



News “U” Can Use



Director's Corner

With the arrival of Independence Day, we have now surpassed the “peak” of the moving Peak Season”. By now the majority of HHG shipments have been booked and/or picked up, however there is still much work to be done to complete a successful summer moving season. Please keep up your efforts, they are having an impact.

In June, the Systems Response Center increased staffing and capacity to contact customers regarding Customer Satisfaction Surveys. This increased effort should help our high percentage of CSS response rates.

The short fuse expansion went into effect May 23, and will expire on July 13. Beginning July 14, SDDC will revert the short fuse window back to five government business days.

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

Helpful Hints About Direct Procured Method for Personal Property Shipping Offices

DPM information is located in the Defense Transportation Regulation Part IV, Chapter 404 and Appendices G & H at <http://www.transcom.mil/dtr/part-iv/chapters.cfm>. DPM provides services with another means to ship household goods. Joint/PPSOs are reminded to retain and renew DPM contracts.

SDDC is seeing a high volume of shipments moving contrary to the Personal Property Consignment Instruction Guide and available DPM inbound resources. These shipments are requiring additional resources to provide onward movement and ship as appropriate. PPSOs are reminded to review the PPCIG prior to assigning shipments to ensure DPM contractor availability at destination.

HQ SDDC does not approve or qualify contractors providing DPM transportation services, or evaluate DPM contractor performance. Required services for preparing, storing, and moving DPM shipments are acquired under local contracts. PPSOs, please coordinate all DPM contract requirements or modifications with your installation's Contracting Offices as appropriate.

Notes Regarding Peak Season 2014 Thus Far

JPPSO Ft. Belvoir, VA and CPPSO Norfolk, VA reported that the National Capital Region has a lack of capacity. As reported to HQ SDDC, customers are being told they can either put their shipments in Non-Temporary Storage (to get it out of the house), conduct a Personally Procured Move, or reschedule their move dates.

Simultaneous to manpower constraints and TSP capacity, which are causing the above delays, both the Electronic Transportation Acquisition portal and the Defense Personal Property System experienced either unscheduled outages and/or unpredictable behavior during the month of June. SDDC disseminated customer service advisories during these unexpected incidents as information became available. We will continue to do so in the future. This is a reminder that all SDDC -PP advisory messages are posted to the SDDC website at www.sddc.army.mil, Personal Property, Defense Personal Property Program, Messages, PP Advisories.

Please email functional questions relating to service interruptions and/or advisories to army.sddc.safb.ppcf@mail.mil. Please report technical questions to the SDDC System Response Center, email: sddc.safb.dpshd@us.army.mil or telephone: toll-free (800) 462-2176; commercial (618) 589-9445, Option 5.

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LET FREEDOM RING



RAPIDGate

In response to federal security directives, Government installations are implementing more restrictive security procedures for installation access. To maintain and improve business relations with vendors and contractors, installations are implementing the *RAPIDGate* Program to streamline access under the more restrictive security policies. We have been advised that effective September 1, Fort Drum, NY is making it mandatory to implement the *RAPIDGate* program. **To enroll in the program follow the guidelines on the website <https://eform.rapidgate.com/Default.aspx>.** Questions about the Fort Drum *RAPIDGate* program should be sent via email and addressed to info@RAPIDGate.com with subject line RE: *RAPIDGate* program.

Financial Qualifications Submission Season

Attention all TSPs! Please ensure your independent financial representative submits your financial qualifications data in accordance with SDDC Pamphlet 55-4 TSP Qualifications, paragraph 3.9 (the most current version is dated July 2, 2013.) Please refer any questions to the SDDC Financial Analyst at (618) 220-6960.

CSS Facts

- The CSS is the customer’s opportunity to rate the quality of service that the TSP provided during their move.
- A TSP’s performance score is recalculated four times annually based upon completed surveys.
- TSP performance scores use 12 months of historical delivered and completed survey data. Thus, a completed CSS could potentially impact four future Performance Periods.
- Completed surveys have a significant impact upon how TSPs are positioned on a traffic distribution list. TSP positions on the TDL can fluctuate four times per year. A TSP can receive more or fewer shipments based on their new TDL position.
- Most TSPs actively monitor completed surveys to determine how they will be ranked for the upcoming TDL.
- If a TSP does not meet the annual minimum performance score, they can be removed from receiving any shipment awards for a performance period.

<u>CSS Trends</u>			
	dHHG	iHHG	iUB
Feb 2014	63.55%	31.67%	30.07%
Mar 2014	65.15%	32.92%	30.45%
Apr 2014	61.19%	32.87%	29.77%

PPSOs are reminded that the direct link for customers to complete the CSS is no longer available. SDDC is asking that PPSOs encourage and remind customers that they must log into DPS to complete their surveys. Every effort must be made to communicate the importance of surveys to customers. Customers can still call the SRC to complete a CSS if they experience login issues.

Inspection Report DD Form 1780

PPSOs, if you do not want a DD Form 1814 Letter of Warning generated when filling out the DD Form 1780, you should not click an 'X' in any box, including the 'Other' box (Block 24. Z). If you only want to enter comments (no violations), do not click any of the boxes. DD Form 1814s will only generate if one or more blocks (A-Z) under 24 is clicked.

DPS Inadvertent Correction Notice/Double Booking

PPSO users should not open multiple sessions within DPS in different browser tabs as this can cause erroneous data across those open shipments. The software developer has identified this issue under software problem report 6817. If two (or more) sessions of DPS are opened in different browser tabs, it causes a conflict in DPS that can result in different issues; e.g. domestic-only transportation service providers receiving an international shipment award, shipments being double booked, or government bill of lading correction notices being generated in error, showing an incorrect delivery address. TSPs should validate the SF1200’s address with the customer to ensure that it is the true delivery address of the shipment and not bill for the correction notice address that was generated in error.

Acronyms

CSS	Customer Satisfaction Survey	HQ	Headquarters	PPCIG	Personal Property Consignment Instruction Guide
CRSMO	Central Regional Storage Management Office	IAL	International Auto Logistics	PPSO	Personal Property Shipping Office
DP3	Defense Personal Property Program	IT	International Tender	RSMO	Regional Storage Management Office
DPM	Direct Procured Method	JPPSO	Joint Personal Property Shipping Office	SDDC	Surface Deployment and Distribution Command
DPS	Defense Personal Property System	MAT	Military Air Terminals	SRC	System Response Center
DTR	Defense Travel Regulation	MCO	Military Claims Office	TDL	Traffic Distribution List
HHG	Household Goods	OTO	One-Time-Only	TSP	Transportation Service Provider