



Update Contact Info





TOPICS

- Update user profile
- View your shipment status
- Add releasing or receiving agent
- Update email or phone information
- Update delivery address



DPS Homepage (opt 1)

Defense Personal Property System



Welcome to DPS

The Defense Personal Property System requires that all user profiles are validated or updated every 30 days. It has been greater than 30 days since your profile has been validated or updated. Please click 'Review User Profile' to complete this step. Access to the system will be limited until you have completed this task.

[Review User Profile](#)

There is more than one way to update your User Profile and contact information.

FROM YOUR DPS HOMEPAGE:
 If you have not used DPS in a while, you will be prompted to review and update your User Profile. This is where you can review and make changes to your contact information.

Defense Personal Property System

Customer Profile

Please review your user profile data for accuracy. Click 'Confirm Profile' if your current user profile data is correct. If you'd like to edit your profile, please click 'Edit'.

Customer Information [Edit](#)

First Name Margaret	Primary Phone 360-476-8888	Primary Email moira.bressi@navy.mil
Last Name Sailor	Secondary Phone (Cell Phone Preferred)	Secondary Email (Personal Email Preferred)
Personnel Status Military	Branch Of Service United States Navy	

Permanent Contact Address

Address Line 1
123 First Street

Address Line 2

City PORT ORCHARD	State WASHINGTON	Zip 98366
County KITSAP		

Points of Contact (POC) Information

Name	Primary Phone	Secondary Phone	Email	Action
Joe Sailor	360-555-1212		joesailor@hotmail.com	Actions

Showing 1 to 1 of 1 entries

[Confirm Profile](#)



DPS Homepage (opt 2)

There is more than one way to update your User Profile and contact information.

FROM YOUR DPS HOMEPAGE:

If you are an active user:

1. Click "My Profile" at the top of your DPS homepage.
2. Click "Edit" on your Customer Profile
3. Make any necessary changes and then click "Submit" at the bottom of the page

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Defense Personal Property System

Welcome to DPS

Start a New Move | Shipment Management | Customer Satisfaction Survey | Claim History

24/7 SRC Desk

Phone
Toll Free: (800) 462-2176
Commercial: (618) 589-9445

Email
usarmy.scott.sddc.mbx.g6-SRC-DPS-HQ@gmail.mil
Submit a ticket online
<https://src.service-now.com/src/>

2

Defense Personal Property System

Customer Profile

Customer Information **Edit**

First Name	Primary Phone	Primary Email
Margaret	360-476-8888	moira.bressi@navy.mil
Last Name	Secondary Phone (Cell Phone Preferred)	Secondary Email (Personal Email Preferred)
Sailor		
Personnel Status	Branch Of Service	
Military	United States Navy	

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Customer Information

First Name / Margriet | Primary Phone | 360-476-8888 | Primary Email | moira.bressi@navy.mil

Last Name | Secondary Phone (Cell Phone Preferred) | Secondary Email (Personal Email Preferred)

Sailor

Personnel Status: Military | Branch Of Service: United States Navy

Permanent Contact Address

Location: CONUS

Address Line 1: 123 First Street

Address Line 2: Enter Street Address 2

Zip/City Lookup: Enter Zip Code or City to begin location lookup

City: PORT ORCHARD | State: WASHINGTON | Zip: 98286

County: KITSAP

Points of Contact (POC) Information

Please identify at least one personal contact who will know how to reach you at origin, while in-transit, or at your new destination and would be willing to accept inquiries from your TSP if needed. You may also use this area to designate an individual to make decisions on your behalf (Power of Attorney / Letter of Authorization).

Please click on the 'Add Contact' button to add additional contacts to your profile. You are able to save (10) contacts to your profile.

Name	Primary Phone	Secondary Phone	Email	Action
Joe Sailor	360-695-1212		joselior@hotmail.com	Add

Showing 1 of 1 entries

Add Contact

Submit | Cancel



DPS Homepage (opt 3)



Defense Personal Property System

[Home](#) [My Profile](#) [My Documents](#) [Useful Links](#) [Quick Reference Guides](#)

Welcome to DPS

[Start a New Move](#)

[Shipment Management](#)

[Customer Satisfaction Survey](#)

[Claim](#)

From your DPS Homepage, you can update any information by clicking the "Shipment Management" button at the top of the page

Current Move

01 May 2017: BREMERTON to SAN DIEGO

Order Number NAVSUP GLS TEST

Order Type Permanent Change of Station

Shipment Status 2-HHG: Canceled

GBL No:

Desired Pickup Date

29 Jun 2017

Actual Pickup Date

Origin

123 MAIN STREET
BREMERTON, WA 98310
UNITED STATES

Destination

SAN DIEGO, CA 92101
UNITED STATES

[Edit My Order/Shipment Info](#)

[Print DD1797 Counseling Checklist](#)



Shipment Management

- Main
 - Manage Shipments
 - Shipment(s) And Status
 - Shipment Requests
 - Shipments in Storage

Customer Shipments Main Page

Shipments List												
Current Status	View/Edit Shipment Info	Excess Cost	Enter Delivery Request	Request Reweigh	Shipment Net Weight	BL Number	Orders Number	TSP	Shipment Pickup/Delivery	Shipment Type	Actual Pickup Date	Scheduled Delivery Date
Transportation Service Provider (TSP) Selection	View/Edit Shipment Info		Delivery Request	Request Reweigh	0		Idk 9may2009		GE To US49	HHG		
Offer Accepted and Presurvey Pending	View/Edit Shipment Info		Delivery Request	Request Reweigh	0	AGRM0000308	DOUGS 5803	AAAA	US14 To REGION 13 (Florida)	dHHG		
Offer Accepted and Presurvey Pending	View/Edit Shipment Info	View Excess Cost Details	Delivery Request	Request Reweigh	0	AGRM0000271	Dry_Run_3529	AAAA	US14 To REGION 13 (Florida)	dHHG		
Offer Accepted and	View/Edit		Delivery	Request	0	AGRM0000230	SPR_3930	AJGP	US14 To REGION 13	dHHG		

Use the menu on the left side of the screen; make sure to click “Manage Shipments” to expand the selection then click on ‘Shipment(s) and Status.

In the “View/Edit Shipment Info” column, click the blue words to edit your information.



View/Edit Shipment Information

View/Edit Shipment Information

Primary Information

[Edit Customer Info](#)

Customer Name: Army, Rodney
 Customer SSN: XXX-XX-1024
 Service Branch: Army
 BL Number: AGFM0000271
 Shipment Type: HHG
 Shipment Market: dHHG
 Origin GBLOC: AGFM
 Destination GBLOC: CLPK
 Releasing Agent:
 Receiving Agent:

TSP and Shipping Agent Info:

TSP SCAC: AAAA
 Origin Shipping Agent: 00000
 Origin Shipping Agent Phone Number: 78777373737
 Destination Shipping Agent:
 Destination Shipping Agent Phone Number:

Customer Contact Information:

[Edit Customer Contact](#)

Primary Email: rodney@army.mil Secondary Email:
 Primary Phone: 504-555-1212 Secondary Phone: 504-555-1212

Customer Voice Passcode:

[Edit Voice Passcode](#)

Shipment Dates:

[Edit Dates](#)

Requested Pack Date: 2011-07-15
 Requested Pickup Date: 2011-07-15
 Requested Latest Pickup Date:
 Requested Delivery Date: 2011-07-27
 Planned Pack Date:
 Planned Pickup Date:
 Planned Latest Pickup Date:
 Planned Delivery Date:
 Actual Pack Date:
 Actual Pickup Date:
 Actual Delivery Date:
 Scheduled Delivery Date:
 Required Delivery Date: 2011-07-29

Weights:

[Edit Weights](#)

Actual Gross Weight: 0
 Actual Net Weight: 0
 Actual Pro Gear Weight: 0
 Actual Spouse Pro Gear Weight: 0
 Customer Estimated Weight: 1000
 TSP Estimated Weight: 0

Members can edit:

- Customer Information
- Dates
- Customer Contact
- Estimated Weights



Add Releasing/Receiving Agent

View/Edit Shipment Information

Primary Information:

Edit Customer Info

Customer Name: Army, Rodney
Customer SSN: XXX-XX-1024
Service Branch: Army
BL Number: AGFM000271
Shipment Type: HHG
Shipment Market: dHHG
Origin GBLOC: AGFM
Destination GBLOC: CLPK
Releasing Agent:
Receiving Agent:

TSP and Shipping Agent Info:

TSP SCAC: AAAA
Origin Shipping Agent: 00000
Origin Shipping Agent Phone Number: 78777373737
Destination Shipping Agent:
Destination Shipping Agent Phone Number:

Customer Contact Information:

Edit Customer Contact

Primary Email: rodney@army.mil **Secondary Email:**
Primary Phone: 504-555-1212 **Secondary Phone:** 504-555-1212

Members Can Edit their:

- Name
- Releasing Agent Info
- Receiving Agent Info
- Customer Info

Edit Customer Information

Note that this action requires a GBLCorrection notice to the TSP if the BL/GBL has already been printed. The GBLCorrection will be automatically generated upon submission of the changes. Multiple changes will go on the same GBLCorrection until the GBLCorrection is printed.

After modifying the information, click the Update Customer Info button to commit the changes.

SSN (no dashes) [Text Field]
First Name [Text Field: Rodney]
Middle Name [Text Field]
Last Name [Text Field: Army]
Has Releasing Agent?
Releasing Agent First Name [Text Field]
Releasing Agent Middle Name [Text Field]
Releasing Agent Last Name [Text Field]
Releasing Agent Relationship [Text Field]
Releasing Agent Phone [Text Field]
Releasing Agent Phone Extension [Text Field]
Has Receiving Agent?
Receiving Agent First Name [Text Field]
Receiving Agent Middle Name [Text Field]
Receiving Agent Last Name [Text Field]
Receiving Agent Relationship [Text Field]
Receiving Agent Phone [Text Field]
Receiving Agent Phone Extension [Text Field]

Update Customer Info

Back

Actual Spouse Pro Gear Weight: [Text Field: 0]
Customer Estimated Weight: [Text Field: 1000]
TSP Estimated Weight: [Text Field: 0]



Update Email/Phone

View/Edit Shipment Information

Primary Information:

Edit Customer Info

Customer Name: Army, Rodney
Customer SSN: XXX-XX-1024
Service Branch: Army
BL Number: AGFM0000271
Shipment Type: HHG
Shipment Market: dHHG
Origin GBLOC: AGFM
Destination GBLOC: CLPK
Releasing Agent:
Receiving Agent:

TSP and Shipping Agent Info:

TSP SCAC: AAAA
Origin Shipping Agent: 00000
Origin Shipping Agent Phone Number: 78777373737
Destination Shipping Agent:
Destination Shipping Agent Phone Number:

Customer Contact Information:

Edit Customer Contact

Primary Email: Secondary Email:
 Primary Phone: Secondary Phone:

Customer Voice Passcode:

Edit Voice Passcode

Edit Customer Contact Information

Customer Name: Army, Rodney
Customer SSN: XXX-XX-1024

Use the fields below to edit your contact information.

Primary Email:
Secondary Email:
Primary Phone:
Primary Phone Extension:
Secondary Phone:
Secondary Phone Extension:

Update Contact Information

Back

Weights:

Edit Weights

Actual Gross Weight:
 Actual Net Weight:
 Actual Pro Gear Weight:
 Actual Spouse Pro Gear Weight:
 Customer Estimated Weight:
 TSP Estimated Weight:



Update Delivery Address

Main

- Manage Shipments**
 - Shipment(s) And Status
 - Shipment Requests
 - Shipments in Storage

Customer Shipments Main Page

Shipments List

Current Status	View/Edit Shipment Info	Excess Cost	Enter Delivery Request	Request Reweigh	Shipment Net Weight	BL Number	Orders Number	TSP	Shipment Pickup/Delivery	Shipment Type	Actual Pickup Date	Scheduled Delivery Date
Transportation Service Provider (TSP) Selection	View/Edit Shipment Info		Delivery Request	Request Reweigh	0		Idk 9may2889		GE To US49	HHG		
Offer Accepted and Presurvey Pending	View/Edit Shipment Info		Delivery Request	Request Reweigh	0	AGFM0000308	DOUGS 5803	AAAA	US14 To REGION 13 (Florida)	dHHG		
Offer Accepted and Presurvey Pending	View/Edit Shipment Info	View Excess Cost Details	Delivery Request	Request Reweigh	0	AGFM0000271	Dry_Run_3529	AAAA	US14 To REGION 13 (Florida)	dHHG		
Offer Accepted and	View/Edit		Delivery	Request	0	AGFM0000230	SPR_3930	AJGP	US14 To REGION 13	dHHG		

“Click View Shipment Info”



Update Delivery Address

Location Information:

Updates to pickup and delivery addresses in Shipment Management will not be reflected in the DoD Customer's profile.

Enter Extra Pickup

Enter Extra Delivery


Edit	Location	Street	City	State	Zip	Country
Edit Location	Shipment Primary Pickup Address	20 wall st	ABINGTON	MA	02351	US
Edit Location	Shipment Primary Delivery Address	10 ST	MIAMI	FL	33101	US
	Requested Additional Delivery Address	1421 Sgt York Rd	MACDILL AFB	FL	33608	US
	Requested Primary Delivery	5 oak	ALACHUA	FL	32615	US
Edit Location	Shipment Authorized Pickup Address	5 oak	CHELMSFORD	MA	01824	US
Edit Location	Shipment Authorized Delivery Address	5 oak	MIAMI	FL	33101	US
	Requested Primary Delivery	10 St	MIAMI	FL	33101	US

Members can edit their Pickup or Delivery addresses by clicking the blue words 'Edit Location' in the Edit column. Members should NOT update their Authorized Delivery Address. This entry should only be changed by a counselor at the Personal Property Office.

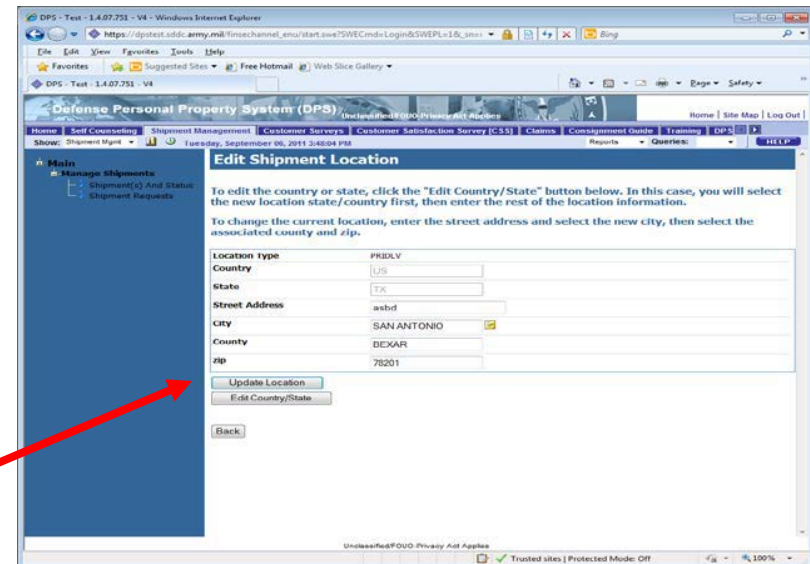
Members can also add an additional pickup and/or delivery address by clicking those words at the top of the edit location section.



Update Delivery Address

Location Type	ADDLV
Country	<input type="text" value="US"/>
State	<input type="text" value="FL"/>
Street Address	<input type="text"/>
City	<input type="text"/> 
County	<input type="text"/>
Zip	<input type="text"/>


Members will add their street address for their delivery location. If the City needs to be updated, click the yellow note pad.



Edit Shipment Location

To edit the country or state, click the "Edit Country/State" button below. In this case, you will select the new location state/country first, then enter the rest of the location information.

To change the current location, enter the street address and select the new city, then select the associated county and zip.

Location Type	PRDLV
Country	<input type="text" value="US"/>
State	<input type="text" value="TX"/>
Street Address	<input type="text" value="astbd"/>
CITY	<input type="text" value="SAN ANTONIO"/> 
County	<input type="text" value="DEKAR"/>
Zip	<input type="text" value="78201"/>

Location Data Selection

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.

Country:	<input type="text" value="United States"/>
Select a State:	<input type="text" value="FLORIDA"/>
Select a City:	<input type="text" value="MACDILL AFB"/>
Select a County:	<input type="text" value="HILLSBOROUGH"/>
Select a ZIP:	<input type="text" value="33608"/>

A pop-up window will open allowing members to select a new city.

Once all information has been selected, click GO and the info will populate in the location box.

NOTE: members must click the update location button for the changes to save.



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