



# News 'U' Can Use

## Director's Corner

Happy New Year! As we begin to experience true winter weather, we have a chance to look back on a very challenging 2014. The Personal Property/ Household Goods enterprise overcame considerable challenges this past year to successfully move over a half million personal property shipments, excluding PPMs. This accomplishment constitutes a tremendous effort on the part of all involved, whether DoD, the Services, Industry or the DP3 program.

I want to thank everyone who took time to participate in November's Personal Property Forum. The constructive two-way communication between Industry and the DP3 community is essential in allowing us to provide improved service to our military families.

Wishing you the best in 2015!

Very respectfully,  
CAPT Aaron K. Stanley



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## Federal Holiday: Defense Personal Property System Personal Property Consignment Instruction Guide

Managers, please ensure you have designated the 2015 Federal Holidays under the 'Holiday' tab in the PPCIG. Failure to perform this action will allow DPS to schedule holidays as pack, pickup, and desired delivery dates. Any questions can be directed to [usarmy.scott.sddc.mbx.ppcig@mail.mil](mailto:usarmy.scott.sddc.mbx.ppcig@mail.mil).

## Personal Property Forum (PPF)

My staff has been receiving several questions as to the date of the next PPF. As we forge ahead to the 2015 Peak Season, there will be no Spring PPF this year. We will continue to send important program messages and encourage you to communicate with the appropriate team, when necessary. We will likely hold an event in Washington DC this fall.

## Point of Emphasis on TSP Responsibilities

We have seen an increase in Customer Satisfaction Survey comments where customers reported that Transportation Service Providers are not reassembling their beds or furniture; refusing to place items where requested, or agree to perform unpacking and debris removal services. TSPs, please remind your drivers and agents to comply with the requirements contained in DTR Part IV- Personal Property, Tender of Service Appendix B, Section C, Paragraphs 2c and C13.

## Upcoming Regionalizations

The following locations regionalized on 01 January 2015:

1. **JPPSO SOUTHWEST, SAN DIEGO, CA (LKNQ) assumes:**
  - A. MCAS Yuma, AZ (KDML)
  - B. DLIFLC & Presidio of Monterey, Monterey, CA (LHAT)

The following locations are scheduled to regionalize on 01 April 2015:

1. **JPPSO JAPAN, Yokosuka Japan (QENQ) assumes:** MCAS Iwakuni Japan (QEML)
2. **JPPSO SOUTHEAST, Jacksonville, FL (CNNQ) assumes:** MCAS Cherry Point, NC (BKML)
3. **JPPSO SOUTHWEST, San Diego, CA (LKNQ) assumes:** MAGTF TRNGCOM Twentynine Palms, CA (LIMT)
4. **JPPSO MIDATLANTIC, Fort Belvoir, VA (BGAC) assumes:**
  - A. USMA West Point, NY (DCAT)
  - B. Fort Campbell, KY (FAAT)
5. **JPPSO NORTHWEST, Joint Base Lewis McCord, WA (JEAT) assumes:** Fort Leavenworth, KS (KPAT)

## General Services Administration Points of Contact

GSA POCs for questions relating to TSP notices of overcharges, claims, or refunds can be addressed to [jeffrey.adcock@gsa.gov](mailto:jeffrey.adcock@gsa.gov) or [cynthia.pope@gsa.gov](mailto:cynthia.pope@gsa.gov).

### Quality Assurance:

[army.sddc.safb.ppgual@mail.mil](mailto:army.sddc.safb.ppgual@mail.mil)  
[army.sddc.safb.ppperf@mail.mil](mailto:army.sddc.safb.ppperf@mail.mil)  
(618) 220-5411 / 6840 / 5413 / 5404

### Operations:

[army.sddc.safb.ppopops@mail.mil](mailto:army.sddc.safb.ppopops@mail.mil)  
(618) 220-5484 / 5998 / 5193

### Business Processes and Systems Integration:

[army.sddc.safb.ppcf@mail.mil](mailto:army.sddc.safb.ppcf@mail.mil)  
(618) 220-6244

### Billing and Invoicing: [army.sddc.safb.billing@mail.mil](mailto:army.sddc.safb.billing@mail.mil)

PPCIG: [army.sddc.safb.ppcig@mail.mil](mailto:army.sddc.safb.ppcig@mail.mil)

### International Rates:

Intl Rate and SS: [army.sddc.safb.ppirate@mail.mil](mailto:army.sddc.safb.ppirate@mail.mil)  
(618)220-5774; (618) 220-5408  
OTO: [army.sddc.safb.rates@mail.mil](mailto:army.sddc.safb.rates@mail.mil)  
(618) 220-5457 / 5481

### Domestic Rates:

[army.sddc.safb.ppratesdom@mail.mil](mailto:army.sddc.safb.ppratesdom@mail.mil)  
(618) 220-5256 / 5454

### Storage and POV:

[army.sddc.safb.ppty@mail.mil](mailto:army.sddc.safb.ppty@mail.mil)  
NTS: (618) 220-5153, POV: (618) 220-5449

### Storage Management Office:

[usarmy.scott.sddc.mbx.pp-smo@mail.mil](mailto:usarmy.scott.sddc.mbx.pp-smo@mail.mil)  
(618) 220-6292



**Regional Storage Management Office (RSMO) Consolidation**

SDDC-PP Advisory 14-0063, "CENTRAL REGIONAL STORAGE MANAGEMENT CLOSURE" dated 16 May 2014, announced the closure of the Central Regional Storage Management Office (CRSMO) in Topeka, Kansas, on 19 May 2014 and the establishment of the Storage Management Office (SMO) at SDDC, Scott Air Base, Illinois. The new SDDC SMO has assumed services for the CRSMO geographic area on 02 June 2014.

SDDC-PP advisory 15-006, "REGIONAL STORAGE MANAGEMENT OFFICES CLOSURES" dated 05 November 2014 announced that the following remaining RSMOs ceased operations on 31 December 2014:

- a. Northeast Regional Storage Management Office, Naval Weapons Station, Earle, NJ
- b. Southeast Regional Storage Management Office, Forest Park, GA
- c. Western Regional Storage Management Office, Concord, CA

The responsibility for storage and related services for these geographic areas was assumed by the SMO on 05 November 2014. With minimal changes, the SMO is committed to administering the DOD Non-Temporary Storage Program with its current staffing without operational disruption.

For assistance with storage and related services in CONUS to include NTS rate submissions, customers should contact the SMO Customer Service at COMM: 618-220-6292, DSN: 770-6292 or email: [usarmy.scott.sddc.mbx.pp-smo@mail.mil](mailto:usarmy.scott.sddc.mbx.pp-smo@mail.mil).

**Syncada Invoicing Training Tools**

There are numerous training tools for Syncada Invoicing available to TSPs and PPSOs. They can be found on the US Bank Syncada website. Go to <https://network.syncada.com/USBank/Home.aspx>. Once on the Syncada site, click on "Training" at the top right of the page, then select "Household Goods". From there you can select any of the Quick Reference Guides to download, or take the On-Demand Step by Step training. From this point forward, simply follow the registration instructions to access the training modules.

**NEW System Response Center Email Address**

The email address for the SRC recently changed to [usarmy.scott.sddc.mbx.g6-src-dps-hd@mail.mil](mailto:usarmy.scott.sddc.mbx.g6-src-dps-hd@mail.mil). We are currently in the process of updating the Move.mil and [www.sddc.army.mil](http://www.sddc.army.mil) websites to ensure that the appropriate email address is cited.

**Misconsigned Shipments into the Japan Area of Responsibility/Cities that Share GBLOCs**

SDDC has witnessed an increase in the number of DPS Helpdesk tickets requesting the Destination Government Bill of Lading Office Code be changed on shipments into the Japan AOR. Further analysis has determined no changes to the authorized or primary delivery city. This leads to the determination that counselors are not verifying the correct GBLOC was selected on the Pack and Delivery page. Counselors, please ensure you have confirmed the correct GBLOC selection on all shipments into Japan before submitting the application.

**Personal Property Consignment Instruction Guide Updates**

PPCIG Managers! Please review and make the necessary updates to your DPS PPCIG and the SDDC Public PPCIG online. Keeping the PPCIGs updated will prevent any correspondence and/or communication delays with TSPs, JPPSOs, PPSOs, PPPOs, customers, and any other DOD agencies.

**Shipments Converted to Customer's Expense**

Domestic: In accordance with the 400NG, Item 17-2, Termination of Liability for goods in SIT; for shipments converted to customer's expense, the TSP shall refund any prepayments due to the non-performance of the service (i.e. Item 16B, 105A (Unpacking), 135B, etc...). When refunding these charges, the TSP shall use the "Misc" Item Code (226A) with a note explaining the refund. The appropriate unpacking amount due is IAW the 400NG Baseline Rates. All delivery charges will be paid to the delivering entity on a local voucher submitted to the PPSO IAW Item 17-2(2) above.

International: When a shipment is converted, the TSP is required to refund non-performance for unpacking using Item 533 with a note explaining the reason for the refund. The rate is \$3.00 per hundred pounds for HHG and UB.

**Not Getting Your Emails from DPS?**

Please update your email address in Electronic Transportation Acquisition (ETA). Your ETA address is used by Transportation Systems like DPS to generate automated emails containing status information. Also, make certain your email spam filter is not set to block ETA-generated emails.

**Acronyms**

AOR	Area of Responsibility	GSA	General Services Administration	PPSO	Personal Property Shipping Office
CSS	Customer Satisfaction Survey	HHG	Household Goods	SDDC	Surface Deployment and Distribution Command
DP3	Defense Personal Property Program	HQ	Headquarters	SMO	Storage Management Office
DPM	Direct Procurement Method	IT	International Tender	SRC	System Response Center
DPS	Defense Personal Property System	JPPSO	Joint Personal Property Shipping Office	TSP	Transportation Service Provider
DTR	Defense Transportation Regulation	NTS	Non-Temporary Storage	VPC	Vehicle Processing Center
GBLOC	Government Bill of Lading Office Code	PPCIG	Personal Property Consignment Instruction		