

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