims Transfer to MCO button

Users: DoD Customer

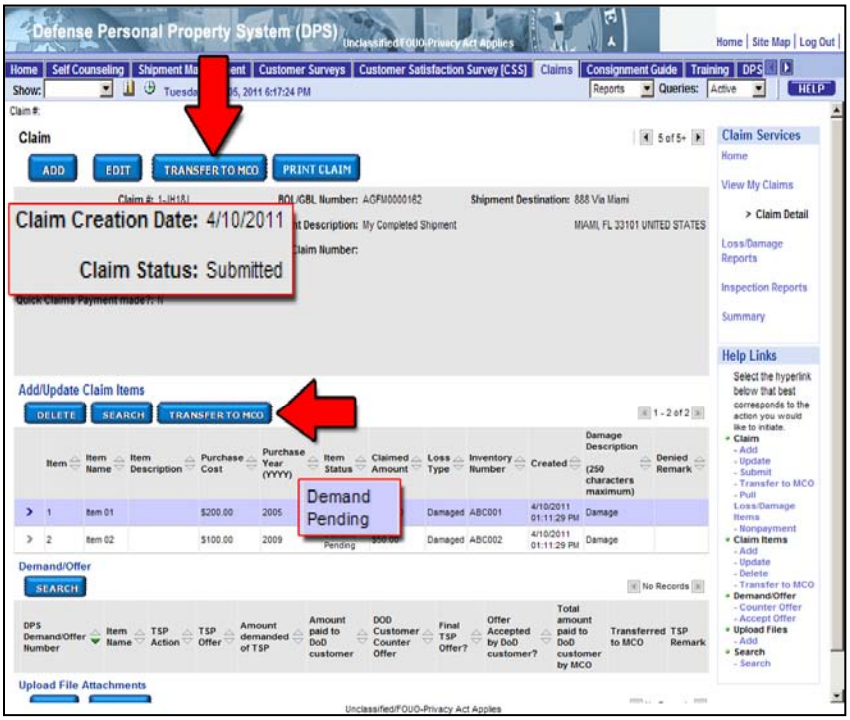
Prior to Release 1.4.07, the **Transfer to MCO** button did not appear for Claims or Claim Items unless the TSP took action on the Claim. This issue has been addressed.

DoD Customers can transfer Claims to the MCO after 30 days by clicking the **Transfer to MCO** button (top) for Claims with the following statuses:

- Submitted
- Under Review
- Denied
- Updated

DoD Customers can also transfer *individual Claim Items* to the MCO after 30 days by clicking the **Transfer to MCO** button (bottom) for Claim Items with the following statuses:

- Demand Pending
- Denied
- Offer Pending



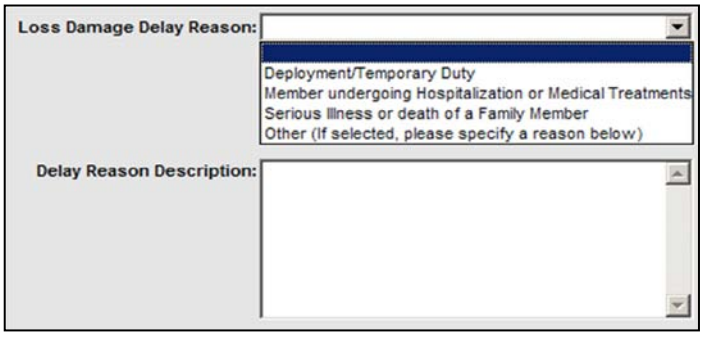
SPR 6082 – Comments required for Loss/Damage Reports after 75 days

Users: DoD Customer

Prior to Release 1.4.07, Customers were able to submit Loss/Damage Report more than 75 days after delivery without entering a comment. This issue has been addressed, and if a Customer attempts to submit a Loss/Damage Report more than 75 days after delivery without entering comments, DPS displays the following error message:

> Comments are required when creating a Loss Damage Report outside of the 75 day window.
> Please Click Update, enter Comments and resubmit.

After clicking the **Update** button, the Customer must select an option from the **Loss Damage Delay Reason** menu and may also enter additional comments in the **Delay Reason Description** field.



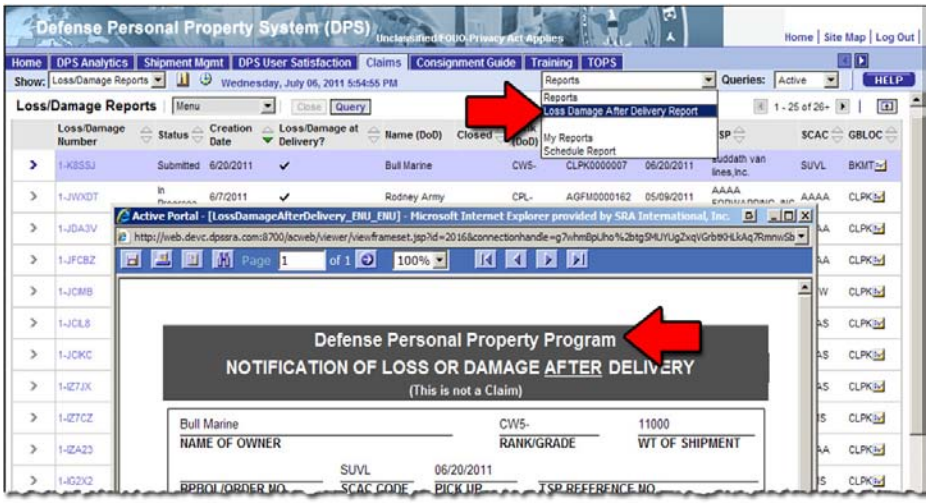
SPR 6345 – Reference to "Families First" in Claims

Users: PPSO Claims, SDDC Claims, TSP Claims

In previous versions of DPS, the Notification of Loss or Damage After Delivery report in the Claims module contained a reference to "DoD Families First," the predecessor to Defense Personal Property Program (DP3). The 1.4.07 release replaces the "DoD Families First" reference with "Defense Personal Property Program."

In the Claims module, Loss/Damage Reports queue, select a record and then choose "Loss Damage After Delivery Report" from the **Reports** menu.

DPS displays the Notification of Loss or Damage After Delivery report in a new window. Note that "Defense Personal Property Program" has replaced "DoD Families First."



SPR 6427 – Claim notification not always sent to TSP
Users: DoD Customer, TSP Master, TSP Operations Manager

Release 1.4.07 addresses an issue where DPS did not send an email notification to the TSP when a Customer filed a claim. DPS now sends the "A Claim has been Submitted in the DPS System" email after the Customer files a claim.

SPR 5407 – No email after 30 days of final offer
Users: DoD Customer

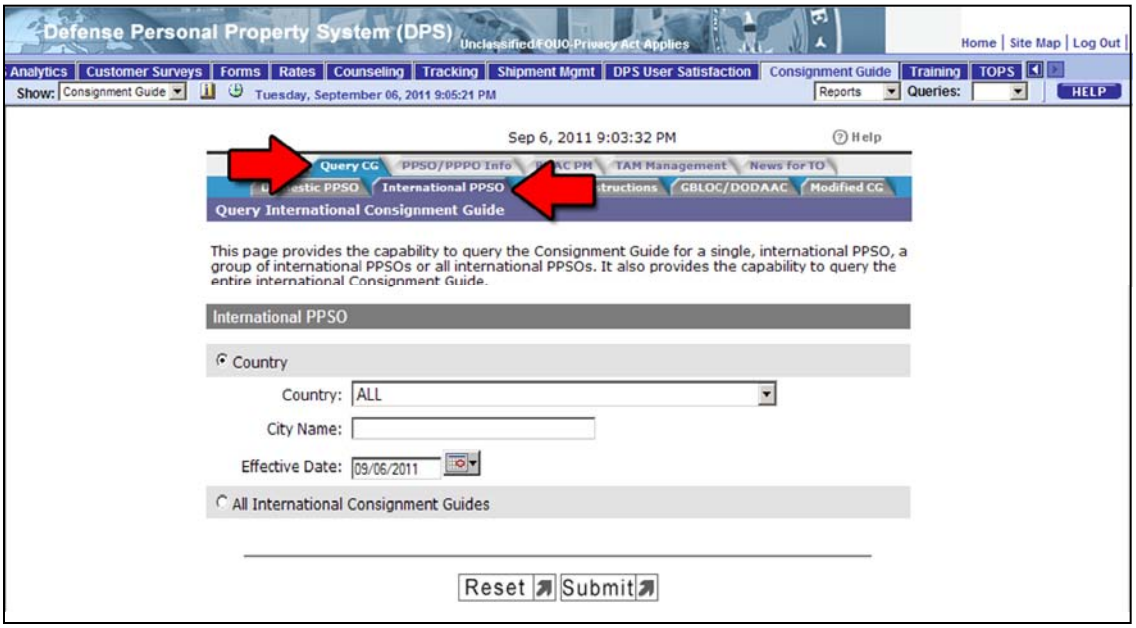
Prior to Release 1.4.07, DPS failed to send an email to the Customer 30 days after the TSP made a final offer on a claim. DPS now automatically generates the email reminder to advise the Customer to review their claim.

SPR 6081 – Duplicate DPM Contractor with error
Users: PPSO Outbound Supervisor

In the Consignment Guide, when adding a DPM (Direct Procurement Method) Contractor, DPS duplicated the record. Attempting to delete one of the duplicates caused an unhandled error. The 1.4.07 release addresses this issue, and DPS no longer duplicates the record when adding a DPM Contractor, and no errors occur upon deleting a DPM Contractor.

SPR 6371 – Consignment Guide query returns incorrect data
Users: Users with access to the Consignment Guide Query CG function

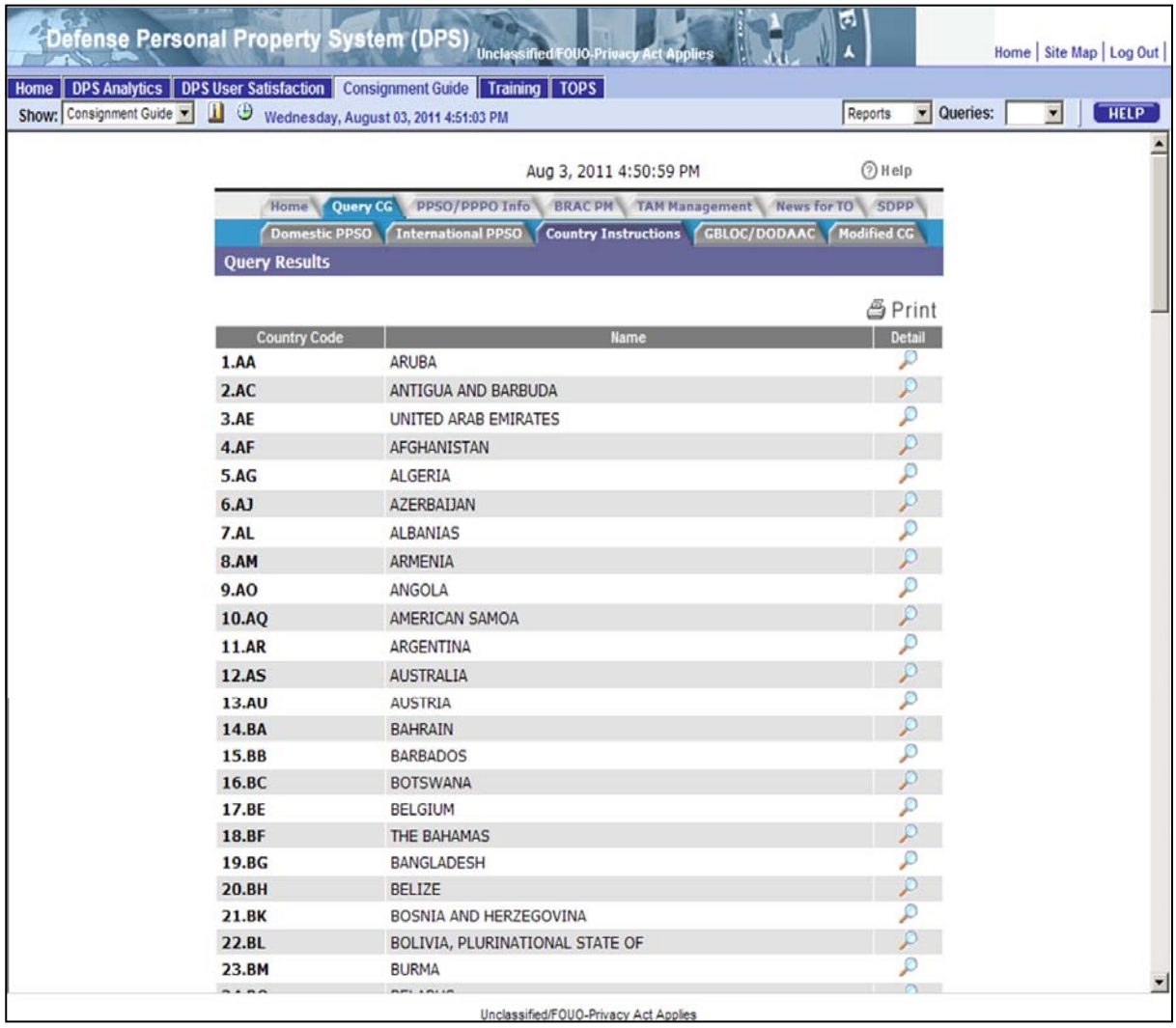
Users reported that when querying the Consignment Guide for International PPSOs, DPS returned erroneous results. The 1.4.07 release introduces an update to the SQL query, and DPS now returns the correct data.



SPR 5316 – Country Instructions unknown server error

Users: PPSO PPCIG Manager, SDDC PPCIG Manager

DPS displayed an error message when users attempted to view the Country Instructions page in the Consignment Guide. A fix has been introduced in the 1.4.07 release that addresses this issue, and DPS now properly displays the Country Instructions page.



SPR 5735 – CSS Feedback not on same screen as survey

Users: DoD Customer

In previous versions of DPS, the Customer Feedback form was on a separate page from the CSS. Release 1.4.07 brings DPS into compliance with requirements 1700 and 1701 and displays the Customer Feedback form on the same page as the CSS.

As a DoD Customer, click the Customer Satisfaction Survey (CSS) tab and begin a survey. Scroll down on the **DPS Customer Satisfaction Survey** page to the **Feedback** section.

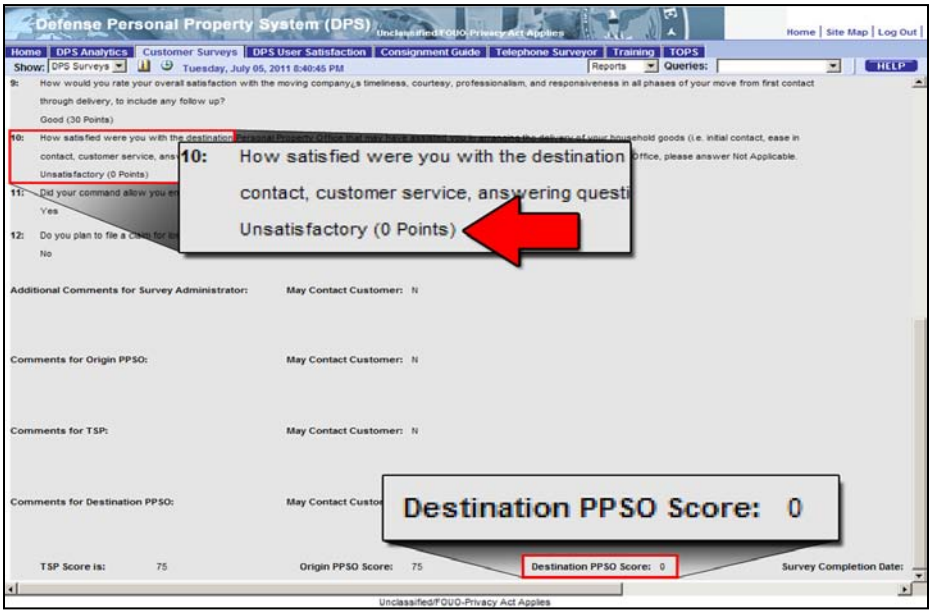
Note that users must complete and submit the survey fields before the **Feedback** form becomes editable.

SPR 6304 – CSS Destination PPSO scored at 9,999

Users: DoD Customer, SDDC Survey

An issue occurred where DPS scored a destination PPSO at 9,999 if the DoD Customer answered "Unsatisfactory (0 Points)" to question 10 on the CSS. This issue has been resolved in software release 1.4.07, and DPS now correctly scores the destination PPSO.

User answers "Unsatisfactory (0 Points)" to question 10, and DPS assigns the destination PPSO a score of "0."



SPR 6109 – Omitted language in TSP COR
Users: TSP Master

In the Qualifications Forms module, **Certificate of Responsibility** (COR) page, DPS omitted language in Section C, question (ii). Release 1.4.07 addresses this issue. The corrected language (with changes from the original) is as follows:

> (ii) Is the TSP a defendant in litigation or does the TSP anticipate being the defendant in litigation during the next year, in which **fraud is or** will be an allegation?

SPR 5812 – Billing Representative cannot see preapprovals
Users: Electronic Billing Payment (EBP) Representative

TSP Billing Representatives received a "Page Cannot be Displayed" error in Shipment Management when selecting a SCAC and a "DPS Core" error when attempting to access the Tracking module. A fix has been introduced in 1.4.07 so that TSP Billing Representatives no longer receive errors on these pages and the TSP Billing Representative can now access the preapprovals queue.

Currently, access to the details (drill-down) of preapprovals is not allowed for the TSP Billing Representative as per the DPS User Role Matrix. They have read-only access to the Shipment Management Preapprovals queue.

SPR 6294 – Costing Engine for 210D and 17E
Users: TSP Master, PPSO Electronic Billing

Prior to the 1.4.07 release, DPS did not calculate overtime correctly. DPS now correctly calculates item codes 210D and 17E at 1.5 times the rate of item code 210A (i.e., 210D = 1.5 * 210A).

SPR 5609 – Preapproval status

Users: PPSO Outbound Supervisor, PPSO Electronic Billing

Release 1.4.07 resolves an issue where the status of preapprovals did not carry over from Shipment Management to Invoicing/Approvals.

In the Shipment Management module, **View/Edit Shipment Information** page, note the statuses of the preapprovals.

Preapprovals:

Current Approval Status	Responsible PPSO GBLOC	Item Service Code	Description	Submit Date	PPSO Note
approved	AGFM	105B	Pak Reg Crate	2011-05-06	
denied	AGFM	210A	SIT Pup/Del	2011-06-06	test
approved	AGFM	185A	SIT 1st Day	2011-06-06	

In the Invoicing/Approvals module, the preapproved statuses for the same shipment match those from Shipment Management.

Invoice Number: PQN-756
Date: Jun 7, 2011
PowerTrack Sent Date:

Approval Status	Valid?	Pre-approved?	Responsible PPSO	Item Type	Item Code	Description	Location(s)	Units & Quantities	DPS Quantities	Invoice Amount	DPS Cost	EDI Notes	Costing Notes	Messages	859 LX Number	859 IDC Number
Pending Change to...	Passed	Denied	O	Storage-In-Transit (SIT)	210A	SIT Pup/Del	PRIPCK ORGSIT	Flat Rate: 76,000% Net Weight: 760 cwt Billed Weight: 760 cwt Mile: 23	DPS Net Weight: 100 lbs. DPS Mileage 821	$90,196.80				0	1	1
Pending Change to...	Passed	Approved	O	Storage-In-Transit (SIT)	185A	SIT 1st Day	PRIPCK ORGSIT	Billed Weight: 48 cwt Net Weight: 2,451 cwt	DPS Net Weight: 100 lbs. DPS Mileage 821	$5,153.65				0	2	2

Invoice Number: KYV-
Date: May 6, 2011
PowerTrack Sent Date:

Approval Status	Valid?	Pre-approved?	Responsible PPSO	Item Type	Item Code	Description	Location(s)	Units & Quantities	DPS Quantities	Invoice Amount	DPS Cost	EDI Notes	Costing Notes	Messages	859 LX Number	859 IDC Number
Pending Change to...	Passed		O	Linehaul	LHS	Linehaul Transportation	PRIDLV PRIPCK	Flat Rate: 297,900% Net Weight: 2,979 cwt Billed Weight: 2,979 cwt Mile: 923	DPS Net Weight: 100 lbs. DPS Mileage 1498	$511,434.68				0	1	1
Pending Change to...	Passed	Approved	O	Accessorial/Packing	105B	Pak Reg Crate	PRIPCK	Cubic Foot: 1 cu. ft.	DPS Net Weight: 100 lbs.	$118.93				0	2	2

SPR 5326 – Training certificate missing from email

Users: PPSO users

When a user passes an LMS course in the Training module, DPS sends a confirmation email to the user; however, DPS failed to attach the DPS Training Certificate to the confirmation email. The issue has been resolved in the 1.4.07 release, and DPS correctly attaches the certificate to the confirmation email.

SPR 5692 – Navy information page for Counseling link

Users: DoD Customer, Counselor

The service-specific link for the Navy that DPS displays on the Homepage for DoD Customers and Counselors has been updated to the following URL:

https://www.smartwebmove.navsup.navy.mil/swm/documents/DPS.html

Note: Service Headquarters Users can update this link from the Web Content – Administration module.

SPR 6333 – DPS Homepage Error Messages
Users: DoD Customer

Release 1.4.07 includes an update to some of the links that appear on the Homepage for DoD Customers so that users no longer receive an error. The following links are affected:

General Information
- JTR Definitions
- JTFR Definitions

Quick Reference
- Counseling Guide
- Shipment Management Guide
- Customer Satisfaction Survey
- Interactive Voice Response (IVR) Guide

Online Brochures
- It's your Move
- Moving your Mobile Home

In addition, the DoD Customer no longer receives an error when attempting to view the full text of an Alert message.

SPR 6301 – Service Headquarters User access permissions
Users: Service Headquarters User

The Service Headquarters User role has been modified to provide read access to all branches of service data in the Counseling, Shipment Management, Invoicing, and Analytics (including Answers) modules.

SPR 6369 – Invoicing/Approvals tab not accessible for Service Excess Cost Adjudicators
Users: Service Excess Cost Adjudicator

Service Excess Cost Adjudicator users received a 403 Error when attempting to access the Invoicing/Approvals tab. A fix has been introduced to correct this issue, and the Service Excess Cost Adjudicator can now access the Invoicing/Approvals tab without error.

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