



# News “U” Can Use



## Director's Corner

As the Defense Personal Property Program (DP3) 2013 rate filing cycle inches closer, we want to take this opportunity to express our appreciation for the hard work military, civilian employees, and household goods industry communities do to support customers stationed around the globe.

HQ SDDC continues to strive towards short and long term program and system improvements through collective forums and positive lines of communication. As we close out the 2012 calendar year, we look forward to implementing Personal Property Shipping Office (PPSO) regionalization efforts by 2016. SDDC is dedicated to working with the Joint Program Management Office for Household Goods Systems (JPMO HHGS) to transfer legacy One-Time-Only (OTO) and Special Solicitation functionality into the Defense Personal Property System (DPS). We are confident that these regionalization initiatives and new DPS capabilities will streamline internal and external logistics, improve communication channels, and facilitate DP3 growth in the future.

From our families to yours, we wish you a joyous holiday season and continued success throughout the New Year!

Respectfully,  
Lt Col Michael Erhardt (USAF)  
Deputy Chief of Staff, Personal Property

## 2013 Federal Holidays in DPS

Personal Property Consignment Instruction Guide (PPCIG) managers need to ensure they have designated the 2013 Federal Holidays under the PPCIG “Holidays” tab. Failure to perform this action will allow holidays to be scheduled as pack, pickup, and desired delivery dates. Any questions can be directed to:

[usarmy.scott.sddc.mbx.omb-for-ppcig@mail.mil](mailto:usarmy.scott.sddc.mbx.omb-for-ppcig@mail.mil)



## DP3 Reminders and Clarifications:

### Upcoming Regionalization:

The following locations are scheduled to regionalize on 01 January 2013.

1. **JPPSO NORTHEAST, Chelmsford, MA (AGFM) assumes:** Rock Island Arsenal, IL (GLAM); Fort Dix, NJ (APAT); Oakdale, PA (DMAC) currently handled by APAT; and Tobyhanna Army Depot, PA (DOAQ).
2. **JPPSO NORTH CENTRAL, Colorado Springs, CO (KKFA) assumes:** Bluegrass Army Depot, KY (FAAQ); and Fort Snelling, MN (GBAC).
3. **JPPSO SOUTH CENTRAL, San Antonio, TX (HAFC) assumes:** McAlester Army Ammunition Plant, OK (HOAM); and Red River Army Depot, TX (HBAQ).
4. **JPPSO SOUTHEAST, Jacksonville, FL (CNNQ) assumes:** Fort Jackson, SC (CAAT).
5. **JPPSO SOUTHWEST, San Diego, CA (LKNQ) assumes:** Naval Postgraduate School Monterey, CA (LFNT).

### Non-Temporary Storage (NTS) Invoices under the Third Party Payment System (TPPS)

The following tips will assist Personal Property Shipping Offices (PPSOs) in processing NTS invoices.

1. At least one week prior to the end of the month, PPSOs should review their NTS Master List for data errors, and make necessary corrections.
2. Ensure all receipts are processed prior to printing the invoices.
3. Print all invoices, including quarterly storage invoices, between the 1st and 7th calendar days of each month, after the end of each quarter.
  - a. Invoices for Handle In and Handle Out may be printed by the Transportation Service Provider (TSP); however, they must be printed by month.
  - b. Enter the dates into vTOPS as shown below:
    1. Current Month Begin Date: 01-XXX-2012 (XXX = 3 LETTER MONTH)
    2. Current Month End Date: 30-XXX-2012 (USE END OF MONTH DAY AS APPLICABLE: 28, 30, and 31)
4. All NTS invoices not printed during this time will have to be entered manually into U.S. Bank (Syncada). In addition, data errors that cause invoice transmission failures will be returned to the responsible PPSO for manual processing into Syncada.
5. NTS expirations must be kept up to date to preclude the Government funding of storage where no storage entitlement exists. PPSOs should follow service policies for converting and/or extending storage expiration dates where entitlements terminate or continued storage is authorized.

### 2013 DP3 Rate Filing

DPS rate filing is fast approaching with tentative dates scheduled for early February 2013. The DP3 Domestic 400NG-2013 Tariff, DP3 Domestic 400NG 2013 baseline rates, and the DP3 International Tender 2013 are scheduled for release in December 2012. Some of the updates include guidance on the new Alaska rate structure, bunker surcharge (BSC) clarification, and information on additional sites for DOD regionalization. Please check SDDC’s Personal Property website ([www.sddc.army.mil](http://www.sddc.army.mil)) for the appropriate documents, as well as more information on the DP3 rate filing schedule.



### New Faces

We want to welcome the General Dynamics Information Technology (GDIT) team to the SDDC Personal Property team and say thank you to the IBM team for their support of DP3.

### Weight Ticket Submission

TSPs are required to provide certified weight tickets to the Joint Personal Property Shipping Office/Personal Property Shipping Office within seven (7) work days after a shipment is picked up. Weight tickets must be legible, signed by the person performing the weighing, and contain required information as outlined in applicable DP3 Domestic 400NG Tariff and DP3 International Tender.

### 2013 Qualification Update

The annual Qualifications is here and the message was sent to all TSPs via DPS on 30 Nov 12. TSPs must update their Certificate of Responsibility and Certificate of Independent Pricing in DPS during the timeframe described in the message. Failure to update these qualification documents will preclude TSPs from filing rates for the upcoming rate cycle.

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### International Rates:

[Army.SDDC.SAFB.PPIRate@mail.mil](mailto:Army.SDDC.SAFB.PPIRate@mail.mil)  
(618)220-5774; OTO: (618) 220-5481; SS: (618) 220-5408

### Quality Assurance:

[Army.SDDC.SAFB.PPQual@mail.mil](mailto:Army.SDDC.SAFB.PPQual@mail.mil)  
(618) 220-5411 / 6840 / 5413 / 5404

### Storage and POV:

[Army.SDDC.SAFB.PPTY@mail.mil](mailto:Army.SDDC.SAFB.PPTY@mail.mil)  
NTS: (618) 220-5153, POV: (618) 220-5449

**Billing and Invoicing:** [Army.SDDC.SAFB.BILLING@mail.mil](mailto:Army.SDDC.SAFB.BILLING@mail.mil)

**PPCIG:** [usarmy.scott.sddc.mbx.omb-for-ppcig@mail.mil](mailto:usarmy.scott.sddc.mbx.omb-for-ppcig@mail.mil)



## Regular Suspensions (Pending Suspensions queue)

Regular suspensions may be issued for repeated routine violations or when a TSP commits any single violation which merits suspension. The majority of suspensions, when taken under the QA Management Pending Suspension queue, should be "regular suspensions" since they fall into the repeated routine violations category. PPSOs must keep in mind before taking suspensions that just because a TSP has 3 or more of the same violation it doesn't necessarily mean the TSP should be suspended. The TSP's overall performance and volume of shipments handled should be taken into consideration when making a determination to issue a "regular suspension."

When creating a regular suspension in DPS you must use the "calendar" under suspension begin and end dates.

Begin date is 21 days out from the day you are taking the action, and the end date is 30 days from the begin date. TSPs have 20 days to respond to the notification of suspension and PPSOs must review the TSP response to determine if the suspension should take effect or be rescinded.

Note: PPSO should make sure to save and print the DD Form 1814 and forward to the TSP. This is necessary since the TSP will not see the DD Form 1814 in their suspension queue until the suspension start date (remember, 21 days out).

Suspension Begin Date (yyyy-mm-dd):

Suspension End Date (yyyy-mm-dd):



## Common Service Member Questions from the DPS System Response Center

Q1: My screen freezes in the counseling module when I am trying to enter my order information.

A: To proceed through the screen freeze, increase your screen resolution to 150%.

## Shipments Released Out of NTS

If the shipment is a release out of NTS, it should not be placed in SIT at destination. However, if SIT is required (e.g., member's/employee's house becomes unavailable, member/employee hospitalized) the TSP may request SIT via DPS. PPSOs, please confirm that customers are occupying their residence prior to the release of NTS shipments. This will eliminate the need for SIT at destination.

## Customer Satisfaction Survey TIPS:

Customers should be counseled there are 2 key steps to "Submit" the customer satisfaction survey.

1. After all questions are answered there is a button that says "Calculate Scores."
2. Once it is pressed, a popup shows the scores, and prompts the customer to submit. After they "submit" their scores, the survey then allows customers to input their comments.

Scores are then captured and a box is shown that allows members to input any comments. Remind customers that the easiest way to complete the survey is to wait for their reminder email, which they will receive at 7, 14 and 21 days after delivery.

## Test Your DP3 Knowledge:

- (1) Chapter 401, page 26
- (2) Three Government Business Days (DTR, Appendix A, page 15)
- (3) Yes, however the member/employees are not required to sign them, and they should not be used to record loss or damage. (TOS Appendix B, page 14).

## *Happy Holidays from SDDC - Personal Property*



### Acronyms

CONUS	Continental United States	JPPSO	Joint Personal Property Shipping Office	SCAC	Standard Carrier Alpha Code
DoD	Department of Defense	MCO	Military Claims Office	SDDC	Surface Deployment and Distribution Command
DP3	Defense Personal Property Program	NTS	Non-Temporary Storage	SIT	Storage-in-Transit
DPS	Defense Personal Property System	POV	Privately Owned Vehicle	TO	Transportation Office/Officer
DTR	Defense Transportation Regulations	PPPO	Personal Property Processing Office	TOPS	Transportation Operational Personal Property Standard System
GBL	Government Bill of Lading	PPSO	Personal Property Shipping Office	TSP	Transportation Service Provider
GBLOC	Government Bill of Lading Office Code	RSMO	Regional Storage Management Office	USTRANSCOM	US Transportation Command



## *Happy Holidays from SDDC - Personal Property*

Central RSMO



Northeast RSMO



Western RSMO



Southeast RSMO



Pacific



Europe

