

Welcome to Defense Personal Property Program

For Service Members, Military civilians and their families, Permanent Change of Station (PCS) moves are a stressful reality of Military life. To improve the move process for those who move, and streamline the process for those who support it, the Department of Defense developed a new personal property program called Defense Personal Property Program. Defense Personal Property Program focuses on meeting the needs of our Service Members by promoting quality of service.

The backbone of Defense Personal Property Program is the Defense Personal Property System (DPS) which will automate and simplify the PCS move process. DPS is the one-stop source for managing personal property moves. It will provide 24-hour access to personal property shipment information throughout the entire moving process.

The Department of Defense is implementing Defense Personal Property Program in three phases:

Phase I - Introduction of the electronic billing and payment process and the Interim Customer Satisfaction Survey (ICSS)

Phase II - Deployment of DPS, featuring on-line Pre-move Counseling, Claims filing, Customer Satisfaction Survey (CSS), Transportation Service Provider (TSP) Rate Filing and Shipment Management

Phase III - Inclusion of Local Moves, Non Temporary Storage (NTS), and Direct Procurement Method (DPM) shipments in DPS

Key Improvements

- Shipments awarded based on quality of service, Best Value carrier selection
- Full Replacement Value (FRV) on loss and damage claims
- Electronic Rate Filing for TSPs; allowance for seasonal rates
- Increased direct deliveries

Streamlined Acquisition

- Adoption of commercial rate base
- Simplification/consolidation of accessorial
- Elimination of agent approval and Letters of Intent (LOI)

Best Value/Best Service

- Direct communication between carrier and Service Member
- Simplified claims process
- Web-based pre-move counseling support
- Reduced government-unique forms/processes
- Improved invoice payments through the PowerTrack system
- Customers rate TSPs
- Enhanced real-time decision support system

