

# TSP Program Update



## 2nd Quarter 2010

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*Global Surface Transportation Experts...  
Committed, Dependable, Relentless!*



# SDDC

Military Surface  
Deployment and  
Distribution Command

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# Introduction

## Welcome to the DP3 TSP Status Update!

This is the 2nd Quarter 2010 update – posted to keep you updated on issues that are important to you and to provide on-going information on the status of DP3.



# DP3 Update to the Customer Satisfaction Score

SDDC has changed the methodology for calculating the Customer Satisfaction Score. Effective with the next performance period, beginning 15 May 2010:

- SDDC will use supplemental survey scores for all TSPs who are not statistically valid **for each performance period**.
- SDDC will use the **MEAN** to calculate the supplemental survey score value.



# Customer Satisfaction Survey (CSS)

Increasing the CSS response rate is a high priority of Senior management.

The USAF has initiated their own program to emphasize improving their Members' response rates.

Currently, SDDC and JPMO are working on ways to simplify and standardize the process for members – ***the direct link to DPS was released 1 Apr 2010.***

Survey Response Rate by System \*

System	Response Rate
DPS	14.11%
TOPS	47.13%
Total	35.70%

\* Report for March 2010

We have **CSS promotional materials available to download** from SDDC website:  
*Personal Property -> Defense Personal Property Program -> Customer Satisfaction Survey:*

***Poster, Business Card, Postcard Reminder, How-To login Brochure***



# CSS Change in DTR

## DTR Part IV, Paragraph 401.D.2.i.(3)

Members/employees must be briefed that they are required to complete the CSS after delivery.

- The CSS is an essential part of evaluating a TSP's performance and future participation in the DOD Personal Property Program.
- Based on Service policies, FRV for lost or damaged Personal Property shipments may be contingent upon completion of the CSS. Service HQ will take necessary measures to ensure maximum completion of the CSS.

Member/employees must acknowledge the following statement (in writing) prior to shipment:

- **"I understand that I am required to complete the DPS Customer Satisfaction Survey (CSS) upon completion of my shipment. Failure to do so may result in my Service being notified."**



# Performance Periods

Beginning 1 January 2010, the performance periods for DPS shipments changed from **six to four**. The following table shows the performance periods and the corresponding range for calculating the performance score.

Performance Periods	Data Periods
1 January – 14 May	1 November – 31 October
15 May – 31 July	1 March – 28 February
1 August – 30 September	1 June – 31 May
1 October – 31 December	1 August – 31 July



# Department of State Shipment Test

## Government Inter-agency cooperation focus

- Led by DOS and Joint Staff
- Services/DOS will conduct “test” for 1 - 3 years, w/ annual reviews
- DOS to move DOD members’ shipments when assigned to/from/between embassy duty
- Test started with counseling on 1 April 2010

## 15 Test Locations:

Kigali, Rwanda

Abuja, Nigeria

Pretoria, South Africa

Moscow, Russia

Beijing, China

Tel Aviv, Israel

Tashkent, Uzbekistan

Amman, Jordan

Jakarta, Indonesia

Santo Domingo,  
Dominican Republic

Bogota, Colombia

Caracas, Venezuela

Kiev, Ukraine

Vienna, Austria

New Delhi, India



# Intra-state Operating Authority

- TSPs required to have Operating Authority (OA) & SDDC approval to operate in each state
  - Requested TSPs fax all required OAs for all state(s) they requested approval to move DOD personal property
  - All SDDC approvals were confirmed to TSPs via email.
- SDDC removed rates filed where TSPs had no state OA
- Next step...cross-check OAs with 2010 DPS rates filed to ensure all TSPs meet program requirements



# Moving Procurement Related Business Rules to Solicitation

Flexibility to adjust program as needed prior to annual solicitation/rate filing

- Recent Examples include:
  - Performance Periods
  - When to apply supplemental scores
  - Using Mean vs Median to calculate market scores



# Open Season

Nothing set in stone

- Anticipate holding an Open Season this year

SDDC will announce Open Season 30-days prior to the start

- TSPs will have 30 days to apply for the program once Open Season begins

SDDC will review applications for 60 days following TSP application submission and will approve or disapprove Requests.

Ready for 2011 annual rate filing



# Tariff & Tender Updates

## 400NG Tariff Updates

- In the 400NG, item codes 105F, H, & I were removed.

## International Tender Updates

- Item code 105J, storage inspection fee, was added in the IT-10 in lieu of a full pack only.
- Addition of item code 506A, debris removal.
  - The debris removal service compensation is \$111.10 cwt per shipment.  
**Debris removal charges apply only when PPSOs request TSPs perform debris removal of unpacked cartons subsequent to the date of delivery.**
  - **Debris removal service is utilized by exception only** as provided by Service guidance (e.g. Blue Bark) and only upon specific approval by PPSO/PPPO.
  - Additionally, when debris removal is performed in conjunction with an unpacking service, a debris removal charge will NOT APPLY for the cartons unpacked by the TSP.
  - Debris removal services performed after delivery must be performed within 30 days of delivery date and be pre-approved by the government.



# Crating

The current domestic rate solicitation (D-17) states that crating services include the “packing and unpacking of crates...” In the 400NG (DPS), there are separate charges/item codes for crating and uncrating.

TSPs should request pre-approval of **Item Code 105E (uncrating)** at destination in DPS as soon as possible following pre-approval of **Item Code 105B (crating)** at origin.

TSPs are reminded that a separate request is required for each crating request in the pre-approval queue. Approval of all accessorial requests is the responsibility of the PPSO. This process does **not** apply to any requests under Item Code 35A, Third Party Service.



# Notable Events

<b>DATES</b>	<b>EVENTS</b>	<b>LOCATION</b>
<b>Feb &amp; 2nd Qtr 2010</b>	<b>TSP Newsletter</b>	<b>SDDC Website &amp; email</b>
<b>17 May 2010</b>	<b>ERC Conference</b>	<b>Orlando, FL</b>
<b>18-22 Sep 2010</b>	<b>NDTA Forum &amp; Expo</b>	<b>Washington, D.C.</b>
<b>29 Sep – 2 Oct 2010</b>	<b>IAM Annual Meeting</b>	<b>San Diego, CA</b>
<b>17 – 21 Oct 2010</b>	<b>SDDC Pacific Conference</b>	<b>Honolulu, HI</b>
<b>Nov 2010</b>	<b>Personal Property Forum</b>	<b>O’Fallon, IL</b>
<b>Every other Thursday At 1400 CT</b>	<b>TSP Calls w/ SDDC Send questions to <a href="mailto:SDDC.SAFB.billing@us.army.mil">SDDC.SAFB.billing@us.army.mil</a></b>	<b>Watch messages for Dial-in Number</b>

