



MOVING FORWARD

Issue 8, Volume 3

Proudly Serving Military Families

March 2018

CONTENTS

PERSONAL PROPERTY FORUM	1
2018 400NG TARIFF/ IT CHANGES	4
POSITIVE CSS SURVEYS	5
COMPANY NEWS	6

REPORT ON THE 2018 SPRING PERSONAL PROPERTY FORUM FAIRFIELD HEIGHTS, IL MARCH 13, 2018

By Michael Wilson, Director DoD Programs

The PPF had a different format which included a typical morning meeting followed by afternoon breakout sessions. A copy of the slides can be found [here](#). The highlight of the meeting was the introduction of the Defense Digital Services (DDS) Team who was present to brief on their ongoing development of the Personal Property Prototype. The DDS Team gave an impressive presentation and displayed a knowledge and understanding of the industry that exceeded expectation.

A summary of the meeting follows.

Opening Remarks

COL. Ralph A. Lounsbrough**Chief, Defense Personal Property Program**

Colonel Lounsbrough welcomed the group and briefly discussed the changes within the DP3 Program since the Fall PPF.

- The calendar year 2017 saw 81 new entrants within the program through two open seasons. Col Lounsbrough is hopeful that USTC's efforts to address capacity concerns within specific markets will make for fewer blackouts and an overall smoother Peak Season. Note, all sought states were able to add new entrants with the exception of Montana.
- The move.mil website redesign has been completed. While the old move.mil will remain available, Col Lounsbrough is hopeful that the customer's experience with the new website is improved through the new website layout.
- Col Lounsbrough also gave a brief overview regarding the elephant in the room, the Defense Digital Services (DDS) team who would be heavily involved in the day's agenda. DDS has been brought in to create a Personal Property Prototype as an eventual replacement for DPS. DDS is currently nine months into the project and are working to build a minimally viable product that will be ready for pilot on June 1, 2018.

Address by Special Guest Lieutenant Gen John J. Broadmeadow, USTRANSCOM Deputy Commander

At the Fall PPF, General Darren McDew, USTRANSCOM Commander, was in attendance and challenged everyone in the audience to raise their standards for the benefit of our men and women in uniform. The General wanted to again attend the PPF, but was unable to. However, the audience was fortunate to have LtGen Broadmeadow take time out of his busy day to address the audience.

NFC

Continued from page 1

LtGen Broadmeadow's message sought an open mind from audience members regarding the Personal Property Prototype. He acknowledged the challenging timeframe for the pilot of the prototype but asked the audience to work with key personnel and allow the opportunity to address concerns. The industry was also advised that they would be engaged and afforded face-to-face time with the developers for the prototype so that they could be involved in the development. Despite the concerns with the June 1st pilot, LtGen Broadmeadow was very clear in stating they would be moving forward.

**Lt Col Todd M. Jensen, USTC
Chief of DP3 Operations**

Lt Col Jensen presented slides centered around peak season preparation and the USTC focus on program improvement efforts focused on best commercial practices. Currently, effort is being made to improve the customer's experience with the move.mil improvements, focus on PPSO counselling and an increased quality assurance presence for the customer during their move. LTC Jensen wants to create a 'warm handoff culture' where the customer is passed from the PPSO to the TSP ready to have a successful move.

**Lauryn Fantano and Elliott Wilkes, Defense Digital Services (DDS)
Personal Property Prototype**

The morning session concluded with an introduction to DDS. Lauryn and Elliott provided the audience with slides displaying what the system currently looks like for the member. At the time of the meeting, a tremendous amount of planning was still underway and much of the content provided was identified as "pre-decisional". DDS staff has been actively engaged with USTC and JPPSO staff trying to gather a quick but thorough understanding of DPS and how it is being used today. In the near future, DDS staff does plan to be traveling to meet with industry to further their understanding on how the TSP community uses DPS.

Most of the details provided regarding the prototype were reported upon in the [February NFC Newsletter](#). Below are the key prototype details we currently have been made aware of with new information being bolded and highlighted.

The prototype will launch June 1 with 2,000-8,000 shipments being sought to run outside of DPS through September 30.

- Only domestic household goods shipments moving in and between selected GBLOCs will be included. Shipments requiring SIT will be targeted. The prototype will not include Volume Moves, DPM, NTS, or Local Moves. **At the PPF we were informed short-fuse shipments will not be a part of the prototype's initial pilot and will be introduced down the road.**
- The GBLOCs included are JPPSO-SC, San Antonio (HAFC), JPPSO-NC, Colorado Springs (KKFA) and JPPSO-SW, San Diego (LKNQ).
- High volume channels moving between and in each GBLOC will be selected.
- Based upon shipment selection criteria, eligible shipments will be directed to the prototype.
- Shipments will still be booked in DPS in channels that are being selected for the prototype.
- Up to 200 TSPs will be invited to participate and will be divided into four quality bands based upon their BVS in the channels selected for participation. The top 50 TSPs in each quartile will be invited to participate in the pilot of the prototype.
- TSPs invited will be required to either opt in or opt out of the prototype.

Continued from page 2

- TSPs participating must meet the MPS standard, have rates on file in the selected channels, and must not have blacked out more than 50% of the dates for those channels during the period June 1, 2017 to September 30, 2017.
- Until the API is fully functional, the prototype will have a basic web interface for TSPs to use. Third-party vendors will be able to provide an interface to the API for TSPs needing such technical support.
- TSPs participating in the prototype may also continue participating in DPS.
- Shipments will be distributed to participants in the prototype independently from DPS following the same methodology.
- Blackouts will be allowed in the prototype but TSPs may not blackout the prototype and keep those same channels open in DPS.
- ***The prototype is being developed to be cloud-based and agile for optimal updating capabilities. One of the major challenges with the DPS system has been dealing with system updates and routine maintenance which required a DPS outage to be performed. The prototype's agile development will allow for changes to be made without taking the system down.***

The slides presented were screens that would be encountered by the shipper during the registration process of their shipment. The screen shots provided were fresh looking and straight forward with the most fitting comparison being “TurboTax-like”. Both Lauren and Elliott were engaging and impressive in what they have learned very quickly of the industry but could not offer a tremendous amount of detail regarding how the prototype would work for the TSPs because they are still in an information gathering and development process.

In the afternoon breakout session, the audience was introduced to more of the DDS staff, as well as the TrussWorks Team that will be assisting through the development of the prototype. TrussWorks is a company out of San Francisco that has assisted with other government work in the past, most notably the rebuilding of healthcare.gov following the problems the site experienced after its October 1st launch in 2013.

Additional Topics Discussed

DPS

We were advised DPS will be kept in sustainment mode through the development of the prototype. The Claims Module will, however, continue through testing mode. Speculation is that the Claims Module or something very similar will potentially exist within the prototype. Sunsetting of DPS is expected to occur within 18-24 months.

SDDC Website

We were informed during the PPF that www.sddc.army.mil will be combined with move.mil; however, a timeline for this change has not been announced.

Origin SIT

A reminder was provided to industry that SIT at Origin should only be utilized if it is for the convenience of the customer.

Blackouts

It was advised DPS does not have the ability to start and stop a blackout on the same day. We also know DPS will consider pack and pickup dates in determining availability.

Continued from page 3

Reweighs

Reweighs continue to receive a lot of attention within the industry. Failure to perform a requested reweigh can have significant negative financial impact on the service member. Industry is asked to focus on decreasing failed reweighs.

Overall, the Spring PPF was very insightful and engaging. There is undoubtedly an appreciation from the Industry for the addressing of the major concerns and limitations in the DP3 Program that we have experienced over the course of the last decade. However, many questions do exist regarding the new system and whether Industry will be asked to play a more active role with its development. We remain hopeful moving forward that Industry will be engaged throughout the remainder of the building of the prototype so the same DPS pitfalls do not plague the prototype.

2018 400NG TARIFF/IT CHANGES

On May 15th the 2018 400NG Tariff and International Tender 18 will go into effect. Below are the most impactful changes to the tariff for 2018.

- **The 2018 General Price Adjustment is 2.085213336.**
- **Item 17-2 Updated Language (Termination of Liability for Goods in SIT)** – Standardization has been provided regarding the billable delivery out of storage in the case of a shipment that has converted to member's expense. Delivery out will be billable for the delivering agent at the current 400NG rate minus 25% discount. *Prior to performing delivery out of SIT on a converted shipment, the delivering agent should be in contact with the PPSO.*
 - **IT Change:** This item will also have applicability in the International Tender under Item 218. In IT-18, delivery out will be billable for the delivering agent at the current IT rates.
- **Item 35 Updated Language (Bridge Tolls and Ferry Charges)** – Expenses resulting from tolls on bridges and ferry charges are reimbursable with an original receipt. One-time reimbursement shall only apply in instances where there are multiple shipments on the equipment.
- **Item 120 Added Language (Base Access Delay Compensation)** – A flat \$75.00 charge will apply in instances where a crew is held for more than 2 hours when attempting to access a base. The PPSO/PPPO must be contacted to request pre-approval for waiting time when wait time exceeds 2 hours for shipments picking up from and/or delivering to a military installation. (Note: the \$75.00 charge will only be applicable one time per shipment location).
 - **IT Change:** This item will also have applicability in the International Tender under Item 503. One additional note, waiting time does not apply to port agents who pick shipments up from and/or deliver to the APOD/APOE and/or the SPOD/SPOE.
- **Item 210 Added Language (Pickup and Delivery on SIT Shipments)** – Item 210A, 210B, 210C and 210F do not require preapproval unless the delivery is greater than 75 miles (using Base Point City miles or Defense Table of Distance miles as applicable).
 - **IT Change:** This item will also have applicability in the International Tender under Item 520/521. (Note: if the customer is a retiree/separate, prior approval for delivery is required when delivery is in excess of 50 miles).

If you have questions or concerns, contact Michael Wilson at Michael.Wilson@nationalforwarding.com.

WHAT OUR CUSTOMERS ARE SAYING

Positive Customer Satisfaction Survey Comments

THIS MONTH WE FEATURED POSITIVE COMMENTS MADE ON SHIPMENTS THAT WERE SELF-HAULED BY OUR AGENTS. SPECIAL THANKS GOES OUT TO THEM AND THEIR DRIVERS FOR THEIR QUALITY WORK.

Outstanding work!

Origin & Hauler: Quality Services Moving, Lorton, VA

I loved the movers, and the moving company. I would go through them again, and I appreciate the hard work.

Origin & Hauler: Stewart Moving & Storage, Midlothian, VA

BEST MOVE EVER, excellent service.

Origin & Hauler: AAA Moving & Storage, Enterprise, AL

I was really impressed with the moving company, everything was where it was supposed to be at the designated time and got signed to who it was supposed to be signed over to.

Origin & Hauler: Lippincott Van Lines, Winsted, CT

The service was outstanding and the personnel was professional and courteous. He is thankful for the support.

Origin & Hauler: Hill Moving Services, Inc., Poulsbo, WA

This moving/packaging company was the absolute best I have experienced in my 22 years in the Navy. Their courtesy, professionalism and quality were unmatched. They made my wife feel so at ease with our move. They even let her and my dog remain on the couch until the very end. Loaded one day and delivered the next. Top notch, A++++, superb. I can't say enough about you guys. Thanks again for making my retirement move the best experience ever!

Origin & Hauler: Coastal Moving & Storage, Savannah, GA

My delivery driver, Tony, was fantastic from pickup to delivery.

Origin & Hauler: Harrison's M/S Co Inc., Chesapeake, VA

Outstanding support during the entire move process. I would be pleased to have this company conduct a move for me in the future.

Origin & Hauler: Vintage Moving & Storage, Manassas, VA

COMPANY NEWS

HAPPY ANNIVERSARY

March 3	Tony Ruiz	DPS Systems Manager	10 years
March 6	Katherine Rozell	Dispatcher	1 year
March 19	Petra DeFrance	DOS Coordinator	11 years
March 20	Jennifer Farrell	Move Manager	11 years
March 21	Sarah Shuflit	Move Manager	1 year
March 21	Paulette Sherman	Move Manager	2 years
March 22	Cindy Iorfida	Administrative Assistant	23 years
March 23	Tina Empson	DOD Coordinator	3 years
March 27	Pam Johnson	Manager, Claims & Customer Service	22 years
March 30	Tracie DePasquale	Accounts Payable	18 years

MOVING FORWARD'S NEW LOOK

You may have noticed a change in how our newsletter looks! We are trying something new this year and hope you enjoy it. Don't worry, we will still have the same great contributors and content. As always, back issues of our newsletters can be found on our website www.nationalforwarding.com. Have any questions or comments? Send them to nfcnewsletters@nationalforwarding.com.

NFC'S TONNAGE LIST

Have you been to NFC's website www.nationalforwarding.com yet? If not, what are you waiting for!? At your fingertips is access to our tonnage list that updates every 3 minutes! Not only are you able to view NFC's available tonnage, but you can sort the list to fit your needs. For example, you include/exclude states, dates, linehaul etc. This comes in handy for sorting when you are looking for back haul on those self-haul shipments you are servicing. If you need a tutorial on the sorting features, please contact Agency Services at 800-323-9125.

