

Checking Shipment Status

The Customer's Guide to DPS

DEFENSE PERSONAL

PROPERTY PROGRAM

Checking Shipment Status

When you log into DPS there are 2 ways you can check on your shipment status and information from the home tab.

The first method, is to click the “Self Counseling” tab (1), and the second method is to click the Shipment Management” tab (2).

DPS - TRAINING - Version 1.3.03.338 - (Server#) - Microsoft Internet Explorer provided by USAF

https://training.dps.mtmc.gov/finsechannel_enu/start.swe?SWECmd=Login&SWEPL=1&_sr=UHPK0YVgsk0LrCnfb6XUpwIz5FbWzEoMw8cvNRH

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Defense Personal Property System (DPS) Unclassified/FOUO-Privacy Act Applies Home | Site Map | Log Out

Home | **Self Counseling** | Shipment Management | Customer Satisfaction Survey (CSS) | Claims | Training | DPS User Satisfaction

Show: Friday, Jun 11, 2009 1:32:59 PM Reports Queries: HELP

General Information

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- JFTR Definition
- DPS Glossary
- Find a Counseling Office

Quick Reference

- Moving Tips
- Personally Procured Moves
- Weight Estimator Calculator
- Counseling Guide
- Shipment Management Guide
- Claims Guide
- Loss and Damage Report Guide
- Customer Satisfaction Survey Guide
- Interactive Voice Response (IVR) Guide

Online Brochures

- It's your Move
- Shipping your POV
- Storing your POV
- Moving your Mobile Home
- USDA Don't Move Gypsy Moths

Welcome John Doe, of Air Force.

The Defense Personal Property System (DPS), is an automated system developed to help simplify the move process. As the DoD Customer, you have 24-hour access to its many features such as online counseling, claims settlement, and shipment tracking. The descriptions below provide quick reference information to some of the features available to you in the DPS system.

Note: Before beginning, you must review additional information provided by your Branch of Service via the Information Link below. In the event your service updates this site after your first use, you will be required to view the information again before proceeding.

United States Air Force Information

What you will need to Get Started

If you have hardcopy orders or a Letter-in-Lieu of orders and want to create a shipment, please click on the **Self Counseling** Tab at the top of the page. Please note that you will need the following information in order to complete the self-counseling application:

- Your Contact information
- Pick-up and Delivery information
- Proof of Dependents (if applicable)
- Power of Attorney (if person completing application is not the member)

Process to Complete your Shipments from Start to Finish

Step 1: Self Counseling

Step 2: Shipment Management

Step 3: Customer Satisfaction Surveys (CSS)

Step 4: Claims

To Begin Self Counseling Click Here

Unclassified/FOUO-Privacy Act Applies

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When you go through the self counseling tab to check your shipment status your view will be limited, but it will let you know the current status (1) for your shipment(s). This screen will also show you the assigned counselor for your submitted shipment, should you have any questions or need to submit any additional paperwork for processing. (2)

If you'd like more detailed information on your shipment, you can go to the Shipment Management tab (3) at the top of your page.

The screenshot displays the Defense Personal Property System (DPS) interface. The top navigation bar includes tabs for Home, Self Counseling, Shipment Management, Customer Satisfaction Survey [CS], Claims, Training, and DPS User Satisfaction. The 'Shipment Management' tab is highlighted with a red circle and a red arrow labeled '3'. Below the navigation bar, the 'Counseling Menu' is visible, with 'My Orders' selected. The main content area shows a 'Welcome to Counseling' message and a table of orders. The table has columns for Action, Shipment No, Shipment Type, Shipment Status, Desired Pickup Date, Actual Pickup Date, Actual Shipment Weight, and Assigned Counselor. A red circle and red arrow labeled '1' points to the 'Shipment Status' column, and another red circle and red arrow labeled '2' points to the 'Assigned Counselor' column. The table contains one row of data for a shipment with ID 1, type Household Goods HHG, status In Storage-in-Transit (SIT) at Destination, and assigned to Michael Garza.

Action	Shipment No	Shipment Type	Shipment Status	Desired Pickup Date	Actual Pickup Date	Actual Shipment Weight	Assigned Counselor
	1	Household Goods HHG	In Storage-in-Transit (SIT) at Destination	Jul 17, 2009	Jun 25, 2009	7981	Michael Garza

Checking Shipment Status

Customer Shipments Main Page

Shipments List

Current Status	View/Edit Shipment Info	Enter Delivery Request	Request Reweigh	Temporary Storage (SIT)								Shipment Net Weight	BL Number	Order Number	
In Storage-in-Transit (SIT) at Destination	view-edit	delivery request	request reweigh	Request Extension	Temporary Storage Days Remaining	SIT Type	SIT Control Number	SIT Facility Contractor	SIT Date In	SIT Date Out	Days Authorized	SIT Portions	7981	AGFM0000184	AE 02
				request temporary storage extension	88	D	091760001	CENTRAL ILLINOIS TRANSFER & STORAGE	2009-06-25		90				

Total Weight (All HHG Shipments):
Total Weight (All UB Shipments):
WARNING: Excess weight exists for this set of orders (across all shipments).
[Click Here to view Excess Cost details](#)

From the 'Shipment Management' tab, on the left side of the page, click to expand 'Main'; click to expand 'Manage Shipments', then click 'Shipment(s) and Status'.

This screen will reveal the Shipments List [pictured below]; which will show your shipment(s) status, net weight, number of storage days authorized/remaining, and all other information pertaining to your shipment(s).

Current Status	View/Edit Shipment Info	Enter Delivery Request	Request Reweigh	Temporary Storage (SIT)								Shipment Net Weight	BL Number	Orders Number	TSP	Shipment Pickup/Delivery	Actual Pickup Date	
In Storage-in-Transit (SIT) at Destination	view-edit	delivery request	request reweigh	Request Extension	Temporary Storage Days Remaining	SIT Type	SIT Control Number	SIT Facility Contractor	SIT Date In	SIT Date Out	Days Authorized	SIT Portions	7981	AGFM0000184	AB-test-02	AAEK	US14 (MA) To REGION 8 (Illinois, Indiana, Ohio)	2009-06-25
				request temporary storage extension	88	D	091760001	CENTRAL ILLINOIS TRANSFER & STORAGE	2009-06-25		90							