

**RELOCATION  
ASSISTANCE  
PROGRAM**



Moving Made Easy

# 13th Annual Joint Services/Agency/ERC National Relocation Conference

## **Plan a Military Move (DP3)**

**20 May 2011**

**8:45-9:45**



**Debbie Teague**

**Military Surface Deployment and  
Distribution Command (SDDC)**



## Military Surface Deployment and Distribution Command

- Military Surface Deployment and Distribution Command (SDDC), located at Scott Air Force Base, Illinois
- Personal Property Directorate is executive agent for the movement of DOD household goods and privately owned vehicles
- Approximately 600,000 shipments annually (\$2.2B)
- TSP Qualifications
- Rates, Operations and Quality Assurance
- Nontemporary Storage (long-term) and Privately Owned Vehicles (POV)





## Defense Personal Property Program (DP3)

- SDDC partnered with the Military Services, moving industry and USTRANSCOM to develop business rules and system requirements for the movement of DOD Personal Property Shipments
- DP3 provides:
  - Web-based Counseling and Shipment Management
  - Procurement of Best Value Transportation Services
  - Electronic Billing and Payment
  - Full Replacement Value (FRV) Carrier Liability
  - On-line Claims Processing
- Defense Personal Property System (**DPS**) is the supporting system for DP3



# Defense Personal Property System (DPS)

- **DPS is the technology side of DP3**
  - One-stop source for managing personal property moves
- Available worldwide (via internet) 365 days a year and 24/7
- Allows Self-Counseling
- Provides communication between Customer, Personal Property Shipping Offices (PPSO) and Transportation Service Providers (TSP)
- Provides capability to file claims online



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## Historical DPS Timeline

- Nov 2008 - Initial 18 Sites Moving Shipments
- Mar-Nov 2009 = Remaining Sites Phased-In
- March 2010 = 35% of DOD Shipments Processed in DPS
- April 2010 = 65% of DOD Shipments Process in DPS (added PPM)
- April 2011 = 85% of DOD Shipments Processed in DPS
- Remaining 15% = FY12 One-Time-Only (remote locations), Mobile Homes, Boats, Special Solicitation Shipments, and Volume Moves





# Who uses DPS?

- SDDC
- Service Members (including Coast Guard)
- DOD Federal Civilian Employees
- Personal Property Shipping Offices (PPSO)
- Personal Property Processing Offices (PPPO)
- Transportation Service Providers (TSP)
- Military Claims Offices (MCO)



# Get Started Early!

- Get started early and get educated on your move!
- Contact your PPSO/PPPO or go to [www.move.mil](http://www.move.mil)
  - It's Your Move pamphlet
  - Shipping Your POV
  - Determine eligibility to DPS self-counsel
  - Weight allowances
  - Your moving responsibilities
- Remember "It's Your Move"
  - Ask Questions and Get Involved!



# Move.mil



**MOVE.MIL**  
Official DPS Portal

[Home](#)

[Contacts/Help](#)

[FAQ](#)

Can we help you find something?



 [DPS Status Dashboard](#)

[What Is DPS?](#)

[DPS Registration](#)

[DPS Login](#)

[Forgot Password?](#)

[Program Director](#)

## To Get Started, Select a Video

### Personal Property Shipping Office (PPSO)



Watch the Video!



- PPSO Resources
- CSS Support
- Training

[Click Here for PPSO >](#)

### DOD Service Members and Civilians (DOD)



Watch the Video!



- Before You Begin
- Start Your DPS Move
- After Delivery

[Click Here for DOD >](#)

### Transportation Service Provider (TSP)



Watch the Video!



- TSP Resources
- CSS and BVS
- TSP News

[Click Here for TSP >](#)

## What's New?

### DPS Smart Book v21

Updated 14 September 2010

### DPS Metrics

Updated 3 September 2010

### What is DPS?

Updated 1 October 2010

### DPS How-To Guides

Updated 16 August 2010

**Customer Satisfaction Surveys (CSS) are important!!!**

[Lost your userID?](#)

[Previous](#)

[1](#)

[2](#)

[Next](#)





## Key Factors for a Good Move

- Once PCS orders are received
  - Don't wait...get the move set up as soon as possible
  - Be flexible when selecting packing and pickup dates
    - Preferred dates may not be available during summer season
    - Have a spread of dates not just "the" date you want to move
    - Pack/pickup dates are not firm until confirmed with your TSP
- Discard personal property you no longer want or need
- Provide realistic shipment weight (use estimator on [www.move.mil](http://www.move.mil))
- Stay in touch with your TSP, especially as you get closer to "move day"
- **Vital to keep in-transit contact information current in DPS**



# PPSO/PPPO Counseling

- Member/employee will be counseled in DPS on:
  - Entitlements
  - Member/employees shipment responsibilities
  - TSP responsibilities
  - TSP liability/claims
  - Importance of completing the Customer Satisfaction Survey (CSS)
- Assist with obtaining an ETA account/password



# Self-Counseling

- Customer must submit a request for an ETA account via [www.move.mil](http://www.move.mil)
- DPS self-counseling will provide the following information:
  - Entitlement
  - Member/employees shipment responsibilities
  - TSP responsibilities
  - TSP liability/claims
  - Importance of completing the Customer Satisfaction Survey (CSS)
- Customer **must** print, sign all forms and **submit** to PPSO/PPPO along with orders
- PPSO receives shipment applications and validates entitlements

NOTE: Customer can still contact the PPSO/PPPO for assistance



# System Response Center (SRC)

- For userid/login, systems errors, or DPS application issues contact the System Response Center (Help Desk)
- Toll Free 1-800-462-2176
- Commercial 618-220-7332
- DSN 770-7332
  - Option 5: DPS
  - Option 6: ETA Admin
  - Option 7: Personal Property Survey
- [sddc.safb.dpshd@us.army.mil](mailto:sddc.safb.dpshd@us.army.mil)



# Claims

- The best advice : **WATCH THE CLAIMS VIDEO** [www.move.mil](http://www.move.mil)
- Claims Timeline
  - Customer has 75 days from delivery to notify TSP of loss/damage
  - Once customer submits claim, TSP has 60 days to respond
  - Once all item(s) are settled, the TSP must pay within 30 days
- If TSP does not meet timelines, the customer should notify the Military Claims Office and their destination PPSO



# Customer Satisfaction Survey (CSS)

- CSS is a 12 question survey designed to measure the performance of the TSP and obtain feedback about services provided by the local PPSO. (only questions regarding the TSP are used for TSP scoring.)
- Represents Customer's "voice" about services they receive
- Gives customer the opportunity to make sure only quality companies move DOD household goods
- Once shipment is delivered, DPS sends survey notification to customer
  - If survey is not completed within 7 days , e-mail reminders are sent on the 14<sup>th</sup> and 21<sup>st</sup> calendar day after delivery



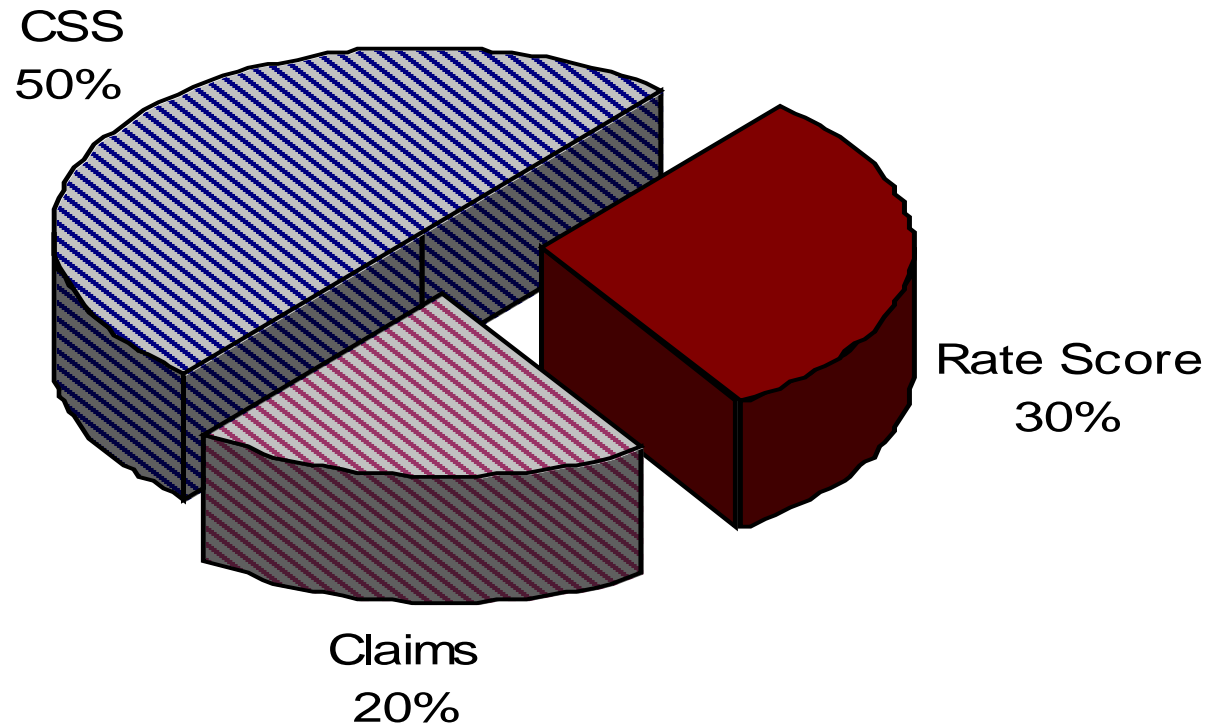
# CSS Questions

- CSS provides a score for Best Value determination
- Sample CSS questions
  - Evaluate services provided at origin such as the quality of packing, labeling, and organizing of the packing crew
  - Evaluate how satisfied you were with timeliness of the pickup of your personal property by the Transportation Service Provider (mover)
  - Evaluate your overall satisfaction with the moving company's timeliness, courtesy, professionalism, and responsiveness in all phases of your move from first contact through delivery, including any follow up



## Backbone of DP3

CSS is VITAL to the success of the overall quality of DP3





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# MAKING MOVING BETTER

