# New defense-wide moving system replaces SMART WebMove

**Story and photo by Blake Vives, CFAY Public Affairs**

All Department of Defense (DoD) personnel making a Permanent Change of Station (PCS) move will soon use the new defense-wide moving program, Defense Personal Property Program (DP3).

The Web-based interface the consumer will use to execute PCS moves under the DP3, the Defense Personal Property System (DPS), will replace the Navy's current Web-based interface, SMART WebMove.

**DC1 Bryce Lim executes his PCStation move using the new DoD Web-based interface Defense Personal Property System (DPS). SKC Ace Elacio guides Lim, the first DPS customer in Yokosuka, through the process March 12. DPS is currently in the developmental stages and customer feedback is vital to its success.**

The DP3 program establishes an integrated system to support DoD families' moves worldwide and should help streamline management of moves.

"SMART WebMove will eventually go away," said U.S. Fleet and Industrial Supply Center (FISC) Yokosuka's Personal Property Office Director Herb Elam. "Until NAVSUP (Naval Supply Systems Command) tells us to stop using SMART WebMove, it can still be used. When this happens, the information about DPS will be published in orders, in the same way SMART WebMove information is currently published."

Damage Controlman 1st Class (SW) Bryce Lim, of Afloat Training Group Western Pacific, was the first customer in Yokosuka, to PSC using the DPS interface.

"This is my third consecutive command in Yokosuka since boot camp; so, this is my first real PCS move," said Lim.

Lim agreed to be the first DPS customer in Yokosuka because he needed to expedite his move and the timeline of the new system is quicker than SMART WebMove. Lim scheduled his move using the DPS Web-based interface at Yokosuka's Personal Property Office in order to provide real-time feedback to the move counselors. The entire process took Lim about one hour to complete.

"I came in here and the counselors were right here helping me and it was relatively easy," said Lim. "I scheduled my regular move and my unaccompanied baggage shipment. Once your address and contacts are in the system they are saved in there and I did not have to reenter them for the unaccompanied baggage shipment."

"We have found that the customers really like this system," said Personal Property Office Deputy Director Chief Store Keeper (SW/AW) Ace Elacio. "This is a consolidated version of SMART WebMove, but is more detailed because they can also manage and track their shipment."

The DPS is currently in its developmental stages and is undergoing revisions based on the suggestions of its initial customers. After the developmental stage, customers will continue to provide feedback using a customer satisfaction survey about the move to improve future service.

"I received very good service from the Personal Property Office. They were very helpful and all of the staff came to see how the system worked and listened to what my ideas were for improving it," said Lim. "It was a relatively easy interface and there were just a few of the terms and abbreviations that if I was doing it at home - I guess the idea is for someone to do it all at home - I would have been unable to complete the process because there was an area I did not understand that did not have popup notes to explain the numbers and codes I needed."

Currently, all personal property offices using DP3 are collecting feedback to improve the DPS interface and sending it to the Army's Surface Deployment Distribution Command, which is responsible for the personal property program for all services.

"Some of the things DC1 Lim mentioned we will probably fix in the next month," said Elam. "When customers give us feedback and say, 'it would help if you had dropdown menus,' we pass that information up to the developers weekly, so they can make changes. We want the customer to keep in touch and let us know how they feel about the system."

DPS allows customers to create their own move file and request pickup and deliveries completely online.

"I think this is good for shipboard personnel because their schedules are a little tighter and it is harder to get time off from work," said Lim. "They could actually do their move on the ship rather than come down to the shore facility."

DPS customers may also monitor the progress of the shipment and update contact information online. The system aims to improve the move experience and even allows the customer to select vendors based upon past performance.

"I am glad my PCS is moving along so quickly," said Lim. "I am excited and a little anxious but the speed at which this move is progressing has reduced my anxiety because I had a short timeframe to get this done. I even have contact information for my movers already."

Using DPS, customers process claims directly with the transportation service provider with full replacement value consideration.

"The difference between this [DPS] and SMART WebMove is this takes it a step further," said Elam. "For example, DC1 Lim has already heard from his carrier and will be contacted along the way. The process is faster, there is greater accountability on the carrier and more reassurance for the customer."

Currently, in Yokosuka, the only special consideration when executing a PCS using DPS is the inflexibility once a customer chooses moving dates.

"Since the system is new, we ask the customer to choose move dates carefully because we will not be able change the requested pickup dates except in the case of an emergency," said Elam. "We ask that customers be patient with us, provide feedback and we will see a quality move system as a result."

The Yokosuka Personal Property Office anticipates the majority of its customers will move using DPS before May 2009. Call 243-7062 regarding any questions or concerns about the new move system.

## FISC Yokosuka Personal Property Office reports unaccompanied baggage policy change

Due to recent issues and questions regarding the maximum weight allowed in an unaccompanied baggage (UB) shipment for Navy members, we are implementing the following policy:

Effective immediately, Navy members are authorized UB not to exceed 600 pounds for the member and an additional 200 pounds for each dependent.

This is in accordance with Joint Federal Travel Regulations paragraph U5320.B, relative to UB shipments by commercial air, as well as aligning with existing Marine Corps policy. This new guidance will be incorporated into the NAVSUP P490 under paragraph N5320.B.

Contact U.S. Fleet and Industrial Supply Center (FISC) Yokosuka's Personal Property Office at 243-7062 for more information.

NAVSUP

## Contract requisition cut-off dates announced

Commander Fleet and Industrial Supply Centers (COMFISCS) has established planning dates for acceptance of purchase or contract requests for all COMFISCS contracting departments.

Adherence to the following dates will ensure requirements with expiring funds are obligated prior to the end of fiscal year 2009 and ensure renewal of fiscal year 2010 service requests. Customer activities are requested to coordinate and share fiscal year 2009 procurement plans with the U.S. Fleet and Industrial Supply Center (FISC) Yokosuka and engage FISC personnel early in the acquisition process.

Acceptance of requirements submitted after the following planning dates will be based on the likelihood of obligation by fiscal year end, and as approved by the director or deputy director of the accepting FISC Yokosuka contracting department.

The FISC team will make every effort possible to award the contract; however, acceptance of late requirements does not guarantee obligation.

For more information, call the FISC Yokosuka contracting office.

Ashore requirements contact: Yoshihisa Mimaki at 243-8404 or Haruto Suzuki at 243-7622. Afloat requirements contact Keith Beem at 243-8412 or Hiroyuki Ishihara at 243-7861.

| Estimated Amount | Type of Action | Due Date |
|---|---|---|
| $3,000 or less | Micropurchase per NAVSUPINST 4200.99 | Aug. 24 |
| $3,001 - $25,000 | Purchase/Delivery Order | Aug. 24 |
| $25,001 - $100,000 | Purchase/Delivery Order | Aug. 10 |
| up to $100,000 | Annual Rental and Maintenance (ARM) | Aug. 10 |
| any dollar amount | Exercise of Option | June 29 |
| over $100,000 | Delivery Order | June 15 |
| over $100,000 | Annual Rental and Maintenance (ARM) | June 1 |
| $100,000 - $1 million | Contract | June 1 |
| $1 million - $5 million | Contract | April 30 |