



DPS Tips & Tricks

Using City Finder in DPS





City Unknown

What to do when you receive “City entered is not found or recognized” by DPS

1. When entering the City into the City field on the Customer Information, Duty Station, Pickup and Delivery address sections – **do not** hit tab or enter. This prevents the city listing from populating. Delete what has been entered and re-enter it without hitting Enter or Tab. This will allow the city listing to populate correctly
2. Some cities do not have their own ZIP code and will not appear in the City Listing in DPS. For example, some bases utilize a ZIP code that the United States Postal Service lists as a larger, nearby City. Customers can look up the ZIP Code on the USPS website. This will show what city is listed for that ZIP. Delete the city entered and re-enter the City that is shown in the USPS website – remember not to hit tab or enter.
3. Some cities or duty stations have to be entered in a certain way. For example, the city of O'Fallon must be entered as "o fallon" and McGuire AFB must be entered as "mc guire." Delete the City entered and re-enter using no punctuation or in an alternate way.

NOTE: screenshot examples of scenarios on following slides



City Unknown Scenario 1:

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

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

Show: Counseling Wednesday, April 17, 2013 17:32:26

Reports

Counseling Menu

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

Order [screen shot testing]

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

Useful Links

- [Limitations](#)
- [Online Brochures](#)
- [FAQs](#)
- [Find a counseling office near you](#)
- [Weight Estimator](#)
- [Glossary / Acronyms](#)

Duty Stations

Customer: []

Please click the 'Enter Location' button to indicate the applicable duty stations stated on your travel orders. If your Duty Station is not listed, type in the first 4 left down list.

Scenario 1:

Member typed in city and hit tab or enter. City did not appear in drop down listing or no drop down listing populated.

Current Duty Station	
* Duty Station Class:	Shore Duty
City:	Not Specified
State:	Not Specified
County:	Not Specified
Zip Code:	Not Specified
<input type="button" value="Enter Location"/>	

New Duty Station	
* Duty Station Class:	--Select From Below--
City:	Not Specified
State:	Not Specified
County:	Not Specified
Zip Code:	Not Specified
<input type="button" value="Enter Location"/>	

If this is a Local Move Order and there is no New Duty Station, enter the Current Duty Station as the New Duty Station.



Home Self Counseling Shipment Management Consignment Guide Training DPS User Satisfaction

Show: Counseling Wednesday, 16-Aug-2011

Order [PCS123]

- Orders Details
 - Rank & Hard Copy Orders
 - Order Information
 - Duty Stations
 - Arduous Duty
 - Orders Selection
 - Tour Information
 - Additional Information
 - Summary
- Shipment
 - Create New Shipment
 - Current Shipments
 - 1-PPM
 - Pickup & Delivery
 - Basic
 - Costing
 - Instructions
 - Summary
 - Counseling Office
 - Submit

Entitlements PCS: 11000 lbs. Remaining PCS:11000 lbs.

Useful Links

Addresses

Select	Address	
<input type="radio"/>	YOKOSUKA, JAPAN 360-476-8888	
<input type="radio"/>	SAN DIEGO, CA 92101 360-476-8888	
<input type="radio"/>	NTS YOUR AREA BREMERTON, WA 98310 360-476-8888	
<input type="radio"/>	123 OAK AVE MOM'S HOUSE ALLETOWN, NJ 08501 360-476-8888	
<input type="radio"/>	123 Main Street BREMERTON, WA 98310 360-476-8888	

OK Cancel Add Address

Addresses

Address Listing Add/Edit Address

Address Line 1:

Address Line 2:

*Phone: 3604768888 FORMAT: xxx-xxx-xxxx for Domestic

Ext:

Location

CONUS (U.S.) OCONUS (Non U.S.)

Select City silverdale
Type in the first 4 letters of the city above

City:

County:

State:

Zip:

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

Save Address Cancel

Pickup & Delivery

* Authorized Pickup Address

* Authorized Delivery Address

* Requested Pickup Address

* Requested Delivery Address

Scenario 1 (with screenshots):

Member clicked Rolodex icon; next clicked Add Address, entered City of Silverdale and clicked enter – no listing populated.



SCENARIO 1 Solution:

If the Tab or Enter key is hit after typing in the City, the screen will refresh and a drop down menu will not appear.

To ensure that the drop down menu with it's selection of cities appears, make sure NOT to hit the enter or tab key.

In DPS, whenever you need to enter a city, you only have to type in the first four letters. The system will present you with a drop down menu of all recognized locations beginning with those four letters and you select from the listing.

Scheduling
 Responsibilities
 Summary
 Counseling Office
 Submit

Entitlements <<
PCS: 13000 lbs.
Remaining PCS:10510 lbs.

Useful Links <<
[Limitations](#)
[Online Brochures](#)
[FAQs](#)
[Find a counseling office near you](#)
[Weight Estimator](#)
[Glossary / Acronyms](#)

Authorized Pickup Address
BREMERTON
98312
360476854

* Requested Pickup Address
123 MAIN ST
BREMERTON
98312
360476854

Power of Attorney

Letter of Authorization

* Phone: 360-476-8888 FORMAT: xxx-xxx-xxxx for Domestic
Ext:

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

Select City
silv

- SILVER SPRING, LANCASTER COUNTY, PA, 17375
- SILVERSTREET, NEWBERRY COUNTY, SC, 29145
- SILVER CITY, PENNINGTON COUNTY, SD, 57702
- SILVER POINT, PUTNAM COUNTY, TN, 38582
- SILVERTON, BRISCOE COUNTY, TX, 79257
- SILVER, COKE COUNTY, TX, 76945
- SILVER, COKE COUNTY, TX, 76949
- SILVERLAKE, COWLITZ COUNTY, WA, 98645
- SILVERDALE, KITSAP COUNTY, WA, 98315
- SILVERDALE, KITSAP COUNTY, WA, 98383
- SILVER CREEK, LEWIS COUNTY, WA, 98585
- SILVANA, SNOHOMISH COUNTY, WA, 98287
- SILVER LAKE, KENOSHA COUNTY, WI, 53170
- SILVER LAKE, KENOSHA COUNTY, WI, 53199
- SILVER CLIFF, MARINETTE COUNTY, WI, 54104

Save Address

If you are unable to select a city, please call 1-800-770-7332.

In-Transit Address
* In-Transit
456 elm street
mom sailor
NEWARK,NJ 07102
714-888-1212



City Unknown Scenario 2:

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

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

Show: Counseling Wednesday, April 17, 2013 15:11:11

Counseling Menu

- Customer Profile
 - Customer Information
 - Point of Contact
- My Orders
 - Enter Order Information
- Order [NAVSUP GLS TEST]
 - Orders Details
 - Rank & Hard Copy Orders
 - Order Information
 - Duty Stations**
 - Arduous Duty
 - Orders Selection
 - Tour Information
 - Additional Information
 - Summary
 - Shipment
 - Create New Shipment
 - Current Shipments
 - 1-HHG
- Entitlements
 - PCS: 13000 lbs.
 - Remaining PCS:10510 lbs.
- Useful Links
 - Limitations
 - Online Brochures
 - FAQs
 - Find a counseling office near you
 - Weight Estimator
 - Glossary / Acronyms

Duty Stations

Customer: [GOLONKA, RANDY -- United States]

Please click the 'Enter Location' button to down list.

Select Duty Station

Location

CONUS (U.S) OCONUS (Non U.S)

Select City

bangor

BANGOR, BUTTE COUNTY, CA, 95914
BANGOR, PENOBSCOT COUNTY, ME, 04401
BANGOR, PENOBSCOT COUNTY, ME, 04402
BANGOR, VAN BUREN COUNTY, MI, 49013
BANGOR, FRANKLIN COUNTY, NY, 12966
BANGOR, NORTHAMPTON COUNTY, PA, 18010
BANGOR, NORTHAMPTON COUNTY, PA, 18013
BANGOR, NORTHAMPTON COUNTY, PA, 18050
BANGOR, LA CROSSE COUNTY, WI, 54614

Ok Cancel

Enter Location

If you are unable to select 770-7332.

If this is a Local Move Order and there is no New Duty Station, enter the Current Duty Station as the New Duty Station.

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Scenario 2:

Member stationed at Bangor, WA 98315. DPS does not show that duty station in the drop down listing.



Scenario 2 Solution:

1. Go to www.USPS.com

2. Click Look Up a ZIP Code on the left side of the screen

3. In the box that pops up, on the bottom next to the find button, click the words "More lookup options".

4. Select Look Up a City by ZIP Code.

USPS.COM

1.

Quick Tools

Ship a Package Send Mail

Always a Click Away
Roll over the tools menu across the site to access quick, handy tools.

- Track & Confirm
- Find Locations
- Calculate a Price
- ZIP Look Up a ZIP Code™**

Ship online Now

Pay, Print & Ship

Mail Means Business

ZIP Look Up a ZIP Code™

Look up ZIP Codes™ by street address, city, and state. Or, find all ZIP Codes™ within a city and state. You can also enter a street address and ZIP Code™ to get a standardized version of the address.

* indicates either a city and state OR street address and ZIP Code™ combination are required
Enter only English in all fields

*Street Address

Apt / Suite / Other

*City

*State

*ZIP Code™

Go to full-page version

More lookup options Find

ZIP Look Up a ZIP Code™

Look up ZIP Codes™ by street address, city, and state. Or, find all ZIP Codes™ within a city and state. You can also enter a street address and ZIP Code™ to get a standardized version of the address.

* indicates either a city and state OR street address and ZIP Code™ combination are required
Enter only English in all fields

*Street Address

Apt / Suite / Other

*City

*State

*ZIP Code™

Go to full-page version >
Hide lookup options

Look Up a City by ZIP Code™ Find



ZIP Look Up Cities By ZIP Code™

Get a list of all the cities in a ZIP Code™.

Enter only English in all fields

ZIP Code™

98315

5.

Go to full-page version >
More lookup options ▾

Find

SCENARIO 2 Solution (Cont):

5. Enter the ZIP. Click Find.

6. The site returns a preferred city; use this city to enter into DPS.

ZIP Look Up Cities By ZIP Code™

The preferred city in 98315 is...
SILVERDALE WA

6.

To minimize delivery delays, use the preferred or acceptable city names for this ZIP Code™ rather than the following...

BANGOR WA
BANGOR SUBMARINE BASE WA

Find Another City by ZIP Code™

Enter only English in all fields

ZIP Code™

Go to full-page version >
More lookup options ▾

Find



City Unknown Scenario 3:

Scenario 3:

Member entered O'Fallon in new Duty Station location and city not found.

Select Duty Station

Location

CONUS (U.S.) OCONUS (Non U.S.)

Select City

O'Fallon

No City found. If you are not able to select a County or City as it appears on your orders, please contact the DPS Help Desk for further assistance by calling 1-800-462-2176

City:
County:
State:
Zip:

If you are unable to select a city, please contact the Help Desk at 1-800-462-2176.

Ok Cancel

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If this is a Local Move Order and there is no New Duty Station, enter the Current Duty Station as the New Duty Station.



Scenario 3 Solution:

Some duty stations have to be entered in a certain way. For example, the city of O'Fallon must be entered without the apostrophe mark.

Some areas, might also need to have an additional space added such as McGuire AFB would be entered as just "mc guire".

Delete the entry and re-enter by omitting the punctuation marks or adding a space.

Enter Order Information

Order [screen shot testing] <<

Orders Details

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

Useful Links <<

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

Select City

O Fallon|

- O FALLON, SAINT CLAIR COUNTY, IL, 62269**
- O FALLON, SAINT CHARLES COUNTY, MO, 63366**
- O FALLON, SAINT CHARLES COUNTY, MO, 63367**
- O FALLON, SAINT CHARLES COUNTY, MO, 63368**
- O FALLON, SAINT CHARLES COUNTY, MO, 63376**

City:

County:

State:

Zip:

If you are unable to select a city, call the help desk at 1-800-770-7332.

Ok Cancel

If this is a Local Move Order and there is no New Duty Station, enter the Current Duty Station as the

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Links

- **JTR:** <https://www.defensetravel.dod.mil/Docs/perdiem/JTR.pdf>
- **DTR:** <https://www.ustranscom.mil/dtr/dtrp4.cfm>
- **DOD Household Goods Portal:** <http://www.move.mil>
- **NAVSUP Navy Website:** www.navsup.navy.mil/household
- **US Marine Corps Website:** <http://www.marines.mil/>
- **Army Website:**
- **US Air Force Website:** www.ppahq.af.mil
- **US Coast Guard Website:** www.uscg.mil/
- **POV Locator:** <http://www.pcsmypov.com/>
- **Shipping a POV:** www.ustranscom.mil/dtr/part-iv/dtr_part_iv_app_k_3.pdf
- **Storing a POV:** www.ustranscom.mil/dtr/part-iv/dtr_part_iv_app_k_4.pdf
- **Weight Estimator:** <https://www.move.mil/resources/weight-estimator>
- **It's Your Move Booklet:** www.ustranscom.mil/dtr/part-iv/dtr_part_iv_app_k_1.pdf