



# *Defense Personal Property System (DPS) Update*

for the

**SDDC – Pacific Workshop  
Oct 2010**



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# *DPS Mission Scope*



- **Annual DoD Personal Property Shipments:**
  - > 500-600,000 shipments per year
  - > 15% of all personal property shipments worldwide
  - > \$2 Billion
- **119 DoD & Coast Guard PPSOs**
- **961 Transportation Service Providers**





# *DP3/DPS Goals*



- Improve the quality of service from moving companies
- Streamline claims process for loss or damage incurred
- Provide full replacement value for damaged household goods
- Implement an integrated, web-based info management system
- Implement an electronic payment system with industry (TSPs)

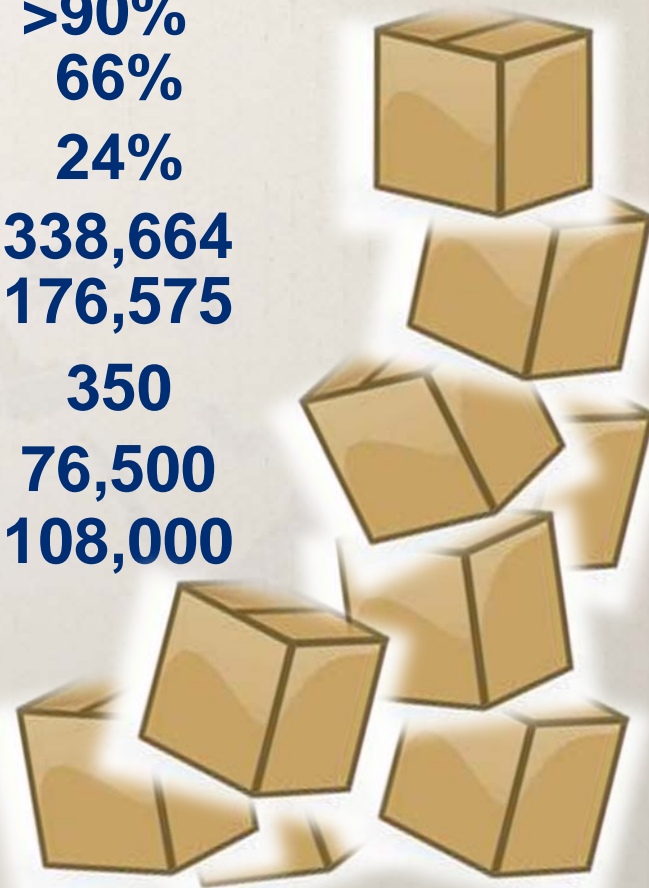




# *DPS Year in Review*

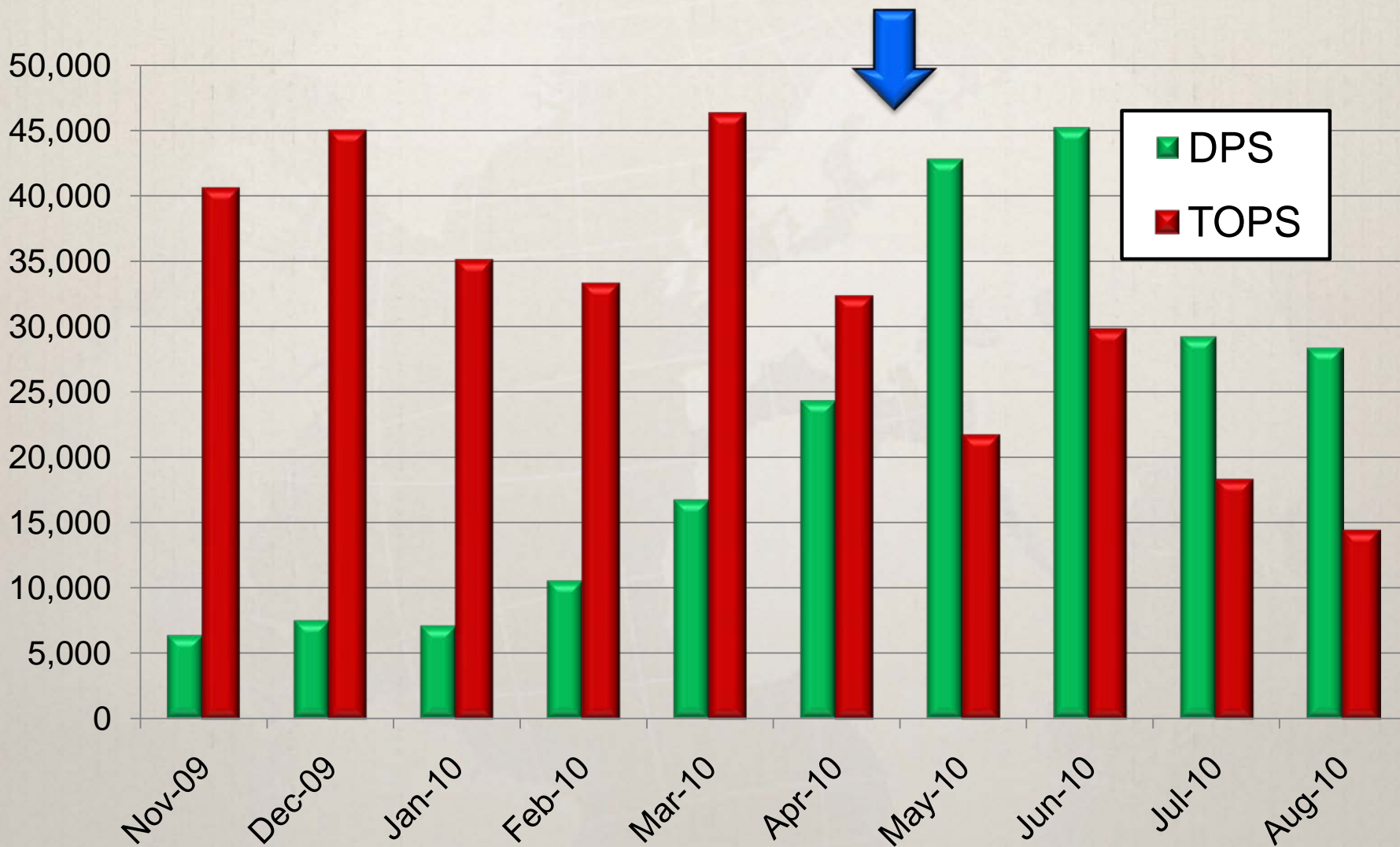


<u><i>Item</i></u>	<u><i>Sep 2009</i></u>	<u><i>Sep 2010</i></u>
- System Capability	28%	>90%
- Percent of Shipments	15%	66%
- CSS Rate for DPS	13%	24%
- Shipments Awarded	55,484	338,664
- Shipments Delivered	27,204	176,575
- Open Help Desk Tickets	985	350
- DoD Customer Accounts	43,000	76,500
- Total Customer Accounts	71,000	108,000





# *The Rise of DPS: 2010*





# 2010 Major Events



- Short Fuse into production Jan 2010
- Hardware tech refresh prior to Peak
- PPM Apr 2010 – performing well
- Peak Season 2010
  - Change-management issues
  - Industry capacity issues
- Help Desk reorganization
  - 3 tiers: SRC, JPMO, SRA
  - Good synergy; great results





# *TSP High Interest Issue*



## **Invoicing**

- By Sep 2009: 45K invoices paid via DPS
- As of 17 Sep 2010: 320K invoices were paid for the sum of \$931M





# *TSP High Interest Issues*



## Claims:

- Known Issues
  - TSPs must enter shipment in “delivery complete” status
  - System takes 5-7 days to recognize/populate complete status (In work by SRA)
  - Module needs improvement





# Improved Move.mil



## WWW.MOVE.MIL

- System/Program Information
- Status Dashboard
- Newsletter (Oct 10)
- Reference/Resources
- Training Materials
- Updated/Current FAQs
- Contacts/Help

Move.mil - Official DPS Portal

Home | Contacts/Help | FAQ

Can we help you find something?

DPS Status Dashboard

What Is DPS? | DPS Registration | DPS Login | Forgot Password? | Program Director

To Get Started, Select a Video

What's new... the new Move.mil!!!

Lost your userID?

Customer Satisfaction Surveys (CSS) are important!!!

Flat Panel Television  
Updated 17 June 2010

Front-Loading Washer  
Updated 17 June 2010

Previous | 1 | 2 | Next

Done | Internet | Protected Mode: Off | 100%

Gathering TSP/Association Input To Enhance TSP Page!



# Outlook for DPS



- DPS continues to improve
- DPS Increment II fully capable in FY11
- Significant next steps:
  - Improve DPS performance
  - Complete roll-out of functionality
  - Sunset the legacy system
  - Prepare for competitive FY12 contract
- DPS will continue to support our Service Members for years





# DPS & YOU



**TOGETHER, WE'RE MOVING  
AMERICA'S WARRIORS!**

***DPS***

***ALL MOVES,  
ALL SERVICES,  
ACROSS THE NATION, &  
AROUND THE WORLD!***

