



News "U" Can Use

Peach Month



Director's Corner

Based on Service, Industry, and PPSO discussions, SDDC ramped down the short fuse window over a five day period. As of 18 July the standard five GBDs for short fuse shipments went into effect. Also, the policy for unlimited refusals expired on 31 July. Thanks to everyone for your feedback on these Peak Season adjustments.

As Peak Season winds down I ask everyone to keep up the pace and do your best to assist our Service members in completing their moves in a timely manner.

As we now transition into a new school year, I remind everyone to safely enjoy the remaining days of summer.

Very respectfully,
CAPT Aaron K. Stanley
Director, Personal Property

Defense Personal Property Program "Unlimited Refusal" Policy

The DP3 "unlimited refusal" policy instituted for the 2014 peak season terminated July 31. TSPs may not refuse shipments with requested pickup dates on or after August 1 without penalty. PPSOs may need to monitor their shipment management queues frequently, and TSPs are encouraged to utilize blackout capabilities as needed. Please email questions relating to this topic to: army.sddc.safb.ppcf@mail.mil.

Direct Procurement Method Availability

As of June 30, the installation DPM contract for Fort Campbell, Kentucky expired. This information is reflected in the Personal Property Consignment Instruction Guide; however, Fort Campbell is still receiving inbound DPM shipments. A reminder for all shipping offices: Refer to the PPCIG to confirm available destination services before selecting any mode of service. For specific questions on erroneous DPM shipments into Fort Campbell's AOR, contact the Fort Campbell Transportation Office at commercial 270-956-1867 or 270-798-9165.

Storage Management Offices Established At HQ SDDC

The Central Regional Storage Management Office completed its transition to HQ SDDC, Scott Air Force Base, Illinois in July 2014. This move officially ended CRSMO storage operations in the Topeka, Kansas area. The former regional storage office is now part of the HQ SDDC Personal Property Storage Management Office. PPSOs and TSPs previously serviced by the CRSMO may contact the Storage Management Office at 618-220-6292.

Schweinfurt Vehicle Processing Center Closure

The U.S. Army Garrison Schweinfurt VPC will close August 15. All outbound privately owned vehicles shipped from U.S. Army Garrison Schweinfurt, U.S. Army Garrison Bamberg, U.S. Army Garrison Ansbach, and all other locations currently serviced by the Schweinfurt VPC will be accepted at the Schweinfurt VPC until close of business on August 15. Effective August 18, all outbound POVs must be processed and shipped from VPC Grafenwoehr, Germany.

Effective immediately, all POVs turned in for shipment to U.S. Army Garrison Schweinfurt, U.S. Army Garrison Bamberg, U.S. Army Garrison Ansbach, and all other locations currently serviced by the Schweinfurt VPC for POV shipment processing must be consigned to VPC Grafenwoehr, Germany. Visit www.PCSmyPOV.com for VPC operating hours, phone numbers, addresses/directions, or to schedule an appointment.

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Customer Satisfaction Survey Appeals

SDDC would like to remind TSPs that there are four primary reasons to appeal a CSS as outlined in the DTR Part IV Chapter 403 paragraph C: non-temporary storage shipments; CSS date is one year after delivery or two years after pickup date; reshipments when a shipment is re-awarded to a different TSP; and shipments that have converted to customers' expense. Individual CSS Scores are based on the customers' personal satisfaction with the quality of the packing crew, the timeliness of pickup and delivery, and the quality of the destination service. It is understood that individual CSS scores are subjective metrics that, by definition, cannot be appealed or disputed. (Reference DTR IV Chapter 403, paragraph C9 Note). TSPs should get accustomed to using Defense Personal Property System analytics to review CSS scores and dates, as this is the source document utilized to calculate TSP CSS scores.



Financial Qualifications Submission Reminder

Attention Transportation Service Providers! Please submit annual financial statement data into DPS not later than 150 days from TSP fiscal year end. Complete guidance regarding financial qualifications is contained in paragraph 3.9 of the July 2, 2013 version of SDDC Pamphlet 55-4, "Transportation Service Provider Qualifications". Please refer any questions to the SDDC Financial Analyst at (618) 220-6960.

2014 Peak Season Hotwash

The 2014 Peak Season Hotwash is currently scheduled for September 10-11. Collective discussions will center around what went well this peak season, what could have been done differently, and identifying possible changes to the program/system which could make a positive impact to Peak Season 2015. If you have any ideas to share, please funnel them through your chain of command to your Service Headquarters or to your respective Industry Association. If you are a TSP that is not a member of an association, please forward ideas to SDDC at army.sddc.safb.ppcf@mail.mil. We look forward to discussing these possibilities in a centered discussion with the program stakeholders.



<u>Acronyms</u>			
CoCC	Council of Captains and Colonels	HHG	Household Goods
CRSMO	Central Regional Storage Management Office	HQ	Headquarters
CSS	Customer Satisfaction Survey	IAL	International Auto Logistics
DP3	Defense Personal Property Program	IT	International Tender
DPM	Direct Procured Method	JPPSO	Joint Personal Property Shipping Office
DPS	Defense Personal Property System	MCO	Military Claims Office
DTR	Defense Travel Regulation	POV	Privately Owned Vehicle
		PPCIG	Personal Property Consignment Instruction Guide
		PPSO	Personal Property Shipping Office
		RSMO	Regional Storage Management Office
		SDDC	Surface Deployment and Distribution Command
		SRC	System Response Center
		TSP	Transportation Service Provider
		VPC	Vehicle Processing Center