



Military Surface Deployment & Distribution Command



Ten Things for Personal Property
Shipping Offices (PPSOs) and Transportation
Service Providers (TSPs) to Know



Updated 28 April 2014



10 Things For PPSO to Know



1. Monitor DPS counseling, route, award, pre-approvals and storage in transit (SIT) queues
2. Monitor missed required delivery dates (RDDs) and SIT expiration dates
3. Receive confirmation from customer or the customer's designated agent before converting shipment to customer's expense
 - ✓ Verify warehouse location (origin or destination) to facilitate customer's delivery requirements
 - ✓ Notify the appropriate Military Headquarters Representative if unable to make contact with customer
4. Monitor shipments converted to customer's expense until delivery has been executed
5. Monitor Customer Satisfaction Survey (CSS) feedback and take appropriate action when needed



10 Things For PPSO to Know



6. Take immediate action on shipment diversions, terminate, and shipments that are turned back
7. Ensure non-temp storage release (NTSR) shipments include the letters “NTSR” as part of the warehouse name and address information
 - ✓ Example of note added to “General Remarks” in Shipment Management:
(NTSR) Bob’s Mvg & Stg 123 Red Rd., Anywhere, IL 12345
8. Ensure retiring/separating customer’s contact information is correct
 - ✓ Recommend ordering shipment into NTS if customer has no delivery address or unsure of final destination/delivery
9. Before processing invoices in DPS, verify billed weight is in CWT (per hundred weight) format
10. Monitor and process “approval required” in US Bank (Syncada)



10 Things For TSP to Know



1. Conduct pre-move survey with customer per DTR Part IV
 - ✓ Verify pack, pickup dates and RDD, block 19 & block 18 information, and primary/alternate emails and phone numbers
 - ✓ Contact PPSO if any information is incorrect
2. DPS NTSR conduct pre-move surveys with customer/warehouse and weigh shipment, do not use NTS weights, TSP must provide weight tickets to PPSO
3. Contact PPSO immediately if there are any customer concerns/issues
4. Direct all customer entitlement questions to PPSO
5. TSP or designated agent are required to unpack and reassemble items disassembled
 - ✓ Properly reassemble items such as, but no limited to, furniture, bed, crib, etc.



10 Things For TSP to Know



6. Ensure origin and destination agents have the proper tools to completely service the shipment
7. Updating shipment information in DPS in a timely manner
 - ✓ Enter status for shipment pickup, arrivals, placement into SIT and delivery
8. SIT first day is based on TSP's first available delivery date
9. Monitor TSP queues and DPS Shipment Management before executing delivery
 - ✓ Be alert for PPSO communication, e.g. reweigh request or other PPSO notes
10. Deliveries out of SIT over 50 miles require PPSO pre-approval



10 Things For PPSOs & TSPs



1. PPCIG:
 - ✓ Periodically check the country instructions – recent updates for Germany and Guam for weapons
2. Be familiar with DP3 400NG Tariff, International Tender, and DTR Part IV Personal Property
3. Maintain communication with customer until delivery is complete
4. Pre-approvals must be submitted and approved prior to service being performed
5. Encourage customer contact to reconfirm move dates within 3 government business days
 - ✓ If move has been cancelled inform customer to contact the PPSO



10 Things For PPSOs & TSPs



6. Unobtainable weight tickets requiring constructed weight
- ✓ Shipment cancelled at residence, use 7 lbs per cubic ft based on signed inventory by customer and PPSO approval
 - ✓ Pro-gear 7 lbs per cubic ft

Pro-gear:

- ✓ For OCONUS to CONUS shipments, orders issue date prior to 1 May 14 use 40 lbs per cubic ft for customer
 - Orders issue date for moves “prior” to 1 May 14 will be grandfathered
 - Customer’s can return up to the same amount
- ✓ Orders issue date 1 May 14 and after, use 7 lbs per cubic ft, not to exceed 2,000 lbs for the customer
 - Member’s spouse entitlement remains at 500 lbs



10 Things For PPSOs & TSPs



7. SIT:

- ✓ Origin – request prior to or NLT pickup date
- ✓ Destination – When shipment arrives at destination and member is unable to take delivery TSP may request SIT start on the first available delivery date

8. Include detailed notes in DPS to record unusual occurrences

- ✓ Example: diversions, terminations, cancellations, fire, theft, etc

9. Debris Removal:

- ✓ When requested by the PPSO debris removal is utilized by exception only as provided by HQ Services guidance
 - Example: Wounded Warrior, Blue Bark
- ✓ Debris removal is performed on delivery in conjunction with unpacking service and the removal charge will not apply
- ✓ Charges apply when the PPSO requests TSP perform debris removal services after the date of delivery



10 Things For PPSOs & TSPs



10. For Long delivery, use current SDDC's instructions:
 - ✓ Enter remarks in DPS Shipment management to capture new or amended order number(s) and date(s)

QUESTIONS

Please send comments or feedback to: army.sddc.safb.shipments@mail.mil

Additional Webinar materials are posted on the SDDC Website under “On-line Education Series”. Visit www.sddc.army.mil for more information.