



News "U" Can Use



PEAK SEASON!

Another peak moving season is upon us once again and we all know what that means...more people want to move than we have agents to pack or drivers to haul them. The overall driver shortage and the projected increase of commercial moves will again be challenging. However, we have seen a knowledge growth of the program and how our customers are effectively using the system to move our members. One of the biggest advantages for the upcoming season is the stability of DPS and peak season rates available to book shipments earlier than 2011. This newsletter highlights important reminders concerning summer moves and key points of contact for any questions or issues that may arise.



Director's Note:

First off, Spring is approaching and we're making final preparations for the Annual Training Symposium and the 2012 Peak Season. We've leveraged the lessons learned from our 2011 Peak Season, and we're anticipating a successful 2012!

Additionally, our Program Management Review provided great insights that we'll use for continuous improvement. Our specific focus areas will be standardization and process streamlining; quality initiatives to improve customer service, and expanded strategic communications.

Finally, as many of you know, I am transitioning to civilian life. As I reflect on my time as the DP3 Program Director, it is clear to me that we are a dedicated team of professionals, doing great work, for those who serve our nation. I wish you all the best and I take pride in knowing that I've contributed to this vitally important Quality of Life endeavor.

*Farewell,
Lt Col Derek Oliver*

Shipment refusals will again be permitted for any shipment booked on 15 May – 31 July (peak season) to increase the ability of TSPs to service as many shipments as possible. Any TSP who utilizes this adjustment but blacks out areas is reminded to only remove blackouts where they have known capacity, and to minimally review shipments (2 hours) to accept or refuse. TSPs should ensure their systems are set up to view shipments in their award queue, and then refuse. DO NOT accept and then turnback.

The **diversion** functionality in DPS is not like the legacy program. We ask that all PPSOs who have a diversion contact the Operations Team (USARMY.scott.SDDC.mbx.omb-for-pp-ops@mail.mil) for guidance BEFORE taking any actions in DPS. Depending on the situation/location of the shipment, we'll walk you through the steps to divert the shipment and reduce movement delays.

All claims need to be submitted into DPS by the member. Customer information on how to file a claim is located on the move.mil website along with military claims office POCs. PPSOs should direct members who have questions on their claim to their MCO listed on move.mil.

When **converting SIT to member's expense** in DPS, PPSOs must ensure they utilize the calendar to select the date as the effective date of conversion. If this step is not followed, it results in a help desk support ticket to change the conversion date to the correct effective date.

70% rule suspended for 2012. This change is to allow more efficient movement of household goods and reduce delays in deliveries and pickups, especially during the busy peak season. PPSOs are reminded to monitor their queues for approval of any requests for SIT. TSPs are responsible for communicating any storage of direct delivered shipments with members to meet their expectations for delivery dates.

Key Contact Information for SDDC-PP: *(please note our new email addresses)*

Rates

USARMY.Scott.SDDC.mbx.omb-for-pp-rates-dom@mail.mil
USARMY.Scott.SDDC.mbx.omb-for-ppi-internal-rates@mail.mil

Dom: (618)220-5256, Int'l: (618)220-5774,
OTO: (618)220-5481, SS: (618)220-5408

Storage and POV

USARMY.Scott.SDDC.mbx.omb-for-pp-ppty@mail.mil

NTS: (618)220-5153
POV: (618)220-5449

QA

USARMY.Scott.SDDC.mbx.omb-for-pp-perf@mail.mil
(618)220-5411/6840/5413 / 5404

Operations

USARMY.Scott.SDDC.mbx.omb-for-pp-ops@mail.mil
(618)220-5484

PCS Week is 19-23 Mar 2012!!

SDDC's Command Affairs team is organizing a media blitz to get the word out to members about Permanent Change of Station (PCS) moves during the moving industry's peak season. We are using Defense Media Agency channels (DOD newspapers, broadcasting networks, Facebook and Twitter), to reach as many members as possible. The messages focus on preparedness and provide moving tips that support the successful relocation of our DoD families and their households.

We encourage all program stakeholders to be on the lookout for these communications and let customers know the information is out there.

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DPS Release 1.4.09 is scheduled to deploy on 16 Mar 2012

The Joint Program Management Office (JPMO) for Household Goods is tentatively scheduled to release DPS Version 1.4.09 into production on 16 March 2012. Release will include 6 SCRs and 26 SPRs. A comprehensive review of the changes will be contained in Smart Book Version 27 which is scheduled to be posted to www.move.mil NLT 23 March.

POV Shipping

U.S. DOD military and civilian members planning to use their POV shipping entitlement during the months of 25 March- 4 May 2012 will experience a delay. The authorized delay will affect vehicles shipping through the North Atlantic routes only. The RDD has been extended by 30 days during this time period, please advise members of the delay during their Personal Property counseling session and to plan accordingly. Based on the location of VPCs, transit times will vary in the delays. To assist the members, PPSO/PPPO should contact their servicing VPCs for cutoff dates. Please advise all DOD members planning to ship their POVs during this time frame to plan accordingly. Be advised that these dates are subject to change due to weather delays, etc.

Regionalization Update

The Army will regionalize three (3) PPSOs effective 15 May...

- 1. JPPSOWA Ft Belvoir, VA (BGAC), will assume responsibility of BAAV - Aberdeen Proving Ground, MD.
2. Ft Belvoir will also assume responsibility for BBAV - Ft Detrick, MD.
3. JPPSO Colorado Springs (KKFA) will assume responsibility for KLAE - White Sands Missile Range, NM.
All shipments with a Pickup Date, Required Delivery Date or Release Date of 15-MAY-2012 from Non-Temp Storage (NTS) will be consigned to the gaining GBLOC.

System Response Center (SRC), routine customer questions and answers:

- Q: What are some of the main issues which can prevent me from accessing DPS?
A: 1-DPS can only be accessed from a Windows computer using Internet Explorer.
2-Your screen resolution should be set to 1024 x 768.
3-After logging into ETA but before clicking on the "Defense Personal Property System" link, ensure your Pop-up Blocker is turned off...
4-If you receive a "Certificate" error when the DPS window opens, refer to www.move.mil "What's New"
Q: Where can I find contact numbers for my local PPSO/TMO.
A: Visit www.move.mil and click "Contacts/Help"
Q: Who do I follow up with once I have filed a claim?
A: Allow the TSP some time to review your claim - they have 30 days.



These tips were provided to customers via multiple military media channels during PCS week last year.

- "GET ON GOOD TERMS WITH YOUR LANDLORD" ...advice from an Army wife. When her family's move was delayed last summer, as officials scrambled to find a company to pack and move their goods, the base housing Privatization Company extended their lease for a few days.
• STAY IN CONTACT DURING THE MOVE: Keep in touch with the TSP as you travel. If your arrival dates change, tell the TSP immediately, and give them your new address as soon as you have it.
• BE FLEXIBLE WITH DATES: Unforeseen problems can delay the moving truck, so use a range of dates.

Acronyms Reference

Table with 2 columns: Acronym and Full Name. Includes CONUS, DoD, DP3, DPS, DTR, GBL, GBLOC, JPPSO, MCO, NTS, PPSO, RSMO, SCAC, SDDC, SIT, TO, TOPS, TSP, and TRANSCOM.

