

Taking Charge

The new Defense Personal Property System allows PCSers to manage their moves and claims online.

From DoD and Staff Reports

Moving and submitting claims is getting a little easier in the military.

U.S. Transportation Command and the Army's Military Surface Distribution and Deployment Command recently implemented a new personal property moving system designed to streamline the entire process while giving service members more control over their moves.

The Defense Personal Property System, or DPS, automates much of the process of pre-move counseling, scheduling, tracking, invoicing and claims filing for household goods shipments, officials said. DPS initially began operating at 18 transportation offices in Fall 2008, but is now available to transportation offices worldwide. The new system implements elements of TransCom's "Families First" initiative, and will replace TOPS, the Transportation Operational Personal Property Standard System.

DPS was developed to ease the stress of military moves 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 transportation service provider (TSP).

"DPS benefits the customer by giving them more control over the move," said Russell DePietro, JPPSO deputy director for the Northeast Region. "It allows the customer to enter and change their contact information and set pick-up and delivery dates directly with the moving company, rather than negotiate with them through JPPSO. Doing so puts the customer in a position to be more involved in their overall move process."

When DPS is fully implemented, customers will be able to complete an online move counseling, rather than making an appointment with the office on base, Mr. DePietro said.

"Customers can complete the counseling at their convenience," he said. "They can do it at home or work, or they can still come into the office for an appointment."

An additional DPS benefit involves the Customer Satisfaction Survey, which JPPSO customers receive upon the completion of their move, Mr. DePietro said. Carrier selection is now being based upon a Best Value Score, which is determined largely by customer

AAFES Star

feedback generated by the CSS, rather than by the lowest cost, as it has previously been determined.

“By completing the survey, customers can have a heavy impact on carrier selection, which will impact their future moves and the moves of other members,” Mr. DePietro said.

Only a few shipment types, including personally procured moves and joint moves, have proven problematic in the new system, but those bugs are being fixed. The Services, USTRANSCOM, and SDDC have agreed to keep TOPS fully functional until Sept. 30, 2009 for use in shipments DPS cannot yet handle, and to provide a safety net for unforeseen problems with DPS.

Submitting a Claim

DPS provides an automated means for DoD Customers to file personal

property claims online, and allows TSPs and service members to conduct claims negotiations online. Personal Property Shipping Offices will use DPS to conduct inspections resulting from certain claims. Military Claims Offices (MCO) will also have access to the DPS Claims module to handle claims resolution for the cases in which service members cannot successfully settle directly with the TSP.

Upon delivery, the service member and the TSP identify items that are damaged or missing. At this time, they complete and sign the Notification of Loss and/or Damage AT Delivery Form, which lists these items. The service member or the TSP can enter information from the Loss/Damage Report into DPS. If the customer intends to file a claim after the 75th day for any of the items, the information must be entered into DPS.

After delivery, the service member

may identify other items that are missing or damaged. The Notification of Loss and/or Damage AFTER Delivery Form is designed so the service member can list these items, but there is no need to fill out this paper form if the service member would rather enter items directly into DPS. The service member must enter any items for which they will file a claim into the Loss/Damage Report form in DPS prior to filing the claim.

When service members file a claim in DPS, all loss and damage information is automatically pulled over from the Loss/Damage Report into the DPS Claims form. The service member can review this information in DPS before submitting the claim. After claims submission, the service member and the TSP can negotiate a settlement in DPS for the lost or damaged items.

The TSP has the following options when making an offer:

Pizza Hut
Purchase any 2 Large Pizzas at Regular Price and Receive
5 WINGS FREE!

Pizza Hut
Purchase any Large or Extra Large Pizza at Regular Price and Receive Your
2nd PIZZA FREE!

SUBWAY
10% OFF
your catering order of \$25 or more.

SUBWAY
Purchase any Ft. Long Combo meal at regular price and get another at equal or greater value at 1/2 price.

