

FROM: SDDC-PP SCOTT AFB, IL 62225

TO: All Worldwide Personal Property Shipping Offices (PPSOs) and Transportation Service Providers (TSPS)

SUBJ: 2014 Defense Personal Property Program (DP3) Peak Season Message for Movement of DOD Personal Property Shipments

1. Provided in this peak season message is guidance and information that will help prepare PPSOs and TSPs for the 2014 summer peak season. PPSOs are encouraged to provide this message to all counselors, booking/shipping clerks, quality assurance, and other transportation office personnel involved in moving DOD personal property.

2. **PEAK SEASON COMMUNICATIONS.** HQ SDDC will conduct weekly telephone conference calls with services and industry to share information about peak season movement and determine if there are any challenges that need to be addressed. PPSOs/TSPS should review the processes and procedures in the Defense Transportation Regulation (DTR) PART IV guidance, especially Chapter 402 and 405, the 400NG, and the International Tender.

3. **PERSONAL PROPERTY COUNSELING.** Counseling is a critical process to ensure customers have all the information they need for a successful move. Customers need to understand capturing valid contact information (phone number/email) in DPS is a key to their successful move. Customers need to know moving during the summer season (15 May-31 July) presents unique challenges, especially moves made during the peak of the peak (16 June through the 4<sup>th</sup> of July). Counselors should encourage customers to book early, be flexible in arranging their pack/pickup dates, and schedule before or after the "peak of the peak" whenever possible. Ensure customers know their dates are not confirmed until orders have been turned in to the PPSO AND the TSP contacts them to finalize the actual pack and pick up dates. PPSOs will inform the customer the required delivery date (RDD) on their DD Form 1299/1797 is only an estimate and the actual RDD is on the printed BL. The TSP is required to provide the customer a copy of the BL (electronic or hardcopy) no later than the pickup date.

4. **SHIPMENT AWARDS.**

A. **CODE 2 DOMESTIC SHIPMENTS.** Code 2 (containerized) services is another option to increase capacity. PPSOs are responsible for determining which shipments should be moved via Code 2. HQ SDDC suggests this mode be considered for smaller shipments (5,000 lbs or less) or those destined for storage. TSPs have flexibility to utilize portable movement storage containers (PMSC) for any domestic (Code D or 2) shipment.

B. **DIRECT PROCUREMENT METHOD (DPM).** PPSOs should utilize the DPM program to augment peak season DPS booking processes with consideration given to moving small shipments.

C. **SHORT FUSE SHIPMENTS.** PPSOs are reminded that short fuse shipments during peak season are not always accepted by the TSP when offered. When this happens, PPSOs must manage the shipment until booked by either contacting the customer for alternate dates, using DPM, or recommending the customer conduct a personally procured move (PPM).

D. **EXPANSION OF SHORT FUSE DAYS**. SDDC will expand the short fuse days from five (5) to 10 government business days based on program requirements. Determination on when the short fuse expansion window should be effective will be made after evaluating stakeholder feedback from the weekly Service and Industry teleconferences, starting 01 MAY 2014.

5. **SHIPMENT REFUSALS**. Shipment refusals are allowed during the summer peak season giving TSPs the ability to maximize their capacity to service our customers. TSPs are allowed to refuse shipments with a “**requested pick up date**” between 15 May – 31 July. TSPs are asked to refuse shipments quickly (within 2-4 hours) in order for the shipment to be re-awarded without delay. TSPs must continue to utilize blackout capabilities where they have no capacity. The only exception for shipment refusals is they do not apply to volume move shipments.

6. **NON-TEMP STORAGE RELEASES (NTSR)**. For shipments released out of NTS, PPSOs will add “NTSR” at the beginning of the NTS warehouse address. This will inform the TSP that the pickup address is a storage facility and will assist HQ SDDC in indentifying NTSR customer satisfaction surveys (CSS).

NOTE 1: Excess quarters (i.e., HHG unable to fit in government quarters) is exempt from this process. The overflow will be booked as an extra pickup on Block 13 of the BL.

NOTE 2: Before scheduling a NTSR pickup in DPS, the customer must have a delivery address and is prepared to take direct delivery when shipment arrives.

7. **SHIPMENT ARRIVALS**. TSPs coordinate delivery directly with the customer/employee when a shipment arrives at the destination. TSP must arrive shipment in DPS and ensure customer is aware their personal property is available for delivery within the allotted free waiting time (two hours for domestic or three hours for international).

8. **STORAGE IN TRANSIT (SIT)**. PPSOs are reminded prompt approval of SIT is a very important process that affects the timely pickup and delivery of customers’ shipments, especially with the large volume of moves during peak season. TSPs will contact customers and offer shipment for delivery prior to requesting SIT. TSP may use any DOD-approved SIT facility listed in DPS. TSP is required to notify the customer where their shipment has been placed in storage (city and state) and should make every effort to meet the customer’s expectation when they request delivery. All SIT and related charges are based on Block 18 or 19 of the BL. PPSOs may utilize DPS SIT reports or customer contact information reports to conduct random samplings with customers to validate this process.

A. **SIT FIRST DAY**. SIT cannot begin prior to the arrival date. The first available delivery date is the SIT entry date. TSPs should make every effort to enter a shipment’s arrival date on the actual day it occurs.

B. **ORIGIN SIT**. TSPs must request pre-approval for origin SIT through the PPSO prior to the pickup date. Origin SIT can be considered for customers who know they will require storage at destination and/or when line haul capability is not available on requested pickup date. PPSO is required to monitor their SIT queues for any requests or entitlement expirations until shipment is either delivered out or converted.

C. **DIRECT DELIVERIES**. Normally, there is no SIT on direct deliveries. If customer cannot take delivery when TSP arrives at destination, TSP should request SIT through destination PPSO.

9. **QUALITY ASSURANCE (QA)**. Quality assurance is a very important part of the best value concept in the DP3. PPSOs should conduct on-site inspections or when unable to conduct on-site, telephone contact with the customer is recommended.

10. **CLAIMS**. Customers have to file any claim for damages in DPS and work directly with their TSP to resolve. [WWW.MOVE.MIL](http://WWW.MOVE.MIL) has guidance (video/slides) for the customer on how to file a claim in DPS. Customers with questions on the claims process should be directed to their local Military Claims Office (MCO) for assistance.

11. **TRAFFIC DISTRIBUTION LISTS (TDL) FOR THE 2014 RATE CYCLE(PICKUPS ON OR AFTER 15 MAY 2014) WERE ENABLED ON 8 April 2014**. Traffic distribution lists (TDL) for the 2014 rate cycles (pickups on or after 15 May 2014) were enabled on 8 April 2014. This TDL uses the new BVS score created with the new performance score (PS) and the new rate score (effective 15 May 2014). This new BVS score/rankings will continue until 31 Jul 2014

There will be no re-ranking prior to the next performance period beginning 15 May 2014. The TDL for the 15 May to 31 July performance period will be identical to the one visible for the 1 January to 14 May performance period that utilizes the 15 May 2013-14 May 2014 or IP 15 May 2013-30 Sep 2013 rate cycles. The next BVS score will be created for the 1 Aug 2014-30 Sep 2014 performance period with the new PS (CSS scores pulled 1 Jun 2013 thru 31 May 2014.).

Two (2) separate TDLs are in place, one with a 2013 rate score for pickups through 14 May 2014 and another with 2014 rate scores for pickups 15 May 2014 and later (14 May 2014). This process of booking into the future is consistent with what occurs for other performance periods where shipments are booked in one performance period and picked up in another.

When querying the TDL under the best value score tab you may view your rank under each of the 1 Jan 2014-14 May 2014 performance periods by selecting the appropriate rate cycle. The rate cycle will be 15 May 2013 thru 14 May 2014 for booking under the 2013 rate cycle, or rate cycle 15 May 2014 to 14 May 2015 (or peak-15 May 2014 to 1 Oct 2014) for booking under the 2014 rate cycle.

Note: Customer satisfaction scores from the new data period for the performance period of 15 May-31 July are displayed for both the 2013 and 2014 rate cycle. This is a known error and TSP rankings and allocations for pickups prior to 14 May 2014 are unaffected.

12. Address questions relating to this message to:[army.sddc.safb.pops@mail.mil](mailto:army.sddc.safb.pops@mail.mil).

13. This message was approved for release by Ms. Jill Smith, Chief, Business Processes & Systems Integration Division, HQ SDDC.