



# News "U" Can Use

## Director's Corner

Summer is upon us. For most families, children are now out of school, Memorial Day is in the rearview mirror, and our military and civilian customers are looking forward to summer vacation and a smooth permanent change of station (PCS) move. With the 2014 Peak Season in full swing, we are glad to report that we see many positive indicators that we are having a successful and well executed start to what will be a very busy 90-120 day period.

The weekly Peak Season telecons between key industry participants began on May 1, and based on early feedback, we are hitting the mark in providing useful information. We will continue to solicit your feedback, input and support for the ongoing effort in moving thousands of our military and DOD civilian families. Thanks for what you do daily in support of our customers. Your efforts are vital and appreciated!

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

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## Peak Season Refusal Policy

SDDC allows unlimited refusals for shipments with pick up dates ranging from May 15 to July 31. We ask all Transportation Service Providers to utilize blackout capabilities where they have no capacity. TSPs are reminded to make every effort to refuse shipments in a timely manner, preferably within two to four hours after the shipment is awarded. Allowing shipments to "time out" at the 24-hour mark does not meet the intent of the unlimited refusal policy. TSPs who actively monitor their DPS queues, help facilitate the PPSO re-award process and enhance the program. SDDC will monitor shipment timeouts to ensure TSP actions remain in alignment with program needs.

## Central Regional Storage Management Office Closure

The Central Regional Storage Management Office (RSMO) in Topeka, Kansas ceased operations effective May 19, 2014. Customers should now contact one of the following offices for assistance:

- Western RSMO: (925) 246-4240
- South East RSMO: (404) 469-5923
- North East RSMO: (732) 866-2750



SDDC has begun staffing a new Storage Management Office at Scott Air Force Base, IL. The SMO will assume the responsibilities previously provided under the disestablished CRSMO area of operations effective June 2, 2014.

## Inconvenience Claims Guidance

Language for inconvenience claims is no longer recorded in Defense Transportation Regulation 4500.9-R, Part IV, Chapter 410. Please refer to Chapter 401, paragraph G. 4 F and Appendix B -Tender of Service, paragraph B. 13 for this important information.

## Pro-Gear Description On Inventory

Reminder for TSPs: please ensure the pro-gear description is listed on the inventory in accordance with DTR 4500.9-R, Part IV, Appendix B TOS, paragraph C(5)a. Simply marking an item as "pro-gear" does not adequately describe the item(s), or specify what pro-gear articles are contained in the carton(s). TSP compliance will help facilitate any/all actions the Government may have to take in verifying entitlements and reviewing inventories (e.g., considerations for lost weight tickets or items, adjudicating excess costs, etc. ).

### **Quality Assurance:**

[Army.SDDC.SAFB.PPQual@mail.mil](mailto:Army.SDDC.SAFB.PPQual@mail.mil)  
[Army.SDDC.SAFB.PPPerf@mail.mil](mailto:Army.SDDC.SAFB.PPPerf@mail.mil)  
(618) 220-5411 / 6840 / 5413 / 5404

### **Operations:**

[Army.SDDC.SAFB.PPOPS@mail.mil](mailto:Army.SDDC.SAFB.PPOPS@mail.mil)  
(618) 220-5484 / 5998 / 5193

### **Business Processes and Systems Integration:**

[Army.SDDC.SAFB.PPCF@mail.mil](mailto:Army.SDDC.SAFB.PPCF@mail.mil)  
(618) 220-6244

**Billing and Invoicing:** [Army.SDDC.SAFB.BILLING@mail.mil](mailto:Army.SDDC.SAFB.BILLING@mail.mil)

**PPCIG:** [Army.SDDC.SAFB.PPCIG@mail.mil](mailto:Army.SDDC.SAFB.PPCIG@mail.mil)

### **International Rates:**

Intl Rate and SS: [Army.SDDC.SAFB.PPIRate@mail.mil](mailto:Army.SDDC.SAFB.PPIRate@mail.mil)  
(618)220-5774; (618) 220-5408  
OTO: [Army.SDDC.SAFB.Rates@mail.mil](mailto:Army.SDDC.SAFB.Rates@mail.mil)  
(618) 220-5457 / 5481

### **Domestic Rates:**

[Army.SDDC.SAFB.PPRatesDOM@mail.mil](mailto:Army.SDDC.SAFB.PPRatesDOM@mail.mil)  
(618) 220-5256 / 5454

### **Storage and POV:**

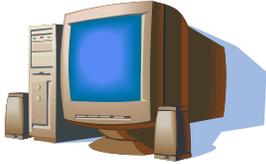
[Army.SDDC.SAFB.PPTY@mail.mil](mailto:Army.SDDC.SAFB.PPTY@mail.mil)  
NTS: (618) 220-5153, POV: (618) 220-5449





### International Boat One-Time-Only (BOTO) Shipments

When a boat is moved under the International program, and the customer is also shipping household goods to the same destination, the boat and HHGs will be combined into one shipment and moved as a boat shipment with HHGs. When shipping a boat with a trailer, the overall dimensions of the boat on the trailer as a single unit (Length x Width x Height) must be provided. This information must be included in the "Additional Remarks" field during counseling.



### Defense Personal Property System Web Browser Limitations

Microsoft's Web browser, Internet Explorer versions IE10 and IE11 are not compatible with DPS. DPS users should use an older supportable version (i.e., IE8 or IE9), or another Web browser such as Mozilla Firefox or Apple Safari. The DPS Program Management Office is planning a Siebel commercial off-the-shelf product upgrade in FY15 to enable support for the latest Web browser versions.

### New Domestic Codes of Service

The domestic market has three new codes of service. The new COS and the definitions are:

**Code "B":** Domestic boat or personal watercraft (including, but not limited to, canoes, kayak, dinghies, row boats, jet skis, skiffs, and skulls) with an associated trailer with the combined single unit dimension that is 14 feet or over traveling as an OTO "Tow-Away" boat.

**Code "H":** Domestic boat or personal watercraft (including, but not limited to, canoes, kayak, dinghies, row boats, jet skis, skiffs, and skulls) with or without an associated trailer with the combined single unit dimension is 14 feet or over traveling as an OTO "haul-away" boat.

**Code "S":** Domestic OTO mobile home shipment.

Please refer to Section 2A, OTO's (Boats and Mobile Homes) of the 400NG Tariff for additional guidelines.

### 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 Transportation Service Provider 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.

### Shipment Pullbacks versus Turnbacks

SDDC analyzes and monitors all DPS pullback actions to determine causes and effects. We need Personal Property Shipping Office assistance to identify whether pullback decisions are based on a PPSO or TSP action. For PPSO reasons, type the word "PULLBACK" and a brief explanation such as, "PULLBACK—shipment cancelled by customer," or "PULLBACK—TSP cannot service the customer's new requested dates." For TSP reasons, type the word "TURNBACK" and a brief explanation such as, "TURNBACK—TSP can no longer service shipment," or "TURNBACK—TSP unable to meet customer's original requested pickup date." Note: turnbacks are not included in the peak season unlimited refusal policy, so TSPs may face punitive action for their inability to service a previously accepted shipment.

<u>Acronyms</u>					
COS	Codes Of Service	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	TOS	Tender Of Service
HHG	Household Goods	OTO	One-Time-Only	TSP	Transportation Service Provider