



News “U” Can Use



Director's Corner

As we reflect on 2012, we can all appreciate the continued growth and maturation of the Defense Personal Property Program (DP3).

As we head into 2013, we will continue our journey ahead with several webinars. These webinars are built to assist the community with frequently asked questions my staff has received. I welcome you to participate in these webinars and provide feedback to the sessions' point of contact. Webinar sessions will begin the week of January 21 and are projected to continue through April. Specific details will be disseminated the week prior to the scheduled webinar.

Finally, I would like to take this opportunity to wish you and your families a happy and healthy new year.

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

Privately Owned Vehicles (POV)

JPPSOs/PPSOs/PPPOs should remind members to ship their POVs with no more than a maximum fuel gauge reading of $\frac{1}{4}$ a tank for both gasoline and diesel POVs.



DP3 Reminders and Clarifications

SDDC 2013 Qualification is Underway

A message was sent to all Transportation Service Providers (TSPs) via the Defense Personal Property System (DPS) on 30 November 2012 reminding TSPs to update their Certificate of Responsibility (COR) and Certificate of Independent Pricing (CIP) in DPS by 11 Jan 2013. Failure to update your qualification documents will preclude you from filing rates.

Management of Shipment Queues in DPS

We have found missing data inside DPS queues that need your attention to help maintain the accuracy of system. Below are some queue areas to watch:

OUTBOUND MANAGEMENT:

PPSOs: If there are any shipments in this queue that has exceeded the P/U Date, contact the member/TSP and get a shipment status update.

TSPs: If shipment has been cancelled by the member contact the PPSO so they can update the shipment status.

INBOUND MANAGEMENT:

PPSOs: Ensure all shipments in this queue have not exceeded the RDD If RDD is exceeded contact TSP for status update.

TSPs: Ensure all arrived shipments (including split shipments) are updated in DPS

SIT MANAGEMENT:

PPSOs: Ensure all shipments with negative SIT days are reviewed and members contacted for status update

TSPs: Ensure all shipments delivered from SIT are updated in DPS. After a member's shipment(s) has been delivered, the TSP must update shipment status to "Delivery Complete". If TSP is unable to update shipment status, contact the destination PPSO for assistance. If PPSO cannot update shipment status, a DPS Help Desk ticket must be submitted. A webinar is scheduled to provide more detailed guidance.

PPSO/TSPs: Place all remarks pertaining to any shipment in the GENERAL/ADDITIONAL REMARKS section in View/Edit Shipment Information Screen.

Army Policy for Non-Temporary Storage Releases:

If for any reason an Army member is unable to accept delivery of a non-temporary storage released shipment, the transportation office (TO) is authorized to approve 30 days of storage-in-transit (SIT). The TO must request the Army member to provide a statement with supporting documentation of why he/she could not accept delivery not later than 10 calendar days of the first day of SIT. The TO will submit the statement with supporting documentation, orders and the estimated number of days SIT is required to the personal property representatives in Army G-4 who will determine if the storage cost is paid by the Government or incurred by the Army member. Points of contact at Headquarters Army G4 are jeanette.r.mccants.civ@mail.mil and gene.a.thomas.civ@mail.mil.

Domestic Rates:

Army.SDDC.SAFB.PPRatesDOM@mail.mil
(618) 220-5256 / 5454

Operations:

Army.SDDC.SAFB.PPOPS@mail.mil
(618) 220-5484 / 5998 / 5193

Business Processes and Systems Integration:

Army.SDDC.SAFB.PPCF@mail.mil
(618) 220-6244

Billing and Invoicing: Army.SDDC.SAFB.BILLING@mail.mil
PPCIG: Army.SDDC.SAFB.PPCIG@mail.mil



Webinar Topics	Dates
Inconvenience Claim	22 & 24 Jan
How to File A Claim	29 & 31 Jan
Regular/Immediate Suspension	5 & 7 Feb
What a Customer sees when they Self Counsel in DPS?	12 & 14 Feb
New SIT Functionality	26 & 28 Feb
Required Delivery Dates	19 & 21 Feb
Managing Queues in Shipment Management	5 & 7 Mar
Finding TSP Rates on File	12 & 14 Mar
Costing Domestic Shipments	26 & 28 Mar
International Cost Estimate Process (Mil & Gov)	TBD
Invoicing	16 & 18 Apr
TSP Qualifications, 55-4	TBD



Frequently asked questions from the customer to the Systems Response Center (SRC)

Q: Where do I go to set up my household goods move?

A: To begin please make sure your pop-up blocker is turned off. Next, select the "Defense Personal Property System (DPS)" link on the left side of the ETA page (<https://eta.sddc.army.mil>), under My Approved Applications. Once the DPS window opens, please select the Self Counseling tab at the top of the screen to begin setting up your shipment information.

Q: How do I file a claim in DPS?

A: The step-by-step instruction guide for the claim process can be found at www.move.mil by clicking the "DOD Service Members and Civilians" link in the middle of the home page then clicking the "Claims/CSS" link on the right side of the screen.

Q: What is an In transit Address?

A: The Intransit address is an address that the TSP uses to contact you while your shipment is in transit.

Non-Temporary Storage (NTS) Lots Conversion to Member's Expense

PPSO/JPPSOs: We ask that all offices make every effort possible to ensure service regulations are followed before a NTS lot is converted to member's expense. The DTR, Appendix J, outlines that when the Transportation Officer (TO) determines the member is no longer entitled to storage of personal property at Government expense, the TO shall give the NTS TSP, a 30 day written notification of such determination and provide a copy to the member. The TO shall also provide the NTS TSP with the owner's permanent mailing address. Please remember that after the shipment is converted, the Service members' Civil Relief Act (SCRA) applies to all DOD personal property shipments located in any commercial storage facility in conjunction with military commitments or other qualifying service.

All TSPs: SDDC policy is that the Service members' Civil Relief Act (SCRA) is applicable and that the holder of a storage lien may not enforce a storage lien against a service member during his/her military or other qualifying service or for 90 days thereafter without a court order granting the right to enforcement. If a storage lien materializes on account of a service members military or other qualifying service, one of three things can happen: a) Any court proceeding can be stayed by the court for a period of time that justice and equity requires; b) The storage lien can be adjusted by the court to preserve the interest of all parties; or c) the service member and the lien holder may adjust their respective rights privately in accordance with the SCRA.

Required Delivery Dates (RDD)

There have been some instances of members' assuming the scheduled date for delivery in block 12 of the 1299 is the confirmed required delivery date. All counselors should emphasize the delivery date on the 1299 is an "estimate" only, and the RDD listed in block 12 of the GBL is the actual RDD. TSPs are asked to ensure members are fully aware of their RDD during the pre-move survey and that the date will be listed on the GBL when they provide them a copy. Additionally, the transit time tables (Appendix L, M, and N) used in DPS are being updated to reflect the current transit times and we will advise when completed. SDDC will also be presenting a webinar on RDDs in February.

New Storage-in-Transit (SIT) Functionality

The last DPS Release (1.5.0) gave TSPs the ability to place a shipment in "ANY" DOD approved SIT facility. This allows the TSP more flexibility to better meet the members' needs. TSPs are authorized line-haul from Block 19 to 18 and the delivery out is based on Block 18 to the delivery address. For shipments designated as a direct delivery, DPS will generate a SIT request for the PPSO to process. TSPs will inform the customer where their shipment is placed in storage and are still expected to meet the customer's expectation when they request delivery.



Shipment Arrival Reminder

The PPSO must monitor the status of all inbound shipments that have arrived in DPS and are awaiting disposition (e.g., delivery to residence or SIT approval). The TSP must enter the following information in DPS:

1. Arrival date
2. Weight of shipment (For international shipments: pieces, weight, and cube)
3. Enter whole or split shipment information
4. Enter "Requested" and/or "Actual" delivery date
5. Attempted delivery date.

Reference: DTR, Part IV, Ch. 402, D(2)b



Unusual Occurrences

Reminder for TSPs

When an Unusual Occurrence (i.e. incidents of major significance producing significant loss, damage or delay resulting from strikes, port congestion, fires, pilferage, vandalism, and similar incidents) occur and it affects the movement of a shipment, TSPs are required to follow the procedures in the DTR 4500.9R, Part IV, Appendix B, B.20.

The TSP must immediately notify the origin and/or destination PPSO, and HQ SDDC OPS Team by electronic mail (E-Mail) at ARMY.SDDC.SAFB.PPOPS@MAIL.MIL of the incident.

Firearms Shipments to/from Overseas Locations:

As a reminder, per item 333 of the International Tender: All privately-owned firearms (POFs) will be placed in a number one (1) external shipping container and positioned so that they are readily accessible for examination by customs officials, when required, and the container is closed and sealed at the service member's residence.

Federal Holidays

DPS PPCIG Managers please ensure you have designated the 2013 Federal Holidays under Holidays tab in the Consignment Guide. Failure to perform this action will allow DPS to schedule holidays as Pack, Pickup, and Desired Delivery dates. Any questions can be directed to: ARMY.SDDC.SAFB.PPCIG@MAIL.MIL

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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