

Defense Personal Property System (DPS) FAQs

1. I'm having problems with DPS, where can I find help?

Call the DPS Help Desk if you have issues accessing DPS or the website. The Help Desk staff is skilled at addressing and resolving system problems. The DPS Help Desk can be contacted by phone at: (800) 462-2176 or (618) 220-SDDC (7332) DSN: 770-7332 or by Email: sddc.safb.dpshd@us.army.mil.

2. How does a Transportation Service Provider (TSP) appeal a Defense Personal Property System (DPS) Suspension?

A TSP must appeal directly through the Personal Property Shipping Office (PPSO) that issued the suspension. The appeal may be mailed or emailed. TSPs who e-mail appeals must provide evidence that the e-mail was sent to a generic e-mail address as listed in the Personal Property Consignment Instruction Guide and/or through DPS.

TSPs should use e-mail delivery and/or read receipts with the e-mailed appeal. The TSP's appeal must be factual, fully documented, and provide irrefutable evidence of why the suspension action was erroneous and/or should be removed. If an appeal is denied by the PPSO, the TSP may further appeal to Surface Deployment and Distribution Command at ppperf@us.army.mil.

All appeals must come from the responsible TSP identified on the BL. It must be initiated no later than 15 days from the date of the PPSO's decision. The appeal must include a copy of the TSP's initial appeal to the PPSO, the PPSO's response, and any other supporting documents which assists the appellate authority in rendering a decision.