Welcome
to the Fall 2014
Personal Property Forum

Agenda

0800-0830:	Welcome/Opening Remarks/SDDC DTC Remarks
0830-0900:	DP3 Updates
0900-0930:	DPS Updates
0930-0945:	Break
0945-1015:	DP3 Rates
1015-1045:	DP3 Quality Assurance
1045-1115:	Storage Management Office
1115-1130:	Morning Wrap Up/Action Items
1130-1300:	Lunch: Non-hosted
1300-1330:	DP3 Operations
1330-1400:	DP3 Storage
1400-1430:	Industry Comments
1430-1445:	Break
1445-1500:	Wrap Up/Action Items
1500-1600:	Breakout Session and Additional Dialogue

Mr. William H. Budden

Deputy to the Commander

Military Surface Deployment and Distribution Command

Military Surface Deployment & Distribution Command

Personal Property Forum

Aaron K. Stanley
Captain, SC, U.S. Navy
Director, Personal Property

18 November 2014

Agenda

- SDDC Defense Personal Property Program (DP3) Updates
- Defense Personal Property System (DPS) Updates
- DP3 Specifics:
  - Rates
  - Quality Assurance
  - Storage Management Office
  - Operations
  - Storage
- Industry Comments
- Wrap Up
- Breakout Session

DP3 Updates

- Developing Personal Property 3-5 Year Strategy
  - Multiple efforts underway to examine/shape DoD program
- Business Process Mapping
  - PP is third business line to map existing processes
  - Key influence on strategy, AND structure and customer service
  - John Becker leading the effort
- Open Season – component of our strategy
  - Exploring Intrastate, International and Interstate in that order
  - Requalification is a consideration as well
- Rate Filing – Key focus area with USTC/SDDC leadership
  - Functional testing in progress
  - Industry participation key

DP3 Updates

- PP Staffing
  - SMO Function – now fully manned (11 personnel)
  - Division Chief Billet – Danny Martinez (January)
- Alcohol in Shipments
  - Working via the Joint Services Team – Navy lead
  - Presented at CoCC and General Officer Steering Committee
- SDDC Stakeholder Distribution List
  - DPS advisories only go to the primary TSP
  - SDDC validated manual listing on portal
  - Evaluating business process to ensure standardization (Dec 2014)
- Base Access
  - Issue championed by OSD-TP
  - Briefed at NDTA by Col Utley. Will discuss 9-11 Dec with OSD

DP3 Updates

- Transit Time Validation
  - Discussion at IAM Conference
  - Increase in missed RDDs in 2014
  - SDDC PP reviewing transit times
- 2014 Summer Peak Season Invoices
  - SDDC and Services monitor invoicing volumes weekly
  - Volumes decreasing and average age decreasing
- Customer Satisfaction Survey
  - Encountering delays in conducting phone surveys
  - Need to reevaluate process to enhance survey collection

Defense Personal Property System (DPS)

Briefing Type: Informational

For

Personal Property Forum (PPF)

18 Nov 2014

Roni McDaniels
Deputy Program Manager

Tim Knapp
Deputy Program Manager

Together, we deliver.

Agenda

- Operational Issues
- Programmatic Issues
- FY14 Implemented Releases
- FY15 Scheduled Releases
- FY15-18 Notional Releases
- New Rate Filing Workbench User Interface
- Engagements

Operational Issues

- Electronic Transportation Acquisition (ETA) instability following facility flooding caused DPS availability issues 6 – 25 Jun 2014
  - ETA added servers to stabilize environments; ETA moved back to primary site on 17 Aug 2014
- Shipment Timeouts
  - CACI/Program Management Office identified that back-end process to time out shipments did not follow established business rules; timing was corrected so shipments would properly time-out after 24 hrs vice up to 47 hrs
  - CACI identified fault tolerance issue with timed-out shipments in locked status
    - Required temporary manual intervention by PPSOs and/or CACI
    - Issue remediated with software code fix (release 1.6.13) on 8 Aug 2014

Operational Issues

- Best Value Scoring (BVS) was not completed on time
  - Missed the scheduled date of 24 Sep 2014 to publish the TDL
  - BVS was successfully completed 29 Sep 2014 and TDL published at 8:20 a.m. CDT on 30 Sep 2014
- Multiple Issues Occurred 21 – 29 Sep 2014
  - The BVS run hung at the end of the process
  - Manual intervention was required to execute the last step in the process for ranking TSPs in the quartiles
  - Several minor errors in performance scores required remediation and, subsequently, multiple re-runs of BVS
- Next Steps
  - Developer provided After Action Report
  - PMO met with SDDC and developer and identified way ahead to streamline and improve process

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Programmatic Issues

- After new contract awarded in Oct 2013, the stand-up of the development environments took six months longer than expected
  - Three releases planned for 2014 slipped to 2015
- Release 1.6 software quality from previous developer was poor, and additional unplanned software releases were required in 2014 to remediate latent defects
- The Services accelerated two System Change Requests (SCRs) for system enhancements from FY16 and FY18 to FY15
- Additional commercial off the shelf (COTS) software product upgrades were required to maintain security accreditation

FY14 delays, software quality, acceleration of two SCRs, and unanticipated COTS product upgrades make original FY15 plan unachievable.

FY14 Implemented Releases

Release	Functionality	Install Date
1.6.8a	Fixed five Severity 2 rate filing defects	✓17 Mar 2014
1.6.9	Fixed four Severity 2 latent defects resulting from Release 1.6 (deployed 30 Aug 2013 on previous contract)	✓2 May 2014
1.6.10	Fixed four Severity 2 latent defects resulting from Release 1.6	✓2 May 2014
1.6.11	Fixed three Severity 2 latent defects resulting from Release 1.6	✓16 May 2014
1.6.11a	Fixed two Severity 2 latent defects resulting from Release 1.6	✓3 June 2014
1.6.12	Oracle 11.2.04 Product Upgrade (required for Authority to Operate [ATO] compliance)	✓25 Jul 2014 (part 1) ✓1 Aug 2014 (part 2)
1.6.13	Fixed two Severity 2 latent defects (shipment status and interface monitoring remediation)	✓8 Aug 2014

Development environment issues caused some FY14 releases to slip to FY15.

Together, we deliver.

FY15 Scheduled Releases

Release	Capability	Deployment Date
1.6.14	Siebel v8.1.1.11 and Oracle Business Intelligence 11.1.1.7 Product Upgrades (required for ATO compliance)	✓16-19 Oct 2014
2.0	Rate Filing Architecture Improvement (required for ATO accreditation; replaces obsolete Manugistics COTS product)	Early Jan 2015
2.1	Five Rate Filing SPRs and two Out of Cycle SCRs • SCR 6995 Costing for PPMs • SCR 7048 PBP&E Definition & Weight	23 Jan 2015
2.1.1	Windows Server 2012 Upgrade	20 Mar 2015

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FY15 – FY16 Notional Releases

Capability	Planned Deployment Date
SCR 7190, TGET Interface SCR 7192, Customer Satisfaction Survey SCR 6975, Refused Shipment Award Rolled to Next Eligible TSP SCRs 7223 (Self-Counseling Improvements) SPR Maintenance Release 1	3rd QTR FY15
Java 7/8 and Siebel Open UI COTS Upgrades (Note: Provides improved web browser compatibility)	4th QTR FY15
SCR 7291, Quick Fixes for the Claims Home Page SPR Maintenance Release 2	4th QTR FY15
User Management & Access Control (Note: Provides security model for ETA authentication into webMethods environment)	4th QTR FY15
SCR 657, Document Imaging SCR 2201, User Role Matrix	1st QTR FY16
Non-Temporary Storage (NTS)	1st QTR FY16
SCR 5675, AAFES and NAF Functionality SCR 180, Shipment Information Change SCR 6771, Accounting Data (SDN, Order No, LOA and TAC) SCR 3528, Capture Multiple State Permits (Intrastate)	FY16

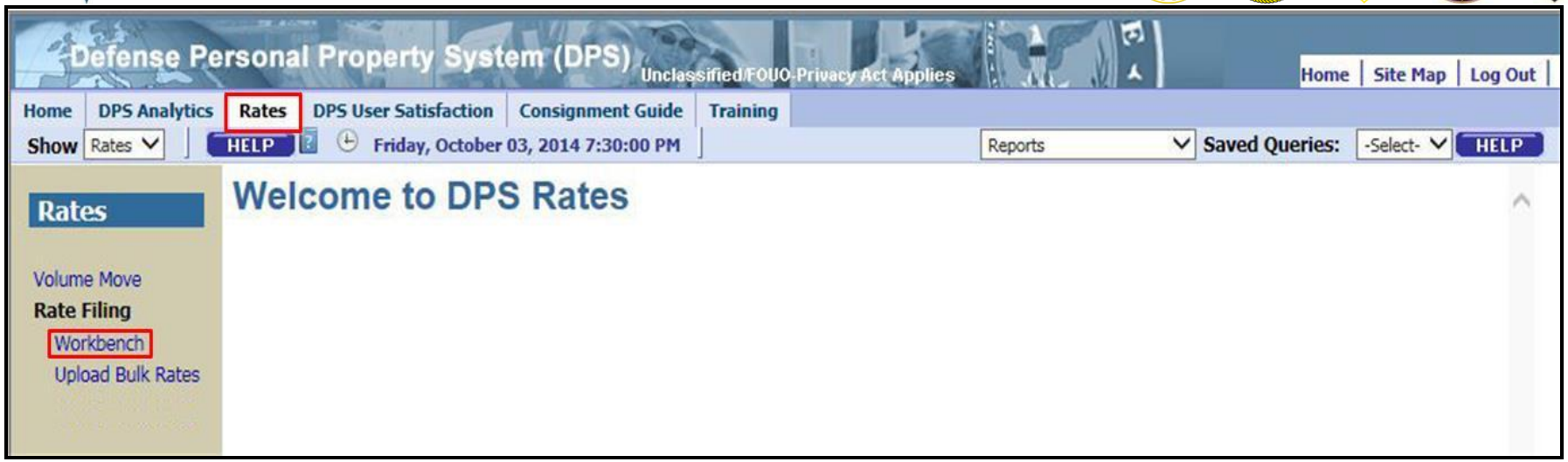
Together, we deliver.

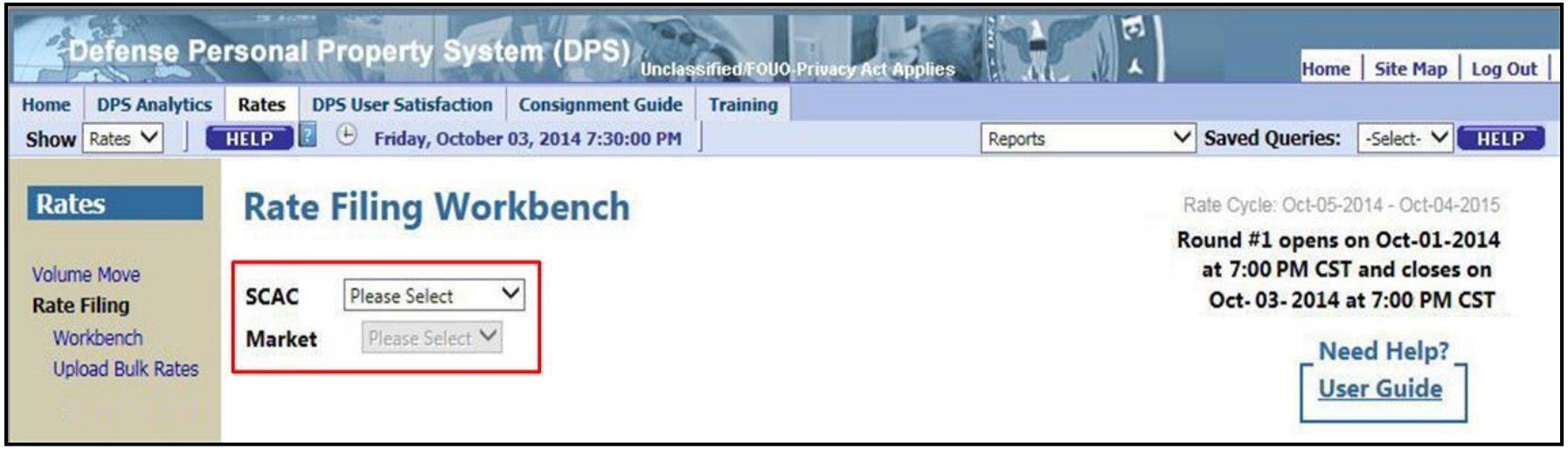
FY16 – FY18 Notional Releases

Capability	Planned Deployment
SCR 6604 Claims Redesign	FY16
Intra-Country Moves	FY16
SCR 6282 Digital Signature (CAC) and SCR 6522 Digital Signature (Non-CAC)	FY17
Direct Procurement Method	FY17
SCR 3479 Automatic Reweighs and SCR 5232 Joint/Combined Spouse Moves	FY18
SCR 3578 Shipment Routing Options and Traffic Management Decision and SCR 2033 Redesign of Dates Fields	FY18
SCR 6550 Archiving Capability and SCR 6708 Low Bandwidth Capability	FY18

Together, we deliver.

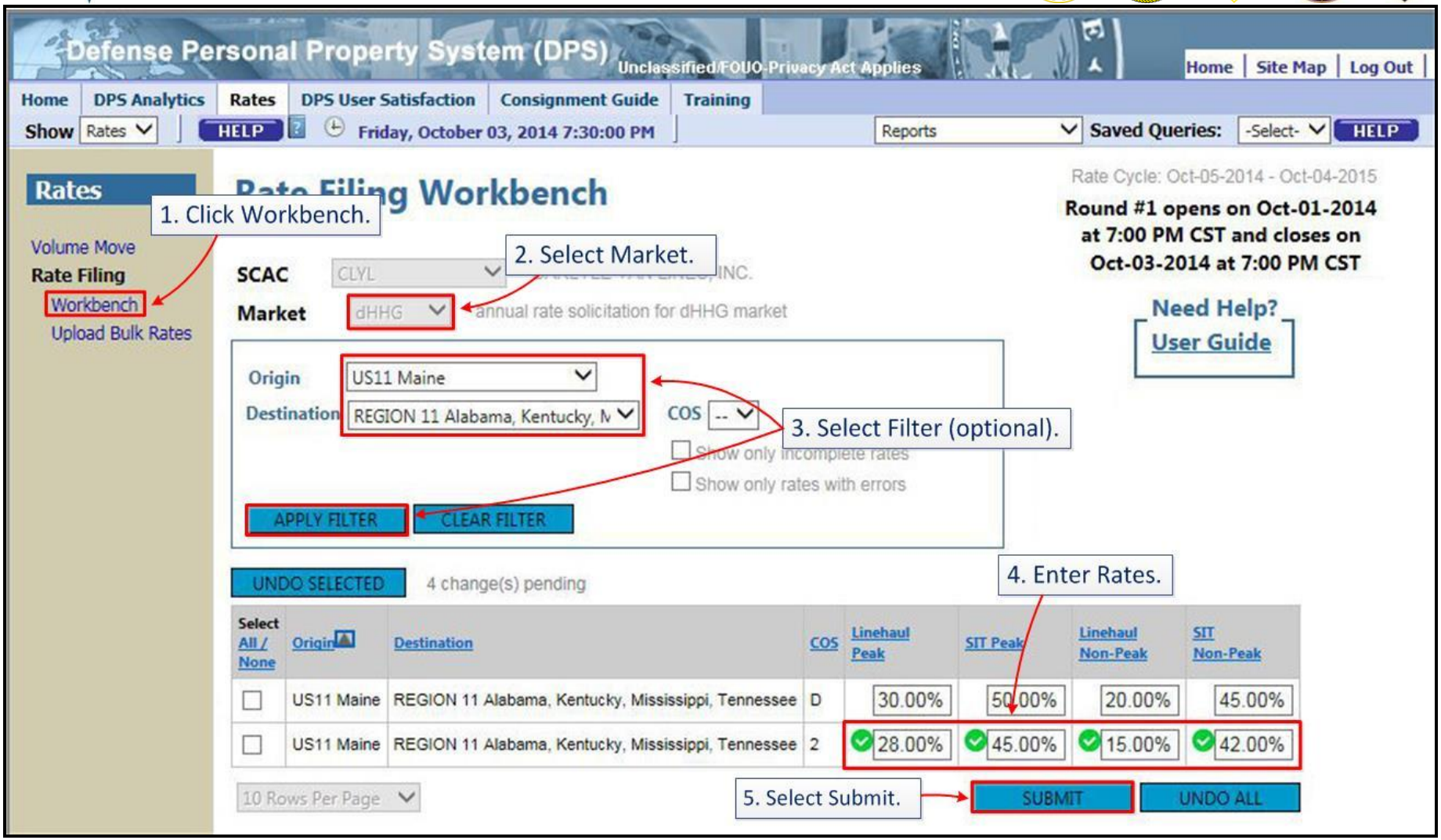
New Rate Filing Workbench User Interface





Together, we deliver.

New Rate Filing Workbench User Interface



Together, we deliver.

How to report problems with DPS

- Help Desk – Systems Response Center
  - 800-462-2176, option 5
  - usarmy.scott.sddc.mbx.g6-SRC-DPS-HD@mail.mil
  - SRC Self Service website: https://www.sddc-srchelpme.com

Remember….
if there's no ticket, there's no problem!

Together, we deliver.

Feedback from the community?

Break

DP3 Rates

<u>Quality Assurance Division (Rates Team)</u>

- Jim Brunsman
- Ana Douglass
- Terri Anderson-Krebs
- Danny Mathews
- Brian Paul

Rates Topics

- Rate Filing Architecture Improvement
- 2015 Rate Filing
- Regionalization
- DOM Tariff & INTL Tender
- One-Time-Only (OTO)
- Invoicing
- Spring PPF Action Items

Rates

- Rate Filing Architecture Improvement
  - Testing (Ongoing)
    - PEO-T
    - SDDC
    - Industry Participation (Dec 2014)
      - TSP(s)
      - Rate Filing Rep(s)

Rates

- 2015 Rate Filing (RF)
  - Publish RF Timeline
    - Projected Release: 18 Dec 2014
      - RF Message
      - 400NG Tariff w/ Baseline Rates
      - INTL Tender (IT) w/ Rate Tables
        - Added Channels
  - Projected RF Start: 01 Feb 2015
  - Projected 2015 TDL Available: 18 Mar 2015

Rates

- Projected Regionalization
  - 01 Jan 2015
    - LHAT (Presidio of Monterey, CA) to LKNQ (JPPSO-SW, CA)
    - KDML (MCAS Yuma, AZ) to LKNQ (JPPSO-SW, CA)
  - 01 Apr 2015
    - BKML (MCAS Cherry Point, NC) to CNNQ (JPPSO-SE, FL)
    - LIMT (Twentynine Palms, CA) to LKNQ (JPPSO-SW, CA)
    - QEML (MCAS Iwakuni, JA) to QENQ (JPPSO-JA)

Rates

- 400NG Tariff
  - 2014 Rate Cycle
    - Chg 2: Regionalization
  - 2015 Rate Cycle
    - General Clarifications
    - Reviewing Item Code 5 – Control and Exclusive Use of Vehicle

- INTL Tender
  - 2014 Rate Cycle
    - Chg 2 & 3: Regionalization & Rate Table Updates
    - General Clarifications
  - 2015 Rate Cycle
    - Added Channels
      - 52 ea. CONUS - PO01 (COS 4)
      - 2 ea. OCONUS (AK/HI) - PO01 (COS 4)
      - 2 ea. OCONUS (JA01/02) - OCONUS (JA01/02) (COS 4)
    - General Clarifications

Rates

- DPS One-Time-Only (OTO)
  - TOPS to DPS Transition
    - Origin to/from Destination GBLOCs w/ DPS Capabilities

- Invoicing
  - Actively engaged w/ PEO-T reference all known Internal Costing Errors (ICE)
    - Positive communication w/ TSPs, DAYCOS, and JPPSO/PPSOs
    - Joint research and analysis between Tier I , II, and III
  - Recommendation:
    - Channels of Communication
    - Screenshots and Description to support HDT
  - Continued collaboration w/ GSA on Notice of Overcharge & Business Rules

Spring PPF Action Items

- SDDC will review TSP documentation regarding OCONUS shipments, and, if required, provide additional guidance within the IT14 (Item 520)
  - Update: Language updated with IT 14 Change 1

- Agents request 400NG discount visibility on all GBLs
  - Update: L/H Discounts currently visible on all GBLs; This will be the only discount on GBL

- SDDC will provide a clarification on Alaska bunker surcharge billing requirements.
  - Update: Clarification message sent out 03 Jun 2014; Language updated with 2014 400NG Change 1

DP3 Quality Assurance

Quality Assurance Division

- Team Lead: David Jones
- Marty Calkins
- Michael Dobbs
- Jerry Jordan
- Ed Naki
- Debbie Teague

Quality Assurance

- **Action Item**: Review of Potential Punitive Action Items
  - Updates to DTR 405 and SDDC Pamphlet 55-4 -- May 2015
  - TSPs who fail to submit Certificate of Independent Pricing/Certificate of Responsibility
  - PPSO's to issue Channel-COS LOW/LOS
  - Minimum non-use periods
  - Revoke authority for repeated failure to meet MPS
  - Remove TSPs with no movement and/or no rates
  - Guidance on actions for failure to follow claims business rules

Quality Assurance

- **Reminder: SDDC-PP Advisory 14-0052 Management Roles/Outsourcing International TSP Responsibilities**
  - The following services must be performed at the offices of the carrier independent of any other person, firm, or corporation: shipment management; coordinating operational functions; selecting and executing necessary agreements with origin and destination agents, port agents and general agents overseas; and paying origin/destination agents, underlying carriers, port agents, and general agents overseas for services rendered
- Enforce the changes 2015 rate cycle

Quality Assurance

2015 Intrastate Open Season/Requalification

- Reason for Intrastate requalification
  - 531 Intrastate TSPs filing rates moved 11,103 shipments
  - Some states now have more TSPs than annual shipments
    - ID -100 approved TSPs for 6 shipments
    - DE -86 approved TSPs for 0 shipments
    - ME -88 approved TSPs for 6 shipments
  - Ensure shipments are awarded to TSPs that have the capability/capacity
  - Return validity to BVS by making Quartiles meaningful

Quality Assurance

- Requalification to coincide with SCR 3528, Capture Multiple State Permits, scheduled for FY15
  - Enable SDDC QA to track approvals by state
  - Prevent TSPs from filing rates where they have no approval
  - Requiring revalidation will ensure accurate Intrastate capability/capacity

Quality Assurance

2015 Intrastate Open Season/Requalification

- Conduct requalification from Jul – Oct
  - Requirements sent to Industry Feb 2015
  - Industry review and comment period
  - Updated SDDC Pamphlet 55-4 Published May 2015

Quality Assurance

QA Basics

- Maintain current External Certificate Authority (ECA)
- Maintain active DPS account
- TSPs keep Electronic Tender of Service Signature Sheet updated
- TSPs need to disassociate old reps and associate new reps in DPS
  - Old Insurance & Bond Representatives need to cancel Insurance and Bonds in DPS before new information is entered
- Insurance & Bonds must be updated annually
  - Update effective date block on documents
  - Created SCRs 7226 & 7227 to add renewal block and place documents in re-certify status upon renewal, force cancellations
  - Rejected all bonds & insurance with dates prior to 2013
  - Punitive actions for TSPs not in compliance beginning Jan 2015

Quality Assurance

QA Basics

- Annual Qualifications (CIP & COR) will be conducted from Dec 1, 2014 – Jan 15, 2015
- Maintain required bond limits
  - Start enforcing 2.5% of revenue rule Jan 2015
  - Determined by data extracted from DPS
  - Bonds will be rejected if bond needs to be increased upon renewal

Quality Assurance

Most Common Revocation Actions

- Late Financials, failure to submit within 150 day deadline
- Failure to maintain active Operating Authority
- Failure to maintain required bond limits
- Failure to update bonds and insurance annually

- NOTE: SDDC will not be calling TSPs as a reminder to submit required documents starting Jan 2015

DP3
Storage Management Office

RSMO Consolidation

- Department of Army reduction directives resulted in consolidation of the four Regional Storage Management Offices (RSMO)
- First phase of consolidation was the closure of CRSMO in May 14
- The Storage Management Office (SMO) at Scott AFB, IL was stood up in June 2014 with 7 personnel who relocated to Scott AFB from the CRSMO, SERSMO & NERSMO
- The SMO is currently fully staffed with 11 personnel
- The remaining RSMOs (WRSMO, NERSMO, SERSMO) will cease operations on 31 Dec 14 and responsibility for those areas will be assumed by the SMO effective 1 Jan 15

SMO Main Functions

- Continue to provide all services previously provided by the 4 Regional Offices
- Routine Facility Inspections will be conducted on an annual basis versus bi-annual basis
- Unusual Occurrence support will be unchanged: the SMO is capable of providing assistance and onsite oversight for multiple occurrences
- Pre-Award facility inspections will be performed while the SMO is conducting routine facility inspection trips

SMO Personnel Roster

- Jonathan Bartlett – Storage Program Manager (CRSMO)
- Robert Hauert – Alternate Storage Program Manager (CRSMO)
- Dejuan Webb – Storage Specialist (SERSMO)
- Sal Granese – Storage Specialist (NERSMO)
- George Javier – Storage Specialist (NERSMO)
- Anthony Bonino – Storage Specialist (CRSMO)
- Shari Wilson – Storage Specialist (SERSMO)
- Steve Bernardo – Storage Specialist (SDDC)
- Charles Giddens – Storage Specialist (SDDC)
- Travis Hughes – Storage Specialist (TMO)
- Charlene Delozier – Storage Specialist (SDDC)

SMO Team has 54 Years of RSMO Experience/Knowledge

SMO Contact Information

- Customer Service Phone # - (618) 220-6292

- Email – USARMY.SCOTT.SDDC.MBX.PP-SMO@mail.mil

- Mailing Address

  HQ SDDC

  Bldg. 1900W, Room 3932

  1 Soldier Way

  Scott AFB, IL. 62225

Morning Wrap Up/Action Items

- Morning action items

- Lunch: Non hosted

DP3 Operations

<u>Quality Assurance Division</u>

Team Lead: Rosia Lindsey

- Jeff Sager
- Sherri Snow
- Beth Holloway
- Paul Giannakelos

Operations Topics

- Spring PPF Action Item
- Required Delivery Date (RDD)
- Just a Reminder

Spring PPF Action Item

Issue: When the nearest DoD approved warehouse is over 100 miles from block 18, how is the TSP to invoice?

Facts:

- All SIT and related charges are based on the requested pickup (block 19 of the PPGBL/BL) and/or the requested delivery address (block 18 of the PPGBL/BL) at the time the shipment is offered and accepted by the TSP. See 2014 400NG (CH 1) Item 17(1)

- Item(s) 520/530 delivery Transportation Rate from Destination SIT (destination SIT is based on the original requested delivery address-Block 18* of the PPGBL at time shipment is accepted by TSP, not the warehouse location) to final destination point. See 2014 IT (CH1) Item 216 f(2)c

Required Delivery Date (RDD)

Issue: Shipments exceeding Required Delivery Dates (RDD) have increased 5% from previous year (2013)

Facts:

- Completion of Southwest Asia drawdown reducing maritime resources
  - US-flagged ships removed from rotation
  - Vessels have begun slow steaming to conserve fuel
- Changes in customs and port operations creating backlog
- Impact of change to driver's Hours of Service/Electronic monitoring mandate

Status: Review Transit Tables, adjust as appropriate

Just A Reminder…

- Item 508: Compensation to the TSP is authorized for construction of crates/special containers utilizing new material necessary for safe transit of motorcycles, mopeds, etc. For further guidance see the International Tender.

- Lost Weight Tickets: When scales are not available or their use is not practical, and/or weight tickets have been lost, the application of a constructive weight of seven pounds per cubic foot may be used when approved by the responsible PPSO. (Refer to DTR App B). DTR September 2014.

- Origin SIT:
  - Applies when shipment is stored at origin
  - TSP is authorized to invoice for all applicable origin services (delivery into SIT and other related services depending on shipment type (i.e. domestic or international)
  - TSP is not authorized to invoice for LH/FSC/135B and other related services until shipment has been delivered

DP3 Storage

<u>Storage Division</u>

- Team Lead: Janice Griffin
- Karlene Bader
- Willice Doyle
- Mekia Bradley

NTS Invoice Reconciliation

- Jun 2013 – RSMO issued notification (letter) to Industry to submit unpaid NTS invoices

- Jul 2013 thru Mar 2014
  - 215 NTS TSPs submitted invoices
  - 16,033 invoices submitted
  - Total invoice amount claimed as unpaid: $4,264,366.98

- Mar thru May 2014 – DFAS & Services' Analysis of the $4.2M revealed:
  - Some invoices had been paid
  - Incomplete or erroneous info required excessive manpower
  - Contained DPM invoices
  - Also invoiced in TPPS

NTS Invoice Reconciliation

- May 2014- SDDC established the NTS Aged Invoice Working Group (SDDC, Services, Finance centers) to re-define strategy for settling unpaid invoices

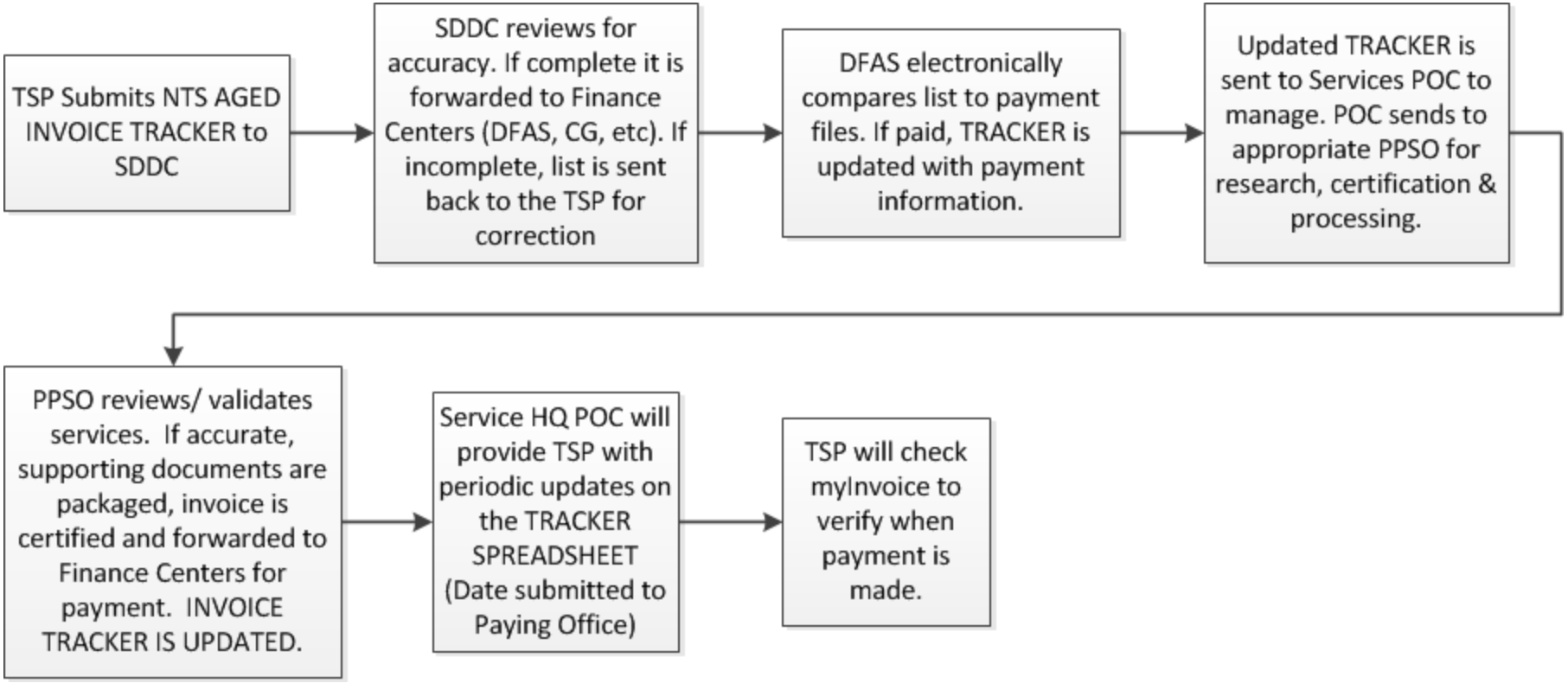
- 12 Sep 2014 –, SDDC issued advisory notifying Industry to resubmit unpaid invoices NLT 5 JAN 2015 IAW specified guidelines
- (Coordinated with IAM & AMSA)

- 29 Sep 2014- SDDC issued advisory notifying Industry of NTS Invoice Tracker Update with data fields added (Coordinated with IAM & AMSA)

- 12 Sep thru 4 Nov 2014
  - 57 NTS TSPs submitted invoices
  - 697 invoices submitted
  - Total invoice amount claimed as unpaid: $472,677.47

NTS Invoice Reconciliation Project

PROCESS FLOW



NTS Invoice Reconciliation Project

Customer Resources at: www.sddc.army.mil

- NTS Invoice Reconciliation Project Advisory DTD 9-12-14
- NTS Invoice Reconciliation Project Tracker Update Advisory DTD 9-29-14
- NTS Invoice Reconciliation Project Tracker
- NTS Invoice Reconciliation Project Tracker Q & A
- Vendor Registration For myINVOICE Access
- Getting Started In myINVOICE
- Setting Up Advice Of Payment Emails In myINVOICE

Industry Comments

Break

Wrap Up/Action Items

Breakout Session

Thank you for attending the Fall 2014 Personal Property Forum