



# **Military Surface Deployment And Distribution Command (SDDC)**

## **Transportation Service Provider (TSP) Qualifications**

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SDDC PAMPHLET 55-4

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## 1.0 Definitions

The DOD Personal Property Program contains terminology and acronyms which are unique to the program. The following definitions are provided to give you a basic understanding of the terms used:

**Cargo Liability Insurance:** Insurance required by a TSP to cover compensation for loss and/or damage to all property belonging to shippers or consignees and coming into the possession of the TSP in connection with its transportation service performed for the account of the DOD, regardless of whether the motor vehicles, terminals, warehouses, and other facilities used in connection with the transportation of such property are specifically described in the policy or not.

**Continental United States (CONUS):** All 48 contiguous states and the District of Columbia.

**Defense Personal Property Program (DP3):** DP3 is the program that manages the worldwide movement of Department of Defense personal property through a Best Value process.

**Defense Personal Property System (DPS):** DPS is the web based system that supports DP3 in the qualifications, shipment management, invoicing, claims and quality assurance of Department of Defense personal property shipments.

**Digital (Identity) Certificate:** A digital identity certificate is the digital equivalent of an ID card. Using digital identity certificates provides a tighter security environment.

**Boat:** Movement of privately owned boats, belonging to DOD personnel. See the MOTO/BOTO solicitation for further guidance.

**Electronic Data Interchange (EDI):** The computer to computer exchange of business data using standards jointly developed by standards groups such as American National Standards Institute (ANSI) or Electronic Data Interchange Agency.

**Electronic Transportation Acquisition (ETA):** ETA is a system that provides a single point of entry to the transportation community through the use of the Worldwide Web. The SDDC ETA system provides access to SDDC transportation systems as well as links to other transportation sites.

**The Electronic Tender of Service Signature Sheet (ETOSSS):** Completion of this form certifies that you have read the Tender of Service and agree to provide service in accordance with the provisions contained therein. The TSP is responsible for submitting a new ETOSSS when changes occur concerning one or more of the following: company name, address, telephone number, e-mail address, company officers.

### **Financial Statements:**

Statements audited by an Independent CPA which communicate a TSP's economic resources and obligations at a point in time.

**Federal Motor Carrier Safety Administration (FMCSA):** FMCSA offers company safety data and related services to industry and the public over the internet.

**Interstate Shipment:** Any personal property originating in CONUS states, Alaska, and the District of Columbia and destined for another CONUS state, Alaska and the District of Columbia.

**International Shipment:** The movement of household goods or unaccompanied baggage between a point in the continental United States and a point in an overseas area.

**Intrastate shipment:** Any personal property shipment originating in a state destined for the same state.

**Mobile Home:** A mobile dwelling constructed or converted and intended for use as a permanent residence and designed to be moved, either self-propelled or by towing. It includes a house trailer, a privately owned railcar converted for use as a residence, a boat an employee/member uses as the place of principal residence, as well as all HHG and PBP&E contained in the mobile home and owned or intended for use by the employee/member, or dependents.

**Open Season:** A specified time period when applications are accepted for new entrants.

**Operating Authority:** An authorization issued by the Department of Transportation (DOT) or individual state regulatory body for a commercial TSP to perform transportation services.

**Performance Bond:** Serves to protect the Government in the event the TSP to whom the actual bill of lading contract is issued fails to effect delivery of the shipment set forth on the bill of lading. The Surety underwrites and assumes the Principal's TSP liability to the Government for over charges, related administrative costs, and re-procurement costs when due to the Principal's failure to complete delivery of a shipment, the Military Surface Deployment and Distribution Command deems it necessary to re-procure transportation services from an alternate TSP. The Government is the sole beneficiary in the event the Principal defaults and is unable to perform for whatever reason, including that of filing a petition in bankruptcy or an involuntary bankruptcy.

**Revocation:** The process of removing a TSP from the Defense Personal Property Program. SDDC has the authority to revoke DOD Personal Property Transportation Service Provider's (TSP) approval for any reason deemed necessary. The TSP may re-apply for DOD approval again during the next open season.

**Small Business Certification:** For the purpose of transportation acquisition, small business certification means that a business is certified to the current U.S Small Business Administration Table of Small Business Size Standards. Self-certification is required on the ETOSSS

**Standard Carrier Alpha Code (SCAC):** A four-digit alpha code that is assigned to each TSP by the National Motor Freight Traffic Association to identify that TSP in the various procedures and documents used in the DP3.

**Tender of Service (TOS):** The basic document which specifies the terms and conditions of participation in DP3. The TOS is found in DTR Part IV, Appendix B and provides details

concerning, mutual agreements and understandings, service and performance requirements.

**Transportation Service Provider (TSP):** TSPs are an authorized for-hire motor carrier or freight forwarder that transports only household goods for the general public in exchange for payment that is based on published tariff rates.

**Trading Partner Agreement (TPA):** The binding agreement setting forth terms and conditions governing the sending or receiving of electronic data between TSPs and TPPS.

**Third Party Payment System (TPPS):** TPPS is the electronic payment and transaction system for all DOD TSP's who transport DOD household goods shipments.

**Web Forms (forms):** Includes data captured in DPS for population of any/all TSP Qualifications forms/documents.

## 2.0 Introduction

This publication provides guidance on DOD qualification for personal property movement to any TSP currently approved or seeking approval to become a new entrant into the Defense Personal Property Program (DODI 4500.34). This pamphlet does not apply to TSPs seeking to conduct business with the DOD for the Non-Temporary Storage program, the Direct Procurement Method program, or the Privately Owned Vehicle programs.

Applications for New Entrants will only be accepted by SDDC for evaluation during a declared open season. Open seasons will be announced via our SDDC homepage ([www.sddc.army.mil/who/default.aspx](http://www.sddc.army.mil/who/default.aspx)). Failure to file a timely and fully complete qualification application shall not be considered responsive to the open season announcement and will be rejected.

The term "New Entrants" as used in this publication shall be defined as both new TSPs requesting initial approval and previously approved TSPs requesting re-qualification due to revocation of prior approval.

TSPs are advised that the cost of financial statements, performance bonds, certificates of cargo liability insurance, and other costs incurred by TSPs to obtain DOD approval is the sole responsibility of the TSP.

Once qualified, a TSP's approval to participate in the program shall remain valid unless the TSP fails to maintain all SDDC program requirements. TSPs are advised that there is a continuing obligation during the period of participation to update, correct, modify, and accurately maintain their qualifications. Approved TSPs are required to fully comply with all applicable federal and state laws and regulations.

SDDC reserves the right to revoke any TSP's qualifications approval at any time. If a TSP fails to maintain any of the requirements set forth within this publication, SDDC may immediately put them in non-use while determining if revocation action is warranted.

## 3.0 Qualification Requirements

### **3.0.1 Standard Carrier Alpha Code (SCAC)**

TSPs must obtain and continuously maintain a unique valid four-digit alpha code from the National Motor Freight Traffic Association, Inc. (NMFTA), 1001 N. Fairfax Street, Suite 600, Alexandria, Virginia 22314, (703) 838-1831. Their web site is: [www.NMFTA.org](http://www.NMFTA.org). Each TSP doing business as a motor carrier or freight forwarder must have a separate identifiable SCAC. The SCAC is required on all correspondence to the government for identification purposes.

### **3.0.2 Third Party Payment System (TPPS)**

All TSPs wishing to perform transportation related services for the DOD must have and maintain a trading partner agreement with the bank designated by DOD to provide electronic banking services and be TPPS certified for the electronic payment of commercial transportation services prior to applying for qualifications approval.

### **3.0.3 Central Contractor Registration (CCR)**

All TSPs doing business with DOD must be registered in the CCR database. Consideration of TSPs for future participation in SDDC procurements of transportation and transportation services, future solicitations, awards, and payments will be based on CCR registration. TSPs register only once, but must update information annually. TSPs should register directly via the Internet at [www.ccr.gov](http://www.ccr.gov). CCR customer service is available through the CCR Customer Service Center at (866) 606-8220.

### **3.0.4 Company Experience Requirements**

This requirement pertains to new entrants seeking initial approval. The TSP's company must have five consecutive years Government and/or commercial experience in the movement of personal property immediately prior to the date of the application for program admission. In order to establish company experience requirements, SDDC will use the date on the Department of Transportation (DOT) Federal Motor Carrier Safety Administration (FMCSA) operating authority (i.e., FMCSA Motor Carrier Certificate, FMCSA Freight Forwarder Permit, or State Permit as applicable). In a deregulated state that no longer issues operating permits, the date on the company's Articles of Incorporation will be used to determine the company's experience requirement. SDDC may also request specific proof of company experience (e.g., bills of lading, commercial invoices).

### **3.0.5 Company Operating Authority**

The TSP must maintain valid household goods operating authority and mandatory levels of insurance at all times. TSPs have a continuing obligation during any period of performance where the TSP is approved to immediately disclose any change in circumstances concerning the necessary requirements under federal and state law to conduct household goods transportation. In the event that the lawful authority of a TSP is revoked, or a change in circumstances would result in the operating authority being deemed invalid, the TSP has a legal obligation to immediately contact SDDC concerning these developments.

### **3.1 Digital Identity Certificate Requirement**

A digital identity certificate is the digital equivalent of an ID card. For commercial users, the digital identity certificate will be a file that resides on that individual's PC. When that authorized individual accesses a SDDC computer system, the system will check your PC for a digital identity certificate. If you have one, it will verify the user information and permit the user to access the system(s) for those portions that the user has been pre-approved.

DOD requires that all users of DOD computer systems use digital certificates to access those systems. Commercial users (TSP, TSP's Bond Representative, TSP's Insurance Representative and TSP's Independent CPA) must obtain individual digital certificates from one of the approved External Certificate Authority vendors. A list of approved companies to provide this capability are listed on the ETA home page <https://eta.sddc.army.mil/ETASSOPortal/default.aspx>

At a minimum, commercial users shall be required to obtain a valid "identity" certificate. Some commercial vendors also offer "encryption" certificates for use with E-mail, but that certificate is not currently required for use with ETA. Each ETA user-ID may have only one unique certificate. Commercial users will be directed on the procedures necessary to link the digital certificate to an ETA user-ID (i.e. TSP) on the ETA home page. No endorsement of any kind as to any approved company is either stated or implied and other companies may be certified in the future to provide this technology.

### **3.2 Electronic Transportation Acquisition Registration**

#### **a. Authentication General**

TSP's and their representatives (independent CPA, Surety Company, and Insurance Company) are required to obtain an ETA account in order to access DPS to submit applicable web forms. To apply for an ETA account, go to <http://www.SDDC.army.mil/> Once you complete your application, you will get an email confirmation with your User ID within 24 hours and notification of account approval 10-14 business days later. If no confirmation is received, email ETA at [sddc.safb.etaadminhd@us.army.mil](mailto:sddc.safb.etaadminhd@us.army.mil).

#### **b. Trusted Agents**

Trusted Agents serve as the single point of contact for the ETA Administrator in the processing of account requests. The President/CEO must designate the name of the "Trusted Agent" on the ETOSSS. The Trusted Agent is an individual within the transportation provider's company who has the confidence of the president and other company officers and who can easily be contacted by the ETA Administrator. The ETA Administrator will contact the appropriate Trusted Agent for access approval. Each company will designate their Trusted Agent(s) within their ETA account profile. The ETA Administrator will only contact the alternate Trusted Agent, if designated, when the primary cannot be reached or fails to respond.

### **3.3 TSP Submission Requirements for DPS Web Forms**

All qualification documentation must be submitted by the President/CEO except insurance, performance bonds and financials. Submission of all documents shall constitute an official representation and verification by the President/CEO of the TSP, that the authorized individual on behalf of the TSP verifies, affirms, agrees, and represents that the contents of that document are accurate, true, and correct, and based upon their first hand knowledge. By submitting the qualification documents below, you legally bind your company to the representations contained therein and you agree to be bound by the rules and regulations stated in the Tender of Service and applicable rate solicitations.

The "Document Status Screen" in DPS provides links to all of the blank qualifications forms required to be submitted by the TSP or by the TSP representative. This screen reflects the

status of these submitted web forms. *All forms must be successfully submitted through DPS system before the TSP's request for approval will be reviewed and processed.*

TSP Presidents/CEOs seeking approval must submit the following forms via DPS within the time frame specified during the open season:

- a. Electronic Tender of Service Signature Sheet (first document to be submitted)
- b. Certificate of Responsibility (COR)
- c. Certificate of Independent Pricing (CIP)
- d. Certificate of Cargo Liability Insurance (submitted by insurance representative)
- e. Performance Bond (submitted by bond representative)
- f. Audited Financial Data/Statements( submitted by independent CPA)

### **3.4 Electronic Tender of Service Signature Sheet Requirement (ETOSSS)**

The company's President/CEO must certify under penalty of perjury that all information in the ETOSSS is true and correct and the company agrees to provide service as set forth in the TOS, Mobile Home/Boat solicitation, Domestic 400NG Tariff and/or International Rate Solicitations. The ETOSSS contains important ownership information which includes:

**Key Personnel:** TSPs shall accurately disclose company officials i.e. CEO, CFO, President, Vice President, employee responsible for determining rates, Operations Manager, Dispatcher, and Director. TSPs must continually have two (2) key personnel involved in the management of the company (excluding the Treasurer and Secretary) that have a minimum of five (5) years of experience in the movement of personal property shipments. Experience from employment with an international freight forwarder, van line, household goods agent, or relocation move management company are some examples of acceptable forms of occupational training for purposes of meeting this requirement. SDDC may request specific evidence to prove that key personnel possess the required experience levels in transporting Personal Property for at least two of the key employees named above (i.e. resume, references).

**Affiliations:** TSPs need to declare affiliations on their ETOSSS and fully comply with all applicable state and federal antitrust laws. Examples of an affiliation or relationship include, but are not limited to, owning another company (even a percentage of stock), providing a loan to another company, managing another company or having a family relationship with an owner or manager of another company.

TSPs declaring affiliations cannot compete in the same rate channel in the same code of service. Failure to accurately declare affiliations or relationships shall be grounds for revocation of DOD approval.

TSPs are required to immediately update their ETOSSS in the event of any change to the disclosure requirements set forth above. Each TSP must identify and continuously maintain a company telephone number, a toll free number, a company facsimile number, and a company e-mail address.

### **3.5 Certificate of Responsibility (COR)**

In order to qualify for shipment awards, the COR must be submitted/resubmitted by the TSP's President/CEO during each qualification period, open season or prior to annual rate filing and/or as required by SDDC. By submission of this document, the President/CEO is certifying that the information submitted is true and accurate.

### **3.6 Certificate of Independent Pricing (CIP)**

The CIP must be submitted/resubmitted by the TSP's President/CEO during each qualification period, open season or prior to annual rate filing. TSPs must list the name of the employee responsible for determining rates on their ETOSSS. By submission of this document, the President/CEO is certifying that the information submitted is true and correct, and verifies that any rates filed are the result of independent pricing determinations. TSPs shall always comply with all applicable state and federal antitrust laws.

### **3.7 Certificate of Cargo Liability Insurance**

For Domestic and International programs, the minimum cargo liability insurance coverage per shipment is \$50,000. The aggregate amount is \$500,000. For Mobile Home/Boat programs, the cargo liability insurance coverage minimum amount per shipment is \$50,000. The Certificate of Cargo Liability Insurance form located in DPS must be submitted by the TSP's insurance representative. The certificate of cargo liability must be executed by an insurer with a rating of "A-" or better in the Best Key Rating Guide (<http://www.ambest.com>).

TSP's insurance representatives must update the insurance policy annually in DPS upon renewal. SDDC will verify insurance annually in order to ensure the policy is active.

### **3.8 Performance Bonds**

Performance Bonds are required in both the international and domestic interstate programs but does not apply to domestic intrastate or Mobile Home/Boat Program.

The bond requirement for the international program is a minimum of \$500,000 or 2.5% of previous-year international DOD revenue, whichever is greater. The 2.5% requirement will be reviewed and adjustments made during the annual policy renewal.

The bond requirement for the domestic interstate program is a minimum of \$250,000 or 2.5% of previous-year DOD domestic interstate revenue, whichever is greater. The 2.5% requirement will be reviewed and adjustments made during the annual policy renewal.

DOD revenue as defined for both the international and domestic bond is all monies paid to a TSP in a calendar year. SDDC will notify TSPs, who according to SDDC data, require a bond over the minimum requirement. When SDDC determines that either the international or domestic bond needs to be increased, the TSP will be notified and provided 30 days to submit a new bond via DPS reflecting the updated amount.

TSP's bond representatives must update bond policy annually in DPS upon renewal. SDDC will verify bonds annually in order to ensure the policy is active and for proper amount.

#### **3.8.1 Changes in Insurance/Bond Notification**

The Certificate of Cargo Liability /Mobile Home/Boat Insurance and the Performance Bond

forms contain a statement that the insurance/surety companies will give a 30-day notice of any changes, expiration, or cancellations of the policies. The insurance/surety company must submit the notices of cancellation via DPS. The 30-day notice period begins from the date the notification is actually received by SDDC.

### **3.9 Financial Data/Statements/Ratios**

SDDC expects the TSPs to meet specific requirements at the time of application and maintain acceptable ratios while participating in the DOD program. New entrants must have their Independent CPA submit their most current audited financial data.

#### **a. Annual Financial Data/Statement Requirements**

Approved TSPs must have their Independent CPA provide data from audited financial statements to SDDC annually. No pro forma statements will be accepted in lieu of actual financial statements. This information may be used to assist in the determination of financial risk to the government. TSPs are responsible to assure that any financial data submitted via DPS has been reviewed and submitted by an independent CPA.

Financial statements must be prepared according to generally accepted accounting principles using the accrual basis of accounting. Annual financial statements must be submitted within 90-calendar days of year-end, normally defined as December 31<sup>st</sup>. If a company closes its books on a fiscal year basis (other than December 31<sup>st</sup>), then financial statements should be submitted within 90-calendar days of the date it closes its books.

Companies desiring to change their report date must coordinate this with SDDC's Financial Analyst at (618) 220-6960. Requests to change reporting periods must be received not later than 90 days before the intended start of changed reporting period. SDDC will approve or reject the requested change not later than 30 days prior to the start of the change period.

TSPs must submit financial data that documents the business operations of the single TSP seeking to qualify or to continue to do business with the DOD. SDDC will not accept combined or consolidated reports where there is no separation from one TSP to another. Letters of guarantee from a parent company will not be accepted. Data will be submitted annually via the web using the Financial Statement web form. SDDC may request a hard copy of the TSP's full financial statements.

b. All DOD approved TSP's must meet and maintain a quick ratio of 1.2 to 1 or greater and a positive debt to equity ratio of 4 to 1 or less. Data will be submitted via DPS using the Financial Statement form.

1. Quick Ratio (1.2 to 1 or Greater): Cash plus trade receivables divided by current liabilities. Trade receivables are amounts billed by a business to its customers when it delivers goods or services to them in the ordinary course of business. Trade receivables differ from non-trade receivables in that non-trade receivables are for amounts owed to the company that fall outside the normal course of business, such as employee advances or insurance reimbursements. SDDC recognizes the industry's uniqueness in that many transportation-related costs are incurred and paid by the TSP after the military shipment is picked-up from the member and before delivery or placement in Storage in Transit. This lag time causes a mismatch between revenues and expenses. If the expenses are included

in the financial statements and identified separately as prepaid transportation expenses or unbilled receivables, SDDC will consider them in the Quick Ratio analysis. If a TSP elects to include prepaid transportation expenses or unbilled receivables in the quick ratio calculation, the TSP's certifying CPA must divulge this fact in the comments section of the financial qualifications tab in DPS and be prepared to provide a subsidiary ledger detailing the specific expenses and amounts comprising the prepaid transportation expenses or unbilled receivables to SDDC financial analyst upon request. SDDC does not recognize amounts due from stockholders, affiliated companies or related parties as current assets for the purpose of computing the quick ratio. Accordingly SDDC will compute the quick ratio by adding cash, cash equivalents, and trade receivables to determine quick assets and dividing by current liabilities. Since amounts due from stockholders, related parties, and affiliates are excluded from this computation, similar amounts payable to these classes of accounts will be subtracted from current liabilities before computing the quick ratio.

2. **Debt to Equity Ratio (4 to 1 or Less):** Total liabilities divided by the company's equity. A negative debt ratio is unacceptable. A Negative debt ratio occurs strictly as a result of a negative equity situation. Negative equity exists when total liabilities exceed total assets. This situation is referred to as balance sheet insolvency. In such cases of balance sheet insolvency, SDDC reserves the right to solicit a full set of financial statements from the TSP's CPA.

### **3.10 Federal and State Regulatory Compliance**

TSPs are required to comply at all times with all applicable Federal, State and Local requirements for the movement and storage of personal property. TSPs must:

- a. Annotate on the ETOSSS their DOT FMCSA Motor Carrier or DOT FMCSA Freight Forwarder number assigned by the DOT and annotate their applicable DOT number.
- b. SDDC will use the FMCSA's DOT's Licensing and Insurance System to verify a TSP's valid household goods operating authority.

### **3.11 Submission Requirements of other electronically Submitted Documents**

The following documents must be submitted to SDDC.

- a. Proof of State Regulatory Compliance for **Intrastate Markets** - the only operating authority acceptable to meet this requirement is State Permit or if that state is deregulated and no permit is required, a copy of your Articles of Incorporation.
- b. Key Personnel Resumes or References (Only upon SDDC's request)
- c. Proof of Company Experience (Only upon SDDC's request)

### **3.12 Qualification Correction Timeline**

Upon SDDC's review of each submission, TSPs not meeting the qualification requirements will have seven calendar days from the date of notification from SDDC (which may come by

telephone or email) to provide additional or corrected information. Incomplete packages, such as missing documents, TPPS certification, or not providing evidence of operating authority within the original filing deadline will not be afforded a seven calendar day correction period as such submissions are considered to be non-responsive. The seven day correction period is for incomplete documents, or to provide additional information to correct minor deficiencies or clarify ambiguities when requested by SDDC.

Any corrections that are filed beyond the seven-day correction period will not be considered and the TSP will not be granted approval. However, SDDC may consider extenuating or mitigating circumstances beyond the control of the TSP that was the direct cause for failure to meet the correction filing deadline. TSPs who are not approved in DP3 may re-apply during the next open season. A TSP assumes all responsibility for all documents arriving within the established timeframe and the accuracy of each submitted document submitted by themselves or by their representatives.

#### **4.0 Additional Market Requirements**

This applies to currently approved TSPs seeking approval to do business in an additional market e.g., domestic interstate/intrastate, mobile home/boats, international household goods or international unaccompanied baggage.

##### **Approved DOD Interstate Domestic TSPs Seeking Additional *Intrastate* Approval**

TSPs must update their ETOSSS in DPS indicating they wish to expand their market to include Intrastate approval. The TSP must submit a copy of the applicable operating authority (State Permit or Articles of Incorporation in states where intrastate transportation is deregulated and no permit is required).

##### **Approved DOD Intrastate Domestic TSPs Seeking Additional *Interstate* Approval**

TSPs must update their ETOSSS in DPS indicating their desire to expand their DoD participation to include Interstate approval. The TSP's Surety Company must timely submit evidence of a Performance Bond in the minimum amount of \$250,000 in order to meet minimum qualifications.

##### **Approved DOD Interstate/Intrastate Domestic TSPs Seeking Additional *International* Approval**

TSPs must update their ETOSSS in DPS indicating their desire to expand their DoD participation to include International approval. The TSP must have their insurance provider submit a new Certificate of Cargo Liability Insurance to reflect the additional international coverage. The TSP's Surety Company must submit a Performance Bond in the minimum amount of \$500,000. In no event shall TSPs use the same Certificate of Cargo Liability Insurance policy for both domestic HHG traffic and international HHG shipments.

##### **Approved DOD International TSPs Seeking Additional *Inter/Intrastate* Approval**

TSPs must update their ETOSSS in DPS indicating their desire to expand their DOD participation to include either or both Interstate/Intrastate approval. The TSP is required to submit evidence from an insurance provider for a new Certificate of Cargo Liability Insurance to reflect their domestic coverage, separate and apart from any insurance policy for international shipments. The TSP's Surety Company must submit a Performance Bond in the minimum amount of \$ 250,000 if the approval is for *interstate*. No performance bond is

required for *intrastate* approval. The TSP submits a copy of the applicable operating authority for Intrastate approval (e.g., State Permit or Articles of Incorporation in states where intrastate transportation is deregulated and no permit is required).

#### **Approved DOD TSPs Seeking Additional Domestic Boat or Mobile Home Approval**

TSPs must update their ETOSSS in DPS indicating they wish to expand their market to include Boat and/or Mobile Home approval. The TSP must have their insurance provider submit an independent Certificate of Cargo Liability Insurance for Mobile Home/Boat. For the Mobile Home/Boat program, the cargo liability insurance coverage minimum amount per shipment is \$50,000. The TSP Insurance Representative must enter the Certificate of Cargo Liability Insurance policy information into DPS. No other form of insurance information will be accepted. No performance bond is required for Mobile Home/Boat approval.

#### **Approved DOD International TSPs seeking Additional International Household Goods or Unaccompanied Baggage Approval**

TSPs must update their ETOSSS in DPS indicating they wish to expand their market to include international household goods or international unaccompanied baggage approval.

### **5.0 Removal of Market Approval**

This applies to approved TSP's seeking to withdraw from a particular market. TSP must submit an e-mail to [army.sddc.safb.ppqual@mail.mil](mailto:army.sddc.safb.ppqual@mail.mil) stating their request and also update their ETOSSS in conjunction with the e-mail request.

### **6.0 Changes in Required Administrative TSP Information**

All DOD approved TSPs are required to notify SDDC within 45 calendar days of the date of a change of ownership, a change of company name, change of SCAC or change of key personnel.

- a. *Change of Ownership:* When a company changes ownership, the company must fill out a "Change of Ownership Novation" in DPS found under the Qualifications tab. Additionally, a signed copy of the Novation agreement must be printed from DPS and submitted to SDDC. Approval will be based on a review of the sales agreement and evidence to show that the new TSP complies with all qualification requirements. The new asset owner (transferee) must assume all obligations of the transferor. In addition, the seller/transferor (i.e. former owner) guarantees the performance of the contract or bill of lading by signing the Seller/Transferor Certification.
- b. *Change of Company Name and/or Change of SCAC:* When a company changes its name they fill out a "Name Change Notification" in DPS found under the Qualifications tab. Additionally, a signed copy of the Novation agreement must be printed from DPS and submitted to SDDC. When a company changes its SCAC the new SCAC has to be manually entered into DPS and the TSP will have to submit a new ETOSSS for approval by SDDC. TSP should contact DPS Help Desk for further assistance.
- c. *Change of Key Personnel:* When a company changes key personnel they must update their ETOSSS in DPS.

If the certifying official leaves the company or that position, new Certificates of Independent Pricing and Responsibility must be certified and submitted by the higher ranking of the new President or Chief Executive Officer.

## **7.0 Administrative Decisions of SDDC**

SDDC's decisions are guided by what SDDC, in its discretion, determines to be in the best interest of the government.

## **8.0 TSP Appeals of Administrative Decisions**

TSPs or potential TSPs may appeal SDDC administrative decisions that deny qualification approval or denial of acceptance of updates or modifications of qualification documentation. All appeals will be based only upon the documentation that was timely submitted to SDDC. It must state the specific reason(s) why the appellant believes that SDDC's decision was arbitrary and capricious in its administrative determination. SDDC will not consider appeals that lack specificity or merely seek to have SDDC reconsider its administrative determination.

### **All appeals must be:**

- a. submitted on company letterhead
- b. signed by the TSP's president or CEO, whomever is more senior
- c. include in detail all factual and legal bases for the appeal
- d. Mailed to:

Military Surface Deployment and Distribution Command  
AMSSD-PPP-PO  
Bldg 1900 West, # 1 Soldier Way  
Scott AFB, Illinois 62225

faxed to (618)-220-5258 or scanned and emailed to [army.sddc.safb.ppqual@mail.mil](mailto:army.sddc.safb.ppqual@mail.mil)

## **9.0 Disputes between TSPs and Agents**

SDDC is not responsible for and shall not interfere with any commercial, private contracts or contractual negotiations concerning the decision of a TSP to engage purely private commercial dealings by and between themselves, their household goods agents, or other private commercial entities that elect to enter into a private contract between two private parties. SDDC will not offer or otherwise assume any actual or *de facto* dispute resolution, mediation or bill collection services.

TSPs shall be solely responsible for the acts and omissions of any third parties that the TSP elects to enter into a private contract with. TSPs, household goods agents, or other vendors shall be responsible for conducting their own due diligence when making private commercial decisions, whether to contract commercially, concerning the performance of service under a particular bill of lading. TSPs, subcontractors and vendors are required to resolve their commercial problems and disputes independently of SDDC, presumably through measures available to entities involved in commercial contracting (e.g., mediation, arbitration, recourse to the judicial system, collection agencies).

## 10.0 Contact Information

Before emailing SDDC with your questions, please take the time to review this pamphlet.

All qualification and financial questions should be directed to SDDC Quality Assurance Team [army.sddc.safb.ppqual@mail.mil](mailto:army.sddc.safb.ppqual@mail.mil) Your Standard Carrier Alpha Code and telephone number must be included in the email.

All required documents should be scanned/mailed to [army.sddc.safb.ppqual@mail.mil](mailto:army.sddc.safb.ppqual@mail.mil) or faxed to (618) 220-5258.

Questions referring to Electronic Transportation Acquisition (ETA) should be directed to the ETA administrator [https://sddc.safb.etaadminhd@us.army.mil](mailto:https://sddc.safb.etaadminhd@us.army.mil) and clicking on Contact ETA under the support tab or calling the help desk at 800-462-2176, Option 6. Please include your Request ID/User ID in all correspondence with ETA administrators.

## 11.0 Recommended Publications and Hot Links

- Defense Transportation Regulation (Part IV) Personal Property  
<http://www.transcom.mil/dtr/part-iv>
- Tender of Service  
<http://www.transcom.mil/dtr/part-iv/dtr-part-4app-b.pdf>
- Department of the Treasury (Circular no. 570)  
<http://www.fms.treas.gov/c570/c570.html>
- Syncada  
<https://network.syncada.com/Syncada/Login.aspx>
- Key Best Rating Guide  
<http://www.ambest.com>
- Central Contractor Registration  
<https://www.sam.gov/portal/public/SAM>