



Spring Personal Property Forum (PPF) Breakout Sessions

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March 13, 2018



Opening Remarks



Administrative Comments

- **Agenda**
- **Breaks**
- **Lunch on your Own**
- **Emergency Exits**
- **Breakout Sessions – New!**
- **Handouts**
- **Attendee Feedback**



Program Improvement Efforts

**Spring Personal
Property Forum**

**Deliberate
Communications
Planning**

**Tender of Service
Re-write**

**New Entrants for
Increased
Capacity**

**Standardized
Training Initiative**

**'Warm Handoff'
Culture**

**Increased Quality
Assurance
Presence**

**Global POV
Contract
Re-compete**

**DPS Security &
Stability Focus**

**Personal
Property PII
Eradication**

**move.mil
Redesign**

**Personal
Property System
Prototype**



Defense Digital Service



Peak Season Preparation



Communications Plan

- **Links critical sources of information with consumers through deliberate messaging**
 - Service Members/Families
 - Key Military Service Leaders and policy makers
 - Military Service Headquarters
 - Commercial Industry
- **Leverages existing & proposes new products/mediums**
- **Currently considering timeliness of messaging**
- **Our Brand: *“We relocate families”***
- ***Request communication partnership with your Social Media/PR managers***
 - *Contact U.S. TRANSCOM Public Affairs: transcom-pa@mail.mil or call 618-220-4999*



Official DOD Moving Portal
(Move.mil)

PCS Week: 19-23 Mar



PCS Week

- **19 – 23 March 2018; What is PCS Week?**
- **An opportunity for the DoD to:**
 - Educate and inform customers about how the household goods (HHGs) and privately owned vehicle (POVs) shipment process works.
 - Provide customers with actionable information that will make their peak season moving experience as smooth and efficient as possible.
- **Help us partner with together to turn our products into a huge force multiplier!**
 - Visit Move.mil, PCSmyPOV.com and USTRANSCOM Public Website to ensure familiarity with available resources. “Like” the USTRANSCOM Facebook page and "follow" us on Twitter

<https://www.facebook.com/USTRANSCOM> <https://www.move.mil/>

https://twitter.com/US_TRANSCOM <https://www.pcsmypov.com>



TSP – Helpful Reminders For This Peak Season

- **Origin SIT**
 - Customer's convenience only
- **Destination SIT**
 - Failure to arrive; First Available Delivery Date
- **Blackouts:**
 - DPS does not recognize a blackout that starts and stop on the same day
 - DPS will consider pack and pickup dates in determining availability
- **Turnbacks/Pullbacks**
 - Preremove surveys
- **Reweighs**
- **RDDs/System updates**
- **Inconvenience and DPS Claims**
 - 15 day acknowledgement, appeals to PPSO/USTRANSCOM



PPSO – Helpful Reminders For This Peak Season

- **Shipment Creation/Flexibility**
 - Supporting Documents
- **Queue Management**
- **Volume moves**
- **Claims and Inconvenience Claims Counseling**
- **Shipment Refusal:**
 - See Key Points in the Peak Season Message
- **Quality Assurance**
 - Severity of violation
 - *Impact to DoD customer*
- **Origin SIT and Monitoring Origin SIT**
- **Reweighs**



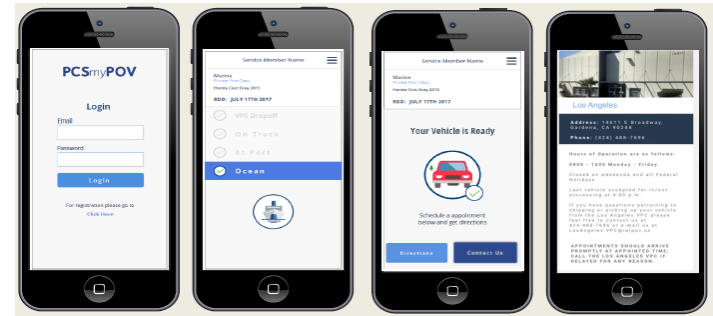
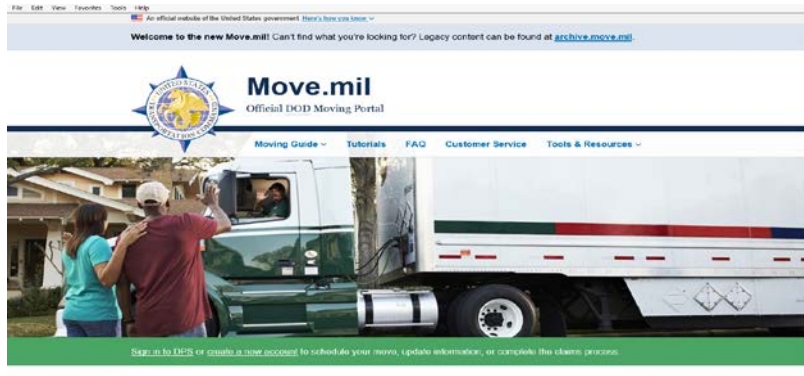
POVs – Helpful Reminders For This Peak Season

- **Top tips to avoid turn in delays**
 - Too much fuel – arriving at Turn In VPC with over ¼ tank
 - Vehicle cleaned per standards
 - Documentation not complete
 - Late for an appointment
 - Safety recalls not corrected
 - PPCIG requirements not checked
- **Top tips for picking up your POV**
 - You did receive notification that your POV is ready for pickup
 - You scheduled a pickup appointment, and you're on time
 - Proper documentation for pickup: Valid ID; Proof of Ownership; DD788; POA or LOA as needed
 - Arriving at VPC at least an hour before closing



Key Web Site Resources

- move.mil
- pcsmypov.com
- POV Mobile App





Introduction to Breakouts

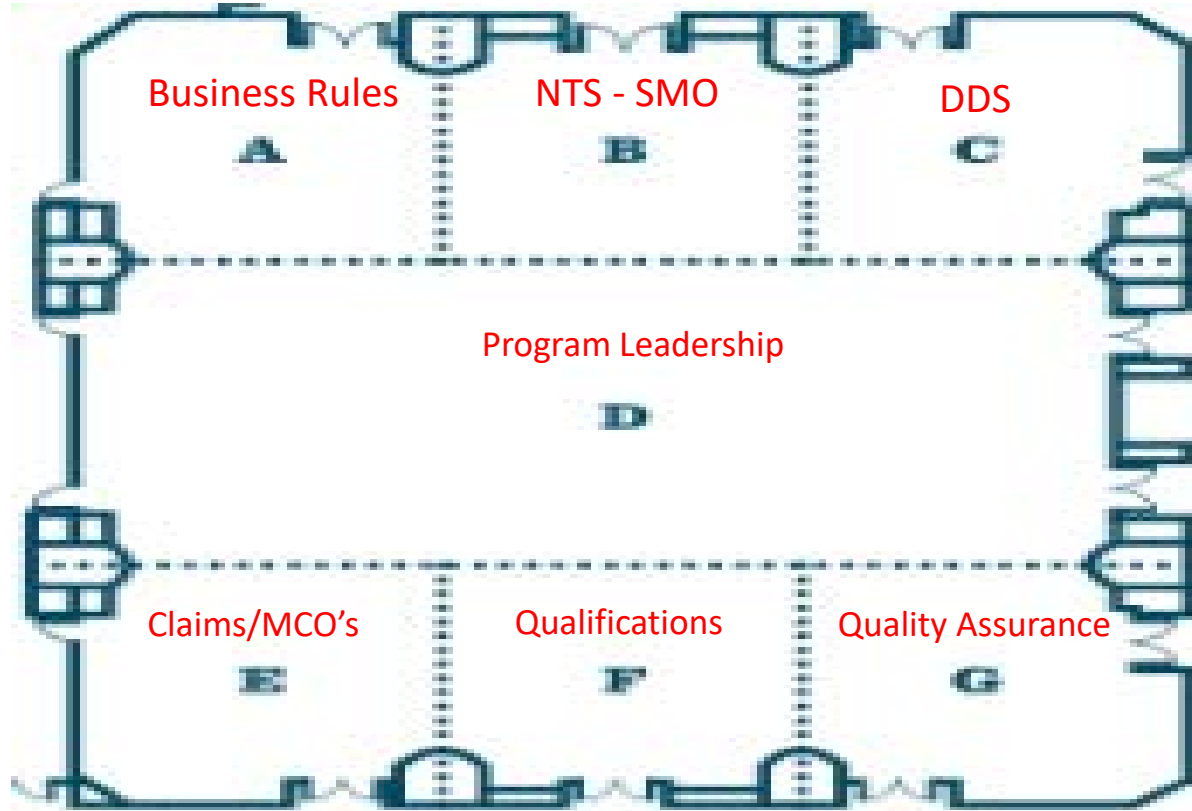


Breakout Overview

- **'Round Robin' format**
- **Four rotations lasting 40 minutes each**
- **Five minute transition between sessions**
- **'Comfort breaks' will be self paced**
- **30-minute 'clean up' period at end of day to close out contacts**



Breakout Room Diagram





Business Rules and Policy

TCJ4-H, TCJ4-P & GSA



Business Rules and Policy

Provides business rules and invoicing guidance for all personal property shipment category: domestic and international HHGs, international unaccompanied baggage (UB), special solicitations, one-time-only movement of HHGs shipments, and domestic and international movement of boats and mobile homes.



Storage Management Office

TCJ4-H



Storage Management Office

Manage the oversight and administrative duties of the DoD Non-Temporary Storage household goods program to include qualifications, rates, and facility inspections. Provide functional expertise and support to the program stakeholders (PPSOs, Services, and TSPs). Provide On-Site support during unusual occurrences (i.e., fires, floods, hurricanes, etc.)



Personal Property System Prototype

TCJ4-H, Defense Digital Service



Defense Digital Service

Personal Property Prototype API Conversation

This session will cover the high level plan for API integration and access. Participants in this session should be prepared to participate in an interactive activity aimed towards gathering core functionality that should be included in the API.

The session is geared towards engineers and other technical individuals.

(Sessions 1 and 3)

Personal Property Prototype User Interface Design

This will be a highly interactive workshop where participants will participate in a design research activity aimed towards understanding the core features TSPs and industry would most like to see in the prototype. This session is geared towards functional users dealing with customers or scheduling moves via DPS or other independent move processing software.

(Sessions 2 and 4)



Program Leadership

**TCJ4-H, IAM, AMSA, NCMA &
NDTA HHG Subcommittee**



Program Leadership

Industry Associations

The Industry Associations provide a centralized voice for their member household goods transportation service providers and their agents. They readily communicate holistic items of interest to the Government, as necessary. They welcome dialog during the breakouts on any issues attendees wish to discuss.

(Sessions 1 and 3)

USTRANSCOM

The USTRANSCOM Chief of Personal Property establishes strategic direction for the Defense Personal Property Program and is the primary touch point between the commercial moving industry, the Military Services and the USTRANSCOM staff.

(Sessions 2 and 4)



Claims and Liability Rules

TCJ4-H, Military Claims Offices



Claims and Liability Rules

Discuss updates to the Defense Personal Property Program Claims and Liability Business Rules.



Carrier Qualifications

TCJ4-H



Carrier Qualifications

Manage the oversight and administrative duties of the DoD Non-DoD Carrier Qualifications program, to include recurring regulatory (Federal and State) requirements, novations, financial oversight, and other program requirements to program stakeholders including Transportation Service Providers (TSP) in the Defense Personal Property Program (DP3). Program support is intended to facilitate TSP knowledge on recurring program requirements and ensuring safe transport of personal property.



Quality Assurance

TCJ4-H, Military Services



Quality Assurance

Monitor overall program quality assurance by reviewing personal property quality assurance actions, transportation service provider performance, and identifying trends and/or opportunities to improve focus areas. As required, conduct transportation review boards, coordinate with stakeholders on customer satisfaction survey and/or general tender of service questions. Work with military claims offices or other stakeholders as needed. Adjudicate TSP appeals for punitive actions and inconvenience claims where TSPs are unable to resolve with PPSOs and work with stakeholders to focus on program quality.



Breakout Session ‘Rules of Engagement’

In order to facilitate the most productive interaction for the most people, please:

- Consider the order of sessions you’d like to attend, you cannot get to them all
- Try to move quickly during transition periods to maximize Q&A time; enter/exit quietly if required
- Limit participants in each room to 50 (DDS – 30), if a room looks full, please have a “plan B”
- When asking questions, introduce yourself and your organization
- Help us identify the fine line between *specific questions* and *personal concerns*
 - *Specific questions* are good, *personal concerns* may frustrate your neighbor!
- Limit continuous follow up questions; if it doesn’t seem like you’re question is being addressed, the staff can take your contact information to ensure follow up
- Be professional and polite . . . expect the same from our staff!



Personal Property Forum General Session Closeout