

## Your contribution to "Best Value"

The goal of the Defense Personal Property Program is to focus on the quality of life for our service members, civilian employees, and their families by making their personal property move as smooth as possible. Success will only be accomplished if there is constant feedback on the program's performance.

The 12 question Customer Satisfaction Survey (CSS) is the cornerstone of the Defense Personal Property Program. The CSS is a web-based survey that allows you or your spouse to rate the service and performance provided by the TSP. The goal of the survey is to help improve the overall move experience and ensure that only quality moving companies are used to move personal property.

TSPs are selected based on their "Best Value Score" (BVS). The CSS accounts for a significant portion of the BVS. Filed rates and claims processing also determine a TSPs BVS.

You will receive a reminder e-mail to complete the survey 7 calendar days after final delivery of a shipment. Follow up e-mails will be sent 14 and 21 calendar days after delivery. Your submitted survey will remain a part of the TSPs Best Value Score for 12 months.

Your evaluation by completing the survey is critical to the program. The survey can be easily completed through DPS by selecting the "Customer Satisfaction Survey (CSS)" tab.

It is extremely important to keep your e-mail address and contact information contained within DPS up to date.



Go to the <http://www.move.mil/> website and create your DPS user account

### IMPORTANT INFORMATION

DPS User ID: \_\_\_\_\_

DPS Password: \_\_\_\_\_

IVR Access Code: \_\_\_\_\_

TSP Contact Information: \_\_\_\_\_

Don't have Internet access? The **DPS Interactive Voice Response (IVR) system** will provide you with access to your shipment information

**1-800-605-7177**

**1-800-326-2137**

**For Personal Property entitlements or functional questions, contact a Transportation Office**

1. Go to the <http://www.move.mil/> website
2. Select DOD Customer
3. Select the link to register under Accessing DPS

**For technical DPS systems issues contact the  
DPS HELP DESK**

Toll Free: (800) 462-2176

Commercial: (618) 220-SDDC (7332)

DSN: 770-7332

[sddc.safb.dpshd@us.armv.mil](mailto:sddc.safb.dpshd@us.armv.mil)



## *Introducing the* Defense Personal Property Program



## IT'S YOUR MOVE



[www.move.mil](http://www.move.mil)

## INITIATING *your move*

The Defense Personal Property Program (DP3) is a new DOD program designed to improve quality of life for our service members, civilian employees, and their families through improved household goods moves. A centralized computer repository, Best Value procurement standard and a streamlined claims process are major initiatives to achieve superior household good transportation service.

The Defense Personal Property System (DPS) is designed to improve the move experience for all those involved. DPS provides direct and empowered communications between the service member and the Transportation Service Provider (TSP) – DPS is available 24/7 365 days a year from any location with internet access.

### Some important details to consider:

- ➔ • Review current moving tips on <http://www.move.mil/>
- You must establish a DPS account to process/manage your shipment, request delivery, file a claim, and complete your Customer Satisfaction Survey.
- You will receive e-mail notifications throughout the move process; you must maintain a current e-mail address in DPS that will be valid at both origin or destination.
- You can still request a specific TSP to handle your shipment, however they may be more difficult to acquire under this Best Value program.
- The TSP is required to perform a Premove survey at least 7 days prior to the requested pickup date.
- In most cases, the actual Pack, Pickup, and Delivery dates will be negotiated directly between you and TSP during the Premove survey. You should expect 1 pack day for every 4,000 pounds of estimated weight.

## MANAGING *your move*

DPS provides you with move information where & when you need it. DPS places you in direct contact with the TSP. The following list of functions provide customers with more visibility and control over their move;

### ➔ CONTACT INFORMATION

Use DPS to keep your contact address, phone numbers, and email addresses up to date. **Current contact information is critical throughout the entire move!**

### ➔ DATE CHANGES

DPS provides the ability to request changes to your pack, pickup, and delivery dates. All date changes **must be** coordinated with the TSP.

### ➔ TEMPORARY STORAGE

You may be authorized temporary storage. Extensions beyond the initial storage period can be requested through your DPS user interface. Requests require justification and are not automatically approved.

### ➔ REQUESTING DELIVERY

When a shipment arrives at destination, the TSP coordinates delivery directly with you. If the TSP is unable to coordinate a delivery after 2 hours (domestic) or 3 hours (international), the TSP must request storage. DPS sends you an arrival notice. When you are ready for delivery, submit a request for delivery through DPS. The TSP is required to respond to your request within 24 hours. Confirmation of a delivery date will appear in the customers DPS work queue.

### EXCESS COST

DPS determines excess costs for shipments having excess weight, excess distance, multiple shipments, and boat/trailer excess costs. DPS calculates the excess cost based on the actual shipment weight and displays the dollar amount owed. DPS automatically generates a reweigh request for shipments exceeding your JFTR/JTR weight allowance.

## COMPLETING *your move*

### REPORTING LOSS/DAMAGE

Upon shipment delivery, you and the TSP will record loss/damage on a "Notification of Loss/Damage **AT** Delivery" form.

Loss/Damage discovered after delivery shall be listed on the "Notification of Loss/Damage **AFTER** Delivery" form **or** entered into DPS by you.

➔ **All loss/damage must be declared and filed within 75 days of delivery.** (Hardcopy or in DPS) Neither the TSP nor the Government will pay for items not identified on the loss/damage report within 75 days.

### FILING A CLAIM

To have your claim paid on the basis of Full Replacement Value (FRV), you **MUST** file directly with the TSP within 9 months of delivery. You can file a claim by logging into DPS and selecting the "CLAIMS" tab. For FRV, the TSP is **REQUIRED** to replace any item that is lost/destroyed with a new item, or pay the cost of a new item of the same kind and quality, without deducting for depreciation. The TSP is not required to replace items which can be repaired for less than the FRV of the item. Repair will be to the extent necessary to restore the item to its condition when it was received by the TSP. An item is considered destroyed if it cannot be repaired, or if the cost of repair would exceed the cost of a new item.

### Claims Critical Timeline

- ➔ **WITHIN 5 DAYS AFTER DELIVERY** – The TSP may provide a "Quick Claim" settlement if total claim is less than \$500
- ➔ **WITHIN 75 DAYS AFTER DELIVERY** – You must file your Notice of Loss/Damage form or complete the action in DPS. If you opt for filing with the military claims office, you must file within **70 DAYS AFTER DELIVERY**
- ➔ **WITHIN 9 MONTHS AFTER DELIVERY** – File your claim directly with the TSP for FRV protection
- ➔ **NLT 2 YEARS AFTER DELIVERY** (but after 9 months) – File your claim with the TSP or your Military Claims Office for other than a FRV settlement