

SDDC-PP Advisory 15-0094

Date: 22 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 Requests in the Defense Personal Property System (DPS) & Turnbacks in the Defense Personal Property Program (DP3)

1. This is a coordinated message between HQ SDDC-PP and the HQ Services Representatives for Personal Property.
2. SDDC monitors DPS shipments lead time from the time the shipment is submitted by customer until it is awarded to determine if there is a way to increase the lead time and decrease the amount of time the PPPOs/PPSOs/customers are holding onto the shipment request.
3. **Immediate Action Required:**
 - a. PPPOs/PPSOs counselors are required to monitor their counseling queues daily. After an application has been submitted by the customer, the PPPO/PPSO should immediately review request and verify orders before submitting for route/book.
 - b. Shipment requests should not be held and processed by pickup date (e.g. customer submit request on 12 May, but their pickup date is on 1 Oct, but PPSO book/route in September). PPPOs/PPSOs should “**immediately**” review and book/route all shipment request, regardless of pickup date.
 - c. If the customer has not submitted all the necessary paperwork the PPPO/PPSO should immediately contact customer and inform customer, they are unable to finalize/book the shipment request and it may delay their move, if they do not immediately provide their orders and/or other documents.
 - d. **PPPO:** After shipment has been reviewed and all documents submitted immediately submit shipment request to the PPSO, **regardless of pickup date**, for booking.
 - e. **PPSO:** After shipment request has been reviewed and all documents submitted immediately route/book shipment, **regardless of the pickup date**.

NOTE: PPPO/PPSO please maintain the counseling queues by canceling shipment requests that are still in the queue passed the requested pickup date; shipments that are in the rout/book queues that have been or passed the requested pickup date. If the shipment request is on hold pending documentation, etc. put notes in shipment management annotating why shipment is being held.

4. **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. Turn-backs do not populate in the DPS "Pending Suspensions" queue; therefore it is necessary to notify their PPPO/PPSO Quality Assurance personnel to ensure the appropriate punitive actions are completed in DPS.
 - c. 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.).
5. Email questions/concerns regarding this advisory to your appropriate HQ Service Representative, if you do not know who your representative is send an email to army.sddc.safb.shipment@mail.mil and your email will be forward to the appropriate HQ Service Representative.
6. As a reminder, all advisories are posted on the SDDC Website at <http://www.sddc.army.mil/pp> under "What's New" for 30 days, then they are moved under the Message Link.
7. This message was approved for release by Lt Col Michael Erhardt, Director, Personal Property, HQ SDDC.