

SDDC-PP Advisory 15-0056

Dated: 25 March 2015

FROM: AMSSD-PP Scott AFB, IL 62225

TO: Military Service Headquarters Representatives, Worldwide Personal Property Shipping Offices (PPSOs) and DOD Approved Transportation Service Providers (TSPs)

SUBJECT: 2015 Defense Personal Property Program (DP3) Peak Season Message for Movement of DOD Personal Property Shipments

This message provides guidance and information to help PPSOs and TSPs prepare for and manage the 2015 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.

1. **TIME SENSITIVE INFORMATION:**

A. **Traffic Distribution Lists (TDLs):** TDLs for booking shipments with pickups 15 May 2015 and later, will be available for use on 27 March 2015. This allows TSPs seven (7) weeks lead time to plan for the movement of these shipments. As of 25 March 2015 there were 6,925 shipments awaiting TDLs. For planning purposes, details on these shipments are being provided to industry to help them plan and allocate their capacity and use of DPS blackout capabilities, if required.

B. **No Refusals and No Short Fuse Window Expansion** is planned for the 2015 peak season. As circumstances dictate, SDDC may make adjustments; however, PPSOs and TSPs need to be prepared for both increased TSP granular blackout-use and Quality Assurance actions. For information on this decision, see Paragraph 4.C and 4.D of this message under the heading "Peak Season Tools."

2. **PEAK SEASON COMMUNICATION:** HQ SDDC will again conduct weekly telephone conference calls with Military Services and industry to provide and synchronize peak season information flow and help determine if any further adjustments are needed. PPSOs/TSPs should review the processes and procedures in Part IV of the Defense Transportation Regulation (DTR), especially Chapters 402 and 405, and the 400NG and International Tender located at <http://www.sddc.army.mil/PP/default.aspx>.

3. **PERSONAL PROPERTY COUNSELING:**

A. **Prompt shipment creation/flexibility:** Customers should be strongly encouraged to create their shipment in DPS as soon as possible after receiving orders. Advise customers of the challenges with moving during the summer season, especially between 15 June and 31 July. Encourage customers to schedule their move before or after the "peak", whenever possible, and be flexible in arranging their pack/pickup dates.

B. **Confirmed Moving Dates:** Ensure customers know their application can't be processed until supporting documents have been provided to the PPSO and understand their dates are not confirmed until they have been contacted by a TSP to finalize the actual pack, pickup and required delivery date (RDD). PPSOs must inform the customer the RDD on their DD Form 1299/1797 is only an estimate and the actual RDD will be on the printed BL provided by the TSP. See DTR Part IV, Chapter 402, Paragraph F.8.a.

NOTE: TSPs are reminded that RDDs are agreed upon between the customer and TSP during the Pre-move survey. Any changes to this date without the customer or PPSOs approval are not authorized. The government approved transit times are located in the DTR, Part IV, Appendices L thru N as well as the SDDC website.

C. **Personally Procured Moves:** Request that PPSOs capture information on customers who elect to take a PPM, specifically when this decision is driven by DP3 being unable to accommodate their requested move dates. This information will be collected by SDDC, through Service Headquarters, following peak season to help gauge program effectiveness.

4. **PEAK SEASON TOOLS:** Every Summer moving season causes stress to the moving industry due to challenges in volume and capacity. The tools mentioned here represent options for SDDC and the Services to collectively leverage available capacity as much as possible; however, we expect that the successful employment of these tools will vary across DOD sites. SDDC will remain flexible and adaptive and will issue revised guidance on the use of these tools as required.

A. **Code 2 Domestic Shipments:** Code 2 (containerized) services provide a way to potentially find additional capacity. Portable Moving and Storage Containers (PMSCs), also referred to as commercial do-it-yourself containers, have continued to increase in the commercial marketplace and SDDC has approved Code 2 specialized TSPs for participation in DP3.

DURING THE 2014 PEAK SEASON, DoD ONLY USED CODE 2 (CONTAINERIZED) SERVICES FOR LESS THAN THREE PERCENT OF ALL PEAK SEASON SHIPMENTS.

The following criteria should be utilized when determining if a domestic shipment should be booked Code 2 and applies to Army and USMC, although other Services may provide unique guidance:

1. Shipments estimated at **7,000 lbs. or less**
2. Shipments **without** a direct delivery address at the time of booking
3. Shipments **traveling long distances (for Army/USMC 800 miles or more)**.
(C/J/PPSOs can verify the mileage using the DP3 SIT – Transit Times Mileage Guide located on the SDDC website under the Personal Property Link.

PPSOs will note many best value Code 2 TSPs have rates on file that are similar to, or in many cases lower in cost than Code D. Estimated costs in DPS shipment management are averages and do NOT take into consideration who would receive a Code D or Code 2 shipment based on which quartile a PPSO is booking in and what blackouts are in place. Note that TSPs have the flexibility to utilize PMSCs for any domestic (Code D or 2) shipment, however they are required to containerize Code 2 shipments at the residence and keep them in a DOD approved storage facility.

B. **Direct Procurement Method (DPM):** PPSOs should consider use of DPM for shipments estimated at a weight of less than 1,000 pounds net. Any significant increases or decreases in use of DPM should be reported through the chain of command for discussion during Peak season telecoms.

C. **TSP Blackouts:** Active use of this tool by TSPs to identify and define capacity limitations is a key enabler for a successful peak season. DPS allows TSPs to make real-time updates to blackout dates in 21 different combinations (11 for

international) in order to prevent shipment offerings. Granular blackout capability is a tool available in DPS. For the last four (4) peak seasons, TSPs have been able to familiarize themselves and have leveraged this capability in varying degrees. This enhanced targeted capability allows TSPs to avoid the 'large scale blackouts' that led to unpredictability (e.g. GBLOC, Channel, COS, or Market) in shipment awards. By allowing a combination of the previous blackouts (e.g. GBLOC-Channel-COS) as well as adding a fifth blackout type (Zip3), and then allowing for all five types to be combined, TSPs have the ability to identify areas where they have no capacity through active management of DPS. Internationally TSPs can blackout out in 11 different ways to define their capacity shortfalls. Reference DTR, Part IV, Chapter 402, Paragraph C.3.d.

D. **Shipment Refusals:** Reference DTR Part IV, Chapter 402, Paragraph C.4.and F.2. shipment refusals will NOT be allowed during this peak season. **NOTE:** TSPs are reminded that the blackout functionality provides TSPs flexibility to manage workload. The following are key points:

1. PPSOs must maintain active oversight by monitoring shipment refusals and issuing punitive action when required.
2. DTR, Part IV, Chapter 405, Paragraph D.2.c, states a "standard" shipment refusal is grounds for an "Immediate Market-BLOC Suspension".
3. Effective with shipments picking up starting 15 May 2015 and ending 30 Sep 2015, the 30-day Market-BLOC suspension will be reduced to a "21-day Market-BLOC" suspension. The "21 day Market-BLOC" suspension is an SDDC adjustment to the immediate "30 day" suspension for peak season refusals only.
4. Market-BLOC suspensions should be issued for "21-days" from the date/time of refusal.
5. PPSOs traffic management decisions should consider both the suspension guidance and also the TSPs overall shipment acceptance/refusals/blackouts.
6. SDDC will monitor for program wide blackout trends and will provide a report weekly on observations.
7. PPSOs should notify SDDC and their Service HQTRS if a single or very small number of TSPs continue to appear within a particular booking channel-COS for a single day. This could be a sign of a provider who may become overwhelmed and SDDC wants to be aware of this to ensure the rules are working as designed
8. PPSOs must be prepared to apply a "21-day Market-GBLOC" suspension when a shipment refusal occurs. PPSOs should NOT wait until the end of peak season to take action. Capacity is limited but fluid, and there are many TSPs who are engaged and will move DOD shipments.
9. When a suspension for refusal is entered, PPSOs should enter pertinent specifics into the remarks screen (e.g. shipper name) in the "Pending Suspensions for shipment refusal" queue. This will transfer into the remarks of the DD1814. When the DD1814 hyperlink appears PPSOs must ensure to save the document and email the DD1814 to the TSP when they complete the suspension action in DPS. These steps are critical and will help ensure all stakeholders track actions taken and for which shipment refusals.
10. TSP corrective action (e.g. evidence of having added a blackout(s) to prevent future unserviceable or unwanted shipments) is required for removal of the 21 day Market-BLOC suspension. PPSO suspension decisions should include consideration of a TSPs overall activity in the program, including TSP active management of blackouts.

E. **Short Fuse Window Changes:** Short fuse shipments are defined as those with requested pick up dates within five (5) government business days of the shipment

offer. Because we are not allowing TSPs to refuse shipments for the 2015 Peak Season, SDDC will NOT expand the definition of a short fuse shipment (due to expecting LESS rework for PPSOs). Keeping short fuse shipments to a minimum better aligns with DP3's goal to award shipments to those TSPs who have worked for higher performance scores and overall higher "Best Value Scores."

SDDC and the Services will monitor peak season developments and if the need arises to expand the short fuse window, then SDDC will take appropriate action. PPSOs must continue to manage short fuse shipments not accepted by any TSP by either contacting the customer for alternate dates, using DPM, or recommending the customer conduct a personally procured move (PPM).

KEY: PPSOs should document and then report any occurrences of short fuse shipments not being picked up through the chain of command for discussion at peak season telecons. This process will assist SDDC and the Services in identifying what changes may be needed to the program (e.g. input to selective refusals guidance).

F. Origin Storage In Transit (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 or those without a direct delivery address. PPSO will not approve origin SIT to assist the TSP with capability. SIT is an entitlement for the customer, not the TSP. PPSOs are required to monitor their SIT queues to ensure SIT is discontinued and a final RDD adjustment made when the customer requests delivery. PPSOs should also monitor their queues for any requests or entitlement expirations until shipments are delivered, including shipments that have been converted to customer's expense. When a shipment is placed into SIT at origin, TSPs shall not submit this request as destination SIT in DPS.

1. Monitoring of Origin SIT: PPSOs must monitor customer's delivery requests so the SIT can be terminated and a new RDD is provided for the customer. Left monitored, Origin SIT extends the Peak Season as many customers will not receive their property in a timely manner. Normally, shipments remaining in TSP origin facilities on or after the RDD are grounds for an "immediate suspension" (Ref DTR Part IV, Chapter 405, Par. D.2.c.). Because shipments approved for Origin SIT will have adjusted RDDs, it is critical PPSOs terminate the SIT and provide a new RDD for the customer as indicated below.

NOTE: Once a customer has provided a requested delivery address, either in DPS or to a PPSO, terminate SIT at Origin as follows:

a. If the shipment is not removed from storage by the 5th (dHHG/iHHG) or 3rd (iUB) working day (excluding Saturday, Sunday and holidays) after the requested delivery date(s), storage charges will cease to accrue after such date. Reference 2015 400NG, Item 17 and 2015 International Tender, Items 518 & 519

b. If the shipment is removed from storage prior to the 5th (dHHG/iHHG) or 3rd (iUB) working day after the requested delivery date(s), storage charges will cease to accrue the day the shipment is removed. Reference 2015 400NG, Item 17 and 2015 International Tender, Items 518 & 519

G. Volume Moves (VM): Volume moves provide SDDC and the TSPs the ability to plan and provide an incentive for industry to secure capacity in support of a large scale movement between common points. Movements that may qualify as Volume moves are listed below. PPSOs responsible for an AOR with a VM can submit a request through DPS to

SDDC with the appropriate information. SDDC will review the VM request and submit it for bids. DPS will email all eligible TSPs with rates on file for the Channel-Code of Service combination selected, and who are eligible (not in a punitive status) to move HHG throughout the VM. To participate in the VM, TSPs must log into DPS and submit a rate that is lower than their rate on file for the same Channel-Code of Service combination.

VM Criteria: Movement of household goods totaling 200,000 pounds or more, or unaccompanied baggage totaling 50,000 pounds or more from one origin city (within 75 miles) to one destination city (within 75 miles). Movement is normally within a 90-day period and the minimum number of pounds to be handled by each bidding TSP is normally 40,000 lbs per day.

5. **QUALITY ASSURANCE (QA):** Quality assurance is a critical component of the best value concept in DP3. PPSOs should conduct on-site inspections and take the appropriate quality control (QC) action when warranted. PPSOs must not wait until after peak season to take action. Per Chapter 405, Par D.2.c (Immediate Suspensions), subparagraph (a), an immediate suspension may be issued for refusal of standard shipment award (see also DTR Chapter 402, Par C.4 and F.2). See Paragraph 5.d of this message for further details on how to handle shipment refusals.

A. **Turnbacks:** A turn-back occurs when the TSP notifies the origin PPSO that they are unable to service a shipment previously accepted. PPSOs will issue an "Immediate 30 day BLOC suspension IAW the DTR Part IV, Paragraph 405, Par D.2.c.1(b) for turnbacks. In particular, turnbacks initiated 1 or 2 days before the scheduled pickup date should result in immediate action.

B. **Pullbacks:** DPS will provide the PPSO the option to pullback shipments following suspensions for shipment refusals, however, SDDC does not see a need to pullback shipments in these cases. PPSOs should consider all available information and whether or not the TSP has the ability to service shipments in question before the shipments are pulled-back.

C. **RDDS:** PPSOs and TSPs are reminded that RDDS are agreed upon between the customer and TSP during the Pre-move survey. Any changes to this date without the customer's or PPSOs approval are not authorized. The government approved transit times are located in the DTR Part IV, Appendices L thru N as well as the SDDC website.

D. **Channel-COS Suspension (Less Restrictive Option):** PPSOs will also have access to channel-COS suspensions, which are less restrictive than "BLOC Market" suspensions. A separate message may be issued with guidance on issuance of "Channel-COS" suspensions which are intended as a less punitive tool throughout the calendar year.

6. **NON-TEMPORARY STORAGE RELEASE (NTSR):** For shipments released from 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 identifying NTSR customer satisfaction surveys (CSS). PPSOs must comply with Service regulations before a NTSR is placed into SIT at destination.

7. **UPDATING SHIPMENT STATUS:** In order for the Quality Assurance (QA) to perform their duties and assist the customer, the TSP must update shipment status as it changes. QA sections run daily reports to monitor arrivals in their areas so they can plan accordingly for their inspections. The destination PPSO cannot see the shipment in

DPS until it is updated into an in-transit status. In addition, TSPs are required to “Arrive” a shipment when it arrives at destination and subsequently enter a “first available delivery date.” Failure to do so also eliminates the PPSOs ability to confirm whether a customer’s circumstances have changed. PPSOs must request a reweigh for shipments exceeding a customer’s JTR weight allowance. This has been an audit topic recently and must be properly conducted per DTR Part IV, Chapter. 402, D. 7.a

8. **SHIPMENT ARRIVALS:** TSPs coordinate delivery directly with the customer when a shipment arrives at the destination. TSPs must “Arrive” shipments in DPS only after they have arrived at destination and must ensure the customer is aware their personal property is available for delivery. If the customer is unable to take delivery on the first available delivery date, the TSP is authorized SIT. PPSOs may utilize DPS SIT reports or customer contact information reports to validate the shipment arrival process. TSPs in violation may be subject to punitive action.

9. **DESTINATION STORAGE IN TRANSIT (SIT):**

A. **Prompt Review/Process:** PPSOs are reminded that prompt approval of SIT is a very important process affecting the timely pickup and delivery of customers’ shipments, especially with the large volume of moves during peak season. TSPs are responsible for contacting customers and offering shipments for delivery prior to requesting SIT. TSPs may use any DOD-approved SIT facility listed in DPS (subject to PPSO approval). TSPs are required to contact customers and offer shipments for delivery prior to requesting SIT. TSPs are required to enter the shipment arrival date on the actual day it occurs. PPSOs should be monitoring shipment arrivals to ensure this action by the TSPs is occurring. When the shipment goes into storage, DPS will notify customers of the storage location; however, TSPs should communicate with the customer and should make every effort to meet the customer’s expectations when they request delivery.

B. **SIT First Day:** SIT cannot begin prior to the arrival date or before the “first available delivery date”. If the customer can take delivery on or before the first available delivery date the TSP is not authorized SIT. TSPs are required to enter a shipment’s arrival date on the actual day it occurs.

C. **Direct Deliveries:** Origin SIT should not apply. TSPs will move the shipment to destination. Normally, there is no destination SIT on direct deliveries. If customer cannot take delivery on or before the first available delivery date, IAW allotted free time, then the TSP should request SIT through the destination PPSO in accordance with Service regulations.

10. **CLAIMS:** Customers needing to file a claim in DPS are encouraged to work directly with their TSP to resolve their claim. 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. As a reminder, customers MUST notify the TSP through DPS of their intent to file a claim within 75 days of delivery. The date of delivery does not count toward the 75 day limit.

Point of contact for this message is HQ SDDC Operations Team, EMAIL: ARMY.SDDC.SAFB.PPOPS@MAIL.MIL or USARMY.SCOTT.SDDC.MBX.PPOPS@MAIL.MIL

This message was approved for release by Mr. Daniel Martinez, Chief, Quality Assurance Division, HQ SDDC.