

Posted: June 25, 2009

PERSONAL PROPERTY FORUM*

6 April 2009

Surface Deployment and Distribution Command (SDDC)

**Marriott Marquis
265 Peachtree Center Ave. NE
Atlanta, GA 30303**

FORUM CHAIR PERSON

SDDC

Lt Col Daniel Bradley

AGENDA SUMMARY

0800 hours – 0815 hours	Opening Remarks
0815 hours – 1000 hours	Topics
1000 hours – 1015 hours	Break
1015 hours – 1200 hours	Topics
1200 hours – 1300 hours	Lunch Break
1300 hours – 1400 hours	Topics
1400 hours – 1415 hours	Break
1415 hours – 1500 hours	Topics

***Discussion item summaries are being posted as we receive the answers.**

Posted: June 25, 2009

ITEM: 09-006

PROPONENT: Carlyle Van Lines (CLYL)

STAFF PROPONENT: Joint Program Management Office

SUBJECT: DPS GBL's have full SS# listed by members name

INITIATED: 12 Feb 09

DISCUSSION: DPS design and business rules indicate that system is to only show last 4 digits of members SS# on all documentation and screens

RECOMMENDATION: DPS program logic needs modified to only show last 4 digits of members SS#. DPS trouble ticket # 1-15173180

DISCUSSION ITEM INDUSTRY POC: Elmer Storck 800-356-4194

RESPONSE: Issue passed testing for release 1.3.03. Schedule for production environment 29 Mar 09.

SUMMARY: (PPF/6 Apr 09) This item has been resolved as only the last four digits of the SSN appear on the DPS GBL - all other SSNs are masked.

ESTIMATED CLOSURE: 6 Apr 09

Posted: June 25, 2009

ITEM: 09-011

PROPONENT: Carlyle Van Lines (CLYL)

STAFF PROPONENT: Rates Team/Joint Program Management Office

SUBJECT: DP3 Change of Destination Address after GBL Printed

INITIATED: 13 Feb 09

DISCUSSION: What is the proper procedure to handle DPS delivery address changes after the GBL is printed? Member/PPSO input a delivery address into DPS before the shipment was offered, and then it changed while the shipment was in transit. If the TSP uses the new address for billing and we are paid based upon this new address, what will a GSA audit consider as the correct delivery address?

RECOMMENDATION: Have an agreement between GSA auditing and SDDC, and then publish this in business rules. If it requires a GBL correction outline in the business rules who will make the request for a GBL correction (the destination PPSO approving the new address or the TSP).

DISCUSSION ITEM INDUSTRY POC: Elmer Storck 800-356-4194

RESPONSE: If the TSP/customer either enters a new delivery address or changes a delivery address, the PPSO will need to approve the request. Once the PPSO approves the address change request, DPS will automatically generate an SF 1200. GSA will be able to review all address changes in DPS, hence we don't believe we need to change the business rule. The latest delivery address (which would be approved by the PPSO) is the correct one for billing purposes.

SUMMARY: (PPF/6 Apr 09) Clarification to response above - the system does automatically produce the DD 1200 form once the address is changed but it must be overtly generated by PPSO action. GSA does have access to the entire record for audit purposes .

ESTIMATED CLOSURE: 6 Apr 09

Posted: June 25, 2009

ITEM: 09-012
PROPONENT: American Moving and Storage Association
STAFF PROPONENT: SDJA/General Services Administration
SUBJECT: Unearned Freight Deductions on Shipments
Damaged/Destroyed By Acts of God
INITIATED: Feb 09

DISCUSSION: Currently, the claims rules/FRV guidelines include an exception from liability for instances of Acts of God, among other things. After Hurricane Katrina, many shipments were deemed to have been damaged/destroyed by an Act of God, and the TSP was relieved of liability. However, later on, at least one TSP received a notice of overcharge for all of the transportation related charges on a shipment that had been totally destroyed. The TSP argued that since the shipment was destroyed by an Act of God, it should not be liable to refund the transportation charges on the shipment.

RECOMMENDATION: Amend the FRV guidelines section 2.4 to provide that a TSP is relieved from liability for the 10 excepted causes of damage listed and that the TSP is also not liable to refund the transportation charges.

DISCUSSION ITEM INDUSTRY POC: American Moving and Storage Association

RESPONSE: Transportation audits fall solely within the statutory jurisdiction of the General Services Administration. SDDC does not comment on current or pending disputes currently before GSA concerning transportation audits and notice of overcharge proceedings. However, whether the government is legally obligated to pay freight charges when a TSP fails to deliver the goods at destination is entirely independent of any claim for loss or damage that a shipper or consignee may have.

The FRV guidelines are straight forward to what the TSP is excluded from pertaining to loss or damage of a member's shipment. No further update of the 2.4 is required.

2.4 Exclusions from Liability:

- a. The TSP shall be liable for physical loss or damage to any article that occurs while being transported or stored, EXCEPT loss or damage caused by or resulting from the following:
 1. From an act or omission of the owner;
 2. From defect or inherent vice of the article;
 3. From hostile or warlike action in time of peace or war including action in hindering, combating or defending against an actual, impending or expected attack; from any weapon of war employing atomic fission or radioactive force

whether in peace or war; or from insurrection, rebellion, revolution, civil war, usurped power or action taken by governmental authority in hindering, combating or defending against such occurrence;

4. From seizure or destruction under quarantine or customs regulations; confiscation by order of any government or public authority, or risks of contraband or illegal transportation or trade;
5. From delay caused by strikes, lockouts, labor disturbances, riots, civil commotions, or the acts of any person or persons taking part in any such occurrence or disorder;
6. From Acts of God (also known as Acts of Nature);
7. From pre-existing infestations by mollusks, arachnids, crustaceans, parasites or other types of pests; and for fumigation or decontamination when not the fault of the TSP.
8. From loss or damage that occurs prior to release to the TSP while the goods are in the possession of another TSP under an unrelated shipment of the goods. When a shipment is released from storage under another TSP control, the new TSP shall not be liable for an item claimed as missing which should have been listed as a separate item on the inventory, but which was not listed on the inventory that was prepared by the original TSP. However, the TSP will be liable for items packed in cartons, if the carton is listed on the inventory, unless the TSP can produce evidence (i.e. exception sheet/rider, etc.) to shift liability back to a prior handler.
9. The TSP shall not be liable for intangible property, securities, nor for the sentimental value of an item.
10. The TSP shall not be liable for pre-existing damage.

b. The exclusions listed above will not apply if the TSP's own negligence significantly contributed to the loss. However, if the TSP, after giving written notice to the appropriate government transportation office, or electronic or written notice to the owner, of a potential risk of loss or damage to the shipment from the above causes, is instructed by the government or the owner to proceed with such transportation and/or delivery, notwithstanding such risk, the TSP shall not be liable for the loss attributed to the risk.

SUMMARY: (PPF/6 Apr 09) **GSA INPUT:** It has always been the GSA audit position that a TSP is not entitled to transportation charges if they fail to deliver the shipment.

ESTIMATED CLOSURE: 6 Apr 09

Posted: June 25, 2009

ITEM: 09-019

PROPONENT: American Moving and Storage Association/
International Association of Movers
Carlyle Van Lines (CLYL)
UniGroup, Inc.

STAFF PROPONENT: Quality Assurance Team

SUBJECT: Performance Score Data Cutoffs for Calculation

INITIATED: Feb 09

DISCUSSION: The business rules state that there are (6) very specific performance periods and that a rolling 12 months of data will be used to calculate the new performance scores (presumably at the end of each of those performance periods). The business rules do not specifically indicate the cutoff dates for the performance data that will be used in conjunction with each performance period and subsequently used for reranking of the new performance period. Since the TSPs performance score directly impacts placement on the Traffic Distribution Lists (TDLs), projected shipment awards, and may impact decisions related to rate filing, this information is critical. TSPs should have the time and opportunity to review the universe of data that is being used to calculate performance scores for any upcoming performance period. Since the cutoff date is not specifically listed in the business rules, we recommend that the cutoff date for data occur at the end of the month preceding the end of the performance period.

Examples:

Performance Periods listed in the Business Rules are:

1 Jan – 31 Mar 1 Apr – 30 Jun 1 – 31 Jul 1 – 31 Aug 1 – 30 Sep 1 Oct –
31 Dec

Corresponding Suggested **Performance Data** Cutoff Dates:

28 Feb 30 May 30 Jun 31 Jul 31 Aug 30 Nov

The corresponding **Rolling 12- months of data** for the performance periods would be as follows:

1 Mar – 28 Feb 1 Jun – 30 May 1 Jul – 30 Jun 1 Aug – 31 Jul 1 Sep – 31 Aug
1 Dec – 30 Nov

RECOMMENDATION: Adopt the recommendation to change the cutoff date to 1 month prior to provide TSPs time to review and use the data. Provide industry clarification on the actual cutoff dates that will be used.

DISCUSSION ITEM INDUSTRY POC: International Association of Movers
Elmer Stork- 800-356-4194
American Moving and Storage Association
Sonja Pullaro, UniGroup, Inc.

Posted: June 25, 2009

RESPONSE: SDDC agrees with allowing TSPs to review their CSS data one month prior to the performance period cutoff until CSS data is exclusively inside of DPS. SDDC predicts this to be no less than 12 months after shipments began moving in DPS. After such time DPS will rely solely on CSS data vice ICSS data for computation in DPS. TSPs will have full visibility of all data inside of DPS thus eliminating the need to review their scores one month prior to the end of the performance period.

The outline of performance period cutoff for CSS is outlined below.

Performance Periods	Performance Period Cutoff Dates (12 Months Worth of Data)
1 Jan to 31 Mar	Not Applicable
1 Apr to 30 Jun	1 Feb 08 to 31 Jan 09
1 Jul to 31 Jul	1 May 08 to 31 Apr 09
1 Aug to 31 Aug	1 Jun 08 to 31 May 09
1 Sep to 30 Sep	1 Jul 08 to 30 Jun 09
1 Oct 31 Dec	1 Aug 08 to 31 Jul 09

SUMMARY: (PPF/6 APR 09) The predicted date for SDDC to solely use the CSS data within DPS is 1 year after all shipments are moving via DPS.

ESTIMATED CLOSURE: 6 Apr 09

Posted: June 25, 2009

ITEM: 09-030
PROPONENT: International Association of Movers
STAFF PROPONENT: Rates Team
SUBJECT: Baseline Rates for International Channels and Codes of Service
INITIATED: Feb 09

DISCUSSION: Similar to GPA for the domestic program, SDDC indicated there would be a similar annual adjustment for the international household goods market. How is the annual adjustment to the baseline rates computed for the international market? What indices are used? How and when are the increases published?

RECOMMENDATION: Provide the information to industry.

DISCUSSION ITEM INDUSTRY POC: International Association of Movers

RESPONSE: SDDC reviews various market considerations prior to making administrative decisions concerning baseline rates, or bidding procedures or evaluation criteria for subsequent solicitations. Adjustments will be published in the International Tender, prior to annual rate filing to allow ample time for TSP's to adjust rates accordingly. Evaluation of bids is evaluated solely on the basis of price competition. TSPs are solely responsible for the rates that they elect to file to compete for government traffic.

SUMMARY: There is no annual adjustment made to the international baseline rates. Per the response above, SDDC reviews various market considerations prior to making administrative decisions concerning baseline rates, or bidding procedures or evaluation criteria for subsequent solicitations.

ESTIMATED CLOSURE: 6 Apr 09

Posted: June 25, 2009

ITEM: 09-047

PROPONENT: American Moving and Storage Association/
International Association of Movers

STAFF PROPONENT: Information and Business Process Integration Branch/
Joint Program Management Office/TCJ5/4

SUBJECT: Automated Interface

INITIATED: Feb 09

DISCUSSION: In 2004 SDDC (then MTMC) stated during their Business Process Working Group (BPWG) meetings and during subsequent Meetings with Industry (M/Is) that they recognized the importance of a standard interface for industry to DPS. The government indicated that it could not be added as a requirement due to the rapid implantation schedule (then deployment in Oct 05).

The interface was listed as industry's number 1 priority in 2006 after the government and its developer hosted groups of industry representatives at their developers facility in Fair Lakes, VA to determine the most important items/enhancements needed to make the system more user-friendly for industry (since industry was not permitted to participate in development meetings between the government and developer).

Industry was told then, that their suggested changes/enhancements would be prioritized along with those of the services for implementation into the system. Some changes would be made prior to program start up, but most would have to wait until after deployment. Industry was told that the standard interface was number 6 on the overall priority list.

To date there has been no apparent movement by the government towards creating a standard interface to DPS for industry.

When do SDDC and/or USTRANSCOM envision the government providing a standard interface for DPS?

RECOMMENDATION: Start the process. Outline the requirements for the standard interface from the government's perspective. Develop a timeline for working and meeting with the end users (industry) to identify their requirements. Finalize the requirements. Develop, test and implement the interface.

DISCUSSION ITEM INDUSTRY POC: International Association of Movers

RESPONSE: SCR #1015 scheduled to establish a standard interface between DPS and TSPs internal systems, went to the CCB in Apr'07. It was costed and is currently in the queue waiting funding.

Posted: June 25, 2009

SUMMARY: (PPF/6 Apr 09) Industry raised concern over proposed solution costing TSPs additional expenditures that were not anticipated when rates were filed and suggested that the government partner with them in developing solution. There is no timeline available for interface implementation because there are many issues to consider.

ESTIMATED CLOSURE: 6 Apr 09

Posted: June 25, 2009

ITEM: 09-048
PROPONENT: International Association of Movers
STAFF PROPONENT: Information and Business Integration Branch/Joint Program Management Office/TCJ5/4
SUBJECT: General Agent User Role
INITIATED: Feb 09

DISCUSSION: The General Agent Role is one that is critical to the success of the current Personal Property Program and will even more critical to the success of DP3. With PPSOs/CPPSOs booking shipments directly with TSPs that may be half way around the world it would be beneficial for all of the stakeholders to have a TSP representative that could react to the military members needs in real time.

The “Shipping Agent” role in DPS does not allow for the complete access that is necessary for a “General Agent” to fully act on behalf of the TSP and complete all of the functions necessary to ensure that a military members needs are met in the timeliest fashion.

RECOMMENDATION: Have the FRB & CCB act immediately on the development and implementation of the General Agent role in DPS.

DISCUSSION ITEM INDUSTRY POC: International Association of Movers

RESPONSE: The Government intends to deal directly with the primary contracted entity, and in the case of the Personal Property Program, this is the Transportation Service Provider. The TSP awarded the shipment is the sole party that the government will deal with, and is the sole party with which the government has privity of contract. If the TSP desires to add user roles, they are requested to submit a SCR setting forth that request.

SUMMARY: SCR 2445 has been issued to the item. However, this SCR has yet to be costed and prioritized.

ESTIMATED CLOSURE:

Posted: June 25, 2009

ITEM: 09-050

PROPONENT: American Moving and Storage Association/
International Association of Movers

STAFF PROPONENT: Joint Program Management Office

SUBJECT: Email Notification to TSP on New Claims

INITIATED: Feb 09

DISCUSSION: Email notification to TSP of new claim does not work. Work around of manually checking is unacceptable and almost an impossible task for TSP with 50 or 100 SCAC's with single log in capability.

RECOMMENDATION: Fix email notification before worldwide implementation.

DISCUSSION ITEM INDUSTRY POC: Daryl Flosi, Interstate Worldwide Relocation

RESPONSE: New claims notification does work. However, if a new requirement is determined then this requirement would need to properly be vetted through FRB and CCB. Trouble Ticket (4619), which confirmed the TSP received email notification of claim was submitted, tested, passed, and closed. Ensure email addresses are correct for these emails. We are looking to have a queue for third-party claims adjudicators that have one queue that aggregate many SCACs—this should also work for TSPs that have multiple SCACs. If industry requires additional functionality, submit a SCR with a business case analysis to the FRB.

SUMMARY: There was no additional information that was required on this item from the TSP as emails are generated to the TSP when a new claim is submitted. However, if a user finds that this does not work, they should submit a help desk ticket.

ESTIMATED CLOSURE: 6 Apr 09

Posted: June 25, 2009

ITEM: 09-051

PROPONENT: American Moving and Storage Association/
International Association of Movers

STAFF PROPONENT: Joint Program Management Office

SUBJECT: Email Notification to TSP when Existing Claims are
Modified

INITIATED: Feb 09

DISCUSSION: How is a TSP notified of modification to an existing claim? Apparently there is no email notice or it doesn't work. From a TSP claims management point of view, this is unacceptable. We currently tell the member not to submit their claim until it is complete.

RECOMMENDATION: Fix the email notification so the TSP can receive notice. In the interim, tell customers not to submit their claim until it is complete.
(Note: this process was used with over 4,000 claims processed under the commercial and military programs during last year and there were no complaints or problems associated with this policy.)

DISCUSSION ITEM INDUSTRY POC: Daryl Flosi, Interstate Worldwide Relocation

RESPONSE: A claim is complete when all the items on a Notice of Loss and Damage are listed or nine months have passed since delivery. Even if a TSP settles a claim "in full" a claimant can add items until the deadline hits. SRA deliverable does not identify the requirement to send an email to the TSP when modification(s) to a claim occur. Recommend SCR be submitted to generate an SCR/SPR if this functionality is needed.

SUMMARY: (PPF/6 Apr 09) In DP3, each line item on Notification of Loss and/or Damage at/after delivery must be settled individually. The member has up to two years after delivery to file additional line items. Claims representatives share industry concerns because this practice is contrary to previous practice, but are taking steps to educate their people on the new process. Per response above, the requirement does not exist for DPS to send an email to the TSP when modification(s) to a claim occur. However, if industry requests additional functionality within DPS, recommend industry submit an SCR.

ESTIMATED CLOSURE: 6 Apr 09

Posted: June 25, 2009

ITEM: 09-001

PROPONENT: International Association of Movers

STAFF PROPONENT: Quality Assurance Team/Military Service HQ

SUBJECT: Educating Military Members regarding expectations of FRV settlement

INITIATED: Feb 09

DISCUSSION: Service members are filing claims under the Full Replacement Value Program (FRV) with little or no idea of the actual meaning of FRV. Many are assuming that a “scratched table” means a “new table”. And when they are advised that the item will be repaired, they become very angry. Even worse, when high value items are noted as missing or damaged and asked to provide substantiation for the item, such as an appraisal or receipt of purchase, they often become verbally abusive; some actually physically threatening the claims people. It is not our intention to cheat the service member but due to the extreme cost of this program, we must protect ourselves as businesses and ensure that we are actually paying for the proper service. If an item can be repaired, SDDC rules allow us to repair that item. We should not have to be abused when we follow that rule.

RECOMMENDATION: That SDDC issue some sort of directive that would explain to each service member the rules and expectations of the FRV program. That service members understand that we, as an Industry, have the right to repair items that are repairable. That we, as an Industry, have the right to expect some sort of proof of purchase or ownership of High Value Items without the verbal abuse that has accompanied such requests in the past.

DISCUSSION ITEM INDUSTRY POC: International Association of Movers
Daryl Flosi, Interstate Worldwide Relocation

RESPONSE: SDDC has provided FRV guidelines on it’s website at the following link: <http://www.sddc.army.mil/sddc/Content/Pub/38216//GuidelinesFRV.pdf>. Paragraph 2.2.C 1, this guide explains that the TSP will, at its option repair items to the extent necessary to restore them to their original condition when received by the TSP, or pay the owner for the cost of such repairs. The Military Service HQ has put out a FRV coverage counseling Checklist to ensure FRV information is being discussed and counseled consistently across the different services. This checklist has been fully staffed and sanctioned through the legal community and will help our customers with timelines and expectations.

SUMMARY: The Military Service HQ has put out a FRV coverage counselling Checklist to ensure FRV information is being discussed and counselled consistently across the different services. During SDDC’s SAVs, we have verified that the checklist is being briefed and signed-off in counselling sessions. It is a very detailed and informative checklist.

Posted: June 25, 2009

ESTIMATED CLOSURE: 6 Apr 09
ITEM: 09-007

PROPONENT: American Moving and Storage Association/
International Association of Movers

STAFF PROPONENT: Joint Program Management Office/Rates Team

SUBJECT: DPS Processes

INITIATED: Feb 09

DISCUSSION: Do the end-to-end processes (including rate filing as applicable) for Diversions, Volume Moves, Special Solicitation, Boat One Time Only, Mobile Home One Time Only and (Personal Property) One Time Only shipments now work in DPS?
Industry last participated in testing some of these moves in the summer of 2007 and the bugs had not been worked out.

RECOMMENDATION: Invite industry to test these processes with the JPMO HHGS and SDDC to ensure they work correctly and/or to identify problem areas for correction prior to peak season and/or worldwide implementation of the program. If these processes work correctly, demonstrate the end-to-end process in a live environment during the upcoming SDDC training symposium.

DISCUSSION ITEM INDUSTRY POC: International Association of Movers

RESPONSE: These processes are still being worked on by the JPMO. All formal acceptance testing is performed by the government.

SUMMARY: These capabilities are going through testing and are scheduled for release throughout the upcoming months. As capabilities come online in DPS, the government plans to use them, including special solicitation, volume moves, OTOs, MOTOs, and BOTOs.

ESTIMATED CLOSURE: 6 Apr 09

Posted: June 25, 2009

ITEM: 09-008

PROPONENT: American Moving and Storage Association/
International Association of Movers

STAFF PROPONENT: Joint Program Management Office

SUBJECT: DPS Scalability

INITIATED: Feb 09

DISCUSSION: Access to and navigation within production DPS has been problematic with a relatively low number of PPSOs and TSPs using the system. Will DPS scale to the level necessary to support the addition of 200+ PPSOs and their satellite PPPOs, DOD customers, their dependents and a significantly larger number of TSPs on the system concurrently?

RECOMMENDATION: Ensure DPS is scalable before implementing at all sites worldwide.

DISCUSSION ITEM INDUSTRY POC: International Association of Movers

RESPONSE: DPS is scalable and scheduled for stress testing 30 Mar 09 in order to validate additional users.

SUMMARY: At this time, we continue to stress test to ensure DPS can meet predefined key performance parameters. Testing continues in order to ensure the necessary number of users are able to simultaneously logon.

ESTIMATED CLOSURE: 6 Apr 09

Posted: June 25, 2009

ITEM: 09-010

PROPONENT: American Moving and Storage Association/
International Association of Movers

STAFF PROPONENT: Joint Program Management Office

SUBJECT: Lessons Learned – Workarounds – Smart Book

INITIATED: 13 Feb 09

DISCUSSION: It would seem that in the implementation of a colossal system with many users working many roles & at differing volumes/throughputs, the learning curve of DPS will be longer for some and shorter for others. The way to accomplish daily tasking (workarounds) will be realized and arrived at by DPS users at different times (for PPSO, TSP & shipping agent).

The “Smart Book” as it is presently does not recognize the lessons being learned daily by the global community of DPS users and returned feedback. In the absence of shared knowledge, the global community of users is denied the inadequacies recognized, pitfalls realized, & learned efficiencies. If OJT is the best form of both testing the system and training users, feedback and lessons learned must be shared more often and more quickly than the “Smart Book” presently allows.

RECOMMENDATION: The Smart Book should be move to the internet as a Blog. As this site could be utilized as a “real time” tool for use by BOTH TSP AND PPSO, it could be in the government’s best interest to remain central in DPS discussion learned. And by SDDC recognition, official policy may be promulgated. It would be recommended that the site maintain subject headings for related discussion and include a search tool.

DISCUSSION ITEM INDUSTRY POC: American Moving and Storage Association/International Association of Movers

RESPONSE: DPS Smart Book is a living document and will be updated as required. A BLOG is outside the program’s current cost, schedule and scope. Recommend industry investigate their own BLOG for receiving and vetting potential business process improvements. Move.mil, which is continually updated, has a top five FAQs (plus others) for the month and a “What’s New” information section.

SUMMARY: JPMO is working to decrease the time it takes to post information to Move.mil so it can serve as a more useful tool. Additionally, SDDC is improving its FAQ process to better serve the industry and the shipping offices.

ESTIMATED CLOSURE: 6 Apr 09

Posted: June 25, 2009

ITEM: 09-018

PROPONENT: American Moving and Storage Association/
International Association of Movers

STAFF PROPONENT: Quality Assurance Team

SUBJECT: Automated Solution for DPS Channel Rankings

INITIATED: Feb 09

DISCUSSION: DPS Channel Rankings provide the TSP their relative placement among their peers on any given channel in DPS where they have approved rates. Since there are six (6) performance periods per year under the DP3 program, a TSPs General (President/CEO) must request these reports six (6) times annually.

TSPs use this information to project traffic awards in the coming performance period to appropriately place resources (personnel, equipment, materials, etc). Timely receipt of the information is very important.

Rather than waste the time and energy of a company's General (President/CEO) marking their calendar with a reminder to create and send an email to an generic email box at SDDC six times per year, then waiting for several days (or longer) to receive an email response with their report. Why not automate the process?

TSPs are attempting to do everything within their power to work efficiently and effectively under the DP3 program. Automation can be our friend - - efficient and effective service translates to cost savings.

RECOMMENDATION:

1. Automatically send the reports to the President/CEO (Best Option) as soon as they are ready. This saves precious time (that could be used to do our forecasting) and effort (our Generals have more important tasks to perform than running reports in DPS).
2. Make the data available to the President/CEO in DPS (Okay – still requires our Generals to manually extract data from the system)

DISCUSSION ITEM INDUSTRY POC: International Association of Movers

RESPONSE: DPS is intended to contain all performance data so that this may be made available to PPSO's, Military Services, and TSPs (DTR Part IV, Appendix U.Q., D,4). SDDC is working with JPMO to ensure that the functionality of Channel Ranking information is included with the Best Value Score (BVS) information, which is already provided in DPS. Until this functionality is available, SDDC intends to provide this information, upon request, to TSPs.

Posted: June 25, 2009

However, industry must realize that this process is not-automated, and a report must be generated for each TSP. SDDC releases this information solely for the use of that particular SCAC.

*NOTE: This was also the same information previously provided in response to the Federal Register Notice questions.

SUMMARY: DPS provides TSP relative standing bychannel and SDDC provides total number of TSPs in a channel on its website.

ESTIMATED CLOSURE: 6 Apr 09

Posted: June 25, 2009

ITEM: 09-029

PROPONENT: American Moving and Storage Association/
International Association of Movers

STAFF PROPONENT: Joint Program Management Office/
Quality Assurance Team

SUBJECT: Traffic Distribution

INITIATED: Feb 09

DISCUSSION: When there are Pullbacks and Cancellations by the PPSO, how does the PPSO and TSP know that the TSPs shipment count in DPS has been properly credited for the channel on which the cancellation or pullback occurred?

Example: SCAC XXXX receives an 8000 lb shipment offer on the channel from California North to Region 25 (Virginia). The TSP accepts the award, and then a few days later the PPSO pulls back or cancels the shipment. If the TSPs shipment count on that channel is not reset, they will effectively have lost their turn, and will not get another shipment offer on that channel until the remaining TSPs after and before them receive an award. Some channels in DPS have close to 700 TSPs with accepted rates, which translate to 175 SCACs per quality band. TSP XXXX would have to wait for 174 other TSPs to receive a shipment award before they were offered another shipment, when they should receive the very next award on that channel. TSP XXXX is not likely to receive a 2nd shipment due to the low shipment volume on each channel within any given performance period.

RECOMMENDATION: The TSP should be provided communication confirming the reset action has been performed (e.g., their count has been properly reset) and communication once the shipment has been replaced by a new award that the new award is, in fact, the replacement for the cancellation or pullback.

Provide PPSOs the capability to confirm this action by providing visibility to the Traffic Distribution Lists (TDLs) for channels in their Area of Responsibility (AOR).

Providing PPSOs this visibility decentralizes the workload that will be placed on SDDC when PPSOs around the world start exercising pullbacks and cancellations.

DISCUSSION ITEM INDUSTRY POC: International Association of Movers

RESPONSE: The process for charging/not charging the TDL is spelled out in the DTR. Please see the DTR, Part IV, Appendix U.Q., E.3.c.(2), Shipments pulled back (no fault of the TSP) must not be charged on the TDL. When the PPSO determines that a shipment must be pulled back from a TSP in the interests of the Government, the shipment will not be charged to the TSP

Posted: June 25, 2009

on the TDL. For example, a DOD customer's orders are cancelled but the PPSO has already awarded the customer's shipment for pickup. Therefore, the PPSO pulls back the shipment and this shipment is removed from the TDL so that it is not counted against this TSP. Shipments that must be pulled back due to the fault of the TSP are charged against the TSP on the TDL.

Shipments that have been pulled back within five business days of the pickup date are considered short notice shipments when being reallocated to a new TSP. Such shipments are not charged against the new TSP on the TDL. See the DTR, Part IV, Appendix U.Q.,E.3.c.(4).

DPS notifies the TSP in the DPS work queue when new or updated booking requests and cancellations are posted - see the DTR, Part IV, Appendix U.J.,E,1. Again at the DTR, Part IV, Appendix U.J.,B,3: DPS notifies TSPs electronically in their work queue and via Electronic Mail (e-mail) (based on TSP's preference) when new or updated booking requests and cancellations are posted.

DPS determines the next TSP to receive an offer due to cancellations or refusals. See the DTR, Part IV, Appendix U.J.,E.2.

SUMMARY: Pullback and rearward scenario validated and performed according to business rules.

ESTIMATED CLOSURE: 6 Apr 09

Posted: June 25, 2009

ITEM: 09-032
PROPONENT: American Moving and Storage Association
STAFF PROPONENT: Rates Team
SUBJECT: Increase to 400NG Tariff
INITIATED: Feb 09

DISCUSSION: We understand that the underlying rate tables in the 400NG electronic rating engine were all increased by 3.2% effective 1/1/09, but have not seen any official announcement of that change from SDDC.

RECOMMENDATION: Anytime the 400NG has any changes at all, whether in text content or charges in the rating engine, the TSP community should be notified either through the What's New function on the SDDC website or email to all approved TSP's or both.

DISCUSSION ITEM INDUSTRY POC: American Moving and Storage Association

RESPONSE: Please refer to Item 40, note 1 of the 400NG. Currently the rating engine is updated annually prior to 1 Jan.

SUMMARY: SDDC agrees to publish the percentage it uses as a price index modifier.

ESTIMATED CLOSURE: 6 Apr 09

Posted: June 25, 2009

ITEM: 09-034
PROPONENT: Wheaton World Wide Moving
STAFF PROPONENT: Rates Team
SUBJECT: LCD Rear Projection TVs
INITIATED: 3 Feb 09

DISCUSSION: TSPs are being denied third party crating for LCD Rear Projection TVs based on Rate Solicitation Guide (RSG), note 10. PPSOs are denying the charge based on the fact that the item is a LCD TV and they believe falls under the guidelines of a “Flat Panel Television”. This is not the case, LCD rear projection TVs can have a thickness of 20 inches and most are between 12 and 18. These items will not fit in a flat panel TV carton and must be protected during transportation. Due to the high cost of replacement or repair, we recommend crating to protect the TVs. Cost of LCD Rear Projection TVs range from \$2000.00 to over \$3000.00 based on the size of the TV.

RECOMMENDATION: We believe crating should be authorized to protect the item while in transit. Additionally, we recommend changes be made to the RSG and crating authorized under the 400NG.

DISCUSSION ITEM INDUSTRY POC: Kevin Myers, Wheaton World Wide Moving

RESPONSE: Note 10 of Item 402 in the Rate Solicitation Guide clearly defines a flat panel television as “Plasma and Liquid Crystal Display (LCD) types, which are by design, four inches or less in depth, and incapable of standing alone without a form of support.” If a crating service is refused for a rear projection TV, it is because the PPSO is making the determination that crating is not necessary for protection of the item SDDC provides guidance in the RSG but PPSO’s will make final determinations regarding TSP or members’ requests for crating.

SUMMARY: See the updated response above.

ESTIMATED CLOSURE: 6 Apr 09

Posted: June 25, 2009

ITEM: 09-036
PROPONENT: Atlas Van Lines International (ATVN)
STAFF PROPONENT: Rates Team
SUBJECT: Overseas FSC
INITIATED: 17 Feb 09

DISCUSSION: Item 530: the continued devaluation of the dollar overseas, higher costs, etc.-the simple fact that there is currently no overseas FSC to support in itself to increase these tables. A letter with ample support data was sent to Gail Collier and Jim Johnson back in September of 2007 in hopes that this could get addressed and increased in time for the I-20 / I-21 release which did not happen. Now that diesel is almost \$10.00 USD per gallon, MAUT/German road tax will be increased Jan 2009, overall in Europe and other markets worldwide, such as Korea and Japan additional taxes and costs are causing truckers to go on strike, potentially resulting in delays for military household goods shipments.

RECOMMENDATION: Institute an overseas FSC and review yearly, perhaps tied to CPI or some other international index

DISCUSSION ITEM INDUSTRY POC: Jim Gaw, Vice President, (206) 436-0130

RESPONSE: SDDC has done extensive research into this issue and has determined that an International FSC will not be implemented at this time. TSPs are solely responsible for filing their independently determined rates, and nothing prevents a TSP from increasing their rates to cover their projected expenditures when offering transportation services to the Government.

SUMMARY: An international fuel surcharge will not be implemented at this time.

ESTIMATED CLOSURE: 6 Apr 09

Posted: June 25, 2009

ITEM: 09-037

PROPONENT: Atlas Van Lines International (ATVN)

STAFF PROPONENT: Rates Team

SUBJECT: Overseas rate reviews

INITIATED: 17 Feb 09

DISCUSSION: Overseas Rate Reviews: SIT, warehouse handling and sometimes the labor charge (518, 519 and 505) are looked at and increased.

RECOMMENDATION: Provide explanation / clarification of how and when increases will be made.

DISCUSSION ITEM INDUSTRY POC: Jim Gaw, Vice President, (206) 436-0130

RESPONSE: SDDC does not provide automatic increases at this time. SDDC reviews various market considerations when developing price increases. Adjustments are published in the International Tender, prior to annual rate filing to allow ample time for TSPs to adjust rates accordingly.

SUMMARY: Per the response above, SDDC will review various market considerations, when necessary.

ESTIMATED CLOSURE: 6 Apr 09

Posted: June 25, 2009

ITEM: 09-038
PROPONENT: American Moving and Storage Association
STAFF PROPONENT: Rates Team
SUBJECT: Packing Charges for Flat Panel TVs When Customer Has
Manufacturer Carton
INITIATED: Feb 09

DISCUSSION: SDDC's current guidance is that if the customer has the original manufacturer carton for a flat panel TV, the TSP is not allowed to bill anything for the packing of the carton. We believe this is unfair because the TSP has labor costs for actually placing the item in the carton, and the cost of assumption of liability for the item in question.

RECOMMENDATION: The TSP should be allowed to bill for packing a flat panel TV using the manufacturer carton. SDDC should work with AMSA/IAM to come up with a recommended charge for the item, perhaps as a portion of the charge for a flat panel TV carton supplied by the TSP.

DISCUSSION ITEM INDUSTRY POC: American Moving and Storage Association

RESPONSE: In the 400NG, TSPs are compensated for full pack/unpack of all items.

SUMMARY: The packing of a flat panel television using a manufacturer's carton does not merit any additional compensation in either the current domestic rate solicitation or in the 400NG. For international shipments in both the current and DPS programs, TSPs should include the cost of cartons (to include flat panel TVs) in their single factor rate.

ESTIMATED CLOSURE: 6 Apr 09

Posted: June 25, 2009

ITEM: 09-039
PROPONENT: American Moving and Storage Association
STAFF PROPONENT: Rates Team
SUBJECT: 400NG Packing Charges
INITIATED: Feb 09

DISCUSSION: Since the 400NG packing charges were established, SDDC has mandated the use of a flat panel TV carton in lieu of crating flat panel TV's. However, the 400NG packing rates were not adjusted to reflect the addition of this cost.

RECOMMENDATION: SDDC should work with AMSA/IAM to add an appropriate charge to the 400NG for the flat panel TV carton. This item should not be subject to the filed discount since the cartons themselves cost almost as much as the current tariff charge in the RSD16, plus the carrier is assuming liability at FRV for any damage/loss.

DISCUSSION ITEM INDUSTRY POC: American Moving and Storage Association

RESPONSE: SDDC authorized a flat fee of \$105.00 for use of corrugated cartons specifically designed for flat panel TVs under the current program only, not for DPS. TSPs are compensated for full pack/unpack of all items in the 400NG in all cases.

SUMMARY: The compensation permitted for flat panel safeguarding in the current program (which never exceeds \$105 per television and is often less) was merited when flat panels TVs were rare and experience with proper handling was uncommon. Flat panel TVs are now so frequently contained within personal property shipments that it is expected that TBs (particularly with a paradigm shift to commercial practices) possess the necessary expertise and tools to safeguard transport without a need for unique approvals and/or special accessorial required. The 400NG pack and unpack charges provide compensation for full pack/unpack regardless of whether the TSP performs the services and is adjusted for inflation yearly. **Note, that the flat panel TV carton were never mandated by SDDC but was a result of industry feedback and approved for the current program only.**

ESTIMATED CLOSURE: 6 Apr 09

Posted: June 25, 2009

ITEM: 09-043
PROPONENT: International Association of Movers
STAFF PROPONENT: TCJ5/4/Joint Program Management Office
SUBJECT: Business Rules
INITIATED: Feb 09

DISCUSSION: There are several places in the business rules that indicate the system does not currently support the process in the rules.
When will these be finalized in the system?
When will the business rules be changes to reflect the updates?
Will the business processes/rules be changed if the process will not be automated as listed in the rules?

RECOMMENDATION: Provide insight on how and when these issues will be handled.

DISCUSSION ITEM INDUSTRY POC: International Association of Movers

RESPONSE: All references to DPS limitations will be removed from the business rules. Any known short-falls/workarounds will be documented in the DPS “Smart Book”.

SUMMARY: USTRANSCOM has identified all system functionality references in the business rules. All references will be removed during the next revision of the applicable DP3 business rules. JPMO will continue to provide workarounds for certain system functionality in the Smart Book, as they become available.

ESTIMATED CLOSURE: 6 Apr 09

Posted: June 25, 2009

ITEM: 09-044
PROPONENT: American Moving and Storage Association
STAFF PROPONENT: TCJ5/4/Information and Business Integration Branch
SUBJECT: DPS Issues
INITIATED: Feb 09

DISCUSSION: The moving industry has been removed from discussion at the FRB or elsewhere in regards to issues that are high priority from the industry's point of view. We just recently found out that the industry's number one issue, a 2-way data interface with DPS, has been removed from the list of priorities in the further development/enhancement of DPS. In the meantime, TSP's have sought and paid for their own outside technological solutions to ease use of DPS and prevent the need for duplicate system entries between their own proprietary systems and DPS. One of the difficulties that has been encountered is caused by not having a forum to discuss programming structure and functionality to avoid any system issues with DPS.

RECOMMENDATION: Industry be given access to a regular communications forum with JPMO HHGS and its software developer to allow input on issues with and suggested changes to DPS to enhance performance and reduce TSP costs, which will in turn reduce costs to the government.

DISCUSSION ITEM INDUSTRY POC: American Moving and Storage Association

RESPONSE: In accordance with the FRB charter, TSPs will be invited when TSP input is required. The government has the sole right to conduct internal government meetings, particularly when such meetings involve matters of governmental policy or are procurement sensitive. The determination as to what is in the best interest of the government concerning its operating software is inherently a governmental decision.

SUMMARY: SDDC/TCJ5/4 looks forward to the continued partnership with industry, when required.

ESTIMATED CLOSURE: 6 Apr 09

Posted: June 25, 2009

ITEM: 09-045

PROPONENT: American Moving and Storage Association/
International Association of Movers

STAFF PROPONENT: Joint Program Management Office/
Information and Business Integration Branch

SUBJECT: Transparency & Notification of Program and/or System
Changes

INITIATED: Feb 09

DISCUSSION: SDDC & JPMO HHGS made unilateral changes to the system, business processes and/or business rules without informing one of the government directed users of the system, industry. There are several instances where this has occurred but a good example that touches all three areas is changing the performance periods in DPS. SDDC & JPMO HHGS indicated that as agreed based on previous meetings with industry that after program start up – re-ranking would NOT occur for a minimum of 6 months or until the end of the next performance period beyond 6 months. DPS began at 17 initial sites on 19 Nov 08. Therefore, the first re-ranking should have occurred on 30 Jun 09. Instead, there were two (2) re-rankings – one at the end of November and another at the end of December. Since no new performance data was used (at least to the knowledge of industry), the net effect was that TSPs at the very top of Quality Band 1 received shipments in November, December and January. This change to the programming of DPS was not communicated to industry, nor was there any notice that the business rules were being suspended in these instances. No communication on why this was being done, what performance data would be used, etc., etc.

RECOMMENDATION: SDDC and JPMO HHGS provide transparency into upcoming changes before they occur. There are reputable TSPs that have truly partnered with SDDC throughout the re-engineering of the personal property program that need to make “informed” decisions to work in concert with the DP3 program and DPS. Please keep the lines of communication open.

DISCUSSION ITEM INDUSTRY POC: International Association of Movers

RESPONSE: While we understand the importance of continued communications with industry, system and operations changes were made to DPS as a direct result of two industry legal protests to the GAO regarding deployment and operations at DPS. Schedule delays resulting from these protest actions necessitated altering the rollout schedule.

SUMMARY: It was well noted that if changes and updates needs to be made to the system, we will give as much notification as we can to ensure all users are aware before the system goes

Posted: June 25, 2009

down. We will also try and make changes to the system when at all possible, on weekends or when the least amount of personnel is at work on the system.

ESTIMATED CLOSURE: 6 Apr 09

Posted: June 25, 2009

ITEM: 09-049

PROPONENT: American Moving and Storage Association/
International Association of Movers

STAFF PROPONENT: Information and Business Process Integration Branch/Joint
Program Management Office/TCJ5/4

SUBJECT: DPS Notices to TSPs

INITIATED: Feb 09

DISCUSSION: TSPs that have multiple SCACs do not have the resources to constantly monitor every queue and every shipment under every queue in DPS for changes by the customer, PPSO, or the TSPs agents/representatives (especially if those agents are overseas) that also use DPS. Perhaps better stated, TSPs cannot afford to hire additional personnel to constantly monitor all the queues and all the shipments in DPS for changes, as this will increase their cost to provide service in the DOD program, and they cannot raise their rates and remain competitive and/or meet rate reasonableness requirements, which are not made available to industry. So, to allow DOD to continue to enjoy the use of these quality service providers and their capacity, we recommend that SDDC/JPMO HHGS add additional email notices to alert TSPs when certain action occur.

Some examples include but are not limited to:

Claims changes made by the customer (e.g. after initial submission of the claims when a customer updates the claim).

Customer changes or requests (address change, phone number change, requested delivery, etc.)
PPSO changes or requests (updates to dates, addresses, approvals/denials of accessorial requests, delivery, reweigh, etc., etc.)

If DPS had a standard interface, the TSP could create these alerts/notices rather than asking the government to provide them.

RECOMMENDATION: Provide TSPs a standard interface to exchange data with DPS. In the interim, provide alert notices to TSPs on actions that cannot be monitored.

DISCUSSION ITEM INDUSTRY POC: American Moving and Storage Association/
International Association of Movers

RESPONSE: The interface concern in this issue is covered in 09-047 and therefore is closed. The government recognizes that companies with multiple SCACs may have a resource issue, but it is an internal management issue. If industry requires additional functionality, submit a SCR with a business case analysis to the FRB.

Posted: June 25, 2009

SUMMARY: See the summary within 09-047, regarding a standard interface.

ESTIMATED CLOSURE: 6 Apr 09

Posted: June 25, 2009

ITEM: 09-055

PROPONENT: American Moving and Storage Association/
International Association of Movers

STAFF PROPONENT: Quality Assurance Team/Military Claims Office

SUBJECT: Claims Metrics – Settlement Time

INITIATED: Feb 09

DISCUSSION: When should the clock start and stop on settlement time? We have no idea on what starts and stops the clock on settlement time in some instances; and the business rules as currently written do not factor in real world scenarios where the TSP want to make the member whole by repairing damaged item.

Consider the following example:

After the customer files their claim, the TSP assigns the claim to an inspection firm. Member is called to arrange date and time for inspection. Member informs inspection firm they are going TDY for 3 weeks and appointment will have to be made when they return. Member returns and schedules appointment two weeks later. According to the business rules, the clock has been running for 5 weeks since member posted claim in DPS.

This type of situation affects the TSP's quality score and jeopardizes distribution of future business as it denies the TSP the ability to achieve maximum points under the claim scoring metric. Current business rules state Denial, Final Offer, Settlement in Full and Transfer to the Services are the only events that will stop the clock. The TSP makes an offer to the member and indicates this is not final, the clock is running against the TSP with no protection against a member who may take weeks to respond.

Timely settlement is a big issue on quality scoring.

Also, We have seen from our own surveys that a claim, regardless of how fast and well settled is going to adversely affect the overall scoring. The claim metrics in the business rules needs to be removed unless you expect this industry to achieve a claim free environment. That is totally unrealistic. If the member has accepted settlement and the settlement was made within the allotted time, why are the unrealistic metrics necessary?

RECOMMENDATION: The settlement clock must stop when any offer, final or otherwise, is made until the member responds to start the clock again. There also needs to be fields created in DPS to input the "inspection ordered date" and "inspection received date" to stop and start the clock. (2nd)

Posted: June 25, 2009

Remove the claims metrics from the business rules and DPS. (1st)

DISCUSSION ITEM INDUSTRY POC: Daryl Flosi, Interstate Worldwide Relocation

RESPONSE: Experience with FRV in the current program has demonstrated that many TSPs are not concerned about fast and fair claims settlement in the absence of an incentive to do so. The Business Rules reached the conclusion that scoring the claims using the five different factors included in DTR Part IV, Appendix U.F, C.1,b would be the best way to achieve that goal. If industry requires additional functionality, submit a SCR with a business case analysis to the FRB.

SUMMARY: The claims metrics are not going away. However, there were some valid points for the settlement time and the multiple claims that can be filed over the 2 yearperiod. Claims will have to take a look at this matter.

ESTIMATED CLOSURE: 6 Apr 09

Posted: June 25, 2009

ITEM: 09-002

PROPONENT: American Moving and Storage Association/
International Association of Movers

STAFF PROPONENT: Information and Business Integration Branch/
Information Management

SUBJECT: Due Process

INITIATED: Feb 09

DISCUSSION: TSP User IDs were revoked under the DP3 program for access via ETA to DPS without any prior notification to the TSP that the specific user(s) were violating a policy or causing a problem.

RECOMMENDATION: Provide notice before taking action in the future by:

Identifying the problem (including the cause if known – similar to the details industry and the services provided while testing DPS – i.e., the who, what, where, when and why).

Allow the TSP the opportunity to investigate and resolve the problem.

Communicate back and forth with the TSP to ensure the problem is clearly understood by both parties so it can be resolved.

Communicate a clear timeframe in which the problem must be resolved and the action(s) the government will be take if not timely corrected.

DISCUSSION ITEM INDUSTRY POC: International Association of Movers

RESPONSE: Users who compromise the integrity of the system through excessive login attempts or hits are locked out to protect the functionality of the system. We will continue to take whatever steps are necessary to protect the system. SDDC has posted notification on the ETA Home page regarding limits to number of access attempts. SDDC-PPP is currently working with ETA to establish a notification process for limiting and blocking specific user access when the user has violated user policy, such as exceeding maximum user logins with a 24 hour period. Specific time frames and methods of notification are under review and will be disclosed at a later date.

SUMMARY: The security of a government system is priority“1” . It will always remain as such.

Posted: June 25, 2009

ESTIMATED CLOSURE: 6 Apr 09

ITEM: 09-009

PROPONENT: American Moving and Storage Association/
International Association of Movers

STAFF PROPONENT: Joint Program Management Office

SUBJECT: DPS Training and Materials for TSPs

INITIATED: Feb 09

DISCUSSION: When will a more comprehensive, up-to-date training tutorial be made available (in DPS or elsewhere) to the TSP community for all the TSP related user roles?

- TSP Master
- TSP Operations Manager
- TSP Claims
- TSP Quality Assurance
- TSP Rate Filing Representative
- TSP Billing Representative
- TSP Shipping Agent
- TSP Financial Representative
- TSP Insurance Representative
- TSP Bond Representative

The current user guides and multi-media material do not go into sufficient detail for the various modules and required actions for the user roles.

RECOMMENDATION: Provide the training materials ASAP, preferable before worldwide implementation and/or peak season.

DISCUSSION ITEM INDUSTRY POC: International Association of Movers

RESPONSE: JPMO has provided industry with the following training modules (at no curriculum cost) to the TSP community. Current training web-based training modules are available:

- Into to DPS
- TSP Claims Management
- TSP Customer Satisfaction Survey
- TSP Invoicing & Approvals
- TSP PPCIG
- TSP Qualifications
- TSP Rate Filing

Posted: June 25, 2009

TSP Reports
TSP Shipment Management
User Management

Training materials are a contractual issue and updates are provided by the developer per the contract language.

SUMMARY: 90 percent of the material within the training module is current with DPS functionality. Training material updates are not provided with each system change – they are updated intermittently.

ESTIMATED CLOSURE: 6 Apr 09

Posted: June 25, 2009

ITEM: 09-013
PROPONENT: Atlas Van Lines International (ATVN)
STAFF PROPONENT: TCJ5/4
SUBJECT: Computation of Required Delivery Date
INITIATED: 17 Feb 09

DISCUSSION: The published transit time instructions include very specific references to the minimum transit times listed in the tables. It states: “These are the minimum times required for carriers to move shipments from origin to destination and will be used to construct Required Delivery Dates (RDDs).” And also: “These transit times are the minimum times required and will not be considered as the maximum allowable when constructing the RDD.” However, there is no guidance on how many addition days to allow beyond the minimum. Consequently TMOs consistently utilize the minimum times in place of the maximum time allowed.

RECOMMENDATION: Provide guidelines for TMOs to follow when computing RDD that will allow the carrier at least the published minimum transit time, plus some reasonable additional time to allow for variations in routing.

DISCUSSION ITEM INDUSTRY POC: Michael Hall, Director Military Operations, (206) 436-0106

RESPONSE: We have reviewed all PPSO guidance for proper construction of an RDD. DTR Part IV, Chapter 402, Section D.2. explains in great detail the proper procedures for constructing an RDD.

SUMMARY: As cited above, guidance for constructing RDDs is found in the DTR. If TSPs have any recommended improvements please submit them to TCJ5/4.

ESTIMATED CLOSURE: 6 Apr 09

Posted: June 25, 2009

ITEM: 09-015

PROPONENT: International Association of Movers

STAFF PROPONENT: Information and Business Integration Branch/Joint Program Management Office

SUBJECT: Missing Rank/Grade on DPS Booking

INITIATED: Sent to DPS Helpdesk on 5 Feb 09

DISCUSSION: There is no rank or grade on the DPS applications received by the TSP's. This is very useful information for TSP, shipping agent and local contractor.

RECOMMENDATION: Provide this information on the booking sheet offered to the TSP's.

DISCUSSION ITEM INDUSTRY POC: International Association of Movers

RESPONSE: The current business rules or business processes do not require this information for TSP business processing.

SUMMARY: ECP 3481 will, upon implementation, allow the TSP to see pertinent information on the 1299 to include the members rank/grade. This ECP is a Cat 4 and has not been assigned a release date yet.

ESTIMATED CLOSURE:

Posted: June 25, 2009

ITEM: 09-016
PROPONENT: American Moving and Storage Association
STAFF PROPONENT: Information and Business Integration Branch
SUBJECT: SDDC Website
INITIATED: Feb 09

DISCUSSION: Items continue to be posted to the SDDC website without authorship noted and/or without an publication or effective date. We also continue to see items appearing on the What's New page that are not new. Recent examples include RSD modifications that don't show the date they were published even though some have been retroactive.

RECOMMENDATION: With all the turnover of personnel at SDDC and new people, we highly recommend that SDDC make sure that every posting to the What's New page include a publication date in the body of the item posted as well as an author or POC.

DISCUSSION ITEM INDUSTRY POC: American Moving and Storage Association

RESPONSE: Content on the website is considered to be authored by SDDC and is effective when posted.

SUMMARY: SDDC will review if it is feasible to add a posted date to content posted to the website.

ESTIMATED CLOSURE:

Posted: June 25, 2009

ITEM: 09-017
PROPONENT: Cavalier Forwarding, INC. (CVFW)
STAFF PROPONENT: Quality Assurance Team
SUBJECT: Appeal Process for ICSS Scores
INITIATED: 13 Feb 09

DISCUSSION: Many of the low scores we have received have been in error. With no appeal process the TSPs are in serious jeopardy of sustaining a competitive position in the industry.

One example we have is a service member who gave us a score of 24 due to damages to household goods that were not in our shipment. When we provided proof that the items that were damaged were in another HHG shipment serviced by another TSP, he still was not convinced that he scored us inappropriately.

Even if he had been convinced, the score of 24 would have remained on our record.

RECOMMENDATION: Development of an appeal process

DISCUSSION ITEM INDUSTRY POC: International Association of Movers

RESPONSE: There is an appeal process for ICSS scores in the DTR Part IV, Appendix U.Q, E, 8, a. SDDC REVIEW OF SCORED FACTORS (BVS SCORES): SDDC recognizes there may be instances in which an unusual circumstance or a computer error may require review (by SDDC) of a TSP's BVS and its components (CS, CSS, and RS) for an individual shipment (1) EXCEPTIONS TO PROHIBITION OF SCORED ELEMENT (BVS) REVIEW: The occurrence of a situation listed below in no way guarantees that SDDC's decision must be rendered in the TSP's favor. Even when SDDC agrees to review a TSP's request, SDDC reserves the right to render a decision based on the circumstances specific to the individual BVS component and shipment, if accepted for review. The following non exhaustive list includes situations where SDDC may accept a TSP's request to review a BVS component score of an individual shipment(s). (c) BVS component scores (CSS, Claims, Rate) assigned to the wrong shipment, market, or channel due to a computer or mathematical error.

SUMMARY: Industry claimed that records were missing from ICSS, and asked if they can they have the data put back in as an appeal. SDDC explained to the industry, if they are able to identify the missing records, SDDC would review the situation. It was also mentioned that the ICSS email address was incorrect. However, ICSS server has had firewall problems, preventing emails from getting through. It has since been corrected and verified that it's working. The ICSS email address is still the same, which is icss@eta.sddc.army.mil.

ESTIMATED CLOSURE: 6 Apr 09

Posted: June 25, 2009

ITEM: 09-020
PROPONENT: American Moving and Storage Association
STAFF PROPONENT: Quality Assurance Team
SUBJECT: Channel Rankings
INITIATED: 12 Feb 09

DISCUSSION: Current channel ranking procedures do not provide an opportunity for all TSPs to receive tonnage to better their performance score. With channel rankings occurring six times a year, there will be rare instances when all the TSPs in quality band will receive one shipment let alone five shipments. Additionally, very few, if any, shipments will be awarded to TSPs in quality bands 2 through 4. If the difference between performance scores for TSPs were significant, this wouldn't be an issue; however, except for rate differences, differences in performance scores will be caused by randomness of surveys.

RECOMMENDATION: Channel rankings should occur three times a year or every quarter. This will help ensure more shipments are offered during the time period to different TSPs before the next channel ranking. An added benefit is the amount of time spent on calculating PS scores and BVS channel rankings for SDDC would be reduced.

DISCUSSION ITEM INDUSTRY POC: American Moving and Storage Association

RESPONSE: SDDC continues to review this process and appreciates the recommendation. The Business Rules reached the conclusion that 6 performance periods were appropriate to ensure the Best Value and maximize traffic distribution. However, as data and feedback is gathered throughout, we will include this information for our consideration. Nevertheless, the government always reserves the right to determine the evaluation and performance criteria it administratively determines to be in the best interest of the government.

Note: The author of this question keeps referring to this as "Channel Rankings" when in fact they mean to speak to the term "Performance Periods"

SUMMARY: At this present time, SDDC will continue to have 6 performance periods to ensure the Best Value and maximize traffic distribution.

ESTIMATED CLOSURE: 6 Apr 09

Posted: June 25, 2009

ITEM: 09-021
PROPONENT: Carlyle Van Lines
STAFF PROPONENT: Quality Assurance Team
SUBJECT: CSS surveys
INITIATED: 12 Feb 09

DISCUSSION: How can the DPS process be simplified for member to access DPS to perform their surveys?

RECOMMENDATION: When member does self counseling or PPSO does counseling for them, as the session is submitted for PPSO review, the process should automatically set up a ETA/DPS ID for the member, and email them a password to the address submitted within the counseling process.

DISCUSSION ITEM INDUSTRY POC: Elmer Storck 800-356-4194

RESPONSE: Per the business rules, we do not want the member to be issued a password automatically because we want to ensure the member completes the survey after the delivery of their property.

SUMMARY: Item closed, per response above.

ESTIMATED CLOSURE: 6 Apr 09

Posted: June 25, 2009

ITEM: 09-022

PROPONENT: American Moving and Storage Association/
International Association of Movers

STAFF PROPONENT: Quality Assurance Team

SUBJECT: Customer Access to DPS & Customer Surveys via ETA

INITIATED: Feb 09

DISCUSSION: We have heard reports from some TSPs that customers cannot set up access to DPS through ETA. We have also had reports that some customers, after accessing DPS, are unable to access their customer survey.

What exactly is the process for a customer to create access to DPS?

If a customer contact the TSP and tells us they want to complete their survey, but cannot get access to DPS or once in DPS cannot see or access their survey - - what guidance do we provide them?

RECOMMENDATION: Disseminate in the-clear procedures for TSPs to provide customers that inquire about access to DPS and/or the process they need to follow to complete their customer survey.

DISCUSSION ITEM INDUSTRY POC: International Association of Movers

RESPONSE: Instructions for customers to complete their CSS will be placed on the www.move.mil for all stakeholders to view. We currently have an SCR 5343 for an encrypted link in the works.

SUMMARY: Correction to response above. SCR 0343 has been assigned to this item and is in the works for prioritization. This SCR has been accepted by the FRB, but not yet costed. Additionally, instructions for customers to complete their CSS have been placed on SDDC's website.

ESTIMATED CLOSURE:

Posted: June 25, 2009

ITEM: 09-023
PROPONENT: Atlas Van Lines International (ATVN)
STAFF PROPONENT: Quality Assurance Team
SUBJECT: Customer Comments on ICSS
INITIATED: 17 Feb 09

DISCUSSION: When a military shipper fills out an ICSS, they have the option to select whether or not to share their comments with the TSP, and whether or not they can be contacted by the TSP. If they elect to share their comments, the comments are emailed to a TSP point of contact on file somewhere. With normal employee turnover it may be necessary to occasionally change this POC information. However, the TSP apparently has no ability to designate in DPS who in their company they would like to have receive these comments. Numerous phone calls have not been able resolve how we can add/modify our POC info.

RECOMMENDATION: Publish to industry the process for designating recipients of ICSS/CSS customer comments. Alternatively, (or better yet...) include customer comments in the ICSS/CSS reports that TSPs already have access to.

DISCUSSION ITEM INDUSTRY POC: Michael Hall, Director Military Operations, (206) 436-0106

RESPONSE: In DPS if a customer designates to send survey comments to the TSP, they will be sent to the following user roles: TSP Master, TSP Operations, PPSO Transportation Officer (Origin and Destination), PPSO QA (Origin and Destination), SDDC QA (all), Mil Service HQ user, Mil Service MCO User. Therefore if a TSP would like to change who the survey comments are being sent to, then they will need to update their user role to reflect the above. Additionally, if a TSP would like to change who the survey comments are sent to in ICSS they will need to send an email to icss@eta.sddc.army.mil and identify their SCAC and email address they would like their survey comments to be sent to.

SUMMARY: Information was provided to the TSPs on who receives the CSS. The TSPs were also informed on how to change the receiver on the CSS.

ESTIMATED CLOSURE: 6 Apr 09

Posted: June 25, 2009

ITEM: 09-024

PROPONENT: American Moving and Storage Association/
International Association of Movers
Arpin Van Lines

STAFF PROPONENT: Quality Assurance Team

SUBJECT: Delay Open Season

INITIATED: Feb 09

DISCUSSION: Adding additional TSPs to each market (dHHG, iHHG and iUB) with further dilute market share to the existing TSPs. The current distribution methodology already allocates the vast majority of shipments to less than 25% of the TSP population, e.g., those that are in the very top of the first Quality Band.

Modeling based on historical shipment volumes from SDDC indicates that traffic distribution will not extend beyond the first quality band except possibly for Intrastate and very high volume channels. If distribution extends beyond the first Quality Band, modeling indicates it will not move beyond the second band.

Based on historical shipment data from SDDC and the DP3 traffic distribution methodology – the government already has more TSPs than they can possibly distribute a meaningful number of shipments too.

In order for a TSP to maintain any type of economies of scale and continue to provide quality service in the government market, they need to receive sufficient volume. If a carrier can not receive a reasonable level of traffic they will be unable to maintain the same infrastructure to provide the high quality, customer-centric requirements of the DP3 program.

The DP3 program and DPS tonnage distribution system have not had enough time to accurately predict the impact to a carrier in each quality band. The addition of an open season would further dilute market share with potential negative impact on viable service providers.

We believe in competition and agree that there should be an open season eventually but not until the program has been allowed to mature. Many currently approved TSPs have contributed a great deal of time and expense in preparing for DP3 and DPS, they should have the opportunity to work in the new program before new TSPs are added.

RECOMMENDATION: Allow the program to mature and stabilize before allowing additional SCACs to enter the domestic or international markets.

Posted: June 25, 2009

DISCUSSION ITEM INDUSTRY POC: International Association of Movers

RESPONSE: There is no scheduled open season date at this time.

SUMMARY: SDDC will notify industry upon scheduling the next open season.

ESTIMATED CLOSURE: 6 Apr 09

Posted: June 25, 2009

ITEM: 09-025
PROPONENT: Carlyle Van Lines (CLYL)
STAFF PROPONENT: Quality Assurance Team
SUBJECT: DOD DP3 Notifications of Loss or Damage (at & after) Delivery
INITIATED: 12 Feb 09

DISCUSSION: Currently the Quality Assurance (Attachment U.Q) on page 35 & 36 displays the format for the forms. Some of the wording on the AFTER Delivery states the member is to contact the TSP on the reverse side of this document. In section B it refers the member to send the form to the TSP noted on the reverse. There is no reverse side, since both forms are one sided. Latest business rules indicate one copy to be given the member, so there is no need to have more than a 3 part form.

RECOMMENDATION: Print the NOTIFICATION OF LOSS OR DAMAGE AFTER DELIVERY on the reverse side of the NOTIFICATION OF LOSS OR DAMAGE AT DELIVERY. This reduces the amount of forms a TSP must purchase and provide to the member, and the possibility of the member mis-placing the AFTER delivery form. It also assures the TSP and SDDC that the member was given a copy of both forms as required in the Quality Assurance business rules on page IV-U-Q-30 item #3.

DISCUSSION ITEM INDUSTRY POC: Elmer Storck, 800-356-4194

RESPONSE: TSP can print the NOTIFICATION OF LOSS OR DAMAGE AFTER DELIVERY on the reverse side of the NOTIFICATION OF LOSS OR DAMAGE AT DELIVERY to reduce paperwork.

SUMMARY: TSPs were informed that they may print the NOTIFICATION OF LOSS OR DAMAGE AFTER DELIVERY on the reverse side of the NOTIFICATION OF LOSS OR DAMAGE AT DELIVERY to reduce paperwork. If changes become necessary, industry may use all of their current forms until depletion.

ESTIMATED CLOSURE: 6 Apr 09

Posted: June 25, 2009

ITEM: 09-026
PROPONENT: American Red Ball Transit
STAFF PROPONENT: Quality Assurance Team
SUBJECT: Domestic Median score
INITIATED: Feb 09

DISCUSSION: The median score that has been posted on the ICSS/ TSP ICSS and performance score page has not been updated since the 12/01/2006 through 11/30/2007 date range. It would be appreciated by all parties concerned that this data be regularly and correctly updated. The current median score is listed as being a 78. This median score of 78 is the same that was published for the date range of 7/01/2007 through 6/30/2008. I would like to request that the JPMO/SDDC provide transparency to the industry associations for verification of the data used to obtain the median. I find it hard to believe that the median score has not changed in over two years?

RECOMMENDATION:

DISCUSSION ITEM INDUSTRY POC: Paul Roche

RESPONSE: The median score did change when the recent re-calculation of CSS were done. The median score was published via the ICSS application and transparency was provided to each TSP via these means.

SUMMARY: In DP3, future median scores will only be issued for new TSPs coming on board.

ESTIMATED CLOSURE: 6 Apr 09

Posted: June 25, 2009

ITEM: 09-027

PROPONENT: American Moving and Storage Association/
International Association of Movers

STAFF PROPONENT: Quality Assurance Team

SUBJECT: Penalty for System Errors

INITIATED: Feb 09

DISCUSSION: There are problems with production DPS. Some have workarounds others do not. Since there has been a limited number of types of shipments entered into DPS, the exact magnitude of system and operational issues will not be revealed.

Some undiscovered problems will likely have a negative impact on TSPs through no fault of their own. We would like assurances from USTRANSCOM, JPMO HHGS, SDDC and the Services that no penalties or adverse actions will be taken against a TSP for system or operational issues caused by errors in DPS or as a result of unforeseen problems that arise from the yet untested business process changes and business rules for the DP3 program and DPS.

In the event penalties or adverse actions were taken as a result of errors in DPS programming or due to the new business process changes and/or business rules, that these actions are corrected and that the TSP will be made whole.

RECOMMENDATION: Provide assurance to industry DOD will correct errors and correct any penalty or adverse action taken against a TSP that occurred through no fault of the TSP (e.g., for using the system as designed or following the business rules or business process changes that ultimately created the problem).

DISCUSSION ITEM INDUSTRY POC: International Association of Movers

RESPONSE: SDDC will review any situation, which we become aware of, when adverse action is taken against a TSP that occurred through no fault of the TSP.

SUMMARY: Item closed, per response above.

ESTIMATED CLOSURE: 6 Apr 09

Posted: June 25, 2009

ITEM: 09-028

PROPONENT: American Moving and Storage Association/
International Association of Movers

STAFF PROPONENT: Quality Assurance Team

SUBJECT: Telephonic Customer Surveys in DP3

INITIATED: Feb 09

DISCUSSION: Under the ICSS process for surveys moving under the TOPS program customer could call a toll free number to complete a customer survey with a customer survey representative. This process should be continued in DP3.

RECOMMENDATION: Continue to allow customers to call in to complete their surveys. Especially for those that have difficulties access DPS or their survey in DPS. Disseminate to industry the process the customer should follow to complete a telephonic survey so we can provide those instructions when they call us for assistance.

DISCUSSION ITEM INDUSTRY POC: International Association of Movers

RESPONSE: Customers wanting to complete their ICSS surveys telephonically can do so by dialing 1-800-462-2176 or DSN 770-7332 option 7. As for CSS surveys in DPS, please refer to item 09-022

ESTIMATED CLOSURE: 6 Apr 09

Posted: June 25, 2009

ITEM: 09-031
PROPONENT: American Moving and Storage Association
STAFF PROPONENT: Rates Team
SUBJECT: General Price Adjustment (GPA) Impact on Rate Reasonableness
INITIATED: Feb 09

DISCUSSION: GPA was incorporated by the government to keep the 400NG baseline current. We agree that was a good decision.

Does the GPA impact the rate reasonableness ceiling (minimum discount/maximum rate) or floor (maximum discount/minimum rate)?

RECOMMENDATION: Confirm or deny.

DISCUSSION ITEM INDUSTRY POC: American Moving and Storage Association

RESPONSE: The GPA does not impact rate reasonableness.

UPDATE: The GPA does not impact rate reasonableness directly. These are independent parameters.

ESTIMATED CLOSURE: 6 Apr 09

Posted: June 25, 2009

ITEM: 09-033
PROPONENT: Atlas Van Lines International (ATVN)
STAFF PROPONENT: Rates Team
SUBJECT: Item 509
INITIATED: 17 Feb 09

DISCUSSION: Item 509, Overseas extra pick-up / delivery - the compensation for these items is extremely low for overseas compared with other areas,(for example currently, CONUS extra pickup (a)/ delivery (c) is rated at \$45.95 USD, while overseas is held at \$14.10 and UB at \$17.10). Additionally, the 'in excess' of 100 mile rate is listed at half the amount of the CONUS rate or \$0.10 per cwt per 10 mile increment for overseas as opposed to \$0.20 per cwt per 10 mile increment for CONUS.

RECOMMENDATION: Match the overseas rate amount with the domestic rate

DISCUSSION ITEM INDUSTRY POC: Jim Gaw, Vice President, (206) 436-0130

RESPONSE: SDDC will conduct an analysis to determine if the geographic rate differences are appropriate. If rate increase(s) are warranted, the rates will be increased in the immediate solicitation and tender that follows completion of the analysis.

UPDATE: Refer to the I-23 for rate changes. Future changes will also be provided to industry prior to their rate filing to allow for the appropriate determinations to be made prior to rate submission.

ESTIMATED CLOSURE: 6 Apr 09

Posted: June 25, 2009

ITEM: 09-035
PROPONENT: Cartwright International, CRWV
STAFF PROPONENT: Rates Team
SUBJECT: Minimum weight on baggage shipments
INITIATED: 2 Feb 09

DISCUSSION: Need to increase minimum weight in the Current Program to 300 lbs like in the DP3 program, no agents want to work on 100 lb minimums.

RECOMMENDATION: Immediate increase to 300 lbs.

DISCUSSION ITEM INDUSTRY POC: International Association of Movers

RESPONSE: Participation in the, Defense Personal Property Program is voluntary; SDDC will not make any changes to the minimums in the current solicitation (I-22).

ESTIMATED CLOSURE: 6 Apr 09

Posted: June 25, 2009

ITEM: 09-040
PROPONENT: International Association of Movers
STAFF PROPONENT: Rates Team
SUBJECT: Reimbursement for VACIS Exam Charges
INITIATED: 13 Feb 09

DISCUSSION: Currently the international rate solicitation states under item 432(b)1 that charges such as storage, waiting time, and linehaul charges are reimbursable when customs refuses to clear a shipment (or if these extra charges are incurred if Customs delays clearance of a shipment or wants to examine a shipment more closely). However, if a shipment is chosen for VACIS exam (container scanning), only the storage/demurrage and transportation costs that may arise from this customs ordered inspection are reimbursable. The exam charges themselves are NOT reimbursable. A decision was made by SDDC in 2007 that VACIS Exam charges should be included in the carrier's SFR since VACIS exams are becoming more prevalent in industry.

RECOMMENDATION: SDDC should allow reimbursement of VACIS exam charges for the following reasons. This charge is over and above the normal customs clearance charges and can cost upwards of \$200-\$600 depending on the size of a shipment and debarkation port. Most steamship containers are not chosen for VACIS exam therefore, carriers should not include these charges in their SFR as it would erroneously inflate SFR's and ultimately SDDC's costs for transportation. Still only a fraction of containers are selected for VACIS exams. Therefore, it would be beneficial for SDDC to pay this particular exam charge on a case by case basis. If the transportation charges and demurrage charges associated for VACIS exam charges are reimbursable on a case by case basis, the exam charge itself should be as well. It was also confirmed by SDDC and from American President Lines (APL) that VACIS Exam charges are reimbursable under the USC contract.

DISCUSSION ITEM INDUSTRY POC: International Association of Movers

RESPONSE: Effective with the summer rate cycle, I-22 Items 432, b, (2) and 433, b, (2) allows for reimbursement of current VACIS Charges as a pass through (miscellaneous charge) when that charge is actually incurred.

ESTIMATED CLOSURE: 6 Apr 09

Posted: June 25, 2009

ITEM: 09-041
PROPONENT: Atlas Van Lines International (ATVN)
STAFF PROPONENT: Rates Team
SUBJECT: Termination charge
INITIATED: 17 Feb 09

DISCUSSION: Termination charges under item 522 HHG and 523 UB current rates are set at \$33.65 USD per ncwt and \$21.71 USD per gcwt; these dollars do not adequately compensate an agent for their services. These amounts should increase considering the pressure now seen by the exchange rate of the USD versus the Euro. Termination of UB shipment and compensation for origin services only should be approximately \$50.00 USD per gcwt and for the HHG, an increase should be implemented which brings the equivalent to about \$40.00 USD per ncwt at the current exchange rates.

RECOMMENDATION: Increase the termination charge in the tariff

DISCUSSION ITEM INDUSTRY POC: Jim Gaw, Vice President, (206) 436-0130

RESPONSE: Termination charges will not be revised at this time.

ESTIMATED CLOSURE: 6 Apr 09

Posted: June 25, 2009

ITEM: 09-042
PROPONENT: Deseret Forwarding International, Inc. (DFWG)
STAFF PROPONENT: Rates Team
SUBJECT: Updating Linehaul Schedules "A" and "C"
INITIATED: 9 Feb 09

DISCUSSION: Updating the Linehaul Schedules "A" (HHG) and "C" (Baggage) by +12% to adjust for the new Fuel Surcharge computation based on the \$2.50 baseline. It has been several years since Schedules "A" and "C" have been updated at all, so there seems to be justification for both the 12% fuel surcharge adjustment as well as a general increase in the base rates themselves. These 2 schedules were not updated as the others were, when the fuel baseline was increased from \$1.25 to \$2.50 a few years ago.

RECOMMENDATION: Update these two schedules.

DISCUSSION ITEM INDUSTRY POC: David Escobar

RESPONSE: Line haul schedules will not be revised at this time.

ESTIMATED CLOSURE: 6 Apr 09

Posted: June 25, 2009

ITEM: 09-056

PROPONENT: International Association of Movers

STAFF PROPONENT: Information and Business Integration Branch/
Joint Program Management Office

SUBJECT: Blackouts

INITIATED: Feb 09

DISCUSSION: The blackout capability is cumbersome and time consuming for a TSP that has to make multiple adjustments, especially when using channel level blackouts. During Peak season a TSP will need to make adjustments continually to blackouts and the currently functionality is very slow. Try entering 100 changes and see how user friendly the application is. DPS should be modified to allow TSPs to upload blackout updates/changes to DPS. This is another example of where a standard interface with DPS would resolve this industry concern.

Similar to, let's say bulk rate filing.....the government should provide industry the capability to **upload an excel spread sheet that contains blackout data:**

1. **Adding** blackouts by Market, GBLOC, Channel and/or Code of Service
2. **Modify/update** any existing blackouts (Market, GBLOC, Channel, Code of Service) by changing dates; adding or subtracting GBLOCs, Channels and/or Codes of Service
3. An option to **delete** multiple blackouts (Market, GBLOC, Channel and/or Code of Service)

Spreadsheets are much more user-friendly compared to DPS. If a TSP need only make one or two changes....the DPS interface is fine. If they have to make multiple changes.....it is just too cumbersome.

RECOMMENDATION: Provide industry and standard interface to DPS. In the interim, provide capability to upload blackouts into DPS (to create, modify and cancel blackouts).

DISCUSSION ITEM INDUSTRY POC: International Association of Movers

RESPONSE: This issue is the subject of SCR #3607/TT #3753 and was originally submitted in Apr 07. Per J5/4 FRB, the Air Force confirmed during the FRB in Oct 07 that functionality to blackout multiple GBLOCs, COS, markets and channels existed. In the Aug 08 FRB, this issue was closed. If industry requires additional functionality, submit a white paper with a business case analysis to the FRB. The issue concerning a two-way interface is addressed in 09-047.

UPDATE: An SCR submission process for industry will soon be identified on the Personal Property website. If industry requires additional functionality, request submission of an SCR.

Posted: June 25, 2009

ESTIMATED CLOSURE: 6 Apr 09

ITEM: 09-057

PROPONENT: American Moving and Storage Association/
International Association of Movers

STAFF PROPONENT: Quality Assurance Team/Military Claims Office

SUBJECT: TSP Unfairly Penalized on BVS for Claims Transferred to
the MCO

INITIATED: Feb 09

DISCUSSION: In the case where a Member transfers their claim to Military Claims Office (MCO) because they disagree with the TSP and MCO agrees the TSP was correct; there must be a provision for the MCO to remove the transfer penalty from the TSP best value scoring.

RECOMMENDATION: Modify DPS accordingly.

DISCUSSION ITEM INDUSTRY POC: Daryl Flosi, Interstate Worldwide Relocation

RESPONSE: This is a new SPR and has not been voted on or prioritized by the FRB, so it has not been costed or approved for a fix. It would allow the claims services to modify this metric, if the claim is transferred under reasonable circumstances (ex. Bluebark, language barriers, and no computer access). However, there is no plan to remove the transfer penalty from the TSP best value scoring. The purpose of this Business Rule is award the TSP for handling claims from start to finish without involving the Military Claims Office as stated below in the DTR Part IV, Appendix U.F, C., 1, (4) **SUCCESS IN DIVERTING CLAIMS FROM MILITARY CLAIMS OFFICE (MCO) POINTS ASSIGNMENT:** The Success in Diverting Claims from the Military Claims Services measure is worth 15 possible points and awarded based on the TSP's performance against the standard of zero claims diverted. Award points are based on Table U.F-7.

ESTIMATED CLOSURE: 6 Apr 09

Posted: June 25, 2009

ITEM: 09-058

PROPONENT: American Moving and Storage Association/
International Association of Movers

STAFF PROPONENT: TCJ5/4/Joint Program Management Office

SUBJECT: TSP Capability to Print the Claim

INITIATED: Feb 09

DISCUSSION: We see no provision to print the member's claim when received in order to arrange and forward the claim to an inspection firm.

RECOMMENDATION: A capability needs to be installed to allow the member or TSP to easily print the entire claim for such purposes.

DISCUSSION ITEM INDUSTRY POC: Daryl Flosi, Interstate Worldwide Relocation

RESPONSE: This item was previously identified to the FRB. Item was submitted to JPMO, has been costed and assigned as ECP 3484. JPMO projects claim printing capability to be available in the first software release in FY 10.

ESTIMATED CLOSURE: 6 Apr 09

Posted: June 25, 2009

ITEM: 09-059

PROPONENT: American Moving and Storage Association/
International Association of Movers

STAFF PROPONENT: Military Claims Office/Joint Program Management Office

SUBJECT: Ability to Enter Claims Comments a Must

INITIATED: Feb 09

DISCUSSION: No claim communication provision such as item remarks to member to clarify the offer. From our experience, member is not going to understand the settlement and a boatload will be referred to the Military Claims Office (MCO). Hope they are ready for it. Unfortunately we will also suffer the consequences.

An example of this would be a settlement where the TSP, based on the inspection report, believes a Loss of Value would be a more appropriate settlement. There is no way in DPS claims to convey this to the member. Any denial of any item without explanation or clarification will certainly lead to confusion and earmarking that item by the member for handling by the MCO.

RECOMMENDATION: Provide TSP the capability to enter remarks/comments associated with each line item offer.

DISCUSSION ITEM INDUSTRY POC: Daryl Flosi, Interstate Worldwide Relocation

RESPONSE: This ECP (TT # 05307) is in the works and is being prioritized by the FRB. Once vetted and approved by FRB, the JPMO will determine cost, schedule scope impact and inform FRB. At the current time, nothing prevents a TSP from preparing written correspondence concerning this type of settlement communication to the member.

ESTIMATED CLOSURE: 6 Apr 09

Posted: June 25, 2009

ITEM: 09-060

PROPONENT: Carlyle Van Lines (CLYL)

STAFF PROPONENT: Joint Program Management Office/Information and Business Integration Branch/TCJ5/4

SUBJECT: In Transit address shown on Shipment Management View/Edit screen

INITIATED: 12 Feb 09

DISCUSSION: Need for a review of the self counseling process and why members are inputting a third address within the Location Information that is not their In-Transit address. Also this address has no label and is causing confusion to the TSP and PPSO's. System does not place a location title on the address indicating if it is a second delivery address, an in-transit address, or what is the real meaning of this address.

RECOMMENDATION: Whenever this address is being entered, in self counseling or by a PPSO, have DPS force them to indicate what the address is to be used for.

DISCUSSION ITEM INDUSTRY POC: American Moving and Storage Association

RESPONSE: An SCR will be submitted for this.

ESTIMATED CLOSURE: 6 Apr 09

Posted: June 25, 2009

ITEM: 09-061

PROPONENT: American Moving and Storage Association/International Association of Movers

STAFF PROPONENT: Information and Business Integration Branch

SUBJECT: Non-sequential BL/GBLs

INITIATED: Feb 09

DISCUSSION: Industry has noted that some sites are not sequentially issuing BL/GBLs in DPS. Our understanding is that these would be created sequentially. Are there safeguards in place to ensure that BL/GBLs will not be duplicated, as this may cause payment problems and definitely issues with post payment audits?

RECOMMENDATION: Ensure safeguards are in place.

DISCUSSION ITEM INDUSTRY POC: International Association of Movers

RESPONSE: TT # 5517 is closed. The test team tried to duplicate the reported error and could not duplicate, ticket closed. Since problem was unable to be duplicated, request a trouble ticket be presented if condition occurs again.

UPDATE: The problem of duplication has never been encountered in DPS and the software does not allow for this to occur. As with all other errors, should it ever be encountered, the DPS Helpdesk should be notified so that a trouble ticket can be immediately created.

ESTIMATED CLOSURE: 6 Apr 09

ITEM: 09-062

PROPONENT: American Moving and Storage Association/
International Association of Movers

STAFF PROPONENT: Joint Program Management Office

SUBJECT: Inconsistency in data formats for Rates Filed, Rates Accepted and Rates Rejected

INITIATED: Feb 09

DISCUSSION: There are different formats and identifiers used for the same data. This forces manual processing of the data to compare rates files to those rejected and/or to rates accepted.

Examples:

Domestic Rate Filing:

SCAC	Market	Orig Rate Area	Destination Region	Code of Service	LH Discount	SIT Discount
XXXX	DHHG	US25	REGION 1	D	99	99

Domestic Approved Rates:

SCAC	Market	Domestic Rate Area	Domestic Rate Area	Destination Region ID	Domestic Region	Tariff	LH Discount	SIT Discount
XXXX	dHHG	US25	Virginia	REGION 1	Idaho, Oregon, Washington	400NG-1	99	99

Domestic Rejection Notice:

Code of Service	Orig Rate Area	Destination Region	Error code	Component
D	US19	REGION 1	8	LH or SIT

Because of the difference in the formatting and identifiers used in each report manual manipulation is required to compare Rates filed to the other two sets of data.

RECOMMENDATION: Use consistent formatting and identifiers for all three to allow technologically advanced TSPs to use automation rather than manual processes. The Rate Filing format is likely the best candidate to emulate for all three sets of data.

Posted: June 25, 2009

DISCUSSION ITEM INDUSTRY POC: International Association of Movers

RESPONSE: A system change request has been submitted for use of consistent formatting and identifiers within the rate filing process. As with all SCRs, it will have to be reviewed and prioritized by the FRB

UPDATE: SCR 05688, has been submitted on this, but has not been reviewed by the FRB.

ESTIMATED CLOSURE: 6 Apr 09

Posted: June 25, 2009

ITEM: 09-063
PROPONENT: International Association of Movers
STAFF PROPONENT: Rates Team
SUBJECT: Missing US Code on GBL Copies
INITIATED: Sent to DPS Helpdesk on 26 Jan 09

DISCUSSION: There is no US code in block 18 and/or 19 of the DPS GBL's. This is very useful information for TSP, shipping agent and local contractor.

RECOMMENDATION: Provide this information in block 18 and/or 19 of the GBL.

DISCUSSION ITEM INDUSTRY POC: International Association of Movers

RESPONSE: This has been submitted as SCR 5543 (HDT #1-15136961 / 711). As with all SCRs it will have to be reviewed and prioritized by the FRB.

ESTIMATED CLOSURE: 6 Apr 09

Posted: June 25, 2009

ITEM: 09-064

PROPONENT: International Association of Movers

STAFF PROPONENT: Joint Program Management Office/
TCJ5/4

SUBJECT: Possibility for CPPSO to Upload Custom Documents

INITIATED: sent to DPS on 10 Feb 09

DISCUSSION: the possibility for the CPPSO's to upload custom documents, i.e. 1299, 1252, Travel Orders, 30-3 R in order for the TSP or shipping agent to download them from the DPS website

RECOMMENDATION: activate this possibility

DISCUSSION ITEM INDUSTRY POC: International Association of Movers

RESPONSE: The capability to upload images is currently identified as SCR 3601. However, this SCR has not yet been vetted through the FRB.

ESTIMATED CLOSURE: 6 Apr 09

Posted: June 25, 2009

ITEM: 09-065

PROPONENT: Access Forwarding, Inc. ACCD

STAFF PROPONENT: Joint Program Management Office/Rates Team

SUBJECT: Baggage Shipments Stating they are Billable on the Net Weight vs. Gross Weight.

INITIATED: 5 Feb 09 by ACCD and previously by the PPSO in Italy (UCNQ)

DISCUSSION: Cases as follows:

1. Valdovinos, O. LKNQ0000005: When entering the weights in DPS all fields are required to have gross, tare and net entered. Once we did this DPS states the chargeable weight is the net weight. Baggage shipments are billed on the gross weight.
2. Harding, M. LKNQ0000501: In order to avoid the above problem the tare and net were entered as zero. Shipment arrived Italy and the PPSO is unable to request sit because the net field is zero.

RECOMMENDATION: DPS should automatically recognize the billable weight based on the Code of Service i.e.; Code's 7, 8 and J: gross weight – Code's 4, 5, and T: net weight.

DISCUSSION ITEM INDUSTRY POC: Terri Sauvageau

RESPONSE: SCR 5508 has been submitted, approved and passed retest in version 1.3.03. This SCR requires DPS to post the gross weight as the billable weight on UB shipments and is scheduled for release 3 Apr 09.

ESTIMATED CLOSURE: 6 Apr 09

Posted: June 25, 2009

ITEM: 09-066
PROPONENT: Carlyle Van Lines (CLYL)
STAFF PROPONENT: Rates Team
SUBJECT: TSP cannot request Debris removal from the destination GBLOC
INITIATED: 12 Feb 09

DISCUSSION: Clarify in business rules who is to approve debris removal accessories. In 400NG on page 36 it states "Debris removal after delivery date must be pre-approved by the government". Spoke with 2 of the EOC PPSO's and both were firm this should be the responsibility of the destination PPSO where the service is performed.

RECOMMENDATION: Modify the "Enter Domestic Preapproval Items" screen to allow the destination PPSO as a drop down for the responsible PPSO.

DISCUSSION ITEM INDUSTRY POC: Elmer Storck 800-356-4194

RESPONSE: Debris removal must be pre-approved by the destination PPSO manually until the system is updated. Change request 1544 is scheduled for release in DPS v 1.3.04.

ESTIMATED CLOSURE: 6 Apr 09

Posted: June 25, 2009

ITEM: 09-067

PROPONENT: International Association of Movers

STAFF PROPONENT: Joint Program Management Office

SUBJECT: Shipments Appear Twice In DPS

INITIATED: Feb 09

DISCUSSION: Some shipments seem to appear twice in the system. Only one display is needed.

RECOMMENDATION: Fix program that shipments only appear once

DISCUSSION ITEM INDUSTRY POC: International Association of Movers

RESPONSE: A Trouble Ticket (5541) to eliminate this problem is at SRA pending resolution.

ESTIMATED CLOSURE: 6 Apr 09