

Personal Property's Customer Information Guide



"Everybody Wants Some!"

This Guide is meant to assist Osan AB customers with their transition from our installation/AOR utilizing the Defense Personal Property System (DPS).

Our office also has a **DPS Café** for customer utilization with on-hand support from a customer representative. Perfect if you're new to the system or can not access from another computer.

We are open Mon – Fri from 0800 till 1600.

51st Logistics Readiness Squadron
Traffic Management Office (TMO)
Personal Property
Building 635
784-6915

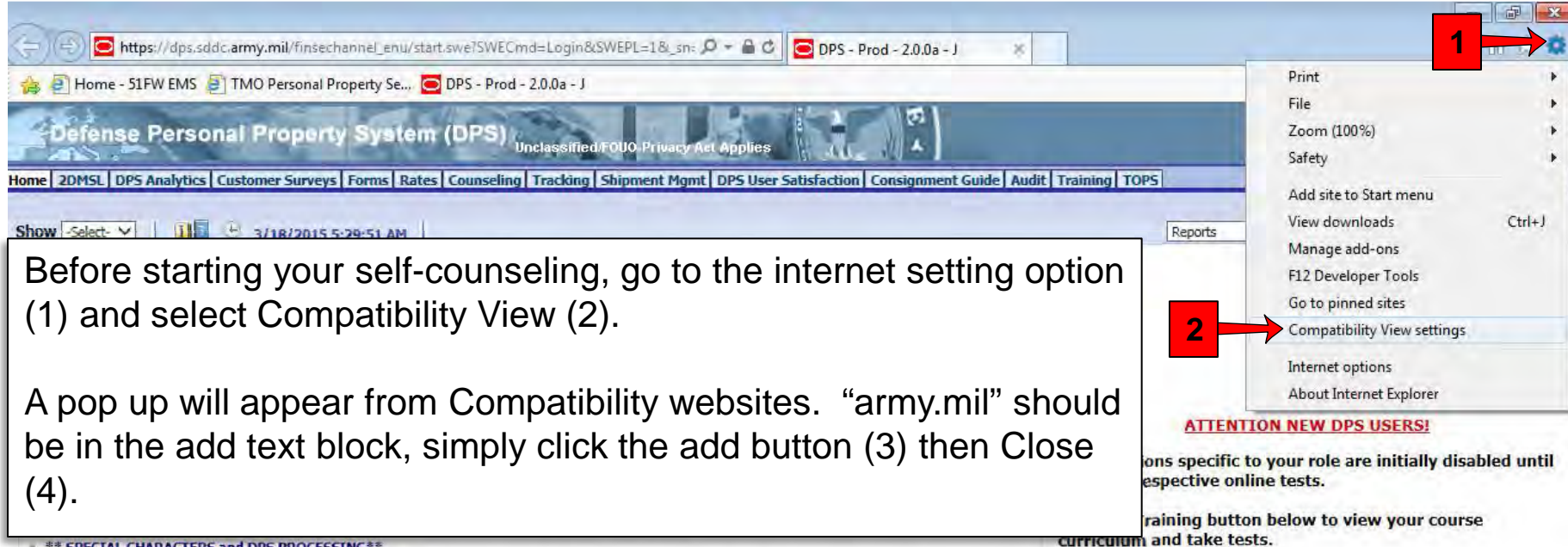
Osan DPS Reference Slides

The following slides will provide you specific information for Osan AB self counseling. This does not go page for page through counseling, but does provide Osan information that is key for shipment from our AOR.

If you'd like additional information or guides for DPS please see the [move.mil How-to Guides](#).

Before starting your self-counseling, go to the internet setting option (1) and select Compatibility View (2).

A pop up will appear from Compatibility websites. "army.mil" should be in the add text block, simply click the add button (3) then Close (4).



The screenshot shows the DPS web application interface. A context menu is open in the top right corner, with the 'Compatibility View settings' option highlighted. A red box with the number '1' points to the menu icon, and a red box with the number '2' points to the 'Compatibility View settings' option. The background shows the DPS home page with various navigation links and a 'Show' dropdown menu.

ATTENTION NEW DPS USERS!
ons specific to your role are initially disabled until
pective online tests.
raining button below to view your course
curriculum and take tests.

ACT INFORMATION - The information accessed through
n is For Official Use Only and must be protected IAW DOD
400.11 and DOD 5400.11-R, DOD Privacy Program,
The Privacy Act of 1974, as amended, 5 U.S.C. 552a.
Use of information in this system is restricted to DPS
olders and disclosure is prohibited without the written
O HHGS.

**** SPECIAL CHARACTERS and DPS PROCESSING ****
When entering data in DPS DO NOT ENTER any special characters. Due to those special characters DPS is unable to transfer those characters to other so...

DPS Shipment Diversion Advisory
The Diversion functionality in DPS is not like the legacy program. We ask that all PPSOs who ha...

++++CHECK ACTUAL PACK and PICKUP DATES PRIOR to submitting Invoices
TSP/PPSOs please ensure that the actual pack and actual pickup dates are entered correctly in t...

GMT Time
⚠ DPS utilizes the Greenwich Mean Time (GMT) Zone for dates and time conversions.
In order to determine the time difference, if any, between your localtime and the GMT, click the cl...

Note: This will not change the time settings
on your computer or within other DPS modules.

Compatibility View Settings

Change Compatibility View Settings

Add this website:

army.mil **3** Add

Websites you've added to Compatibility View:

disa.mil Remove

☒ Display intranet sites in Compatibility View
☐ Use Microsoft compatibility lists
Learn more by reading the [Internet Explorer privacy statement](#)

4 Close

Counseling Menu

- Customer Profile
- Customer Information**
- Point of Contact
- My Orders
- Enter Order Information

Useful Links

- Limitations
- Online Brochures
- FAQs
- Find a counseling office near you
- Weight Estimator
- Glossary / Acronyms

Customer Information

Customer: Perez Jr., Conrad M. -- United States Air Force --

So that you can be reached during your move, please use the area below to provide accurate contact data, to include email addresses. Your contact information can be updated at any time. Once your shipment(s) have been delivered, you will be emailed a customer satisfaction survey to complete which will support DoD's efforts in providing quality customer service.

Customer Information

*Branch Of Service: United States Air Force
 *Personnel Status: Military ▾
 *Primary Phone Number:
 Secondary Phone Number:
 *Primary Email:
 Secondary Email:

1. First you need to fill out Customer Information

Input **all** information.

The red * next to each field means that this information is **REQUIRED**.

(Insure that you select the **CORRECT** Branch of Service and Personnel Status.)

Permanent Contact Address

*Address Line 1:

Address Line 2:

Location

☒ CONUS (U.S.) ☐ OCONUS (Non U.S.)

Select City

Type in the first 4 letters of the city above.

City: SAN ANTONIO
 County: BEXAR
 State: TEXAS
 Zip: 78223

If you are unable to select a County or City, please contact the SDOC Help Desk at 1-800-462-2176 or DSN: 770-7332.

Ensure that the Permanent Contact Address is one where you can be contacted in a moments notice.

(i.e. Parents, Other family members, Friends etc.)

This cannot be a P.O. Box Address.

<< Previous

Next >>

2

When done
 2. Click Next>>

DPS - Prod - 1.4.04.609 - 8

Defense Personal Property System (DPS) Unclassified//FOUO-Privacy Act Applies

Home | Site Map | Log Out

Home Self Counseling Shipment Management Customer Satisfaction Survey [CSS] Customer Surveys DPS User Satisfaction Claims Consignment Guide Training DPS User Satisfaction

Show: Counseling Thursday, February 24, 2011 2:04:06 AM Reports Queries: HELP

Counseling Menu

- Customer Profile
 - Customer Information
 - Point of Contact
- My Orders
 - Enter Order Information

Order [AD-068938]

- Orders Details
 - Rank & Hard Copy Orders
 - Order Information
 - Duty Stations
 - Orders Selection
 - Tour Information
 - Additional Information
 - Summary

Entitlements

PCS: 8000 lbs.
Remaining PCS: 8000 lbs.
UB: 500 lbs.
Remaining UB: 500 lbs.

Useful Links

- Limitations
- Online Brochures
- FAQs
- Find a counseling office near you
- Weight Estimator
- Glossary / Acronyms

Additional Information

Customer: [Perez Jr., Conrad M -- United States Air Force --]

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

* Are You Shipping a POV?	<input type="radio"/> Yes <input type="radio"/> No
* Are You Shipping a Motorcycle?	<input type="radio"/> Yes <input type="radio"/> No
* Are You Shipping a Boat?	<input type="radio"/> Yes <input type="radio"/> No
* Do your orders authorize the shipment of consumables?	<input type="radio"/> Yes <input checked="" type="radio"/> No
* Do you currently have items in Non-Temporary Storage(NTS)?	<input type="radio"/> Yes <input type="radio"/> No

Orders Specific Questions

Are You Authorized to Ship to a Designated Location within CONUS?	Yes No
Are You Authorized to Ship to a Designated Location within GCONUS?	Yes No
Are You Authorized to Ship to a Designated Location within Non-Foreign OCONUS?	Yes No
Do you have Follow-On Assignment?	Yes No

Read Below for Instructions on Orders Specific Questions

<< Previous Next >>

POV will always be no.

Motorcycle will be yes if you are shipping one.

If you plan to ship a boat contact your local TMO first.

Non-Temporary Storage will always be no.

Please Read before you continue

DPS - Prod - 1.4.04.609

Defense Personal P

Home Self Counseling Shipment Management Customer Satisfaction Survey [CSS] Customer Surveys DPS User Satisfaction Claims Consignment Guide Training DPS User Satisfaction

Show: Counseling Thursday, February 24, 2011 10:00 AM Reports Queries: HELP

Counseling Menu

- Customer Profile
 - Customer Information
 - Point of Contact
- My Orders
 - Enter Order Information

Order [AD-068938]

- Orders Details
 - Rank & Hard Copy Orders
 - Order Information
 - Duty Stations
 - Orders Selection
 - Tour Information
 - Additional Information
 - Summary
- Shipment
 - Create New Shipment**
 - Current Shipments

Entitlements

PCS: 8000 lbs.
Remaining PCS: 8000 lbs.
UB: 500 lbs.
Remaining UB: 500 lbs.

Useful Links

- Limitations
- Online Brochures
- FAQs
- Find a counseling office near you
- Weight Estimator
- Glossary / Acronyms

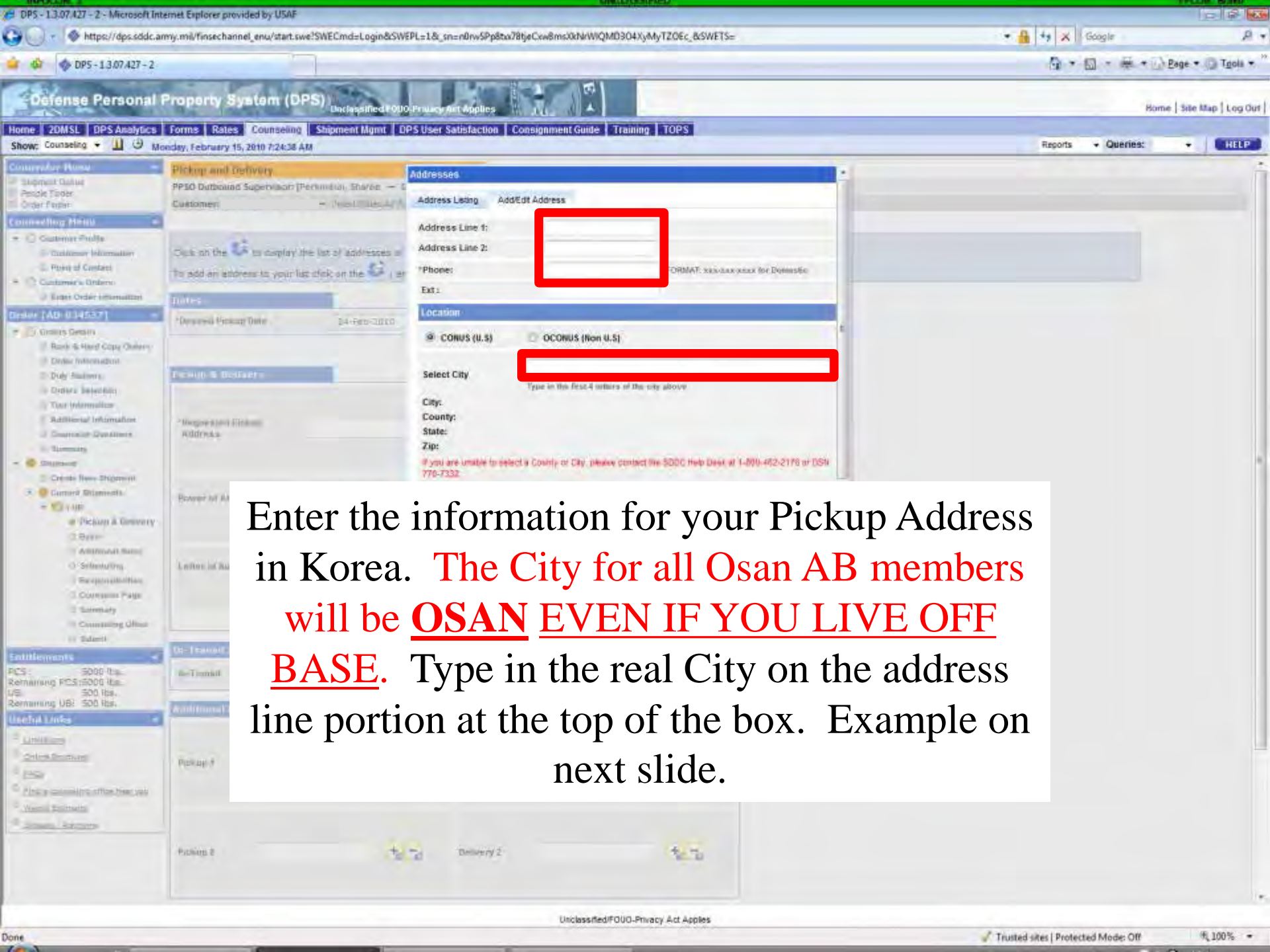
1. Select the type of shipment to create (all shipments leaving S. Korea to Europe or the U.K. are all considered HHGs and will be going by air 30-45 days, can not be shipped as UB!)
2. Select No if you are having the Gov't pick up your property. Select Yes if you are driving your Property to your next base yourself (Go to slide 62 if you are doing a Personally Procured Move aka Partial shipment or DITY.)
3. Click Next>>

<input type="radio"/> HHG	Household Goods	1	with home and all personal effects belonging to member and dependents on the effective date of the member's tour that may be legally accepted and transported by an authorized commercial transporter.
<input type="radio"/> UB	Unaccompanied Baggage		member's prescribed weight allowance of household goods that is not carried free on a ticket used for personal travel. It is transported from the bulk of the Household Goods and usually is transported by expedited mode because it's needed soon after arrival at destination interim pending arrival of the major portion of the household goods.
<input type="radio"/> NTS	Non-Temporary Storage		storage in lieu of transportation. NTS includes necessary packing, crating, unpacking, uncrating, transportation to storage location(s), storage, and other directly related necessary services. Sometimes referred to as Extended On-Base Storage.

Will the shipment selected above be created as a Personally Procured Move(PPM)?

☐ Yes ☐ No **2**

<< Previous **Next >>** **3**



Enter the information for your Pickup Address in Korea. **The City for all Osan AB members will be OSAN EVEN IF YOU LIVE OFF BASE.** Type in the real City on the address line portion at the top of the box. Example on next slide.

DP5 - 13.07427 - 2: Microsoft Internet Explorer provided by USAF

https://dps.sddc.army.mil/finsechannel_enu/start.swe!SWECmd=Login&SWEPL=1&_sn=n0rwSP8tzw78tjeCw8ms0XNwWQMD304XyMyTZ0Ec_&SWETS=

DP5 - 13.07427 - 2

Defense Personal Property System (DPS)

Unclassified//FOUO-Privacy Act Applies

Home | Site Map | Log Out

Home | ZOMSL | DPS Analytics | Forms | Rates | Counseling | Shipment Mgmt | DPS User Satisfaction | Consignment Guide | Training | TOPS

Show: Counseling Monday, February 15, 2010 7:25:56 AM Reports Queries: HELP

Consent/Request Menu

- Request Outlet
- Permit Transfer
- Order Pickup

Consent/Request Menu

- Customer Profile
- Customer Information
- Point of Contact
- Customer's Orders
- Event Order Information

Orders [AD-014537]

- Orders Detail
 - Base & Mail Copy Orders
 - Order Information
 - Duty Station
 - Order's Selected
 - Your Information
 - Additional Information
 - Download Questions
 - Summary
- Shipments
 - Create New Shipment
 - Consent Statements
 - Pickup & Delivery
 - Base
 - Additional Base
 - Self-Storage
 - Responsibilities
 - Consent Page
 - Summary
 - Counseling Office
 - Submit

Entitlements

- PCS: 5000 lbs.
- Remaining PCS: 5000 lbs.
- US: 500 lbs.
- Remaining US: 500 lbs.

Useful Links

- Links
- Online Services
- FAQ
- Help
- Privacy Statement
- Website Feedback
- Site Map

Pickup and Delivery

PPSO Outbound Supervisor [Permissions, Share]

Customer: [Field]

Click on the [icon] to display the list of addresses or
To add an address to your list click on the [icon]

Dates
*Desired Pickup Date: 24-Feb-2010

Pickup & Delivery
*Desired Pickup Address

Power of Attorney: [Field]

Letter of Authorization: [Field]

Letter of Authorization: [Field]

Addresses

Address List: Add/Edit Address

Address Line 1: Bldg# Rm#

Address Line 2: Pyeongtaek

*Phone: 123-456-7890

Ext: [Field]

Location
☐ CONUS (U.S.) ☒ OCONUS (Non U.S.)

Select City: OSAN
OSAN, KOREA, REPUBLIC OF

City: [Field]
Country: [Field]
Country Principal Division: [Field]

If you are unable to select 770-7332

Save Address

Enter the first 4 of the city (it will self populate) select the city pickup is from.
Click Save Address (Bases are considered Cities)

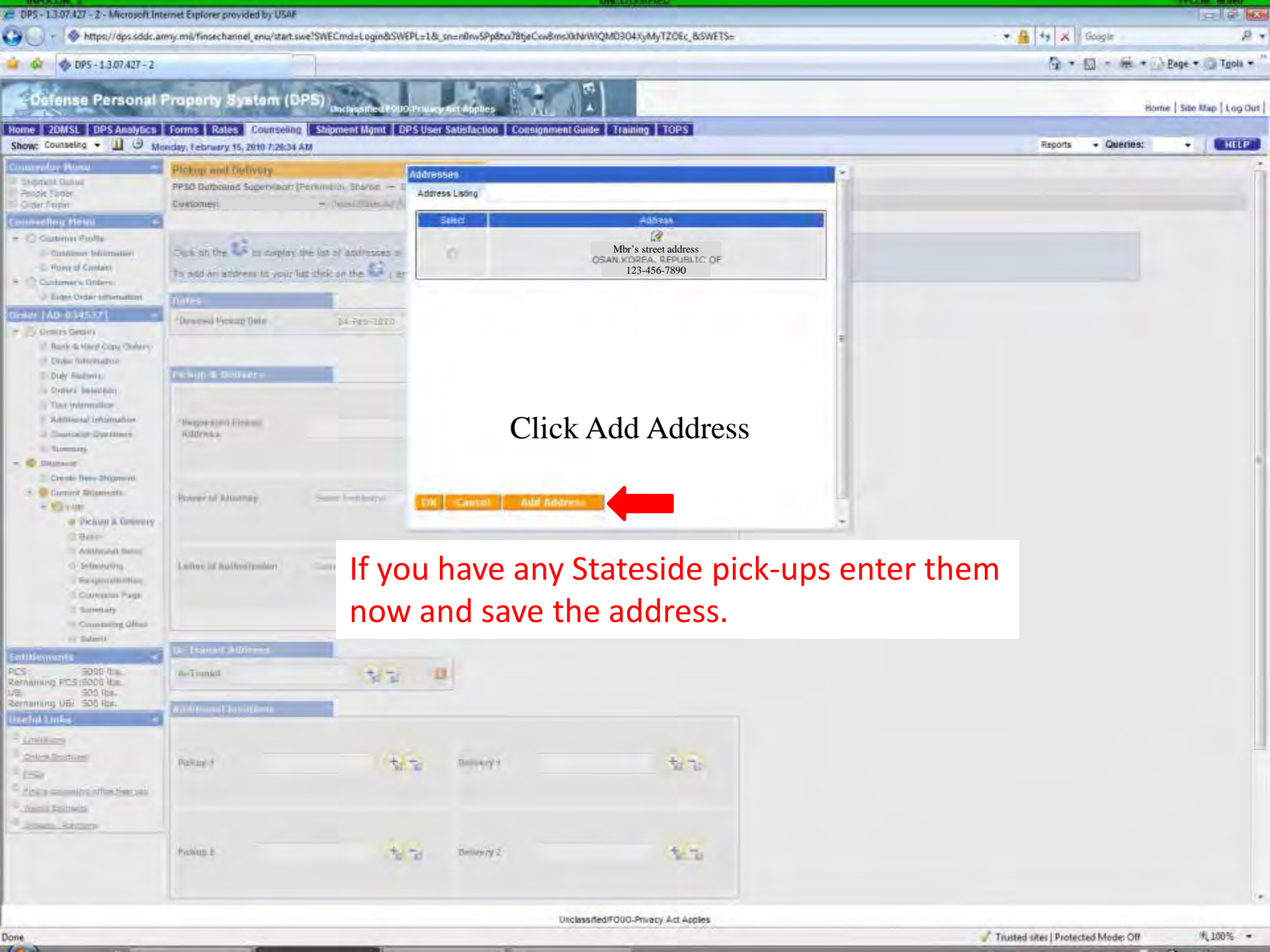
Additional Locations

Pickup 1	Delivery 1
Pickup 2	Delivery 2

Unclassified//FOUO-Privacy Act Applies

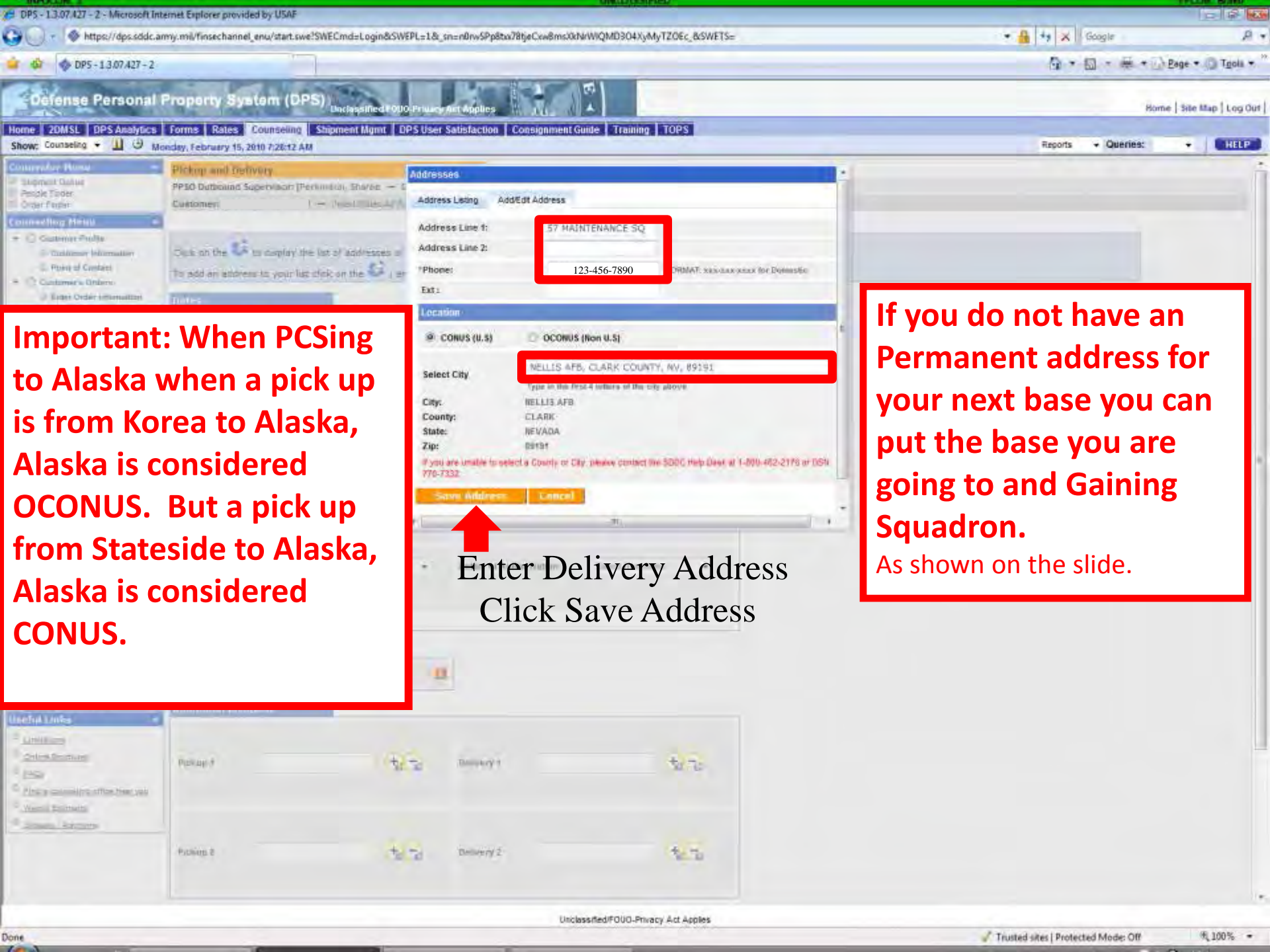
Trusted sites | Protected Mode: Off

100%



Click Add Address

If you have any Stateside pick-ups enter them now and save the address.



Important: When PCSing to Alaska when a pick up is from Korea to Alaska, Alaska is considered OCONUS. But a pick up from Stateside to Alaska, Alaska is considered CONUS.

**Enter Delivery Address
Click Save Address**

**If you do not have an Permanent address for your next base you can put the base you are going to and Gaining Squadron.
As shown on the slide.**

Order [AD-068938]

- Orders Details
 - Rank & Hard Copy Orders
 - Order Information
 - Duty Stations
 - Orders Selection
 - Tour Information
 - Additional Information
 - Summary
- Shipment
 - Create New Shipment
 - Current Shipments
 - 1-HHG
 - Pickup & Delivery
 - Basic
 - Additional Items
 - Scheduling
 - Responsibilities
 - Summary
 - Counseling Office
 - Submit

Entitlements

PCS: 8000 lbs.
Remaining PCS: 8000 lbs.
UB: 500 lbs.
Remaining UB: 500 lbs.

Useful Links

- Limitations
- Online Brochures
- FAQs
- Find a counseling office near you
- Weight Estimator
- Glossary / Acronyms

* Is this a Local Move?

☐ Yes ☒ No


Dates


*Desired Pickup Date

28-Feb-2011

*Desired Delivery Date

29-Jul-2011

Click on the  to display the list of addresses or add an Address. From your address list select your primary pickup and delivery address and select the name of the person acting on your behalf with a Power of Attorney and/or Letter of Authorization if applicable. You will also be able to indicate if you have additional pickup or delivery locations and if you are using a releasing and receiving agent for your shipment.

To add an address to your list click on the ; enter the address information and select 'Save Address'.

Pickup & Delivery

*Authorized Pickup Address

BLDG 1472 RM 103A
OSAN,KOREA, REPUBLIC OF

*Authorized Delivery Address

* GBLOC

Select from below
QXAK
QNFL

1

*Requested Pickup Address

BLDG 1472 RM 103A
OSAN,KOREA, REPUBLIC OF

*Requested Delivery Address

* GBLOC

Select from below
QXAK
QNFL

Power of Attorney

Select from below

Power of Attorney

Select from below

1. You must select the pick up address for Authorized pickup and Requested pickup address. For all shipments leaving S. Korea select **QNFL** for the GBLOC.

2. Click the rolodex to select your Delivery Address