

# News “U” Can Use

## Welcome!

As we approach the holiday season, we hope everyone has a safe and relaxing holiday! The November newsletter highlights many important upcoming events such as DPS rate filing. As always we welcome any feedback for topics and ideas in our monthly newsletter. Please email [sddc.safb.news@us.army.mil](mailto:sddc.safb.news@us.army.mil)

## Processing Charges in DP3

### TSP Responsibilities:

- Ensure the shipment is in the correct status when billing for the service
- The TSP must ensure the billed weight is in CWT format when creating an invoice
- Before billing, please ensure the shipment management weight is correct
- Please ensure a note is submitted with miscellaneous code explaining applicable use

### PPSO Responsibilities:

- Verify the “billed” weight is in CWT format
- If the invoiced weight is incorrect, “dispute” and require the TSP to update the weight
- If the PPSO does not agree with a submitted charge, they can either “dispute or deny” the charges and leave a note for the TSP to resolve.

## DPS Rate Filing

DPS rate filing is fast approaching with tentative dates scheduled for early February 2011.

As a prerequisite to rate filing, the updated 400NG, 400NG baseline rates and the International Tender are scheduled for release on December 17<sup>th</sup>, 2010. Some of the updates you can look for include guidance on memory foam type mattresses, clarification on billing/rates for 400NG, information on additional DoD Regionalization, clarification of shuttle service and requirements for letters of agreement.

Please check the SDDC website ([www.sddc.army.mil](http://www.sddc.army.mil)) for the appropriate document as well as more information on DPS Rate Filing dates.

## Delivered Shipments

It is the TSP's responsibility to change the status of an inbound shipment to “Delivered” within three business days from delivery. Quality Assurance personnel may take QA action on TSPs that do not update the DPS shipment status within the required time period. Shipment status “Delivered” allows the customer access to their Customer Satisfaction Survey (CSS) to file a claim. TSP Arrival –vs- Delivery –vs- Delivery Input script is available to monitor if/when a TSP enters the “Delivered” past the three-day requirement.

## PPSO CSS Responsibility

Personal Property Shipping Offices are responsible for reviewing, researching and taking action, as appropriate, on Customer Satisfaction Survey comments. Comments are important for PPSOs to review so they may improve, at times through punitive actions, the TSP performance. In addition, comments left by members concerning the origin and destination PPSO, provides an opportunity to improve in areas they may have not been aware of or to recognize excellent performance.



## DPS Release Training on Move.mil

The website [www.move.mil](http://www.move.mil) holds a variety of useful material for both transporters and customers. Importantly, new DPS software releases are posted on the website under the "What's New" section. The document is a detailed user guide that highlights the effective changes and applicable screen shots. The site also is a great resource for PPSOs and TSPs to learn about DP3. Under PPSO and TSP resources respectively, there is a section entitled "DPS Metrics" which outlines a variety of statistics on the program such as move shipment volumes and Service specific analytics.

## DPS Analytical Scripts!

Looking for some valuable DPS Analytics queries? Need a place to start? Please reference the below site to learn more. You will find a beginner's tutorial as well as over twenty scripts that can be inserted into DPS Analytics to build detailed reports.  
<http://sites.google.com/site/dp3analytics/home>

## Educational Webinar Series

During the months of January – April 2011, SDDC Personal Property will conduct a series of educational webinars to focus on Defense Transportation Regulation Part IV/business rule and Defense Personal Property System (DPS) training. An email remainder will be sent to all PPSOs and TSPs prior to the training with a link and instructions on how to attend the training session.

The webinars will be held through Defense Connect Online (DCO) and you'll need to ensure your computer has speaker capability. There are two ways to ask a question during the training: a headset with microphone or typing your questions through the DCO chat line feature.

For those unfamiliar with DCO, we will provide an introduction at the beginning of the training to walk you through the steps in asking questions using either a microphone or the chat session.

## Educational Webinar Schedule

TOPIC	PRESENTATION DATES**
400NG training	7/9 Dec 10
Analytics	11/13 Jan 11
Claims	18/20 Jan 11
Accessorial Pamphlet	25/27 Jan 11
DPS Edit Capabilities	1/3 Feb 11
Storage in Transit (SIT)	8/10 Feb 11
Short Fuse process	15/17 Feb 11
Blackout functionality	22/24 Feb 11
10 Things a TSP should know	1/3 Mar 11
10 Things a PPSO should know	1/3 Mar 11
Capacity	8/10 Mar 11
DTR Part IV Overview	15/17 Mar 11
OTO/SS training	22/24 Mar 11
Counseling Do's and Don'ts	29/31 Mar 11

\*\* Training times are every Tuesday 0800-0900 (CST) and Thursday 1400-1500 (CST)

