



JPMO HHGS OUTREACH SUPPORT

DPS Phase II Quick Hints



Electronic Transportation Acquisition

- ▶ Each person wishing to access DPS must apply for his/her own account. Sharing of User IDs and passwords is a direct violation of Army policy AR 25-2 may be subject to immediate suspension or termination of access to this system.
- ▶ All requestors should enter an individual email address in their request, not a company or group email address.
- ▶ It is requested that requests for the role of Counseling listed within the 'DPS Transportation Office Function' not be submitted until advised to do so.
- ▶ It should be noted that if as Transportation Office role holder, this functionality is a read only capability, except PPCIG and ad hoc reports.
- ▶ In the DPS Transportation Office Functions, the role of Outbound Supervisor is the only role with multiple accesses, Counseling and Outbound. All others will need to have a separate ID for each function they need to perform within their assigned tasks.

Personal Property Consignment Instruction Guide

- ▶ PPSO's are identified by GBLOC and are responsible for updating the PPCIG for all locations and counseling offices in their AOR.
- ▶ PPPOs are identified by GBLOC, have inbound responsibility, and are responsible for updating the PPCIG for all locations in their inbound AOR.
- ▶ Counseling offices are identified by a counseling office ID, which must be provided to them by the responsible PPSO prior to accessing DPS.

Counseling

- ▶ There are two types of counseling: Transportation Office provided counseling and self counseling. Counseling portals are web based and are therefore accessible 24 hours a day, 7 days a week.
- ▶ If self counseling, the customer at any point may elect to go directly to the nearest counseling office.
- ▶ Customer is able to identify a preferred/non-preferred TSP.

Customer Satisfaction Survey (CSS)

- ▶ A CSS should be completed by every customer after shipment delivery.
- ▶ The CSS results factor in at 50% of the shipment management distribution.
- ▶ The CSS provides members with an avenue to ensure future traffic is awarded to TSPs based on the quality of service provided.
- ▶ It is critical that the PPSO captures accurate contact information for all members.



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Shipment Management

- ▶ Primary shipment commodity types are: dHHG (domestic household goods), iHHG (international household goods), iUB (international unaccompanied baggage).
- ▶ Code of service types are D, 3, 4, 5, 6, 7, 8, J, T, and OT.
- ▶ Shipment distribution is based on quality bands which indicate best value TSPs – not necessarily low cost.
- ▶ Best value score is based on 30% Rate and 70% Performance (50% CSS and 20% Claims)
- ▶ Customer has the ability to check shipment status and update contact information, while shipment is en route.
- ▶ OTO/MOTO/BOTO/Volume moves are still sent through HQ SDDC for solicitation.
- ▶ Volume move requests are only sent to the TSPs with rates on file for the indicated channel.
- ▶ TSPs can blackout availability dates 6 months ahead of time, which should dramatically reduce shipment refusals.

Quality Assurance

- ▶ Inspections can be input into DPS (web based version of the DD1780)
- ▶ System tracks violations per SCAC per violation type.
- ▶ TSP can be suspended in DPS
- ▶ TSPs who refuse a shipment may be suspended for that market (dHHG, iHHG, iUB) for 30 days
- ▶ System allows you to run numerous reports on inspections, violations, etc
- ▶ SDDC user can suspend at GBLOC, Market, Channel.
- ▶ System tracks violations by type and allows PPSO to suspend at GBLOC after 3 or more of one type violation.

New Shipment Rating Procedures

- ▶ There is one annual rate cycle: May 15-May 14.
- ▶ Domestic shipment movements will be computed under the Domestic 400NG Tariff.
- ▶ Two domestic rate percentages (linehaul/SIT) are filed as a percentage off of the aforementioned document.
- ▶ International TSPs will submit two single factor rates (peak: 15 May – 30 Sep; non-peak: 1 Oct-14 May).
- ▶ There is no longer rate cancellation ability.

Claims

- ▶ Claims must be filed through DPS for direct settlement between the customer and the TSP to ensure Full Replacement Value (FRV).
- ▶ Customer has the ability to accept, reject, or counter the TSP offer on a line by line basis.
- ▶ TSP shall pay, deny, or make an offer within 45 days of claim receipt.
- ▶ Claims must first be filed via DPS with the TSP in order to maintain full replacement value, but may transfer the claim to the military claims office after 30 days, if unsatisfied with the TSP.