

# Improve Your Move

## DPS expands and deals with growing pains to streamline military moves.

By Bennett Leigh

More than a year after the new Defense Personal Property System (DPS) was launched, the new personal property moving system continues to expand, all the time seeking to fix glitches and to improve the moving process for all those involved with military moves.

The Military Surface Deployment and Distribution Command (SDDC) currently is addressing recent problems, including missed or cancelled household goods pickups.

"We take these issues very seriously, and have taken action to mitigate the problems and protect the rights and privileges of our servicemembers and their families," said Lt. Col Derek Oliver, SDDC's deputy chief of staff for Personal Property.

SDDC has spoken to representatives at installation transportation offices, senior leadership of the military services, and household goods industry associations to address shortcomings and ensure better service to servicemembers and their families. Refused or missed pickups booked in DPS can result in some transportation service providers (TSPs) being temporarily suspended from DPS in accordance the system's business rules.

The growing pains come during the busiest time for PCSing — the summer — but the new program continues to grow and improve, say officials. "We're very proud to report that

we are now processing 52 percent of all DoD HHG shipments in DPS, up from just shy of 15 percent at the beginning of the year," said Col. Michael J. Miller, USAF Program Director, JPMO Household Goods Systems and Deputy Program Executive Officer USTRANSCOM in April. The DPS launched its latest software program in April 2010, which included the long-awaited Personally Procured Move (PPM) capability, he said, and "we began seeing an impact immediately."

### DPS numbers as of April 2010:

136,462 Shipments Awarded/Processed

91,740 Shipments Delivered

11,510 DPS CSS Submitted (13 percent)

11,338 Claims Submitted (12 percent)

"We believe our system capability is right around 70 percent at this time," said Miller. "So this means we need all the services to continue to support and promote DPS usage by their PPOs/PPSOs [Personal Property Shipping Offices]."

DPS was developed to ease the stress of a PCS by providing 24-hour online access to personal property shipment information and allowing customers to communicate directly with transportation service providers regarding shipment status, weight costs and delivery options. Customers can also use DPS to file and settle loss and damage claims directly with a TSP.

The system initially rolled out to a limited number of transportation offices in the Fall of 2008, but is now available worldwide.

And DPS now has its own homepage, [www.move.mil](http://www.move.mil). This site was designed and developed by the Joint Program Management Office (JPMO) for Household Goods Systems for DPS to meet the needs of all users of the DPS. As a centralized service, the site provides information to all participants, including DoD customers, PPSOs, and TSPs including representatives, business partners, and agents.

The website keeps visitors updated on the latest news and information available in DPS. Recent posts include information on moving your flat-panel televisions and front-load washers.

The April software release improved the Customer Satisfaction Survey (CSS) by providing an email containing a CSS direct link and instructions to each DPS customer after their HHG shipment is delivered, said Miller. "We've got to get the numbers of completed surveys up so we can continue to fulfill our promise to give America's DoD servicemembers and civilians the outstanding relocation service they deserve."

Bennett Leigh is a freelance writer and military spouse living in Northern Virginia

# Benefits of Defense Personal Property System (DPS) for DoD Customers

## **DPS will provide better quality of life for Department of Defense (DoD) customers through:**

**Full Replacement Value (FRV) Protection** With full replacement value, a servicemember would receive enough funds to replace or repair a lost or damaged item at its present value.

**Customer Survey for quality service** This feature provides servicemembers the opportunity to complete a Customer Satisfaction Survey (CSS) to rate the performance of their mover. The survey also measures services provided by origin and destination Personal Property Shipping Offices (PPSO).

**On-line shipment tracking** DPS provides an online resource for information and guidelines about the servicemember's personal property move in and out of specific countries and installations, including shipping office information, weight allowances, and customs information.

### **Empowered communication with TSP**

DPS is available to the servicemember 24 hours a day, 7 days a week, 365 days a year from any location to provide the capability for the servicemember to access his particular shipment for progress and delivery status.

### **Streamlined claims process**

DPS allows servicemembers direct online claims filing, negotiation, and settlement capabilities.

### **Expanded counseling support through Web-Based information system—Self-Service Counseling system**

Self-Counseling guides servicemembers through the personal property data entry process, verifying the data as the customer enters it. Self-Counseling determines the service members entitlements based upon the type of orders issued for the relocation (i.e. Rank, Branch of Service, Type of Orders, and special circumstances, if applicable). Self Counseling support also provides access to a collection of online resources discussing entitlements and other topics that apply to the move.

*From [www.move.mil](http://www.move.mil)*