



News 'U' Can Use

Director's Corner

Peak Season is here and we are already in "Peak-of-the Peak." We began stakeholder telecons nearly a month early to get a gage on issues and concerns especially in light of SDDC's announcement of adhering to business rules regarding refusals. Weekly assessments guide us when we need to implement change, such as the recent short fuse window expansion. Pertinent program messages and Peak Season telecon slides are posted to our public website under "WHAT'S NEW."

Everyone associated with the military knows summer is a season of transition. On that note, CAPT Aaron Stanley has stepped into a new role within HQ SDDC and I have returned for a short period of time as Director. We thank CAPT Stanley for his outstanding leadership of the Personal Property Program. Likewise, I expect to rotate out of the Directorate this Fall. Until that time, I look forward to working with you in accomplishing another successful Peak Season.

Best wishes and have a safe summer.

Very respectfully,
Lt Col Michael Erhardt
Director, Personal Property

The News U Can Use newsletter is an authorized publication of the Military Surface Deployment and Distribution Command. The views and opinions expressed are not necessarily those of, or endorsed by, the U.S. Government, the Department of Defense, or the Department of the Army.

Past Regionalizations (Updated from Previous Newsletter)

The following locations regionalized on 01 January 2015:

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

The following locations regionalized on 01 April 2015:

2. JPPSO JAPAN, Yokosuka Japan (QENQ) assumes: MCAS Iwakuni Japan (QEML)

3. JPPSO SOUTHEAST, Jacksonville, FL (CNNQ) assumes: MCAS Cherry Point, NC (BKML); LRC Redstone Arsenal, AL (FIAM)

4. JPPSO SOUTHWEST, San Diego, CA (LKNQ) assumes: MAGTF TRNGCOM Twentynine Palms, CA (LIMT)

5. JPPSO MIDATLANTIC, Fort Belvoir, VA (BGAC) assumes: USMA West Point, NY (DCAT)

6. JPPSO NORTHWEST, Joint Base Lewis McCord, WA (JEAT) assumes: Fort Leavenworth, KS (KPAT)



Peak Season Suspension and Refusals

Personal Property Shipping Offices are reminded that shipment refusals and turn-backs are NOT allowed during this peak season and PPSOs must maintain active oversight by issuing punitive action when required. Shipments that are refused or timed out move to the "Pending Suspension" Queue in the PPSO Quality Assurance screen in the Defense Personal Property System. Turn-backs do not populate in the DPS "Pending Suspensions" queue; therefore it is necessary to notify your Quality Assurance personnel to ensure the appropriate punitive actions are completed in DPS. When performing turn-back/pull-back actions in DPS, please enter the word "TURN-BACK" in the Pull-back justification notes in DPS followed by the reason for turn-back, unless the pull-back is for government convenience. When a suspension is taken, PPSOs should enter specifics into the remarks screen (e.g. shipper name, date of refusal, etc.) which will transfer into the remarks of the DD1814. Ensure to save the DD1814 and email the document to the TSP when the suspension action is completed in DPS.

Preparing for Moving Season...Privately Owned Vehicle Shipment and Storage Tips

Peak Moving Season is extremely busy, and higher volumes of POV shipments occur from May through August. Diligent planning, attention to detail, and flexibility are key to make moving less stressful during the Peak Season. Customers are encouraged to contact their local PPSO to assist in providing POV shipment transit times. Guidance on Shipping Your POV (Defense Transportation Regulation, Part IV, Attachment K3) and Storing Your POV (DTR Part IV, Attachment K4) can provide added information. Customers should seek out the latest information with the Global POV Contractor, International Auto Logistics, from their website: <https://www.pcsmyfov.com>. The PCSMYPOV website is a useful tool with information for turning in, storing, and picking up a POV. The website includes all documents required to support POV shipment or storage, along with detailed information on locations of Vehicle Processing Centers, tracking a POV, filing claims, and contact information.

Quality Assurance:

army.sddc.safb.ppqual@mail.mil
army.sddc.safb.ppperf@mail.mil
(618) 220-5411 / 6840 / 5413 / 5404

Operations:

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

Business Processes and Systems Integration:

army.sddc.safb.ppcf@mail.mil
(618) 220-6244

Billing and Invoicing: army.sddc.safb.billing@mail.mil

PPCIG: army.sddc.safb.ppcig@mail.mil

International Rates:

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

Domestic Rates:

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

Storage and POV:

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
(618) 220-6292



DPS Special Solicitation and One-Time-Only Transition Update

The U.S. Air Force has agreed and taken responsibility of Central and South America geographical regions under JPPSO-South Central (JPPSO-SC). Effective 15 May 2015, JPPSO-SC (HAFC) assumed inbound responsibility and outbound counseling (PPPO office at Ellington FLD ANGB, Houston, TX) and booking (HAFC) responsibility for Central/South America (including Mexico) SS and OTO shipments (Ref. HQ SDDC-PP Advisory 15-0084 & 15-0084A). We recommend all stakeholders review both Advisories and refer to the DPS PPCIG for updated consignment instruction(s) for GBLOC HAFC (JPPSO-SC) and corresponding country instructions. This initiative increases JPPSO-SC's area of responsibility by 21 rate areas/countries (SS = 14 & OTO = 7) and provides a single GBLOC (HAFC) responsibility for DPS customer service and support. Questions regarding this article or International Tender changes can be sent to HQ SDDC-PP:

International Rates Team @ army.sddc.safb.ppirate@mail.mil (SS) or army.sddc.safb.rates@mail.mil (OTO).

DPS Implementation of Canada Shipments Under the OTO Program

Beginning 01 APR 2015, all Canada shipments to/from Continental United States (CONUS) transitioned to DPS Code 4 One-Time-Only (OTO) from Code 1 & 2 Special Solicitation (SS) in Enhanced Transportation Operational Personal Property Standard System (ETOPS). Canada shipments prior to 01 April 2015 will continue to be processed in ETOPS using SS rates on file. Effective 01 April 2015 JPPSO-NC (KKFA) assumed inbound responsibility and outbound counseling and booking responsibility for Canada shipments (Ref. SDDC-PP Advisory 15-0039). Questions regarding this article can be sent to HQ SDDC-PP: International Rates Team @ army.sddc.safb.ppirate@mail.mil (Intl Rates) or army.sddc.safb.rates@mail.mil (OTO).

Customer Satisfaction Survey Procedures

Personal Property Shipping Offices should counsel customers that the primary completion method of the CSS is by logging in to DPS and completing the CSS after their shipment has been delivered. If the customer needs assistance, they can contact the Help Desk. Additionally, PPSOs are encouraged to counsel customers that TSPs are not allowed to offer monetary or other incentives to complete a favorable CSS. Also TSPs are not allowed to manipulate or coerce a customer to complete a CSS in return for any claims related action. Claims actions and completion of a CSS are not inter-relatable. Instances of such conduct will be construed as an unethical act, and SDDC will take appropriate punitive action. Additionally, PPSOs are encouraged to counsel customers that TSPs are not allowed to offer monetary or other incentives in exchange for a particular CSS score.

DP3 Foreign Flag Waiver Process & Procedure Update

HQ SDDC updated the International Tender (IT-14, Ch 3- Effective 01 APR 2015), Item 221 Uses of Foreign Flag Shipping processes, procedures, and contact information. We ask that all approved TSPs and Personal Property Shipping Offices review the FFW changes prior to the IT effective date to ensure 100% compliance and minimize the potential impact to logistics and customer service. Questions regarding this article or IT changes can be sent to HQ SDDC-PP: International Rates Team @ army.sddc.safb.ppirate@mail.mil or Operations Team @ army.sddc.safb.ppos@mail.mil.

DPS Technical Problems

There are a number of issues in the field that are not being reported to either the System Response Center or SDDC. Those issues may seem to be isolated to the user, but when they get reported to the SRC, SDDC and the Program Executive Office can identify a trend. Please remember to report all technical issues to the SDDC SRC at: Email: usarmy.scott.sddc.mbx.g6-SRC-DPS-HD@mail.mil , Telephone: Toll-free (800) 462-2176; COMM (618) 589-9445, Option 5, Internet: <https://www.sddc-srchelpme.com>.

<u>Acronyms</u>					
CSS	Customer Satisfaction Survey	HHG	Household Goods	PPCIG	Personal Property Consignment Instruction Guide
dHHG	Domestic Household Goods	HQ	Headquarters	PPSO	Personal Property Shipping Office
DP3	Defense Personal Property Program	iHHG	International Household Goods	SDDC	Surface Deployment and Distribution
DPS	Defense Personal Property System	JPPSO	Joint Personal Property Shipping	SRC	System Response Center
DTR	Defense Transportation Regulation	OTO	One-Time-Only	SS	Special Solicitation
ETOPS	Enhanced Transportation Operational Personal Property Standard System	PCS	Permanent Change of Station	TSP	Transportation Service Provider
GSA	General Services Administration	POV	Privately Owned Vehicle	VPC	Vehicle Processing Center



Market Customer Satisfaction Survey Rate

DATE	dHHG CSS	iHHG CSS	UB CSS	Overall
Jan-14	59%	30%	26%	45%
Feb-14	63%	32%	30%	47%
Mar-14	65%	33%	30%	48%
Apr-14	61%	32%	29%	47%
May-14	45%	18%	14%	32%
Jun-14	33%	15%	11%	25%
Jul-14	37%	19%	14%	28%
Aug-14	38%	17%	15%	28%
Sep-14	49%	21%	19%	34%
Oct-14	52%	22%	18%	35%
Nov-14	41%	19%	17%	30%
Dec-14	37%	22%	17%	31%
Jan-15	38%	22%	17%	31%
Feb-15	38%	21%	18%	29%
Mar-15	58%	27%	25%	33%

Timely PPSO Punitive Actions

PPSOs are encouraged to issue punitive actions upon discovery of violations when warranted, and NOT hold actions until after Peak Season. Contact HQ SDDC Quality Assurance with questions at:
usarmy.scott.sddc.mbx.pp-perf@mail.mil

E-cigarettes:

TSPs are reminded that personnel smoking, to include e-cigarettes, in the member/employee's residence, within 10 feet of member/employee's personal property, or at any time in the moving van or container, is grounds for an immediate suspension.

Fuel Surcharge and One Time Only Shipments

Did you know, Personal Property One Time Only (OTO) shipments are not entitled to a separate Fuel Related Charge (FRC). All FRC must be incorporated in the TSPs spot bid. FRCs include, but are not limited to, Item Codes 16A, 16B, 513A, and 513B. TSPs are reminded that they must not invoice for these additional charges as they must be incorporated in their bid. Further guidance can be found in the TR-12 Fuel Related Rate Adjustment Policy.

TSPs Domestic BOTO/MOTO Flat Rate includes the delivery to destination. If a shipment goes into SIT, the delivery out is already included in the BOTO/MOTO Flat Rate and shall not be billed as a different charge.

Financial Qualifications Submission

TSPs are required to submit annual financial statement data into DPS no later than 150 days from fiscal year end date. Complete guidance regarding financial qualifications is contained in paragraph 3.9 of the 02 July 2013 version of SDDC Pamphlet 55-4, "Transportation Service Provider Qualifications". Please refer any questions to the SDDC Financial Analyst at (618) 220-6960.

