

FROM: SDDC-PP SCOTT AFB, IL

TO: SERVICE HEADQUARTERS REPRESENTATIVES AND WORLDWIDE
PERSONAL PROPERTY SHIPPING OFFICES (PPSOS)
ALL TRANSPORTATION SERVICE PROVIDERS (TSP) WORLDWIDE

SUBJ: DEFENSE PERSONAL PROPERTY SYSTEM (DPS) RATING ENGINE ERROR

1. HQ SDDC, IN COORDINATION WITH THE USTRANSCOM JOINT PROGRAM MANAGEMENT OFFICE FOR HOUSEHOLD GOODS SYSTEMS (JPMO), HAS IDENTIFIED ERRORS GENERATED BY THE DPS RATING ENGINE IN CALCULATING A TRANSPORTATION SERVICE PROVIDER'S (TSP) LINEHAUL AND RELATED CHARGES. AS INDICATED IN THE 400NG/INTERNATIONAL TENDER, TSPS LINEHAUL CHARGES MUST BE BASED ON THE REQUESTED DELIVERY ADDRESS (BLOCK 18 OF THE PPGBL/BL) AND REQUESTED PICKUP ADDRESS (BLOCK 19 OF THE PPGBL/BL) AT THE TIME THE SHIPMENT IS OFFERED AND ACCEPTED BY THE TSP. THE DPS RATING ENGINE IS IMPROPERLY USING THE FINAL DELIVERY ADDRESS AND/OR THE DESTINATION SIT FACILITY TO DETERMINE THE LINEHAUL CALCULATION. UNTIL SYSTEM PROBLEM REPORT 6891 CORRECTS DPS TO MATCH THE 400NG/INTERNATIONAL TENDER, THE FOLLOWING GUIDANCE CLARIFIES PROPER BILLING PROCEDURES:

A. SCENARIO 1: DPS UNDERRATES A PROPERLY SUBMITTED INVOICE
THE DPS RATING ENGINE AMOUNT IS LOWER THAN THE TSP INVOICED AMOUNT AND THE TSP HAS INVOICED BASED ON THE 400NG/INTERNATIONAL TENDER (ORIGINALLY REQUESTED PICKUP AND ORIGINALLY REQUESTED DELIVERY ADDRESS AT THE TIME THE SHIPMENT IS OFFERED AND ACCEPTED BY THE TSP). DPS INCORRECTLY RATED THE SHIPMENT BASED ON THE FINAL PICKUP AND/OR FINAL DELIVERY/DESTINATION SIT FACILITY ADDRESS AND THE DPS COST IS LESS THAN THE TSP COST. THE TSP IS AUTHORIZED TO BILL A MISCELLANEOUS CHARGE TO MAKE UP THE DIFFERENCE OF WHAT DPS RATED AND WHAT THE TSP INVOICED. THE TSP MUST INCLUDE THE FOLLOWING NOTE IN THEIR MISCELLANEOUS BILLING: CHARGE ACCOUNTS FOR DPS UNDERRATING LINEHAUL IN ACCORDANCE WITH JOINT SDDC AND JPMO MESSAGE. LHS CALCULATION IS BASED ON [CITY, STATE, COUNTRY] TO [CITY, STATE, COUNTRY].

B. SCENARIO 2: DPS OVERRATES A PROPERLY SUBMITTED INVOICE
THE DPS RATING ENGINE AMOUNT IS HIGHER THAN THE TSP INVOICED AMOUNT AND THE TSP HAS INVOICED BASED ON THE 400NG/INTERNATIONAL TENDER (ORIGINALLY REQUESTED PICKUP AND ORIGINALLY REQUESTED DELIVERY ADDRESS AT THE TIME THE SHIPMENT IS OFFERED AND ACCEPTED BY THE TSP). DPS INCORRECTLY RATED THE SHIPMENT BASED ON THE FINAL PICKUP AND/OR FINAL DELIVERY/DESTINATION SIT FACILITY ADDRESS AND THE DPS COST IS MORE THAN THE TSP COST. THE TSP IS NOT AUTHORIZED TO BILL A MISCELLANEOUS CHARGE TO MAKE UP THE DIFFERENCE OF WHAT DPS RATED

AND WHAT THE TSP INVOICED AND THE TSP IS NOT AUTHORIZED TO IMPROPERLY SUBMIT OR CHANGE THEIR BILLING TO MATCH DPS.

C. SCENARIO 3: DPS OVERRATES AN IMPROPERLY SUBMITTED INVOICE THE TSP HAS IMPROPERLY INVOICED BASED ON THE FINAL PICKUP AND/OR FINAL DELIVERY/DESTINATION SIT FACILITY ADDRESS. DPS IMPROPERLY RATED THE SHIPMENT BASED ON THE FINAL DELIVERY/DESTINATION SIT FACILITY ADDRESS. THE TSP IS NOT AUTHORIZED TO BILL BASED ON AN UPDATED FINAL PICKUP AND/OR DELIVERY/DESTINATION SIT FACILITY ADDRESS AND MUST REFUND ANY CHARGES ABOVE WHAT WAS AUTHORIZED BASED ON THE ORIGINALLY REQUESTED PICKUP AND/OR DELIVERY ADDRESS AT THE TIME THE SHIPMENT IS OFFERED AND ACCEPTED BY THE TSP.

2. ANY TRENDS IN IMPROPER BILLING AND/OR POST PAY AUDITS WILL RESULT IN A MORE DETAILED REVIEW AND POSSIBLE PUNITIVE ACTIONS.

3. FOR QUESTIONS REGARDING THIS MESSAGE, CONTACT USARMY.SCOTT.SDDC.MBX.OMB-FOR-BILLINGISSUES@MAIL.MIL.

4. FOR QUESTIONS REGARDING DPS RATING OR TECHNICAL QUESTIONS CONTACT THE DPS HELPDESK.

A. EMAIL: SDDC.SAFB.DPSHD@US.ARMY.MIL.

B. TELEPHONE: TOLL FREE (800) 462-2176; COMM (618) 220-7332; DSN 312-770-7332.

C. INTERNET: [HTTPS://WWW.SDDC-SRCHELPME.COM](https://www.sddc-srchelpme.com).

THIS MESSAGE IS APPROVED FOR RELEASE BY DANIEL MARTINEZ, CHIEF, PERSONAL PROPERTY RATES DIVISION, HQ SDDC.