



News "U" Can Use

Director's Corner

As we enter May 2014, we face yet another demanding Peak Season. With the publishing of the Traffic Distribution List on April 8, 2014, Personal Property Shipping Offices were able to start booking shipments for desired pickup dates after 15 May, thus clearing out the backlog of shipments in the booking queue. Bravo Zulu to the DPS Program Office and our Rates Team for working through a challenging rate filing season.

The Global Privately Owned Vehicle Contract has been implemented. Details are available in this month's newsletter.

I would also like to acknowledge the success of the Personal Property Forum and the Services Day held on 2-3 April. These events foster improved communication, and help strengthen working relationships between Industry, Services, and government agencies engaged in the household goods program. We look forward to further improvements in the HHG program while continuing to provide the best possible moving experience for our service members and civilian customers. I challenge everyone to keep them in mind as we execute the 2014 Peak season.

Very respectfully,
Aaron K. Stanley
Captain, SC, U.S. Navy

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DOD Privately Owned Vehicle Program Update: New Global POV Contract Implemented May 1st!

International Auto Logistics is the new DOD Global POV provider effective May 1. All Personal Property Shipping Offices and Military Service Headquarters representatives should notify customers that there will be no break in service for turn-in, pick-up, or storage of POVs. Vehicle Processing Center locations and contact information can be obtained on IAL's website: www.pcsmypov.com. Please emphasize the new Internet Website and VPC location addresses, many of which have changed from the previous contractor.

All PPSOs should remind customers that any POV shipped prior to May 1, with the previous contractor (American Auto Logistics), will be fully processed with AAL at the previous VPC locations, and delivered to its authorized destination.

Further details are provided in SDDC's Global POV Contract Implementation Update and Planning Guidance (SDDC-PP Advisory 14-0055), and should be referenced as customers are counseled in reference to their POV shipment turn-in, pick-up, or storage.

Point Of Contact: usarmy.scott.sddc.mbx.ppty@mail.mil

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.

2014 Personal Property Forum

On April 2, SDDC met with approximately 200 TSP representatives during the Personal Property Forum. Major General Thomas J. Richardson, Commanding General, SDDC, opened the forum and discussed his vision for the future of SDDC and the Personal Property Household Goods program. Representatives from SDDC, United States Transportation Command, the Military Claims Offices, and General Services Administration presented informative briefings during the day-long event. Updates were provided on Peak Season, scheduled DPS system releases, Best Value Scoring changes, GSA process for auditing and overcharges, and the MCOs discussed such topics as responsibility for mold remediation and loss/damage reports. Participants acknowledged that dialogue during the forum fostered a better understanding of roles and responsibilities within the personal property enterprise. Slides from the PPF are available on the Personal Property public website by clicking this link: [PPF Slides](#)

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Customer Satisfaction Survey Trends



<u>Market Return Rate</u>			
	dHHG	iHHG	iUB
2012	39.80%	23.00%	22.06%
2013	50.59%	29.00%	28.01%
Jan 2014	60%	30%	26%
Feb 2014	64%	32%	30%

<u>Transportation Service Providers Statistically Valid:</u>			
<i>i.e. 59% of dHHG TSPs were statistically valid for the 1 Jan - 15 May 2014 perf. period.</i>			
	2013 Avg	1 Jan – 14 May Performance Period	14 May – 31 July Performance Period
dHHG	56%	59%	60.24%
iHHG	52.52%	52.54%	51.12%
iUB	47.97%	40.45%	43.33%

Selection of Aerial Port of Embarkation/Debarcation for Code J and T Shipments

Due to erroneous Defense Personal Property System APOE/D selections for Code J and T shipments, PPSOs are asked to refer to the International Tender (Chapter 14) listings during the routing process. Proper selection of the designated origin and destination ports is critical to eliminate misrouted or misconsigned shipments. Utilize the following Item areas from the IT to assist:

Item 1407 Code J Port Designation: Designates the normal Military Air Terminals utilized in servicing shipments moving under Code J between all states and overseas areas.

Item 1408 Overseas Air Mobility Command Terminals for Code J shipments.

Item 1409 Code T Port Designation: Designates the normal MATs utilized in servicing shipments under Code T between all states and overseas areas.

Item 1410 Overseas AMC Terminals for Code T shipments

Hold control and [Click Here](#) to go to the Personal Property/POV Programs page of the SDDC Public Website.

Claims Corner

- **Transferring items to the Military Claims Office:** Once a customer has accepted a partial settlement, the TSP does NOT have to wait until the customer transfers the remainder of the claim to the MCO before mailing a settlement check. Additionally, accepting a partial settlement from the TSP does NOT preclude a customer from transferring individual line items to the MCO which have not been settled. A customer may continue to negotiate with the TSP over the remaining items, or may transfer the remainder of the claim to the MCO for adjudication.
- **Bingo Cards/Check-off Sheets:** TSPs may use "Bingo cards" internally, but they should NOT use them in place of the inventory and official Notice of Loss and Damage AT/AFTER Delivery forms. These official documents provide important information for customers about filing claims. However, the Bingo card is sufficient to satisfy notice at delivery of lost or damaged property. ANY document may be used to satisfy the notice requirement.
- As a final reminder, the MCOs are your best place to turn when you have claims questions! Encourage your customers to contact their MCOs should they have questions about negotiations with the TSP, offers made by the TSP, timeframes throughout the claims process, or transferring their claims to the MCO. In particular, customers should contact their MCOs when they experience difficulty accessing DPS but still need to provide notice of loss or damage to ensure they have the information necessary to give timely notice by alternative means. Remember, the MCOs are there to help!

<u>Acronyms</u>					
AMC	Air Mobility Command	HQ	Headquarters	PPCIG	Personal Property Consignment Instruction Guide
APOE/D	Aerial Port of Embarkation/ Debarcation	IAL	International Auto Logistics	PPF	Personal Property Forum
DP3	Defense Personal Property Program	IT	International Tender	PPSO	Personal Property Shipping 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
GBL	Government Bill of Lading	MCO	Military Claims Office	TSP	Transportation Service Provider
HHG	Household Goods	POV	Privately Owned Vehicle	VPC	Vehicle Processing Center