SDDC-PP Advisory 15-0087

Date: 8 May 2015

From: AMSSD-PP Scott AFB, IL 62225

To: All Military Service Headquarters Representatives, Worldwide Personal Property Shipping Offices (PPSOs), Personal Property Processing Offices (PPPOs)

Subject: Shipment Turn-backs & Refusals in the Defense Personal Property Program (DP3)

1. SDDC monitors DP3 punitive actions to determine if additional program-wide punitive action is necessary. The following guidance will help SDDC make those determinations.

2. Turn-backs:
   a. A turn-back occurs when the TSP notifies the PPSO that they are unable to service a shipment previously accepted. Reference DTR Part IV, Chapter 405 D.2.c, PPSO’s may issue an “Immediate 30 day BLOC Suspension”.
   b. With currently fewer than 20% of TSPs blacked-out for most channels, SDDC anticipates minimal turn-backs during the peak season. Initiating punitive action when shipment turn-back occurs will help ensure that TSPs use the Defense Personal Property System (DPS) blackout capabilities, which in-turn will allow other available TSPs to service moves.
   c. Turn-backs do not populate in the DPS “Pending Suspensions” queue; therefore it is necessary to notify Quality Assurance personnel to ensure the appropriate punitive actions are completed in DPS.
   d. When performing turn-back/pull-back actions in DPS, please enter the word “TURN-BACK” (i.e., TSP unable to meet members requested pickup dates or TSP cannot service shipment) in the Pullback justification notes in DPS, followed by the reason for turn-back. If the shipment is a pull-back for Government convenience, enter the word “PULL-BACK” followed by the reason (i.e., shipment cancelled by member, etc.).

3. Refusals and Time-outs: Reference DTR Part IV, Chapter 405 D.2.c, refusal of a standard shipment award is grounds for an “immediate Market-BLOC Suspension”; shipments that Time-out are also considered a refusal, subject to suspension.
   a. PPSOs must monitor the DPS “Pending Suspensions” queue for shipment refusals/time-outs. We suggest PPSOs review DPS on a daily basis and initiate appropriate action when warranted.
   b. Suspension time-frame for shipment refusals and shipment time-outs is 21 days during peak season (shipments picking up starting 15 May and ending 30 Sept 2015).
   c. When creating a suspension in DPS, a DD Form 1814 hyperlink will appear; PPSO must save the DD Form 1814 and forward to the TSP. Enter pertinent information in the remarks screen such as “Time-out or Refusal, channel, customer’s name” and any additional information to help identify the suspension.
   d. These critical steps will help SDDC ensure accountability and provide awareness of overall program suspension actions.

4. Email functional questions and concerns regarding this advisory to army.sddc.safb.ppperf@mail.mil contact 618-220-6789 or 220-6840.

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