



DPS

Defense Personal Property System

Joint Program Management Office
Household Goods Systems

“Smart Book”

26 May 2011

Foreword

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

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

This Smart Book is effective from 7 May 2011 until superseded.

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What's New...

What's New Items. Version 24, Smart Book.

- **Maintenance Release (MR) 1.4.06** was placed into Production on 07 May, 2011. See page 7 for a list of System Problem Reports (SPR) and System Change Requests (SCR) fixes included in the release. Beginning on page 27 is an explanation of each one with screen shots.
- **DPS Production Update:** DPS Production Users, the issue with the DOD Customer NOT being able to accept the TSP claims offer was fixed on 26 May 2011. The software fix has been loaded into DPS Production. DOD Customer Users can now accept the TSP claims offer without receiving an error.
- **Volume Move** requests will continue to be entered into TOPS via DPS until further notice.

#####• **Heads Up: TSPs.** Digital Certificates will be required for TSPs to log into DPS effective 01 October, 2011. See page 56 for more information.

#####• **Heads Up: TSPs & PPSOs.** All current TOPS Rates, other than DPM and NTS, will not be extended. International TOPS Rates ended on 31 March, 2011 and Domestic TOPS Rates will end on 30 April, 2011. SDDC does not plan to extend either. Because of this TOPS will not be available for shipments other than DPM or NTS for the 2011 Peak Season. Attempts to use TOPS for shipments other than DPM and NTS on dates after those stated will generate an Error Message. Questions should be directed to SDDC – Personal Property for clarification.

#####• **NTS and DPM shipments.** All DPM and NTS shipments should be entered into DPS. The DPS software is programmed to transfer the data into TOPS automatically.

#####• **Non-Appropriated Fund shipments.** Since TOPS no longer has rates for CONUS and OCONUS channels all Non-Appropriated Fund (NAF) shipments will be entered into DPS. See page 22.

When to Use DPS

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

2. **DPS Will Be Used:**

- When the customer is making a normal Permanent Change of Station (PCS) move:
 - CONUS customer desires to make a normal DTGBL or ITGBL move
 - OCONUS customer desires to make a normal ITGBL move
- When the customer is represented by a Letter of Authorization or Power of Attorney holder, IAW Branch of Service guidance
- CONUS Intrastate and Interstate Shipments
- For all Short Fuse / Short Notice shipments.
- For TDY in conjunction with ship renovation.
- For all Personally Procured Move (PPM) shipments.
- For BLUEBARK shipments and Evacuation Orders
- For all AAFES, and all Corps of Engineers shipments
- For all Dependent Student Travel and Baggage Storage (Summer Storage) shipments.
- All DPM shipments should be entered into DPS.
- All NTS shipments should be entered into DPS.
- For all Local CONUS Moves (and IAW local OCONUS Local Move procedures).
- For Potential Excess Cost shipments. Counselor should use the Interim Excess Cost button during counseling to identify all shipments that might incur Excess Costs.
- For all 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. Presently each PPSO should book these shipments as individual shipments in DPS. That means service members will receive a separate GBL for each individual shipment.
- For all Non-Appropriated Fund shipments.

When to Use TOPS via DPS

1. **Purpose:** To provide guidance on when to use TOPS to book shipments.
2. **TOPS Will Be Used:**
 - In accordance with (IAW) Branch of Service specific guidance.
 - For all Special Solicitations
 - For all Domestic Alaska shipments with destination city locations in Alaska OTO areas as described in the PPCIG guide for JPPSO Anchorage (or see <https://jppso-web.elmendorf.af.mil/default.asp> or https://jppso-web.elmendorf.af.mil/Alaska_map.htm)
 - Current TOPS Rates, other than DPM and NTS, will not be extended. International rates in TOPS ended on 31 March, 2011 and Domestic rates in TOPS will end on 30 April, 2011. SDDC has no plans to extend either. Because of this TOPS will not be available for the 2011 Peak Season. Attempts to use TOPS for dates after those stated will generate an Error Message. Questions should be directed to SDDC – Personal Property for clarification.
 - For all Volume Moves.

Maintenance Release 1.04.06

Effective 7 May 2011 DPS Production gained improved functionality in several areas. The specific System Change Requests (SCR) or System Problem Reports (SPR) in this release are listed below.

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Out of Cycle SCRs

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SCR 6452 – Code 2 Booking

PPSO FAQs

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

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

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

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

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

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

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

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

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

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

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

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

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

Origin PPSO QA can only input inspections after the premove survey is completed and before the shipment is picked up.

DEST PPSO QA can only input inspections after the shipment is in a delivered/complete status. Once the shipment is in a delivered/completed status they have 15 days to complete the inspection.

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

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

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

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

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

DPS Points of Contact

1. Joint Program Management Office, Household Goods Systems (JPMO HHGS)
507 Ward Drive, Bldg 1990
Scott Air Force Base, Illinois 62225
2. DPS Help Desk,
Numbers: (800) 462-2176; 618-220-SDDC; DSN 770-7332
Email: sddc.safb.dpshd@us.army.mil
3. ETA Administration
User ID and Password Issues Email: sddc.safb.etaadminhd@us.army.mil
4. SDDC Business Rule policy questions should be addressed with the appropriate SDDC representative
 - a. Domestic Rates - 618-220-5256/5454/5778, sddc.safb.ppratesdom@us.army.mil
 - b. International Rates - 618-220-5408/5774/5778, sddc.safb.ppintlrate@us.army.mil
 - c. One-Time-Only (OTO):
Domestic - 618-220-5256/5454/5778, sddc.safb.ppratesdom@us.army.mil
International - 618-220-5457/5481, sddc.safb.rates@us.army.mil
 - d. DPS Rate Filing Questions: sddc.safb.dpsratefil@us.army.mil
 - e. Non Temporary Storage/Direct Procurement Method - 618-220-5439/5153,
sddc.safb.ppty@us.army.mil
 - f. Privately Owned Vehicles (POV) - 618-220-5440, sddc.safb.ppty@us.army.mil
 - g. Operations - 618-220-5484, sddc.safb.pprops@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.ppciig@us.army.mil
 - k. Claims: sddc.safb.claims@us.army.mil

DPS Points of Contact Continued

5. DPS automatic email responses to DPS users:

Tspquals-admin@dpsmail.csd.disa.mil

Claims-admin@dpsmail.csd.disa.mil

css-admin@dpsmail.csd.disa.mil

TSPQuals@dpsmail.csd.disa.mil

ppcig@dpsmail.csd.disa.mil

rates@dpsmail.csd.disa.mil

dpsadmin@dpsmail.csd.disa.mil

shipmentmanager@dpsmail.csd.disa.mil

approvals@dpsmail.csd.disa.mil

no_reply@dpsmail.csd.disa.mil

tracking@dpsmail.csd.disa.mil

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

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

DPS “Helpful Hints” for Known Problems

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

Alaska

TOPS must be used for all OTO Alaska shipments with destination city locations in Alaska OTO areas as described in the DPS PPCIG guide for JPPSO Anchorage (or see

<https://jppso-web.elmendorf.af.mil/default.asp>

or

https://jppso-web.elmendorf.af.mil/Alaska_map.htm).

Claims

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

Customer Service

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

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), fifteen (15) diplomatic missions were selected to participate in a Pilot Test Program to allow the DOS to manage selected personal property shipments to and from these locations. DoD members assigned official duties at these diplomatic missions and classified as permanent personnel or temporary duty personnel in excess of 90 days, are authorized shipment of household goods/TDY weight allowance using DOS transportation services. These locations are:

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

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

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

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

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

DPM and NTS shipments should be entered into (Counseled) in DPS. Once the customer's data is entered into DPS it will be transferred into TOPS and processed in TOPS.

Excess Costs, Interim Fix

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

Government Bill of Lading (GBL)

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

Mis-consigned DPS Shipments in CONUS

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

Mis-consigned DPS Shipments in OCONUS

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

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

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

Outbound Hints

1. To quickly locate a shipment in DPS:

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

2. Outbound Counseling – “Next” button:

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

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

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

4. Outbound Counseling – Civilian Unaccompanied Baggage shipments:

- 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.

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

Personally Procured Moves (PPM) 1 Mile Issue

1 Mile PPM Reminder for PPPOs:

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

PPM Module “Trigger Questions”.

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

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

The question, “Is Government Transportation Available,” must be answered, “**Yes.**”

The question, “Is a Commercial Company being used,” must be answered, “**No.**”

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

The question “Is Government Transportation Available,” must be answered, “**Yes.**”

The question, “Is a Commercial Company being used,” must be answered, “**Yes.**”

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

The question “Is Government Transportation Available,” must be answered, “**No.**”

The question, “Is a Commercial Company being used,” can be answered, “**Yes or No.**” *

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

PPM Common Questions and Answers

1. Can a Mobile home be used as a vehicle to transport a PPM in DPS?

Response – Yes, Mobile homes can be used to transport a PPM shipment.

2. If a customer decides to go to an “other than an authorized destination,” how will that calculate the Excess Cost in DPS?

Response – DPS currently does not calculate Excess Costs to “other than authorized destinations.”

3. How do counselors enter the “other than authorized destination” information?

Response – The counselor will enter the elected destination and the customers authorized destination. The Excess Costs function is scheduled to be operational in DPS with the 1.4.06 Maintenance Release in FY11.

4. If the customer has a Household Goods shipment and then does a PPM do we combine the weights to get the adjusted rate so that the customer doesn't get overpaid like we currently do in TOPS?

Response – No. When entering the weights in the PPM Closeout you will ONLY enter the weight of the PPM and not the HHGS. Do not combine weights in DPS for PPMs.

5. How do the PPM trigger questions work in DPS?

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

- Is Government Transportation available? **Yes.** Was a Commercial Company used? **No.** * This is an Incentive Based Move.
- Is Government Transportation available? **Yes.** Was a Commercial Company used? **Yes.** * This is an Actual Cost Reimbursement Not to Exceed Government Constructive Costs Move.
- Is Government Transportation available? **No.** Was a Commercial Company used? **Yes, or No.** * This is an Actual Cost Reimbursement PPM, (Customer will be reimbursed what was actually spent.)

6. Have all Service HQs provided DPS PPM guidance?

Response – All of the Service HQs have provided Service specific PPM guidance to their PPPO/PPSO users.

7. When HOR move counseling information is completed and the paperwork is faxed to the origin TO, who processes the Advance Operating Allowance (AoA)?

Response – This depends upon the Service HQs and is part of their service specific instructions. Each Branch of Service (BOS) handles this differently.

8. Line of accounting (LOA) for HHGs is an MDC or TAC for Army but an Army counselor stated they must use the Shipment Accounting Classification (SAC) for PPM and they cannot change the LOA for the PPM move using the same orders.

Response – The MDC can be used for the PPM unless it's local funding for a local PPM. In DPS the MDC and TAC converts using the TGET to the long LOA in the invoicing module.

9. If the customer says “Yes” to an advance then decided not to take it how will they be paid correctly?

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

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

Responses by Service:

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

11. If the customer owes money can you print the Form 2278 with the amount the customer owes so they can take it to finance to pay? If the customer owes money what paperwork does he take to finance to pay?

Response – This is a service specific question, however, DPS will currently not allow the user to close out the PPM without entering a payment voucher number first. The local Finance Office/DFAS is unable to process the indebtedness without the final close out paperwork from DPS. The PPPO/PPSO will enter the following information to generate the final documentation for finance;

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

A future release will eliminate the voucher collection functionality.

12. How can I be sure the Government Constructive Cost (GCC) is calculated correctly?

Response – DPS is programmed with algorithms to accurately prepare costs using the BVS TSP methodology and the underlying structure of the 400NG.

13. What if the mileage calculates one (1) mile?

Response – See page 17 above.

14. National Guard Line of Accounting (LOA) only works sometimes, what should I do when it doesn't work?

Response – If you are entering a LOA and it doesn't work, first click on the "Over ride" TGET button. If that also doesn't work you should take a screen shot of the problem and write up a detailed explanation of what actions you have taken and exactly what DPS is doing (why it's not working). Then contact the DPS Help Desk and create a Help Desk Ticket so that the issue can be addressed and corrected.

15. If a counselor is creating a Local PPM for the customer where does he find the Local Move Rate and can the customer enter it?

Response – Each PPSO/PPPO has access to their Local Move rate. The Local Move Rate entry is the responsibility of the PPSO/PPPO and the customer does not see that screen.

16. Where do I find the Gross and Tare weights to enter into the PPM Closeout page?

Response – These weights will be taken from the weight tickets the customer turns in.

17. What if a customer's boat exceeds 14 feet in their PPM?

Response – This would be considered a Boat One Time Only (BOTO) move which has to be entered into TOPS. One Time Only (OTO) shipments do not currently work in DPS.

PPM Shipments to Canadian Destinations

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

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

With a PPM TDY en route select PCS orders and create the TDY portion first. DPS will only list the TDY wt entitlement, i.e. you enter the TDY information and then enter the PCS information.

Workaround: First, create the PPM TDY en route in DPS selecting PCS orders. When the PPM TDY shipment is submitted then create a “new” shipment for the Non-PPM HHG PCS move. To be successful you must manipulate the PCS Orders Number in DPS by adding a period to the original Orders Number. This will then cause DPS to allow both the PPM TDY and the PCS HHG shipments.

PPM Close Out

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

PPPO Outbound Counselor Role

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

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

1. Shipments will appear in the Origin Inspections queue when the Transportation Service Provider (TSP) has completed the Pre-Move survey and enters it into DPS and the shipment changes to a “Pre-Survey Done” status. Also, shipments will disappear from the “Origin Inspections” queue after they have been entered as “Arrived” at destination by the TSP in DPS, or 15 days after Pickup.
2. Shipments only appear in the Destination Inspections queue when in a “Delivered Complete” status. Then Quality Assurance (QA) Inspectors can enter the DD Form 1780 inspection information. QA Inspectors must use the PPSO Inbound queue and check the “Scheduled Delivery Date” column to plan and schedule their destination inspections.
3. Shipment Inspections. PPSO Quality Assurance (QA) personnel must be careful when entering data into the Remarks section of the Shipment Inspection screen. They must NOT enter favorable information. Entry of any data into the Remarks section can generate a Letter of Warning (LOW). QAs should only enter Tender of Service violations in the Remarks Section of the Shipment Inspection screen.

Short Fuse Shipments:

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

Storage In Transit (SIT)

1. SIT Approval. TSPs currently have the ability in DPS to request SIT at destination under certain circumstances (non-direct delivery) and receive an auto generated SIT number. This functionality may be removed by JPMO HHGS in a future DPS release.
2. Destination SIT Preapproval. TSPs should NOT request Destination SIT as a Preapproval before the shipment has been arrived by the TSP at destination. Then the destination PPSO can select TSP requests and approve or disapprove the SIT request.

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

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

Transportation Operation Personal Property System (TOPS) Interface

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

DPS 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.

Costing Engine Section - Interim Solution

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

Counseling Section - Interim Solutions

1. Problem: DOD Customer Counseling Requirement Not Met
Example: DPS does not recognize that the DOD Customer has reviewed and acknowledged the Service specific instructions.
Interim Solution: DOD Customers should revisit Service specific link. If that does not clear the problem, then the customer should contact the DPS Help Desk.
Team Track / Tracker Number: 4973. Planned Fix: TBD.
2. Problem: DD Form 1252 and AE Form 30-3 fails to fill and print correctly (DOD Customer/Counselor User).
Example: OCONUS shipments need DD Form 1252, it fails to fill and print in DPS
Interim Solution: The two forms now print properly with the Adobe Reader. (SPR 5381). The input of APO and FPO addresses still does not print. PPSO must use Form Flow to complete the DD Form 1252 and AE Form 30-3.
Team Track / Tracker Number: 5380 Planned Fix: TBD.
3. Problem: TDY in Conjunction with Ship Work or Renovation
Example: NA.
Details: DPS does not provide the functionality to determine the appropriate shipping entitlements for the following type of orders: TDY in connection with building, fitting out, converting or reactivating of a ship and duty aboard when commissioned.
Interim Solution: PPSO must verify the shipment total weight does not exceed the TDY authorization.
Team Track / Tracker Number: 1955 Planned Fix: 1.4.02.

Counseling Section - Interim Solutions continued.

4. Problem: Special Solicitation Issue

Example: NA.

Details: DPS does not support use of embarkation and debarkation costs nor possess correct methodology to process Special Solicitations.

Interim Solution: CONUS - Process Special Solicitation in TOPS. OCONUS - process these shipments using current local procedures.

Team Track / Tracker Numbers: 5595 and 5661. Planned Fix: FY 11.

5. Problem: Volume Move Issue

Example: NA.

Details: PPSO is unable to complete the Volume Move process, TSPs are not notified by email, and it is not possible to enter Tender numbers into DPS nor does SIT weight block support seven (7) characters, it only supports six (6).

Interim Solution: CONUS process Volume Moves in TOPS and OCONUS process Volume Moves IAW current local procedures.

Team Track / Tracker Numbers: 5576 and 5578. Planned Fix: FY11.

6. Problem: Mobile Home One Time Only (MOTO) Issue

Example: NA.

Details: Carrier Bid window field names are mismatched and some are invalid in DPS.

Interim Solution: CONUS process MOTOs in TOPS or submit to SDDC in the required format via email or FAX.

Team Track / Tracker Number: 3765. Planned Fix: TBD.

7. Problem: Non Appropriated Fund (NAF) Shipments

Example: NA.

Details: Shipments can be entered and processed in DPS for routing, booking, pickup and delivery but cannot be processed by **US Bank (formerly PowerTrack)** and therefore cannot be electronically processed for payment. They must be manually paid.

Interim Solution: CONUS - Process shipments in TOPS. Select "Special Paying Office" and enter the financial information. Pay manually. OCONUS process shipments IAW current local procedures. Pay manually.

Team Track / Tracker Number: 5675. Planned Fix: TBD.

Electronic Billing Section - Interim Solutions

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

Personally Procured Moves (PPM) - Interim Solutions

1. **Problem:** mileage calculates as "1 mile."
Example: NA.
Interim Solution: if the mileage calculates as "1 mile" DO NOT submit the shipment. You should go back to the Pickup and Delivery page and reselect the delivery address at 15 minute intervals. There will be times when DTOD is down so DPS will be unable to retrieve the mileage. If after a few attempts the mileage still calculates as "1 mile" you should create a Service Request to have Tier III insert the mileage. Once Tier III inserts the mileage you may submit the shipment.
Team Track / Tracker Number: NA **Planned Fix:** TBD.
2. **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 leave the loss/damage field blank or enter zero if they chose "no loss/damage."
Team Track / Tracker Number: 4998. **Planned Fix:** TBD.

Request For Quotes (RFQ) Section - Interim Solutions

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

Request For Quotes (RFQ) Section - Interim Solutions continued

2. Problem: Origin State Name and Destination State Name is Null
Example: NA.
Details: Origin State Name and Destination State Name is Null in Award Lane window.
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.
3. Problem: BidLinx Run time Error in iHHG and iUB
Example: NA.
Details: BidLinx Run time Error occurs in iHHG and iUB.
Interim Solution: No work around needed; user needs to allow system time to complete import.
Team Track / Tracker Number: 4193. Planned Fix: TBD.

Reference Data Management Section – Interim Solutions

No current issues or workarounds.

Reports & Documentation Section – Interim Solutions

1. Problem: Missing Download links in DPS Analytics (TSP User)
Example: There is no download link for DPS Analytics.
Interim Solution: Workaround is to export desired report as an html or PDF document or to cut/paste into an Excel spreadsheet.
Team Track / Tracker Number: 5253. Planned Fix: TBD.
2. Problem: Storage In Transit (SIT) Tab in Excel Analytics Does Not Display All Shipments
Example: NA.
Details: SIT Tab in Excel Analytics does not display all shipments placed in the SIT Section at the bottom of form.
Interim Solution: User should use SIT data in DPS Shipment Management in lieu of Analytics.
Team Track / Tracker Number: 5363. Planned Fix: 1.4.07 or 1.4.08.

Shipment Management Section - Interim Solutions

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

Shipment Management Section - Interim Solutions continued

2. **Problem:** Shipment Container Count Erroneously Incremented

Example: NA.

Details: Enter DPS as a TSP and from the Outbound Shipments display select Enter Pickup. Enter info and select Submit Weights button. From the Shipment Pickup display fill in Pack/Pickup Dates, fill in Number of Containers (2) and select Submit Pickup. From the Shipment Container Information select Back button. Pickup information entered is not maintained. User must reenter data. Reenter info and (2) number of containers. Select Submit Pickup. Shipment Container Information displays incorrect number of containers.

Interim Solution: Contact the DPS Help Desk for assistance.

Team Track / Tracker Number: 4983. **Planned Fix:** TBD.

3. **Problem:** DPS will not generate a Certificate of Diversion. Procedures for the Diversion of a Shipment within the Same Rate Area, OCONUS.

Example: 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.

4. **Problem:** GBL Correction Notice, SF 1200

Example: NA.

Interim Solution: Below are the steps to generate a Government Bill of Lading (GBL) Correction Notice, SF 1200, in DPS:

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

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

Shipment Management Section – Interim Solutions continued

5. Problem: Determining APOD / APOE on the Transportation Control Movement Document (TCMD) DD Form 1384
Example: NA.
Details: DPS lists all the APOEs / APODs worldwide on the drop down menu, not just those associated with the origin and destination PPSO.
Interim Solution: Specific details on the preparation and usage of APOD/APOEs on the TCMD for code 4, 5, J, and T can be found on the SDDC website under International Rate Solicitation. Select I - 22. Chapter XIII, Aerial and Surface Ports.
Team Track / Tracker Number: None. Planned Fix: TBD.
6. Problem: A shipment is Misconsigned within CONUS.
Example: NA.
Details: When a shipment has been misconsigned through PPPO/PPSO error and it arrives at the incorrect but government directed destination it can be moved to the final (and correct) destination.
Interim Solution: Once the correct Destination and Delivery Address is known the PPSO determines if the TSP with the shipment has Rates to that correct Destination. If so then the Delivery Address and State is entered into DPS on the Street Address line. The PPSO will not be able to change the State, however the complete Delivery Address on the Street Address line will enable the TSP to file their Invoice for the move. If the TSP does not have Rates on file to the correct Destination, then the GBL must be terminated at the misconsigned Destination to allow the original TSP to be paid and the shipment must be rebooked in TOPS to the correct Destination.
Team Track / Tracker Number: None. Planned Fix: TBD.

Technical Section & User Management Section - Interim Solutions

None identified.

End of Interim Solutions

Maintenance Release 1.4.06, Explanations

This is an explanation for most of the DPS changes made with Software Problem Reports (SPRs) and Software Change Requests (SCRs) in DPS Version 1.4.06. Not all SPR/SCRs in 1.4.06 are illustrated.

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Out of Cycle

SCR 6493 – 75 Mile Rule for Volume Moves, not illustrated.

SCR 6452 – Code 2 Booking, not illustrated

SPR 5476 – Motorcycle Weight Calculation Against Estimated HHG Weight

Users: DoD Customer, Counselor, PPSO Outbound Supervisor

Prior to DPS Version 1.4.06, DPS subtracted motorcycle weight from the Household Goods (HHG) weight. A validation error would occur if the motorcycle weight was greater than the HHG weight. In DPS Version 1.4.06, the motorcycle weight validation has been removed, and language has been added to the **Basic HHG** page instructing the user to include the weight of the motorcycle in the total estimated weight.

Additional Information page – The user must answer “Yes” to the question, “Is the Member Shipping a Motorcycle?” This triggers a note to appear in the Shipment Weights block of the **Basic HHG** page.

Motorcycles-Firearms-POVs page – The estimated motorcycle weight (400 lbs) exceeds the total estimated weight of the HHG shipment (350 lbs). Note that the purpose of this example is to show that there is no validation error if the motorcycle weight exceeds the total estimated weight.

The screenshots illustrate the process of adding a motorcycle to a shipment and how its weight is calculated against the total estimated weight. A red arrow points to the 400 lbs weight for the motorcycle in the table.

Action	#	Make	Model	Model Year	Engine Size	Licensing State	Estimated wt.	Country of Manufacturer
	1	Honda	CR-1	1996	150	N/A	400	JAPAN

Category	Weight
Your estimated Household Goods weight	340 lbs
Your estimated PBP&E [Pro Gear] weight	10 lbs **
Your Spouse's estimated PBP&E [Pro Gear] weight	0 lbs
Estimated weight of 1 motorcycle(s)	400 lbs
Total estimated weight	350 lbs

Shipment Summary page – The Estimated Weights block displays the entered weights.

SCR 5655 – Spouse Pro Gear

Users: DoD Customer, Counselor, PPSO Outbound, PPSO Outbound Supervisor

In the Counseling Module, **Basic HHG** page, DPS now provides fields for Spouse’s Professional Books, Papers, and Equipment (PBP&E) and Spouse’s Profession. DPS adds any excess weight over the authorized 500 pounds to the member’s HHG weight. These fields do not appear for order type “Temporary Duty” or for personnel type “Civilian.” Additionally, Spouse’s PBP&E and Profession are noted in Block 13 of the DD Form 1299.

Basic HHG Page – There are two new fields in the Shipment Weights block: **Estimated weight of spouse’s PBP&E [Pro Gear]** and **Spouse’s Profession**. Note the example weights:

- Entitlement: 14,000
- Est. HHG: 4,000
- PBP&E: 500
- Spouse’s PBP&E: 600

The screenshot shows the 'Basic HHG' page with the following data:

- Entitlements: PCS: 14000 lbs, Remaining PCS: 12000 lbs
- Estimated Weight:

Category	Weight
Your estimated Household Goods weight	2,900 lbs
Your estimated PBP&E [Pro Gear] weight	500 lbs **
Your Spouse's estimated PBP&E [Pro Gear] weight	600 lbs
Total estimated weight	4,000 lbs

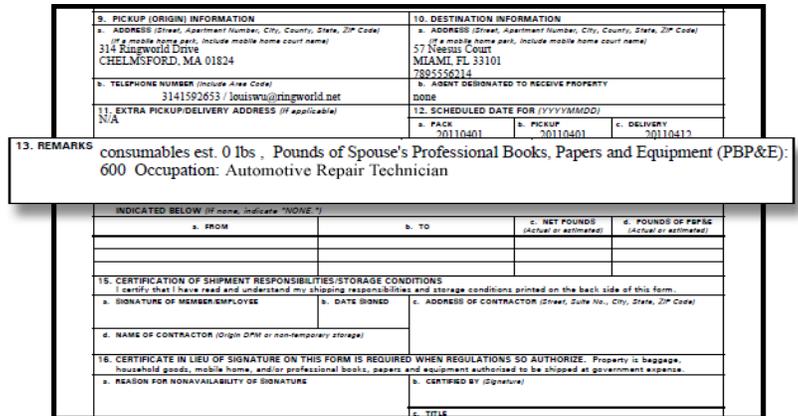
Shipment Summary Page – The Entitlements area on the left shows total authorized weight (14,000) and remaining weight (11,000). The Estimated Weight block provides a breakdown:

2,900	Estimated HHG
+	500 PBP&E
+	600 Spouse PBP&E
<hr/>	
4,000	Total Estimated

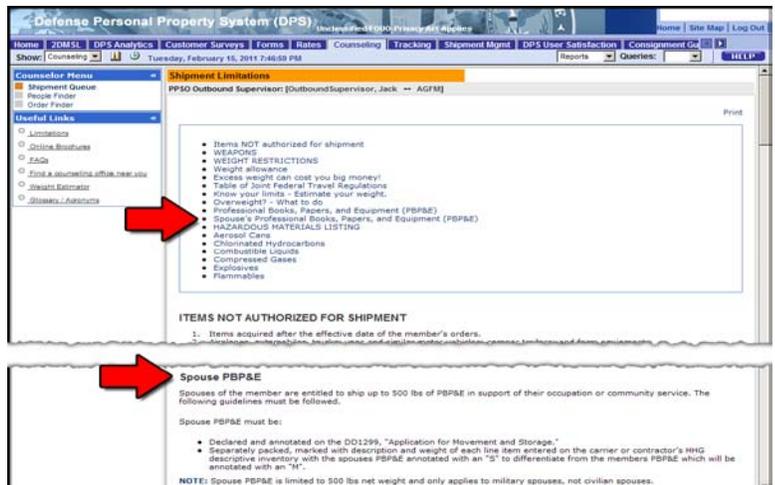
However, since spouses are only authorized 500 pounds of PBP&E, the remaining 100 pounds is charged against the HHG entitlement (2,900 estimated + 100 excess Spouse PBP&E = 3,000 charged against the HHG Entitlement).



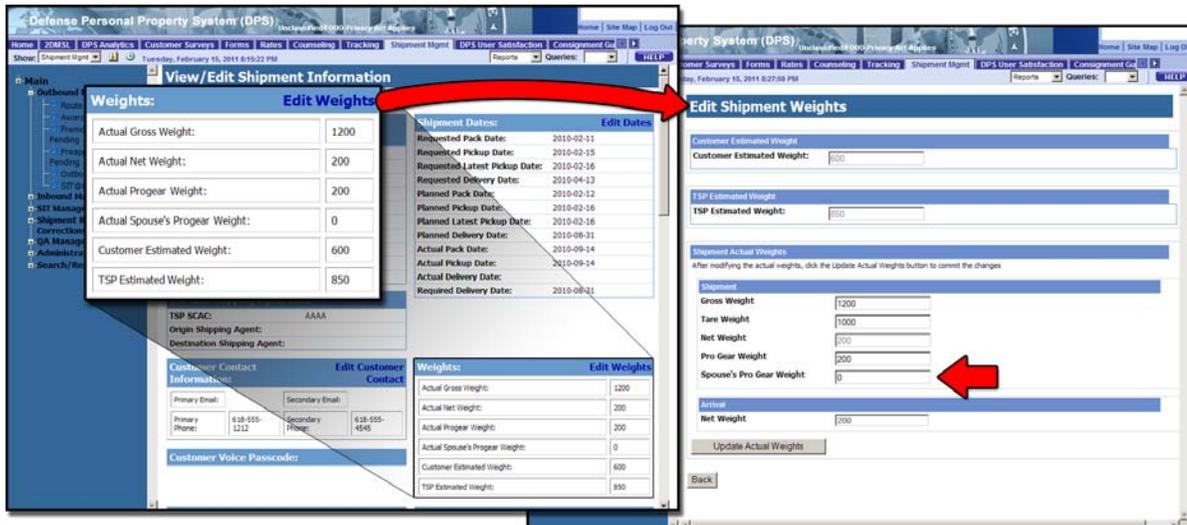
DD 1299 – DPS populates block 13 (Remarks) with the Spouse's PBP&E weight and the Spouse's Occupation.



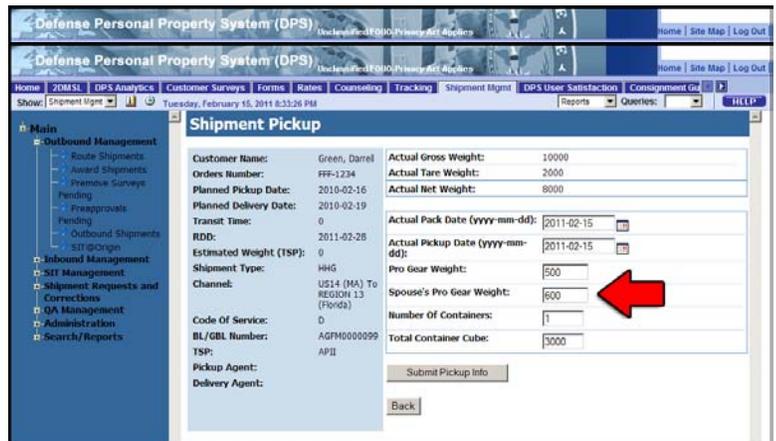
On the **Shipment Limitations Page** in the Counseling Module, a Spouse's PBP&E entry has been added. To reach this page, click the *Limitations* link in the Useful Links block of the left navigation. In the list of topics at the top of the page, click the *Spouse's Professional Books, Papers, and Equipment (PBP&E)* link.



In the Shipment Management Module, the Weights block of the **View/Edit Shipment Information Page** lists the Spouse's PBP&E weight. By clicking the *Edit Weights* link, users can update the Spouse's PBP&E weight.



In the Shipment Management module, TSP and PPSO users can update the Spouse's PBP&E weight on the **Shipment Pickup** page after clicking the *Enter Pickup* link on the **Outbound Shipments** page.



SPR 6308 – DPS Incorrectly Charges TDY Weight

Users: DoD Customer, Counselor, PPSO Outbound Supervisor

For Personally Procured Moves (PPM) shipments of order type “PCS with TDY Enroute,” DPS always charged the weight to the Permanent Change of Station (PCS) allowance instead of charging to the Temporary Duty (TDY) allowance where necessary. DPS Version 1.4.06 corrects this issue, and weights are now charged correctly.

Charging weight to the PCS entitlement: On the **Additional Information Page**, “Yes” is selected for the question, “Is the Member Authorized to Ship to their Permanent Duty Station?” A weight of 300 is entered on the **PPM Basic Page**. DPS correctly charges the 300 pounds to the PCS entitlement.

The screenshot shows two overlapping web forms. The top form, titled "Additional Information", contains a table of questions under "Orders Additional Information":

Question	Yes	No
* Is the Member Shipping a POV?	<input type="radio"/>	<input checked="" type="radio"/>
* Is the Member Shipping a Motorcycle?	<input type="radio"/>	<input checked="" type="radio"/>
* Is the Member Shipping a Boat?	<input type="radio"/>	<input checked="" type="radio"/>
* Is the Member Shipping a Mobile Home?	<input type="radio"/>	<input checked="" type="radio"/>
* Does the member currently have items in Non-Temporary Storage(NTS)?	<input type="radio"/>	<input checked="" type="radio"/>

Below this table is the "Orders Specific Questions" section with the question: "* Is the Member Authorized to Ship to their Permanent Duty Station?" with radio buttons for "Yes" (selected) and "No".

The bottom form, titled "PPM Basic", has a field for "*Estimated weight" with the value "300" and a "Weight Estimator Form" label. Below it is a dropdown for "*State of Legal Residence (Needed for Tax purposes)" set to "MASSACHUSETTS".

At the bottom right, an "Entitlements" summary box shows:

- PCS: 12500 lbs.
- Remaining PCS: 12200 lbs.
- TDY: 600 lbs.
- Remaining TDY: 600 lbs.

Red arrows point to the "Yes" radio button in the "Orders Specific Questions" section, the "Estimated weight" field, and the "Entitlements" summary box.

Charging weight to the TDY entitlement: On the **Additional Information Page**, “No” is selected for the question, “Is the Member Authorized to Ship to their Permanent Duty Station?” A weight of 289 is entered on the **PPM Basic Page**. DPS correctly charges the 289 pounds to the TDY entitlement.

Additional Information
 PPSO Outbound Supervisor: [OutboundSupervisor, Jack -- AGFM]
 Customer: [Wu, Louis -- United States Army -- 357943584]

Based on the information you have provided on previous screens, please indicate if any of the following will apply to your upcoming move.

Orders Additional Information

- Is the Member Shipping a POV? Yes No
- Is the Member Shipping a Motorcycle? Yes No
- Is the Member Shipping a Boat? Yes No
- Is the Member Shipping a Mobile Home? Yes No
- Does the member currently have items in Non-Temporary Storage(NTS)? Yes No

Orders Specific Questions

- Is the Member Authorized to Ship to their Permanent Duty Station? Yes No

PPM Basic
 PPSO Outbound Supervisor: [Wu, Louis -- United States Army -- 357943584]

Estimated weight: 289 **Weight Estimator Form**

State of Legal Residence (Needed for Tax purposes): MASSACHUSETTS

Is this a TDY/TAD and returning to origin duty station? Yes No

Is the member using a commercial company to move this shipment? Yes No

Entitlements

- PCS: 12500 lbs.
- Remaining PCS: 12500 lbs.
- TDY: 600 lbs.
- Remaining TDY: 311 lbs.

SPR 6316 – DPS Prints WOD When Dependents Are Authorized

Users: DoD Customer, Counselor, PPSO Outbound Supervisor

DPS printed “WOD” (without dependents) in Block 10 of the SF1203 (Government Bill of Lading [GBL]) for Outside Continental United States (OCONUS) shipments, even when a user indicated in Counseling that the service member had dependents. This has been corrected in DPS Version 1.4.06.

On the Counseling module, **Tour Information** page for an OCONUS shipment. The Counselor answers “Yes” to the question, “Are Dependents Authorized?”

Property System (DPS)
 Unclassified/FOUO/Privacy Act Applies

Home | Site Map | Version | Log Out

Mail Activities & Attachments | Email Center | Counseling | Tracking | Shipment Mgmt | Best Value Scoring | DPS User Sat | HELP

Monday, February 21, 2011 9:15:32 PM

Property System (DPS)
 Unclassified/FOUO/Privacy Act Applies

Home | Site Map | Version | Log Out

Mail Activities & Attachments | Email Center | Counseling | Tracking | Shipment Mgmt | Best Value Scoring | DPS User Sat | HELP

Monday, February 21, 2011 9:15:32 PM

Tour Information

SDDC DPS Master: [--]

Customer: [Brooks, Anthony -- United States Air Force -- 565009999]

Please indicate the applicable orders information as stated on the customers travel orders.

If this is a Local Move Order and there is no gaining unit, enter the Current Unit as the Gaining Unit.

*Gaining Unit: Engineering

*Tour Type: Accompanied

*Tour Length: 24 FORMAT: Please provide the number of months

*Report Date: 26-Mar-2010

*Are Dependents Authorized? Yes No

*Number of dependents 12 years and older: 1

*Number of dependents under 12 years old: 3

Once the Transportation Service Provider (TSP) accepts the shipment and DPS generates the SF1203, DPS populates **Block 10** with the correct dependents flag, either “WD” (with dependents) or “WOD” (without dependents).

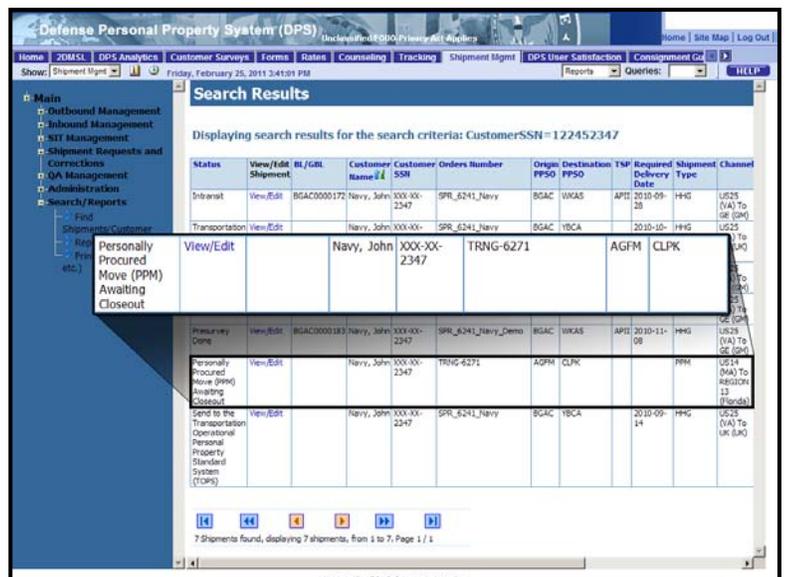
U.S. GOVERNMENT BILL OF LADING — PRIVATELY OWNED PERSONAL PROPERTY		ORIGINAL		B/L NO. WKAS0000028	
1. TRANSPORTATION COMPANY (& AGENT) TENDERED TO COVAN INTERNATIONAL, INC.		2. SCAC	3. SERVICE CODE	4. SHIPMENT NO.	5. DATE BIL PRINTED
6. REQUESTED PACKING DATE 20101129	7. REQUESTED PICKUP DATE 20101201	10. PROPERTY OWNER'S NAME, SOCIAL SECURITY NO., RANK AND PAY GRADE BLUEBARK Brooks, Anthony XXX-XX-9999 TSG/E-6 WD Engineering		11. AUTHORITY FOR SHIPMENT (Order No. par. No., HQ) BBB-1234 HQ USAF, Wash DC	
13. EXTRA PICKUP/DELIVERY (Complete address) SERVICE NOT APPLICABLE		14. DEPARTMENT/AGENCY United States Air Force		DATE OF ORDER 00201 TRANSPORTATION CONTROL NO. 321565009999KXX	

SPR 6271 – DPS PPTAS Transfer Not Occurring

Users: PPSO Inbound, SDDC DPS Master

For Navy PPM shipments, DPS did not send DD Form 2278 data to the Personally-Procured Transportation Auditing System (PPTAS). A fix has been introduced so that DPS now sends DD Form 2278 data to PPTAS on a nightly basis for Navy PPMs with a status of “Personally Procured Move (PPM) Awaiting Closeout.”

A Navy PPM that was created in the Counseling module appears in Shipment Management with a status of “Personally Procured Move (PPM) Awaiting Closeout.”



While logged in as an SDDC DPS Master, in the Tracking Module, the **PPTAS PPM Shipments** page shows that DPS has transferred the DD Form 2278 data for this Navy PPM to PPTAS. The status is listed as “complete,” and the Transaction Date column displays the time and date of the transfer.



SPR 6280 – DPS Does Not Clear DD Form 1299 Block 14 Upon Pullback/Cancel
Users: Counselor, PPSO Outbound, PPSO Outbound Supervisor, TSP Master

In previous versions of the software, DPS would not remove cancelled shipments from **Block 14** of the **DD Form 1299**. As of DPS Version 1.4.06, DPS updates **Block 14** of the **DD Form 1299** to remove shipments that are pulled back or cancelled.

The **DD Form 1299** for CONUS-OCONUS orders (MA to GE). **Block 14** shows that there is an additional iHHG shipment with a weight of 4,100 pounds.

a. FROM	b. TO	c. NET POUNDS (Actual or estimated)	d. POUNDS OF PBP&E (Actual or estimated)
AGFM	WKAS	4100	100

The shipment is cancelled through the **Cancel/Terminate Shipments** queue in Shipment Management.

Shipment Cancellation

Customer Name: Caulfield, Holden
 Orders Number: TRNG-SCR6280
 Planned Pickup Date: RDD: 2011-05-16
 Estimated Weight: 4100
 Shipment Type: IHHG
 Channel: US14 (MA) To GE (GM)
 Code Of Service: BL/GBL Number:

Buttons: Cancel Shipment, Back

The cancelled shipment no longer appears in **Block 14** of the DD Form 1299.

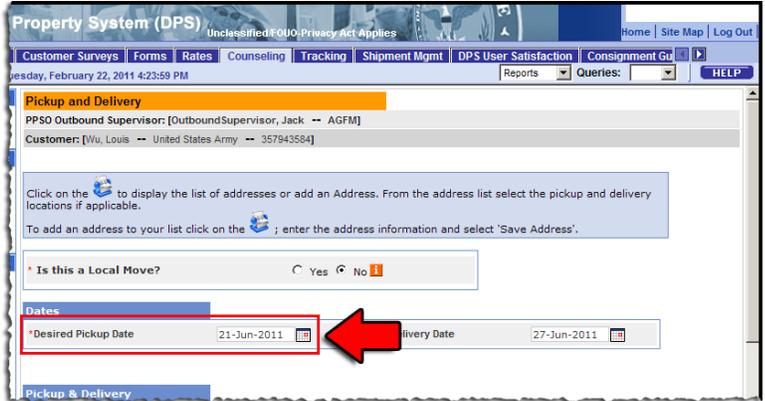
a. FROM	b. TO	c. NET POUNDS (Actual or estimated)	d. POUNDS OF PBP&E (Actual or estimated)

SPR 5646 – RDDs Falling on Weekends

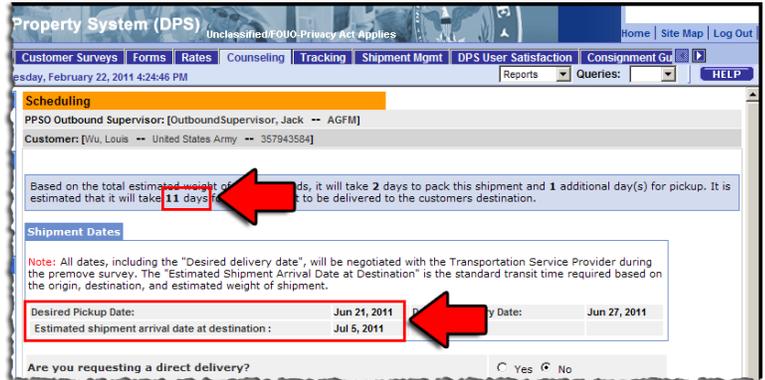
Users: DoD Customer, Counselor, PPSO Outbound Supervisor, TSP Master, PPCIG Managers

DPS allowed the Required Delivery Date (RDD) to fall on weekends and holidays. A fix has been implemented so that if the calculated RDD falls on a holiday or weekend, DPS moves the date to the next business day.

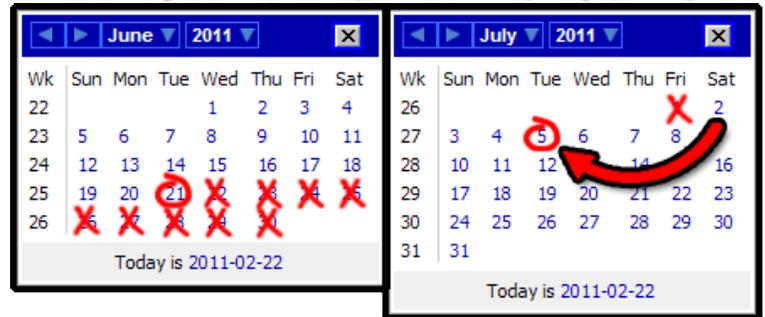
In the Counseling module, **Pickup and Delivery** page, June 21, 2011 is selected as the Desired Pickup Date.



In the Counseling module, **Scheduling** page, the calculated RDD given the locations and weight is 11 days. However, estimated shipment arrival date is presented as July 5, 2011, which is 14 days from the Pickup Date (June 21, 2011).



Eleven days from June 21 is July 2, which falls on a Saturday. DPS moves the RDD to the following Monday, July 4. However, because July 4 is a holiday, the final calculated RDD is July 5, 2011.



As a TSP Master, Shipment Management module, the **Shipment Presurvey** page shows the completed Premove Survey. DPS displays a pickup date of June 21 and an RDD of July 5, 2011.

Shipment Presurvey

Customer Name: Wu, Louis
 BL Number: AGFM0000321

Click Save and Continue below to complete this transaction and continue to preapprovals entry or BL / GBL print.

Location	Street	City	State	County	Zip	Country
PRIPCK	314 Ringworld Drive	CHELMSFORD	MA	MIDDLESEX	01824	US
PRIDLV	57 Neesus Court	MIAMI	FL	MIAMI-DADE	33101	US

Presurvey Information

Survey Method: I

Planned/Agreed Packing Begin Date (yyyy-mm-dd): 2011-06-17

Planned/Agreed Pickup Date (yyyy-mm-dd): 2011-06-21

Planned/Agreed Latest Pickup Date (yyyy-mm-dd): 2011-06-21

Required Delivery Date: 2011-07-05

Estimated Weight: 0

Save and Continue

If the pickup date is changed to one day earlier (June 20), DPS changes the RDD to Friday, July 1 which is 11 days after the pickup date.

Shipment Presurvey

Customer Name: Wu, Louis
 BL Number: AGFM0000321

Click Save and Continue below to complete this transaction and continue to preapprovals entry or BL / GBL print.

Location	Street	City	State	County	Zip	Country
PRIPCK	314 Ringworld Drive	CHELMSFORD	MA	MIDDLESEX	01824	US
PRIDLV	57 Neesus Court	MIAMI	FL	MIAMI-DADE	33101	US

Presurvey Information

Survey Method: I

Planned/Agreed Packing Begin Date (yyyy-mm-dd): 2011-06-16

Planned/Agreed Pickup Date (yyyy-mm-dd): 2011-06-20

Planned/Agreed Latest Pickup Date (yyyy-mm-dd): 2011-06-20

Required Delivery Date: 2011-07-01

Estimated Weight: 0

Save and Continue

Back

DPS checks the **Holidays** tab of the Consignment Guide for the destination Government Bill of Lading Office Code (GBLOC) to determine if the calculated RDD is a weekend or a holiday. SDDC PPCIG Managers, as shown to the right, can update the list of holidays and select the days of the week considered the weekend.

Defense Personal Property System (DPS)

Home | Site Map | Log Out

Home | DPS Analytics | DPS User Satisfaction | Consignment Guide | Training | TOPS

Show: Consignment Guide | Tuesday, February 22, 2011 6:38:28 PM | Reports | Queries: | HELP

Feb 22, 2011 6:38:10 PM

Home | Query CG | PPSO/PPPO Info | TAM Management | News for TO | SDDP

Manage | Info | Zone | Vendors | DPN Contracts | Counseling Office | CG | Notes | Holidays

Holiday Schedule GBLOC: CAML

Weekend

Sun	Mon	Tue	Wed	Thu	Fri	Sat
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>					

Update

Holidays

Name	Description	Date	Del/Add
1. NEW YEARS DAY	NEW YEARS DAY	Jan 1, 2011	
2. M L KING BIRTHDAY	MARTIN LUTHER KING'S BIRTHDAY	Jan 15, 2011	
3. PRESIDENTS DAY	PRESIDENTS DAY	Feb 19, 2011	
4. MEMORIAL DAY	MEMORIAL DAY	May 28, 2011	
5. INDEPENDENCE DAY	INDEPENDENCE DAY	Jul 4, 2011	
6. LABOR DAY	LABOR DAY	Sep 3, 2011	
7. COLUMBUS DAY	COLUMBUS DAY	Oct 8, 2011	
8. VETERANS DAY	VETERANS DAY	Nov 12, 2011	
9. THANKSGIVING	THANKSGIVING DAY	Nov 22, 2011	
10. CHRISTMAS	CHRISTMAS DAY	Dec 25, 2011	

Reset

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 This Department of Defense computer system is subject to monitoring at all times.
 Unclassified/FOUO-Privacy Act Applies

SPR 5670 – DD 1780 Block 13 (Missed Pickup)

Users: TSP Master, PPSO QA

DPS was populating Block 13 (“Missed Pickup?”) of the DD 1780 with “YES” if the Actual Pickup Date was the same as the Planned/Agreed Pickup Date entered during the Premove Survey. A fix has been implemented so that Block 13 is populated with “NO” if the Actual Pickup Date is on or prior to the Planned/Agreed Pickup Date.

As a TSP Master, in the Shipment Management module, on the **Shipment Premove Survey** page, a Planned/Agreed Pickup Date is entered. On the **Shipment Pickup** page, the Actual Pickup Date is entered. If the Actual Pickup Date is on or before the Planned/Agreed Pickup Date, Block 13 (“Missed Pickup?”) of the DD 1780 will be populated with “NO.” If the Actual Pickup Date is *after* the Planned/Agreed Pickup Date, Block 13 will be populated with “YES.” In this example, the Actual Pickup Date and the Planned/Agreed Pickup Date are both “2011-03-07.”

After the PPSO QA user enters an Origin Inspection, DPS generates the DD 1780 and populates Block 13 with the proper information. The image below shows both possible outcomes for Block 13. In this example, the Planned/Agreed Pickup Date was March 7, 2011 (20110307).

Shipment Premove Survey

Customer Name:	Caulfield, Holden	Location:	Street:	City:	State:	County:	Zip:	Country:
BL Number:	AGFM0000322	PRIPCK:	25 Rye Street	CHELMSFORD	MA	MIDDLESEX	01824	US
		PRIDLV:	78 Phony Lane	MIAMI	FL	MIAMI-DADE	33101	US

Enter Premove Survey Information

Planned/Agreed Packing Begin Date (yyyy-mm-dd):	2011-03-07
Planned/Agreed Pickup Date (yyyy-mm-dd):	2011-03-07
Planned/Agreed Latest Pickup Date (yyyy-mm-dd):	2011-03-08

Shipment Pickup

Customer Name:	Caulfield, Holden	Actual Gross Weight:	7000
Orders Number:	TRNG-5670	Actual Tare Weight:	5000
Planned Pickup Date:	2011-03-07	Actual Net Weight:	2000
Planned Delivery Date:	2011-03-31	Actual Pack Date (yyyy-mm-dd):	2011-03-07
Transit Time:	0	Actual Pickup Date (yyyy-mm-dd):	2011-03-07
RDD:	2011-03-31	Pro Gear Weight:	10
Estimated Weight (TSP):	0	Spouse's Pro Gear Weight:	0
Shipment Type:	HHG	Number Of Containers:	
Channel:	US14 (MA) To REGION 13 (Florida)	Total Container Cube:	
Code Of Service:	D		
BL/GBL Number:	AGFM0000322		
TSP:	AAAA		
Pickup Agent:			
Delivery Agent:			

SHIPMENT EVALUATION AND INSPECTION RECORD

1. DATE: 20110222	REPORT SYMBOL:
2. MEMBER'S NAME: Caulfield, Holden XXX-XXX-6489	3. SHIPMENT: 2LT/O-1
4. CARRIER NAME: United States Army	5. CARRIER NAME: AAAA FORWARDING, INC.
6. PPSO NUMBER: AGFM0000322	7. UNIT/IN PPSO: AGFM
8. SERVICE: D	9. DESTINATION PPSO: CLPK
10. PICKUP ADDRESS: 25 Rye Street CHELMSFORD, MA 01824	11. DELIVERY ADDRESS: 78 Phony Lane MIAMI, FL 33101
12. PICKUP DATE (YYYYMMDD): 20110307	13. MISSED PICKUP (X one): NO
12. PICKUP DATE (YYYYMMDD): 20110307	13. MISSED PICKUP (X one): YES

SPR 6262 – RDD Changes to Current Date After Shipment Awarded

Users: PPSO Outbound, PPSO Outbound Supervisor

PPSOs reported that DPS changed the RDD to the current date after a shipment was awarded. It was determined that the issue was related to the Auto Route/Book functionality. A fix has been introduced to ensure that the Requested Delivery Date entered in Counseling persists after a shipment is awarded in Shipment Management.

The Requested Delivery Date appears under the Shipment Dates heading on the the **View/Edit Shipment Information** page in Shipment Management.

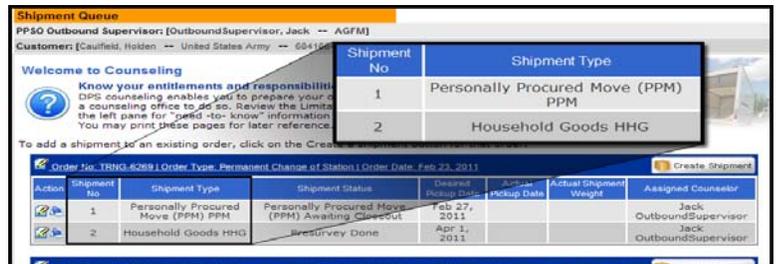


SPR 6269 – GBL Prints PPM for Non-PPM Shipments

Users: TSP Master

When a Customer’s orders contained both PPM and non-PPM shipments, DPS printed “Personally Procured Move” in Block 25 (Remarks) of the non-PPM shipment’s GBL. This problem has been addressed, and DPS no longer prints “Personally Procured Move” in Block 25 of GBLs.

In the Counseling module, **Shipment Queue** page, the Customer has an order with both PPM and HHG shipments.



Once the GBL has been generated for the HHG shipment, **Block 25** (Remarks) does not contain any reference to “Personally Procured Move.”

BILL OF LADING			ORIGINAL		
PRIVATELY OWNED PERSONAL PROPERTY			B/L NO. AGFM0000326		
1. TRANSPORTATION COMPANY (AGENT): AAAA FORWARDING, INC.			3. ICA: AAAA	4. SERVICE CODE: D	5. SHIPMENT NO.: 2 / 2
7. REQUESTED PICKUP DATE: 20110502			6. DATE BILL PRINTED: 20110223		
13. EXTRA PICKUP/DELIVERY (Complete address): SERVICE NOT APPLICABLE			10. PROPERTY OWNER'S NAME, SOCIAL SECURITY NO., IRANK AND PAY GRADE: Cauffield, Holden XXX-XX-6489 CPT-O-3 WOD HQ-FL		
18. RECEIVED BY THE TRANSPORTATION COMPANY NAMED ABOVE...			11. ADDRESSEE'S FULL SHIPMENT (Order No. per No. HQ): TRNG-6269 MA		
19. CONSIGNEE (Name and destination/delivery address): USCO PPSO ISC, MIAMI, FL, MIAMI FL, MIAMI, FL 33101			17. FULL NAME OF SHIPPER: JPPSO-NEAA, CHELMSFORD, MASS		
20. PERFORMER'S SIGNATURE AND TITLE: CLPK			18. TRANSPORTATION CONTROL NO.: 20110223		
			19. FROM (Complete address of point of pickup): CHELMSFORD, MA 01824		

25. REMARKS (Special services, use reverse)

SIT not authorized.

26. PACKAGES: NO	27. DESCRIPTION OF SHIPMENT (Quantity): HHG	28. WEIGHT: 1	FOR USE OF DESTINATION CARRIER ONLY
------------------	---	---------------	-------------------------------------

SPR 6288 – Users Unable to Enter Additional Pickup Address

Users: PPSO Outbound, PPSO Outbound Supervisor

In the Shipment Management module users encountered an “Unable to process last request” error when attempting to enter an additional pickup address on the **View/Edit Shipment Information** page. A fix has been introduced to ensure that users are able to enter an additional pickup address by clicking the *Enter Extra Pickup* link on the **View/Edit Shipment Information** page. No screen shot example.

SPR 6297 – OCONUS Retirement or Separation Not Possible

Users: DoD Customer, Counselor, PPSO Outbound Supervisor

DPS did not allow users to select “Retirement” or “Separation” orders types when one or both of the Duty Stations were OCONUS. Users can now select “Retirement” or “Separation” as the order type for OCONUS shipments.

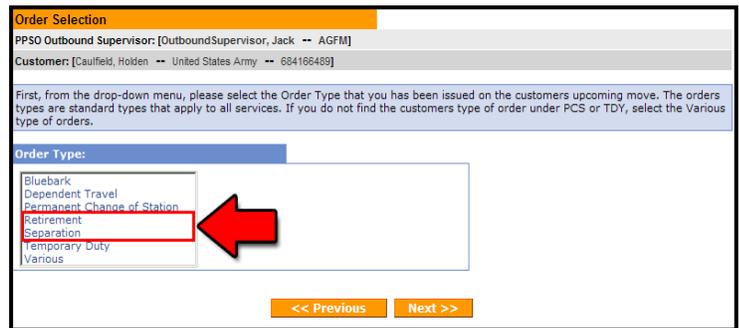
In the Counseling module, **Duty Stations** page, the user may enter any combination of duty stations:

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



Example is CONUS-OCONUS shipment (Chelmsford, MA to Baumholder, Germany).

On the **Order Selection** page, the list of Order Types includes “Retirement” and “Separation”.

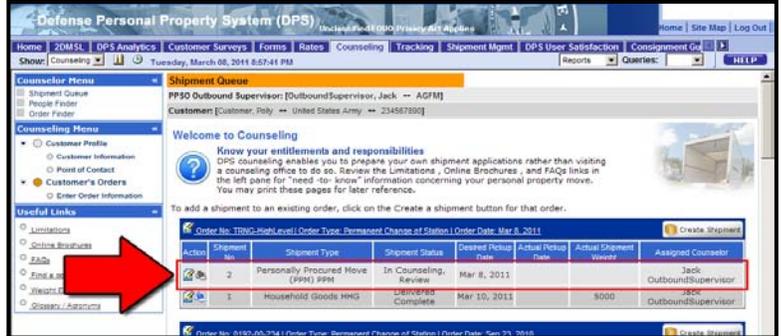


SPR 6298 – PPMs Can Be Closed Out While in Counseling

Users: PPSO Inbound

DPS allowed PPSO Inbound users to closeout PPMs that were still in Counseling if the user searched for the shipment and used the View/Edit link. PPSO Inbound users can no longer closeout PPMs unless the PPM has a status of “Personally Procured Move (PPM) Awaiting Closeout.”

As a PPSO Outbound Supervisor, Counseling module, the **Shipment Queue** page shows a PPM shipment with a status of “In Counseling, Review.” Note the Order Number is “TRNG-HighLevel.”



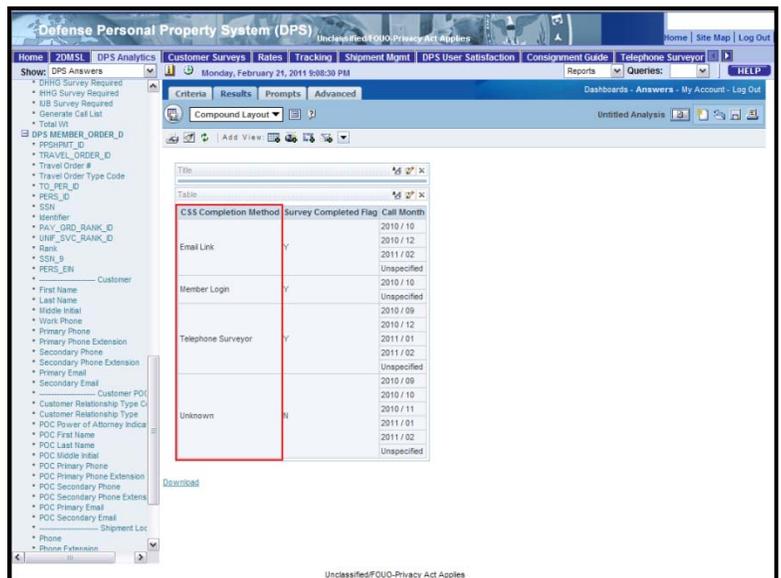
As a PPSO Inbound user, Shipment Management module, a search for the PPM’s Orders Number (TRNG-HighLevel) returns no results. The user cannot closeout the PPM until it has a status of “Personally Procured Move (PPM) Awaiting Closeout.”



SCR 6230 – Analytics CSS Completion Method

Users: SDDC, PPSO, and Gov Users with Access to the DPS TCS Report

Prior to DPS Version 1.4.06, in the DPS Analytics tab, there was no way to find out how the survey had been conducted. In DPS Version 1.4.06, in the DPS Answers dashboard, DPS TCS module, under Surveyor, a new data element named CSS Completion Method has been added. Valid entries for this data element are: Telephone Surveyor, Email Link, Member Login and Unknown. (Unknown is displayed if the actual method is not recorded.)



SCR 6352 – CSS Timing Out

Users: DoD Customer

Prior to DPS Version 1.4.06, when completing the Customer Satisfaction Survey (CSS) via the anonymous CSS link, the connection could time out before allowing enough time to complete all questions. In DPS Version 1.4.06, the time has been extended to equal the Siebel timeout (45 minutes), which allows sufficient time to complete the survey.

No screen shot example.

SCR 6302, Part 1: DPS Shipments – Pickup and Delivery Dates

Users: DPS Analytics Users

Prior to DPS Version 1.4.06, in the DPS Analytics tab, DPS Answers dashboard, any report containing both the shipment pickup date and shipment delivery date fields would fail to display the pickup date if no data existed for the delivery date. In DPS Version 1.4.06, this has been repaired so that the pickup date will be displayed even when there is not yet a delivery date. (This report is created using the DPS Shipments module.)

Pickup Date	Delivery Date	TSP Name	SCAC	Orig City	Orig State	Dest City	Dest State
3/17/2008		unspecified	UNSPECIFIED				
3/26/2008		unspecified	UNSPECIFIED				
3/12/2008	3/12/2008	sudath van lines,inc	SUVL	QUEENS VLLAGE	NEW YORK	CALEDONIA	OHIO
4/2/2008	4/2/2008	ADPN INTERNATIONAL GROUP, INC.	AKGP	FARFAX	VIROGINA	FORT HOOD	TEXAS
4/4/2008	4/4/2008	AAA Transfer & Storage, Inc.	AAAE	FORT HOOD	TEXAS	CLINTON	KENTUCKY
4/7/2008		unspecified	UNSPECIFIED				
4/8/2008		unspecified	UNSPECIFIED				
4/8/2008		ADPN INTERNATIONAL GROUP, INC.	AKGP	FARFAX	VIROGINA	FORT HOOD	TEXAS
4/8/2008		sudath van lines,inc	SUVL	FARFAX	VIROGINA	FORT HOOD	TEXAS
4/8/2008		sudath van lines,inc	SUVL	FALLS CHURCH	VIROGINA	ACHADA	ACHADA
4/22/2008	4/22/2008	ADPN INTERNATIONAL GROUP, INC.	AKGP	FARFAX	VIROGINA	SILVER SPRING	MARYLAND
5/8/2008	5/8/2008	sudath van lines,inc	SUVL	BROOKLYN	NEW YORK	COLUMBUS	OHIO
5/8/2008		Apella Interstate, Inc.	API	ALEXANDRIA	VIROGINA	GRAFENWCHH	VIROGINA
5/14/2008	5/14/2008	ADPN INTERNATIONAL GROUP, INC.	AKGP	PENTAGON	DISTRICT OF COLUMBIA	AUSTIN	TEXAS

SCR 6302, Part 2: DPS Surveys – Shipment Pickup Dates and Shipment Delivery Dates

Users: DPS Analytics Users

Prior to release 1.4.06, under the DPS Analytics tab, the DPS Surveys report in DPS Answers failed to capture the delivery date resulting in skewed CSS data. (Shipments that should have been counted were left out.) In DPS Version 1.4.06, this has been repaired so that the data will be captured and displayed.

Date	Date	Survey Date	GBL
	3/12/2008	7/1/2008	DBAG0000001
	7/23/2008	12/9/2009	BGAC0000101
4/2/2008	4/2/2008	8/20/2008	BGAC0000106
4/22/2008	4/22/2008	7/2/2008	BGAC0000115
5/14/2008	5/14/2008	7/3/2008	BGAC0000121
5/21/2008	7/24/2008	3/25/2010	BGAC0000125
6/1/2008	6/1/2008	8/2/2008	BGAC0000131
6/2/2008	6/2/2008	8/2/2008	BGAC0000132
6/3/2008	6/3/2008	6/3/2008	BGAC0000134
6/5/2008	6/5/2008	6/5/2008	LKN00000002
6/10/2008	11/20/2008	7/1/2010	BGAC0000148
	11/20/2008	8/17/2010	AGFM0000018
11/13/2008	10/15/2010	11/29/2010	AGFM0000002
11/14/2008	11/14/2008	12/9/2009	AGFM0000003
11/17/2008	12/1/2008	12/9/2009	AGFM0000006
11/25/2008	11/25/2008	12/22/2008	AGFM0000007
	11/25/2008	12/19/2009	AGFM0000008
11/26/2008	11/26/2008	2/2/2010	BGAC0000151
12/1/2008	12/1/2008	12/2/2008	AGFM0000009
12/2/2008	12/2/2008	8/24/2010	AGFM0000011
12/15/2008	3/26/2009	12/9/2009	BGAC0000150
2/4/2009	2/4/2009	3/3/2009	AGFM0000026
2/5/2009	2/5/2009	1/4/2010	AGFM0000027
2/11/2009	3/3/2010	5/13/2010	AGFM0000029
3/20/2009	3/25/2009	2/2/2010	AGFM0000040

SCR 5789 – Inventory Number Required to File a Claim

Users: DoD Customer, Service Legal Claims User, and TSP Users with Claims Access

Prior to DPS Version 1.4.06, a claim could be filed without an inventory number, causing users to have to scan pages of inventories to find the right one. In DPS Version 1.4.06, a claim cannot be filed without an inventory number, eliminating the prior inefficiency. **Note:** The Inventory Number is found in the inventory prepared by the TSP.

As a DoD Customer, on the Add/Update Claim Items page, the **Inventory Number** field has a red asterisk indicating that it is a required field. If the user attempts to save without entering an inventory number an error message is displayed, as seen in the example.

The screenshot shows the 'Add/Update Claim Items' page in the Defense Personal Property System (DPS). The page title is 'Defense Personal Property System (DPS)'. The navigation bar includes 'Home', 'Self Counseling', 'Shipment Management', 'Customer Surveys', and 'Customer Satisf'. The 'Show:' dropdown is set to 'Claims'. The page is dated 'Thursday, February 24, 2011 8:09:42 PM'. The main heading is 'Add/Update Claim Items' with 'SAVE' and 'CANCEL' buttons. A red box highlights the error message: 'Inventory Number is a required Field. Please enter a Value(SBL-EXL-00151)'. The form fields include: Item Name: Chair, Claimed Amount: \$750.00, Item Description: (empty), Recovery Date: (empty), *Inventory Number: (empty), Recovery Amount: (empty), and Item Status: Demand Pending. There is also an 'Acquired Used' checkbox.

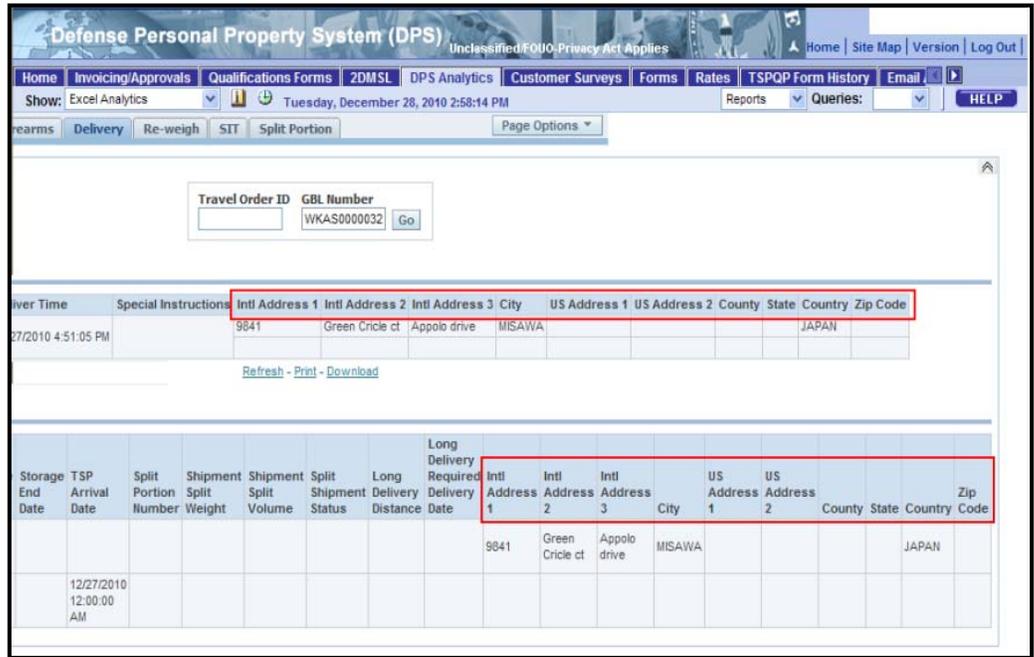
As a Service Legal Claims User, on the Claim page, Claim Items tab, the **Inventory Number** field has a red asterisk indicating that it is a required field. If the user attempts to save with no data in the field an error message is displayed, as seen in the example.

The screenshot shows the 'Claim Items' page in the Defense Personal Property System (DPS). The page title is 'Defense Personal Property System (DPS)'. The navigation bar includes 'Home', 'DPS Analytics', 'Customer Surveys', 'DPS User Satisfaction', 'Claims', and 'Consignm'. The 'Show:' dropdown is set to 'Claims'. The page is dated 'Thursday, February 24, 2011 9:13:55 PM'. The main heading is 'Claim' with buttons for 'New', 'Edit', 'Submit', 'Review Claim', 'Transfer to MCO', 'Pull Loss/Damage Items', and 'Deny Claim'. The claim details include: Claim #: 1-WKXSR, BOL/GBL Number: AGF, Claim Creation Date: 12/30/2010, Claims Shipment Description: (empty), Submitter's Relationship: Claimant, Pickup Date: 12/03, TSP's Liability Limits: 5,000.00, Delivery Date: 12/03, Claim Status: Submitted, and TSP Claim Number: (empty). There is also a 'DPS Comments Required Flag: N'. The 'Claim Items' tab is active, showing a form with 'Save' and 'Cancel' buttons. A red box highlights the error message: 'Inventory Number is a required Field. Please enter a Value(SBL-EXL-00151)'. The form fields include: *Inventory Number: (empty), Claimed Amount: \$100.00, Item Name: Chair, Recovery Amount: (empty), Item Description: LP test, and Recovery Date: (empty).

SCR 6205 – Analytics Subcategories

Users: All Users with Analytics Access

Prior to DPS Version 1.4.06, there was no way to see the final delivery location of shipments delivered somewhere other than the address recorded in Block 18 of the GBL. In DPS Version 1.4.06, this data has been added in the DPS Analytics tab, Excel Analytics dashboard, Delivery tab, where DPS now provides the following columns: Intl Address 1, Intl Address 2, Intl Address 3, US Address 1, US Address 2, County, State, Country, and Zip Code.

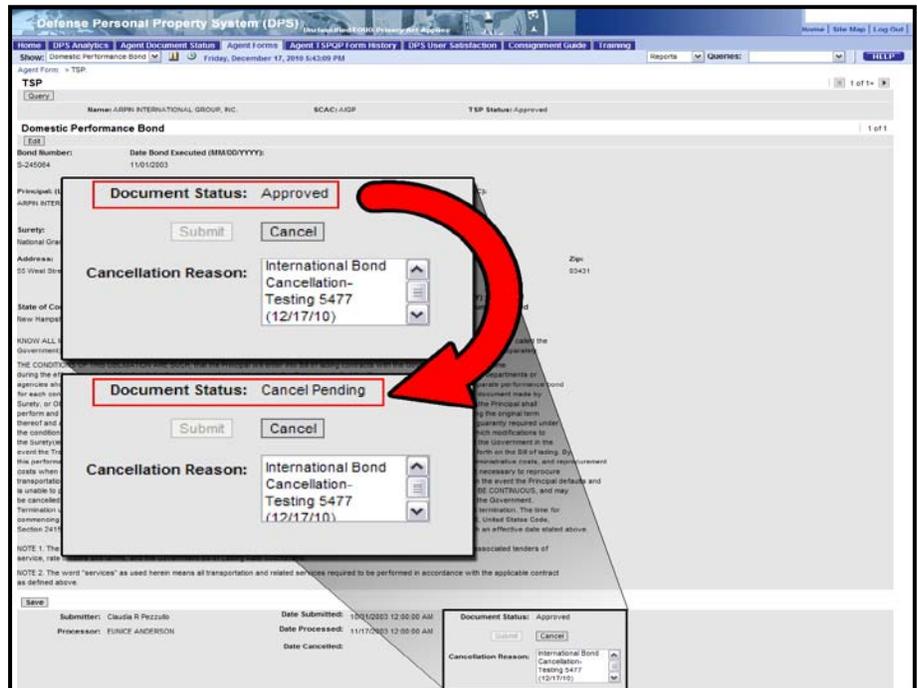


SPR 5477 – Bond Agent Form Cancellation

Users: TSP Bond Representative, SDDC Qualifications

The status of bond forms did not change from “cancel pending” to “cancelled” after 30 days as it should. A fix has been implemented so that after 30 days, bond forms with a status of “cancel pending” automatically change to “cancelled.”

As a TSP Bond Representative, Agent Forms module, Domestic Performance Bond page, the user clicks the Cancel button. The document’s status changes from “Approved” to “Cancel Pending.”



The images below show the TSP with a bond form status of “Cancel Pending” (top). After 30 days, the status changes to “Cancelled” (bottom).

Query	TSP	SCAC	Form Status
>	AAA Systems, Inc.	AAAS	Cancelled
>	AAAA FORWARDERS, INC.	AAAA	Cancelled
>	ARPIN INTERNATIONAL GROUP, INC.	AIGP	Cancel Pending
>	Apollo Interstate, Inc.	APII	Cancelled
>	COVAN INTERNATIONAL, INC.	CVII	Cancelled

Query	TSP	SCAC	Form Status
>	AAA Systems, Inc.	AAAS	Cancelled
>	AAAA FORWARDERS, INC.	AAAA	Cancelled
>	ARPIN INTERNATIONAL GROUP, INC.	AIGP	Cancelled
>	Apollo Interstate, Inc.	APII	Cancelled
>	COVAN INTERNATIONAL, INC.	CVII	Cancelled

SCR 5811 – TSP Ability to View and Print Letter of Warning

Users: TSP Master

Prior to DPS Version 1.4.06, DPS did not provide a means for TSPs to print DD Forms 1814 and 1780. To view and print DD Form 1814, navigate to the **Shipment Mgmt** tab, **Warnings and Suspensions**, **Warnings (Past 180 Days)**, then on the **TSP Warnings** page, click the link in the DD1814 column.

Warning Date	GBLOC	BL/GBL	Warning Description	DD1814
2010-12-17	AGFM	AGFM0000258	test_5811_121710_01	Click to view DD1814 for more details

The DD1814 is displayed in a browser window in Adobe Acrobat PDF format.

CARRIER NOTICE OF

1. DATE: 20101217

2. FROM: JPPSO-NORTHEAST, 100 APOLLO DRIVE, CHELSEAFORD, MA 01824, AGFM

3. TO: ATLAS VAN LINES INTERNATIONAL CORP, 9750 3rd Ave NE, SEATTLE, WA 98115, ATVN

4. PROPERTY OWNER'S NAME: master, bag

5. PPGBL: AGFM0000258

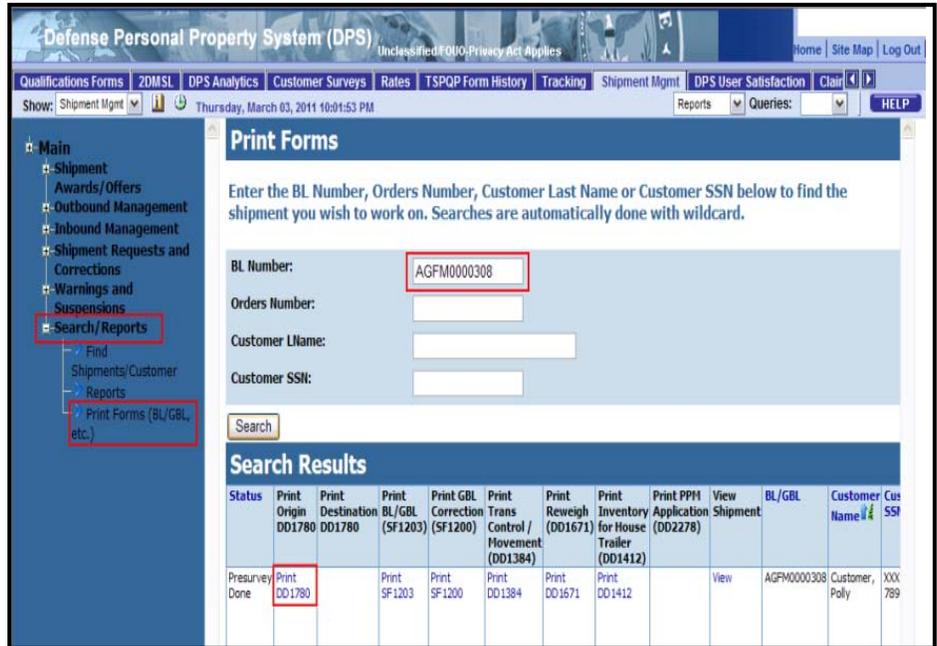
6. PICKUP DATE (YYYYMMDD): 20101230

7. DESTINATION: USCO PPSO ISC, MIAMI, FL

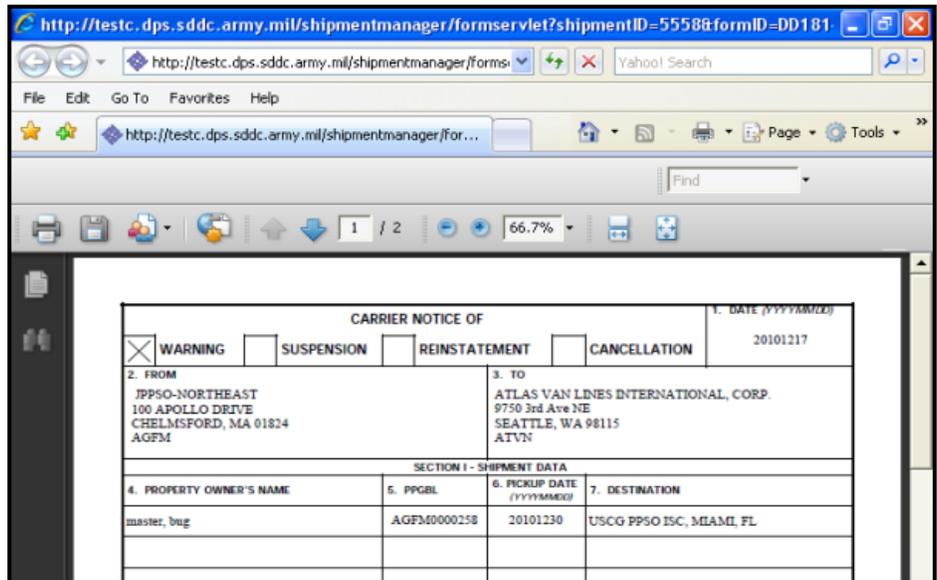
8. TENDER OF SERVICE VIOLATIONS/REMARKS: test_5811_121710_01

Failed to perform presurvey survey
Improperly packed/loaded shipment
Improper/inadequate packing material
Prepared inventory improperly
Prepared DD1814/1780 improperly

To view and print DD Form 1780, navigate to the **Shipment Mgmt** tab, **Search/Reports**, **Print Forms (BL/GBL, etc.)**. On the **Print Forms** page, you may use the search fields to find a relevant record. In our example we used a BL Number. In the **Print Origin DD1780** or **Print Destination DD1780** columns, click **Print DD1780**.



The DD1780 is displayed in a browser window in Adobe Acrobat PDF format.



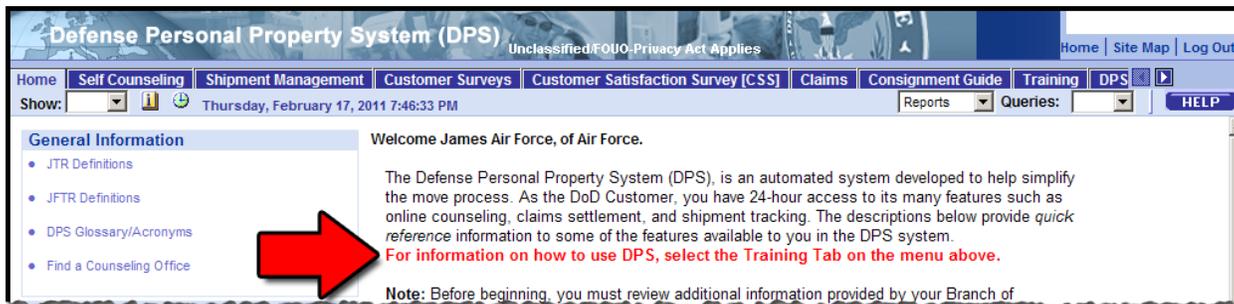
SPR 6064 – Home Page Does Not Prompt User to Select Training Tab

Users: DoD Customer

A note has been added permanently to the **Home Page** for DoD Customers:

“For information on how to use DPS, select the Training Tab on the menu above.”

The following screen capture from the perspective of a DoD Customer shows the note added to the end of the first paragraph on the DPS Home Page:

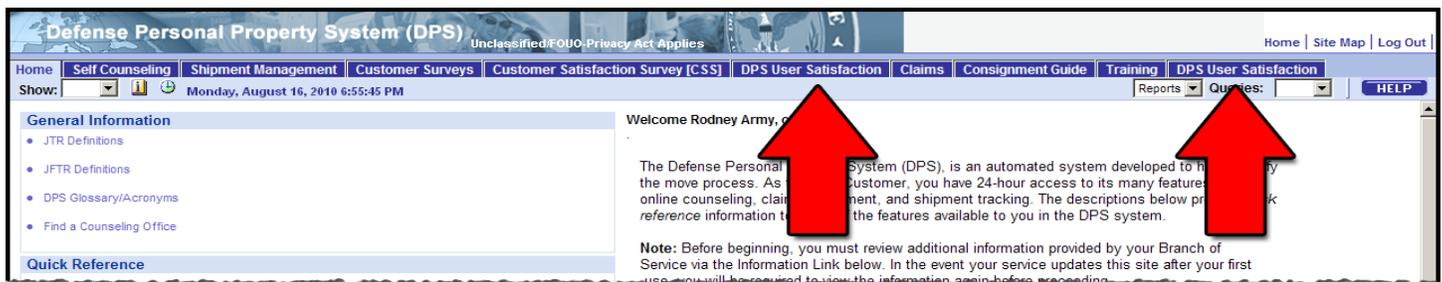


SPR 5627 – DPS User Satisfaction Survey Tab Appears Twice in Menu Bar

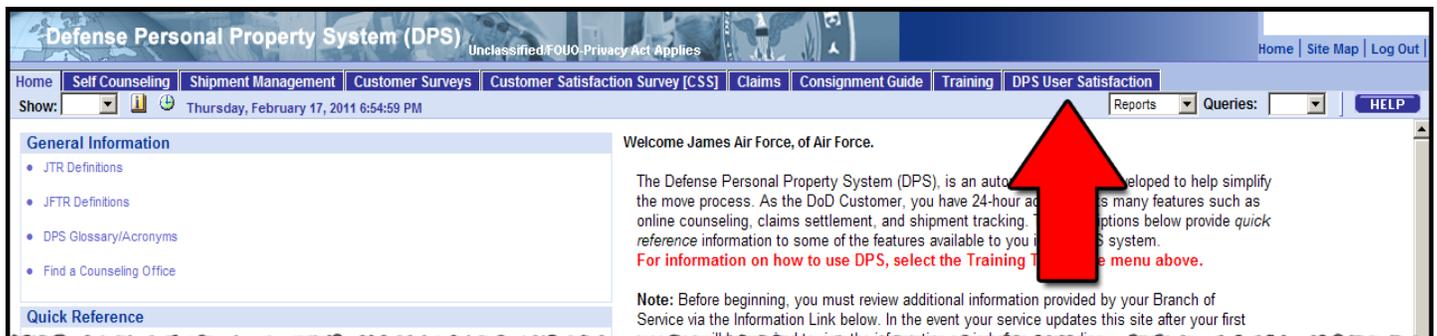
Users: All user roles

The DPS User Satisfaction module appeared in the tab menu twice for some users.

The following screen capture of DPS Version 1.4.04 shows the duplicated tab from the perspective of a DoD Customer:



This issue has been corrected in DPS Version 1.4.06. The following screen capture shows the correction, again from the perspective of a DoD Customer:



SCR 6383 Volume Moves

Instructions are presented from the perspective of the Transportation Service Providers (TSP) Rate Filing Representative for TSP Rates topics, and from the perspective of the TSP Master in all other topics.

TSP Rates – How To Bid On A Volume Move

Volume Moves are bid upon using the new Volume Move interface in the **Rates** tab, only during the bidding window. DPS allows only TSP Master, TSP Rate Filing Representative, and TSP Operations user roles to bid on Volume Moves. **Note:** DPS allows one bid per TSP Standard Carrier Alpha Code (SCAC), regardless of what user role is used to enter it.

To bid on a Volume Move:

1. On the **Rates** tab, click the *Volume Move* link on the **Rates** menu.
2. If you are a Rate Filing Representative, select a SCAC from the **Select a SCAC** list.
3. Click an actively bidding Volume Move Number to open that Volume Move.
4. Review all pertinent data on the **Volume Move Detailed Information** tab, and then click the **Bid Information** tab.
5. Complete all required fields, and then click the **Place Bid** button.

The screenshots illustrate the following steps:

- 1. Click the Volume Move link.** The screenshot shows the 'Rates' menu on the left side of the interface, with 'Volume Move' highlighted.
- 2. Select a SCAC.** The screenshot shows the 'Select a SCAC' dropdown menu, with 'AAAA' selected.
- 3. Click a Volume Move number.** The screenshot shows a table of Volume Moves with columns for Number, Bid Status, Origin, Destination, Move Start Date, Move End Date, Bid Start Date/Time, and Bid End Date/Time. The row for 'VM11-0021' is highlighted.
- 4. Click the Bid Information tab.** The screenshot shows the 'Volume Move Detailed Information' tab, with the 'Bid Information' sub-tab selected.
- 5. Click the Place Bid button.** The screenshot shows the 'Place Bid' button at the bottom of the bid details form.

TSP Rates – How To Edit A Volume Move Bid

Volume move bids may be edited using the new Volume Move interface in the **Rates** tab, but only during the bidding window. DPS allows only TSP Master, TSP Rate Filing Representative, and TSP Operations user roles to edit bids on Volume Moves.

To edit a Volume Move bid:

1. On the **Rates** tab, click the *Volume Move* link on the **Rates** menu.
2. If you are a Rate Filing Representative, select a SCAC from the **Select a SCAC** list.
3. Click an actively bidding Volume Move Number to open that Volume Move.
4. Click the **Bid Information** tab.
5. Click the **Edit** button.
6. Edit the fields you wanted to revise, then click the **Save** button.
7. The confirmation message is displayed: “Your change has been saved.”

The screenshots show the following steps:

- Step 1:** The user is on the 'Rates' tab. A callout points to the 'Volume Move' link in the left-hand menu.
- Step 2:** A 'Volume Move' pop-up window is shown. A callout points to the 'Select a SCAC' dropdown menu.
- Step 3:** A table of Volume Move bids is displayed. A callout points to a bid with status 'Bidding'.
- Step 4:** The 'Volume Move Details - VM-11-0001 (Bidding)' page is shown. A callout points to the 'Bid Information' tab.
- Step 5:** The 'Edit Bid' page is shown. A callout points to the 'Edit Bid' button.
- Step 6:** The 'Edit Bid' page is shown with the 'Save' button highlighted. A callout points to the 'Save' button.
- Step 7:** A confirmation message is displayed: 'Your change has been saved.' A callout points to this message.

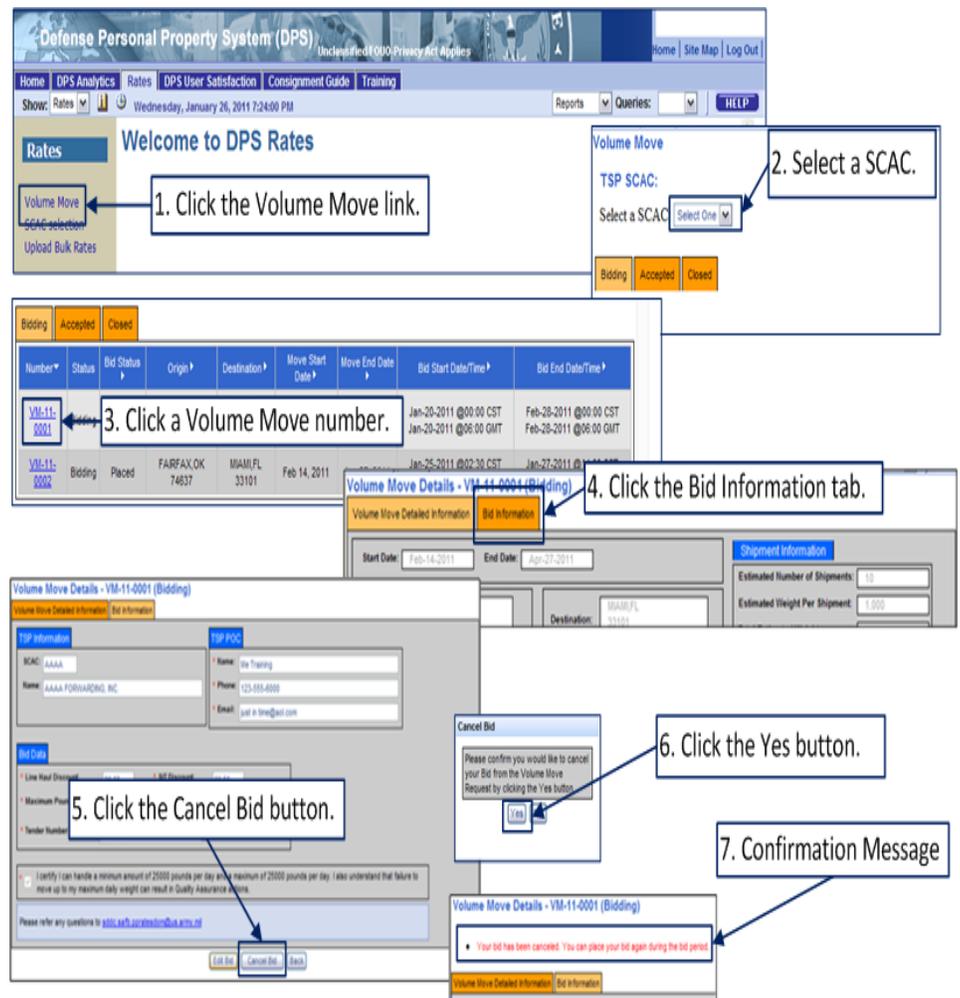
After a bid has been placed, the Point of Contact can be only be edited on the Volume Move Details – Edit Bid page, as seen in step 6 above, or after bidding has closed, by clicking the **Edit POC** button.

TSP Rates – How To Cancel A Volume Move Bid

Volume move bids may be canceled using the new Volume Move interface in the **Rates** tab, but only during the bidding window. DPS allows only TSP Master, TSP Rate Filing Representative, and TSP Operations user roles to cancel bids on Volume Moves.

To cancel a Volume Move bid:

1. On the **Rates** tab, click the *Volume Move* link on the **Rates** menu.
2. If you are a Rate Filing Representative, select a SCAC from the **Select a SCAC** list.
3. Click an actively bidding Volume Move Number to open that Volume Move.
4. Click the **Bid Information** tab.
5. Click the **Cancel Bid** button.
6. In the **Cancel Bid** dialog box, click the **Yes** button.
7. Confirmation Message



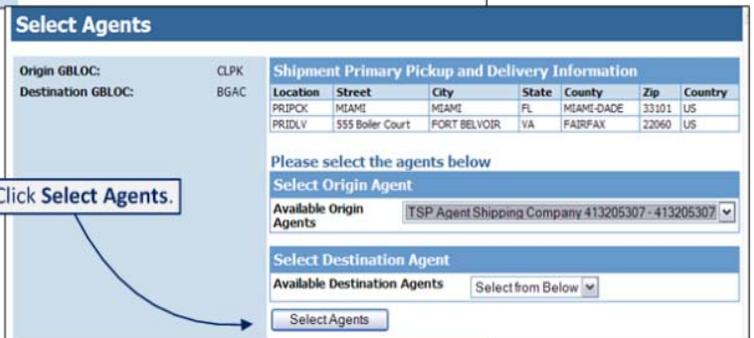
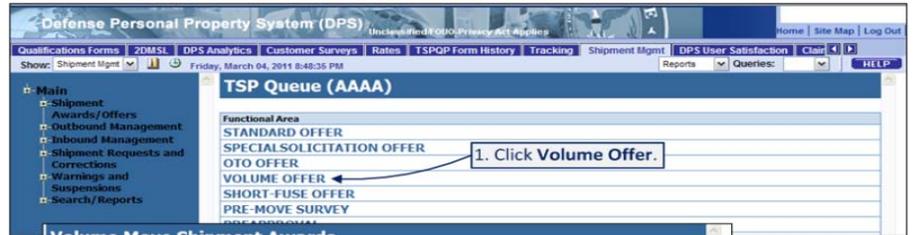
The confirmation message is displayed: “Your bid has been canceled. You can place your bid again during the bid period.

TSP Shipment Management – How To Accept A Volume Move Shipment

DPS allows only TSP Master and TSP Operations user roles to accept a Volume Move shipment.

To accept a Volume Move Shipment:

1. On the **Shipment Mgmt** tab, click **Volume Offer** to access the Volume Move Shipments Awards page.
2. In the Award Response column, click **Respond** in the row of the shipment you would like to respond to.
3. After reviewing the details of the shipment on the Volume Move Shipment Award page, click the **Accept Shipment** button.
4. On the Shipment Award Accepted page you have the opportunity to review the information before accepting the shipment. To accept the shipment, click the **Save and Continue** button.
5. The Select Agents page is displayed. Select agents, then click **Select Agents**.
6. The Shipment Award Complete page is displayed. Click **Save And Continue** to finish.



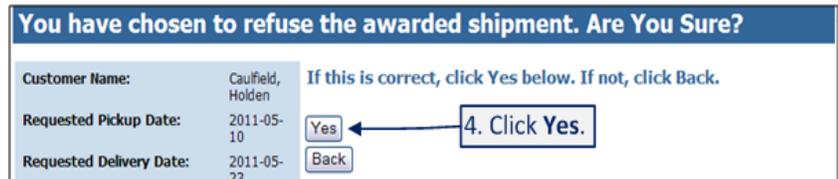
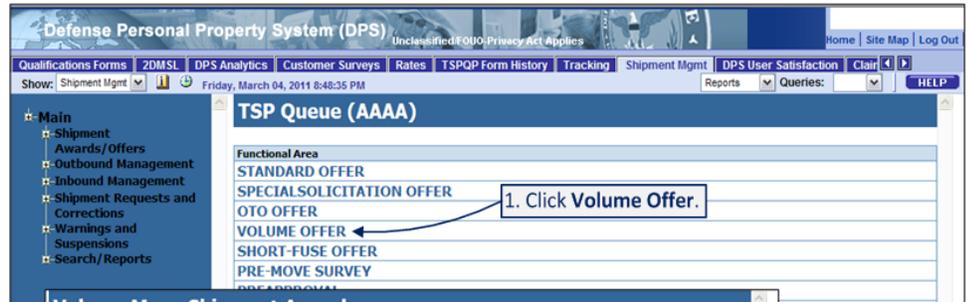
TSP Shipment Management – How To Refuse A Volume Move Shipment

DPS allows only TSP Master and TSP Operations user roles to refuse a Volume Move shipment.

Note: Refusal of a shipment may result in a market suspension.

To refuse a Volume Move shipment:

1. On the **Shipment Mgmt** tab, click **Volume Offer** to access the Volume Move Shipments Awards page.
2. In the **Award Response** column, click **Respond** in the row of the shipment you would like to respond to.
3. After reviewing the details of the shipment on the Volume Move Shipment Award page, click the **Refuse Shipment** button.
4. Click the **Yes** button to verify that you are refusing the shipment.



TSP Shipment Management – How To Create A New Blackout For Volume Move

A blackout may now be created on a Volume Move. DPS allows only TSP Master and TSP Operations user roles to create a new blackout for Volume Move. To create a blackout for a Volume Move, a TSP must have an accepted bid on that Volume Move. Only Volume Moves for which a TSP has accepted bids will be displayed in the Blackout Volume Move(s) page. Creating a blackout for a Volume Move does not create a blackout for other shipments using the current DPS blackout functionality.

To blackout a Volume Move:

1. On the **Shipment Management** tab, in the navigation tree under **Shipment Awards/Offers**, click **Blackouts Schedule** to access the Blackout Schedule page.
2. Click the *New Blackout for Volume Move* link.
3. On the Blackout Volume Move(s) page, enter start and end dates for your blackout in the **Effective Date** and **Expiration Date** fields.
4. In the **Select** lists, click **Selected** for each affected volume move. (You can select one, multiple, or even all of your Volume Moves.)

1. Click Blackouts Schedule.

2. Click New Blackout for Volume Move.

3. Enter start and end dates for your blackout.

4. Select affected volume moves.

Effective Date	Expiration Date	PP Market Code	Code of Service (COS)
Nov 3, 2008	Nov 30, 2008		
Apr 29, 2009	Apr 30, 2009		

Select	VM ID	COS Code	Origin	Destination	Start Date	End Date
Not Selected	VM-11-0017	D	BOULDER, CO US	LAWRENCE, CO US	2011-01-31	2011-02-04
Selected	VM-11-0019	D	ANNAPOLIS, MD US	TAMPA, FL US	2011-02-28	2011-03-10
Not Selected	VM-11-0005	D	LAWTON, OK US	COLORADO SPRINGS, CO US	2011-02-07	2011-02-28

5. Click the **Blackout Selected Volume Move(s)** button.

Confirm Blackout Operation

Blackout Type: Volume Move Blackout

Blackout Items: VM ID: VM-11-0019 VM ID: VM-11-0041

Effective Date: Feb 17, 2011

Expiration Date: Mar 17, 2011

Create Blackout(s) Back

6. Click Create Blackout(s).

6. Review the listed data in the Confirm Blackout Operation page, and then click the **Create Blackout(s)** button.

7. Verify listings in Blackout Schedule page.

Effective Date	Expiration Date	PP Market Code	Code of Service (COS)	GBLOC	Channel	Notes
Feb 17, 2011	Mar 17, 2011		D	SGAC	Manland To Florida	Volume Move ID: VM-11-0019 Origin: ANNAPOLIS, MD US Destination: TAMPA, FL US Start Date: 2011-02-28 End Date: 2011-03-10
Feb 17, 2011	Mar 17, 2011		4	QPFL	GERMANY TO JAPAN-CENTRAL	Volume Move ID: VM-11-0041 Origin: HEDAWA, JA Destination: SAJAHOLDER, GM Start Date: 2011-02-16 End Date: 2011-07-26

2 blackout found, displaying 2 blackout, from 1 to 2. Page 1 / 1

7. Verify that your new blackouts are listed correctly on the Blackout Schedule page.

TSP Shipment Management – How To Edit A Blackout For Volume Move

DPS allows only TSP Master and TSP Operations user roles to edit a blackout on a Volume Move.

To edit a blackout for Volume Move:

1. On the Blackout Schedule page, click the *Edit* link for the blackout you want to edit.
2. On the Edit Blackout Entry page, edit the start and end dates in the **Effective Date** and **Expiration Date** fields.
3. Click the **Update Blackout** button.
4. Verify that your blackouts are listed correctly on the Blackout Schedule page.

Blackout Schedule

To view current or previous blackout information, enter a begin and end date. DPS will display all blackout information scheduled on or between the dates entered.

Blackout Begin Date (yyyy-mm-dd):

Blackout End Date (yyyy-mm-dd):

New Blackout on Market
 New Blackout on GBLOC
 New Blackout on Channel
 New Blackout on COS
 New Blackout for Volume Move

Market blackouts are identified by start/end dates and market code
 GBLOC blackouts are identified by start/end dates, for a given GBLOC or set of GBLOCs
 Channel blackouts are identified by start/end dates, for a given channel or set of channels
 COS blackouts are identified by start/end dates, for a given Code Of Service (COS) or set of COS
 Volume Move blackouts are identified by Volume Move start/end dates, for a given Volume Move or a set of Volume Moves

Effective Date	Expiration Date	PP Market Code	Code of Service (COS)	GBLOC	Channel	Notes	Edit	Delete
Feb 17, 2011	Mar 17, 2011		D	BSAC	Maryland To Florida	Volume Move ID: VM-11-0019 Origin: ANNAPOLIS, MD US Destination: TAMPA, FL US Start Date: 2011-02-28 End Date: 2011-03-10	Edit	Delete
Feb 17, 2011	Mar 17, 2011		4	QEPL	GERMANY TO JAPAN-CENTRAL	Volume Move	Edit	Delete

Rows Per Page: 10

2 blackouts found, display

Edit Blackout Entry

Effective Date (yyyy-mm-dd): 2011-02-17

Expiration Date (yyyy-mm-dd): 2011-03-17

Market

GBLOC: BSAC

Channel: Maryland To Florida

COS: D

Volume Move: VM ID: VM-11-0019 Origin: ANNAPOLIS, MD US Destination: TAMPA, FL US Start Date: 2011-02-28 End Date: 2011-03-10

TSP Shipment Management – How To Delete A Blackout For Volume Move

DPS allows only TSP Master and TSP Operations user roles to delete a blackout on a Volume Move.

To delete a blackout for Volume Move:

1. On the Blackout Schedule page, click the *Delete* link for the blackout you want to edit.
2. Review the listed data in the Delete Blackout Entry page, and then click the **Delete Blackout** button.
3. Verify that your blackout is not present on the Blackout Schedule page.

Blackout Schedule

To view current or previous blackout information, enter a begin and end date. DPS will display all blackout information scheduled on or between the dates entered.

Blackout Begin Date (yyyy-mm-dd):

Blackout End Date (yyyy-mm-dd):

New Blackout on Market Market blackouts are identified by start/end dates and market code:
New Blackout on GBLOC GBLOC blackouts are identified by start/end dates, for a given GBLOC or set of GBLOCs.
New Blackout on Channel Channel blackouts are identified by start/end dates, for a given channel or set of channels.
New Blackout on COS COS blackouts are identified by start/end dates, for a given Code Of Service (COS) or set of COS.
New Blackout for Volume Move Volume Move blackouts are identified by Volume Move start/end dates, for a given Volume Move or a set of Volume Moves.

Effective Date	Expiration Date	PP Market Code	Code of Service (COS)	GBLOC	Channel	Notes	Edit	Delete
Feb 17, 2011	Mar 17, 2011		D	BGAC	Maryland To Florida	Volume Move ID: VM-11-0019 Origin: ANNAPOLIS, MD US Destination: TAMPA, FL US Start Date: 2011-02-28 End Date: 2011-03-10		
Feb 17, 2011	Mar 17, 2011		4	QDFL	GERMANY To JAPAN-CENTRAL	Volume Move ID: VM-11-0041 Origin: MESAUA, 3A Destination: SAUMHOEHE, GM		

Rows Per Page: 10 Rows Per Page

2 blackouts found, displaying 2 blackout, from 1 to 2. Page 1 /

Delete Blackout Entry

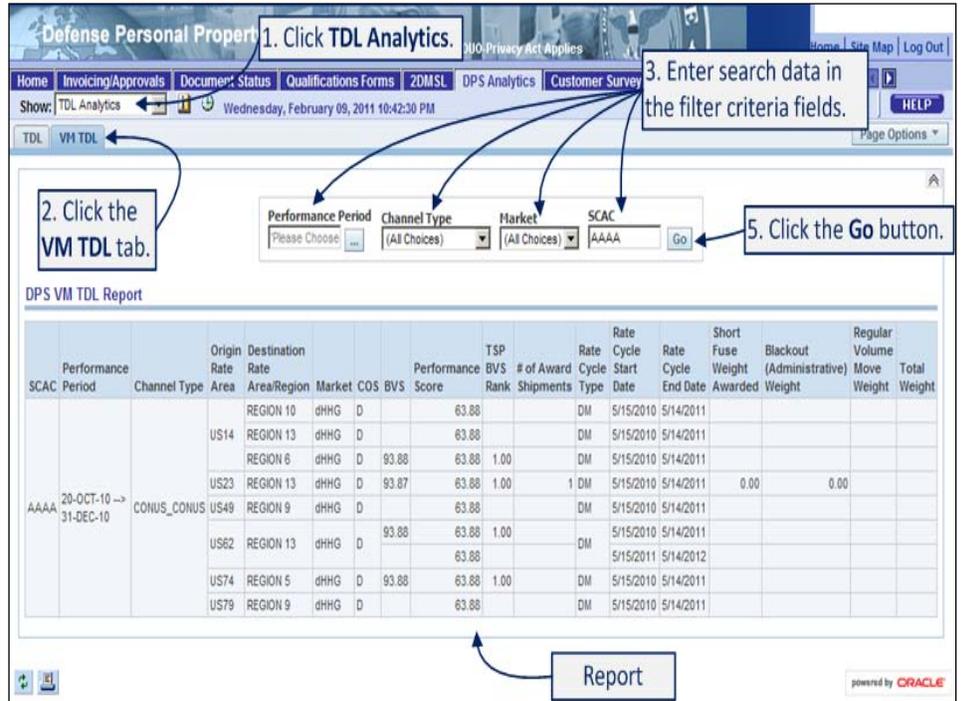
Effective Date: Feb 18, 2011
 Expiration Date: Mar 17, 2011
 Market:
 GBLOC: BGAC
 Channel: Maryland To Florida
 COS: D
 Volume Move: VM ID: VM-11-0019 Origin: ANNAPOLIS, MD US
 End Date: 2011-03-10

TSP Analytics – The Traffic Distribution List (TDL) Volume Move Report

Only TSP Master and TSP QA users can access the VM TDL report in the DPS Analytics tab. This report contains rate cycle information including start and end dates, weight information, origin and destination, performance score and BVS rank.

To access and create a VM TDL report:

1. On the **Show** menu, click **TDL Analytics**.
2. Click the **VM TDL** tab.
3. Enter the data you would like to search for in the filter criteria fields.
4. Delete any asterisks (*) in the filter criteria fields, as they will block any results from being returned.
5. Click the **Go** button.



Volume Move E-Mail Triggers and Recipients

Volume Move Events that Trigger an E-mail	E-mail Recipients
Volume Move solicitation is submitted for bidding	TSP Master, TSP Operations, and TSP Rate Filing Representative
Bid is accepted	TSP Master and TSP Operations; also TSP Rate Filing Representative if they filed the rate
Bid is rejected	TSP Master and TSP Operations
Volume Move is canceled while in “Bidding” or “Submitted” status	TSP Master, TSP Operations, and TSP Rate Filing Representative
TSP Reinstated to a Volume Move	TSP Master, TSP Operations, and TSP Rate Filing Representative
Bid End Date/Time, Volume Move End Date/Time, or Volume Move Start Date/Time are changed	TSP Master and TSP Operations

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 (ECA) program supports the issuance of DOD-approved certificates to industry partners and other external entities and organizations that conduct business with the DOD. The ECA program is designed to provide a mechanism for these entities to securely communicate with the DOD and authenticate to DOD Information Systems.

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

1. <http://www.identrust.com/index.html>
2. <https://www.verisign.com/authentication/government-authentication/DOD-interopability/index.html>
3. <http://www.eca.orc.com/index.htm>.

Below are 25 common Digital Certificates questions and responses.

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

Response: Yes all commercial users must purchase a certificate.

2. Question: Currently my digital certificate is linked to an ETA ID. Will ETA continue to maintain IDs?

Response: Yes, ETA will have an ID, but it will be in the background.

3. Question: Will one digital certificate be allowed access to all of a company's SCAC's in DPS to minimize a TSPs cost?

Response: Yes, each person will need one certificate. IdenTrust has a smartcard, just like the CAC, that can be used for multiple accounts and multiple workstations. So, if you travel with a laptop, as long as you have a card reader, you can log into DPS with the card.

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

Response: Yes.

5. Question: Can a digital certificate be loaded on more than one PC, like on a Desk Top and a Lap Top, and be used on both?

Response: Yes, there are directions to export the certificate to a Thumb Drive and use it on other stations as required.

6. Question: Where do I get a certificate?

Response: There are three DOD approved resources for the ECA:

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

<https://www.verisign.com/authentication/government-authentication/DOD-interopability/index.html>

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

7. Question: What is the cost?

Response: Cost ranges from \$120 to \$135

8. Question: How long are they good for?

Response: One Year.

9. Question: What is a TWIC?

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

10. Question: How much does a TWIC cost and how long is it good for?

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

11. Question: Can anyone get a TWIC?

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

12. Question: How long is the TWIC card valid?

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

13. Question: When will I be required to have a TWIC?

Response: All workers who require unescorted access to secure areas of maritime facilities and vessels and all U.S. credentialed Mariners are required to have a TWIC.

14. Question: Who can I contact to get more information on TWIC?

Response: Web site: www.tsa.gov/twic

TWIC Program Help Desk: 1-866-DHS-TWIC (1-866-347-8942) Monday through Friday from 8 a.m. - 10 p.m. Eastern Time.

15. Question: How many do I need for my company?

Response: One per person who requires access to a DOD system.

16. Question: What if personnel travel? Will the cert be good?

Response: Yes the certificate can be copied, Thumb Drive, to other locations.

17. Question: Who can answer questions?

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

18. Question: How do I sync up the certificate with ETA?

Response: Login to ETA using user id and password, At the ETA home page go to "Support" top row of buttons, Register Certificate, Register Certificate link, yes, complete CAPTCHA, Certificate Saved. Log out of ETA, close browser. Login using a certificate, select the ETA user ID you are accessing.

19. Question: Will TSP Agents accessing DPS need to purchase a digital certificate?

(referring to insurance, bond, 3rd party billing, rate filers, or claims companies)

Response: Yes, all commercial users are required to purchase one certificate per person.

20. Question: Will ETA continue to maintain IDs? (today my digital is linked to a ETA ID)

Response: Yes, behind the scenes

21. Question: Will one digital certificate be allowed access to all of a (this is a key need to minimize a TSPs cost)

Response: No, this is one certificate per person

22. Question: Can a digital certificate be loaded on more than one PC and work from both?

(when people travel they must now have digital certificates on their laptop)

Response: Certificates can be loaded on multiple workstations, but can only be accessed by one person.

23. Question: How do I prove my citizenship?

Response: Indentrust: Within the ECA Program, an Applicant can prove his or her citizenship using a valid passport issued by the country of citizenship. Either the Trusted Correspondent, the Notary Public, the U.S. consul or an authorized IdenTrust employee will verify your citizenship using the passport.

24. 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 of their citizenship in order to be issued ECA certificates after July 1st 2007.

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

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

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

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

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

End of Certificate Questions & Answers.

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