

Logging in to DPS

In order to utilize DPS to manage your move, you need to request a user id and logon at:



<https://eta.sddc.army.mil/dpsRegister/dodCustomer.aspx>

Full instructions for ETA registration can be found at:

<https://eta.sddc.army.mil>

- Select 'Register for Access'
- Select 'First-time Registration'

Once you have a user id and password, you can access DPS through the <https://eta.sddc.army.mil> or <http://www.move.mil> website.

What if you don't have access to a computer?

If you or your designated agent do not have a computer at home, and cannot access one at work, school or your public library, you can still come into your nearest shipping office and a skilled counselor will be glad to assist you.

As a first time user, DPS will require you to view information relevant to your branch of service. This is done by clicking on the branch of service link. Once you read that information, you can move on to the Counseling module by clicking on the tab at the top, marked 'Counseling.' Step-by-step instructions on how to create a shipment application are provided!

For additional information, please visit the DPS homepage at www.move.mil

Contact information:

DPS HELPDESK

Toll Free: 800.462.2176.

Local number: 618-220-SDDC (7332)

DSN: 770-7332

sddc.safb.dps@dod.mil

U. S. Bank PowerTrack®

Toll Free: 866-561-6930

customer.support@powertrack.com



DPS Defense Personal Property System

Joint Program Management Office
Household Goods Systems

“MOVING AMERICA’S WARRIORS”

Customer information

Current Duty Station
Transportation Office (TO) Number: _____

New Duty Station TO Number: _____

Notes: _____



www.move.mil

DPS Supports DoD's DP3 Initiative

The Department of Defense (DoD), United States Transportation Command (USTRANSCOM) and the Military Surface Deployment and Distribution Command (SDDC) developed the Defense Personal Property Program (DP3) to improve the quality of service to DoD Customers and their families.

The Defense Personal Property System (DPS) carries out the goals of the Defense Personal Property Program (DP3) initiative, which include:

- Improving the move experience for customers
- Streamlining move management
- Establishing an integrated, paperless system to support DoD families' moves worldwide

DoD Personal Property Community

DPS is a full-service tool that enables an improved move process for all members of the personal property community, including:

- Military and Civilian Families Who Are Moved by DoD ("DoD Customer")
- Personal Property Shipping Offices (PPSOs)
- Transportation Service Providers (TSPs)
- Other Government Agencies

System Features

As a centralized, web-based enterprise system, DPS offers a number of features that will greatly enhance the move management process.

Key DPS functionality includes

- Self-Counseling and PPSO Counseling
- Customer Satisfaction Survey
- Claims Management
- Shipment Management
- Shipment Data Analysis
- Reports and Document Generation
- Historical Data Repository

Using DPS You Can:

Create and submit your application for your move
The counseling module will walk you through step-by-step, capturing all the information required for the shipping office to process your application. Once you complete your application for a shipment in DPS, you still must provide copies of your move orders to the shipping office. Once you have submitted all required documentation, you can sit back and wait for the selected Transportation Service Provider to contact you about your move!

Monitor the progress of your shipment

Once you have submitted a shipment application to the PPSO, you can monitor the progress of your shipment in the 'Shipment Management' tab. You may also track your shipment through Interactive Voice Response (IVR) at 1-800-326-2137.

File a claim directly with the TSP

DoD customers are now entitled to Full Replacement Value for lost or damaged items. Please note important timelines for filing a claim: you MUST file a Notice of Loss or Damage within 75 days of delivery. Once the Notice of Loss or Damage is submitted in DPS, you have (9) months from the date of delivery to file the actual claim in order to be entitled to Full Replacement Value. Any claims filed after (9) months will only be eligible for depreciated value of items lost/damaged during the move. You have up to (2) years from the date of delivery to file a claim and still receive depreciated value for your items.

Complete your Customer Satisfaction Survey (CSS)

Your input is crucial! The Defense Personal Property Program (DP3) is committed to improving the relocation experience for all service members and DoD civilians. We rely heavily on Customer Satisfaction Surveys in our scoring of TSPs. This means you have a direct impact on the quality of moving service you and your fellow DoD customers can expect in the future!

Current Limitations of DPS

There are certain DoD customers who should not Self-Counsel in DPS at this time. These customers are required to visit their local Transportation Office to coordinate their move.

Regardless of Branch of Service, you should not Self-Counsel in DPS if you are moving personal property as "next of kin" or are a Summary Courts Officer.

If you are a member of the Army, Air Force, Marine Corps or Coast Guard, you should not Self-Counsel in DPS if this is your first personal property move.

If you are a member of the Army, Air Force or Coast Guard, you should not Self-Counsel in DPS if:

- this is your last personal property move (retirement or separation)
- you are not the property owner and using a Power of Attorney

Lastly, if you are a member of the US Army, you should not Self-Counsel in DPS if:

- You are storing or moving personal property in conjunction with contingency orders
- You are storing or moving personal property in conjunction with a designated location for your dependents to an OCONUS or Non-foreign OCONUS location

If you cannot Self-Counsel at this time, you are still encouraged to request a user id and password for DPS. Once your shipment has been created by the Counselor at the Transportation Office, you can track your shipment in DPS, fill out your Customer Satisfaction Survey and file a claim if required!



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