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Subject: 2008 Summer Surge Personal Property Advisory

Originator: SDDC DCSPPP OFC(UC)

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Precedence: ROUTINE

DAC: General

To: AL 7591(UC), AL 7593(UC), AL 7595(UC), AL 7596(UC), AL 12481(UC)

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PASS TO ALL PERSONAL PROPERTY SHIPPING OFFICES WORLDWIDE

SUBJ: INFORMATION ADVISORY - PREPARATION FOR THE 2008 SUMMER SHIPPING SEASON

REQUEST WIDEST DISSEMINATION. TARGET AUDIENCE IS ALL DOD TRANSPORTATION OFFICES

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1. PLEASE REVIEW THE FOLLOWING SUGGESTIONS AND GENERAL ITEMS OF INTEREST AS YOU PREPARE FOR THE 2008 SUMMER SHIPPING SEASON. PASS THIS MESSAGE TO ALL COUNSELORS, BOOKING AND SHIPPING CLERKS, AND OTHER MEMBERS OF PERSONAL PROPERTY TRANSPORTATION OFFICES INVOLVED IN THE MOVEMENT OF PERSONAL PROPERTY. FOR INSTALLATIONS OPERATING UNDER FAMILIES FIRST, PHASE II, PLEASE ENSURE YOU REVIEW THE PHASE II BUSINESS RULES IAW DTR, PART IV, APPENDIX U, INCLUDING ATTACHMENTS THAT ARE LOCATED ON THE SDDC WEBSITE. .

A. USE OF HIGH COST TRANSPORTATION SERVICE PROVIDERS (TSPS): INSTALLATION PPSOS THAT EXPERIENCE A SHORTAGE OF CAPACITY DURING THE PEAK SUMMER MONTHS HAVE THE OPTION TO USE ALL TSPS ON THEIR TRAFFIC DISTRIBUTION ROSTER (TDR), INCLUDING THOSE WITH HIGHER RATES. AS THE PEAK SEASON SLOWS DOWN, PPSOS SHOULD ENSURE THE EQUITABLE DISTRIBUTION OF TRAFFIC IN ACCORDANCE WITH ESTABLISHED GUIDELINES.

B. PERSONNEL SHORTAGES: PERSONAL PROPERTY TRANSPORTATION OFFICES EXPERIENCING A SHORTAGE OF PERSONNEL SHOULD BEGIN SEARCHING FOR ADDITIONAL RESOURCES. EARLY CONTACTS TO YOUR MILITARY AND CIVILIAN PERSONNEL OFFICES TO DISCUSS THE RECRUITMENT OF TEMPORARY SUMMER HIRES AND/OR THE USE OF RESERVE TROOPS ARE RECOMMENDED TO REDUCE STRESSFUL BACKLOGS.

C. PROJECTIONS: HAVE YOUR PERSONNEL OFFICES PROVIDE YOU WITH A FORECAST ON THE NUMBER OF MEMBERS/EMPLOYEES THAT WILL MOVE THIS SUMMER. LET THEM KNOW HOW IMPORTANT IT IS TO ISSUE ORDERS AS SOON AS POSSIBLE. DETERMINE IF YOU WILL HAVE ANY HOMEPORT, UNIT, OR VOLUME MOVES. VOLUME MOVES REQUESTS SHOULD BE SUBMITTED TO SDDC (SDDC-PPP-PO) AT LEAST 30 DAYS IN ADVANCE OF THE FIRST SCHEDULED PICK-UP.

D. MEETINGS: MEET WITH YOUR AGENTS/TRANSPORTATION SERVICE PROVIDERS (TSP) AS SOON AS POSSIBLE IN ORDER TO DISCUSS YOUR REQUIREMENTS FOR THE UPCOMING SUMMER SEASON. PROVIDE THEM WITH AN ESTIMATED NUMBER OF MEMBERS/EMPLOYEES THAT WILL MOVE THIS SUMMER. DISCUSS THE USE OF CODE 2 SERVICE, ESPECIALLY FOR SHIPMENTS GOING INTO STORAGE-IN-TRANSIT (SIT). USE LESSONS LEARNED FROM PREVIOUS PEAK SEASONS IN ORDER TO FINE TUNE SERVICE. DISCUSS PROCEDURES ON BOOKINGS, REFUSALS, AND CLEARING OF SHIPMENTS TO RESIDENCE AND INTO SIT. DETERMINE EACH AGENT'S DAILY CAPACITY BY CODE OF SERVICE SO TURN-BACKS ARE HELD TO AN ABSOLUTE MINIMUM. ASK AGENTS/TSPS REGARDING ANY CONCERNS THEY HAVE, SUCH AS LABOR SHORTAGES, NON-AVAILABILITY OF CODE 2 CONTAINERS, ETC. CONTINUE MEETING WITH YOUR AGENTS/TSPS THROUGHOUT THE SUMMER SO THERE ARE NO SURPRISES.

E. SATURATION NOTICES: TSPS ARE REQUIRED TO SEND SATURATION NOTICES. HOWEVER, A TSP MAY PROVIDE A WRITTEN STATEMENT TO THE RESPONSIBLE PPSO GIVING THEIR IDENTIFIED AGENT THE AUTHORITY TO DETERMINE WHEN THAT AGENT'S WAREHOUSE IS SATURATED. AS WAREHOUSES BECOME SATURATED, SDDC WILL SEND OUT SIT SATURATION MESSAGES THROUGHOUT THE SUMMER SEASON. WHEN A DESTINATION HAS BEEN IDENTIFIED AS SATURATED, PPSOS ARE ENCOURAGED TO PLACE SHIPMENTS INTO SIT AT ORIGIN.

F. ADVERTISE: WORK WITH YOUR LOCAL PUBLIC AFFAIRS OFFICE THROUGH ARTICLES IN BASE NEWSPAPERS, BULLETIN BOARDS, AND NEWSLETTERS IN ORDER TO ADVISE CUSTOMERS TO CONTACT THE PPSO AS SOON AS THEY RECEIVE THEIR ORDERS. USE THE MEDIA THROUGHOUT THE SUMMER TO KEEP YOUR CUSTOMERS EDUCATED ON MOVE MATTERS.

G. PAMPHLETS: THE PERSONNEL OFFICE ISSUING PERMANT CHANGE OF STATION (PCS) ORDERS SHOULD PROVIDE CUSTOMERS WITH WEB LINKS TO USEFUL PAMPHLETS PRIOR TO THE INITIAL COUNSELING SESSION. THE "IT'S YOUR MOVE PAMPHLET" MAY BE FOUND AT [HTTP://WWW.SDDC.ARMY.MIL/SDDC/CONTENT/PUB/XXXXX/CSCNDAPAM552IYM.PDF](http://www.sddc.army.mil/sddc/content/pub/xxxxx/cscndapam552iym.pdf). THE SHIPPING AND STORING YOUR POV PAMPHLETS MAY BE FOUND AT [HTTP://WWW.SDDC.ARMY.MIL/PUBLIC/PERSONAL%20PROPERTY/VEHICLESPOV/SHIPPING%20AND%20STORING%20YOUR%20POV?SUMMARY=FULLCONTENT](http://www.sddc.army.mil/public/personal%20PROPERTY/VEHICLESPOV/SHIPPING%20AND%20STORING%20YOUR%20POV?SUMMARY=FULLCONTENT).

H. COUNSELING SESSIONS:

(1) CONSIDER COUNSELING CUSTOMERS USING GROUP SESSIONS GEARED TOWARDS SPECIFIC SHIPMENT TYPES SUCH AS OCONUS, CONUS, SEPARATION, RETIREMENT, PERSONALLY-PROCURED MOVE, OR SMARTWEB MOVE (IF AVAILABLE IN YOUR AREA). BOTH MEMBER/EMPLOYEE AND SPOUSE SHOULD BE ENCOURAGED TO ATTEND THE COUNSELING SESSION TOGETHER. DURING COUNSELING REMIND CUSTOMERS OF THE REQUIREMENT FOR TSPS TO PROVIDE A TOLL-FREE NUMBER PRIOR TO SHIPMENT PICK-UP. PROVIDING A TOLL-FREE NUMBER IS A REQUIREMENT PER ITEM 202 FOR THOSE SHIPMENTS BOOKED USING THE DOMESTIC RATE SOLICITATION AND PER ITEM 329 FOR THOSE SHIPMENTS BOOKED USING THE INTERNATIONAL RATE SOLICITATION.

(2) PERSONAL PROPERTY OFFICES USING NAVY'S SMARTWEB MOVE (SWM) (ON-LINE COUNSELING AND APPLICATION) ARE ENCOURAGED TO ADVERTISE SWM IN THEIR AREA OF RESPONSIBILITY. THE SWM SITE IS [WWW.SMARTWEBMOVE.NAVSUP.NAVY.MIL](http://www.smartwebmove.navy.mil). NAVY CUSTOMERS AND OFFICE DIRECTORS OR LEADS SHOULD CONTACT THE NAVY HHG HELPLINE FOR NAVY ENTITLEMENT ASSISTANCE AT 1-800-444-7789 OR BY E-MAIL AT NVTRNSHHGHELPLINE@NAVY.MIL. FOR ARMY: ARMY FIRST-TIME MOVERS AND SEPARATEES/RETIREEES ARE PROHIBITED FROM USING SMARTWEB MOVE. FOR MARINE CORPS: MARINE CORPS FIRST-TIME MOVERS ARE PROHIBITED FROM USING SMARTWEB MOVE. THESE INDIVIDUALS MUST GO INTO THE TO FOR COUNSELING.

(3) ADVISE CUSTOMERS TO REMAIN FLEXIBLE WITH PICK-UP DATES AND BE PREPARED TO ACCEPT ALTERNATE DATES. ONCE THE PICK-UP DATE IS CONFIRMED, THE CUSTOMER SHOULD THEN MAKE TRAVEL ARRANGEMENTS AND VACATION PLANS.

(4) PERSONAL PROPERTY OFFICES SHOULD ENSURE THEY ARE CAPTURING E-MAIL ADDRESSES FOR ALL SHIPMENTS. E-MAIL ADDRESSES WILL BE ENTERED INTO THE TOPS CONTACT SCREEN DURING COUNSELING. IF THE E-MAIL ADDRESS IS FOUND TO BE MISSING OR INCORRECT, ENTER THE MISSING OR CORRECT E-MAIL ADDRESS INTO TOPS WHEN ARRANGING DELIVERY. PPSOS SHOULD ALSO ENSURE THEY MARK SHIPMENTS AS DELIVERED IN TOPS (DL STATUS) ONCE THE SHIPMENT HAS BEEN DELIVERED; SDDC WILL AUTOMATICALLY E-MAIL CUSTOMERS A PASSWORD AND A LINK INTO THE CUSTOMER SATISFACTION SURVEY (CSS), WHICH WILL COMPRISE 50 PERCENT OF A TSP'S BEST VALUE SCORE ONCE THE FAMILIES FIRST PHASE II PROGRAM BEGINS; REFERENCE SDDC'S WEBSITE AT [WWW.SDDC.ARMY.MIL](http://www.sddc.army.mil) FOR MORE INFORMATION ON THE CSS SURVEY AND DETAILED TO INSTRUCTIONS AT

[HTTP://WWW.SDDC.ARMY.MIL/PUBLIC/PERSONAL%20PROPERTY/FAMILIES%20FIRST/PHASE%20/FAMILIES%20FIRST%20CUSTOMER%20SURVEY?SUMMARY=FULLCONTENT](http://www.sddc.army.mil/public/personal%20property/families%20first/phase%20/families%20first%20customer%20survey?summary=fullcontent). IN ADDITION, PPSO SHOULD FOLLOW THE INBOUND AND OUTBOUND CSS PROCEDURES SPELLED OUT IN THE DTR, PART IV, CHAPTER 401, PARAGRAPH G.8.

(5) FOR THOSE MEMBERS/EMPLOYEES WHO ARE AUTHORIZED POV SHIPMENT OR STORAGE, PERSONAL PROPERTY OFFICES ARE REMINDED THAT IT IS THEIR RESPONSIBILITY TO COUNSEL THE CUSTOMERS ON USING THE DD FORM 1797 PER THE DTR, PART IV, CHAPTER 408, PARAGRAPH B.1. FOR AIR FORCE: PPSOS SHOULD REVIEW AIR FORCE ORDERS TO ENSURE A TRANSPORTATION ACCOUNT CODE (TAC) IS LISTED. IF A TAC IS MISSING, ADVISE THE MEMBER TO CONTACT THE APPROPRIATE PERSONNEL OFFICE. A TAC IS REQUIRED TO EFFECT SHIPMENT OF POV.

(6) PPSO FORWARDS A PROPERLY PREPARED AND SUPPORTED DD FORM 1299 TO THE RESPONSIBLE PPSO WHEN SHIPMENT, STORAGE, OR RELATED SERVICES ARE REQUIRED OUTSIDE THE INSTALLATION'S AOR. ALSO NOTE THAT A PPSO WILL PROMPTLY ACCEPT AND PROCESS ALL APPLICATIONS FOR THE SHIPMENT OR STORAGE OF PERSONAL PROPERTY, REGARDLESS OF THE MEMBER'S/EMPLOYEE'S MILITARY SERVICE/AGENCY AFFILIATION. REFERENCE THE DTR PART IV, CHAPTER 401, PARAGRAPHS D.2.G, D.2.L, AND H.4.

I. WEIGHT ESTIMATOR: ADVISE CUSTOMERS THAT THE WEIGHT ESTIMATOR IS AVAILABLE ON THE SDDC WEB SITE AT [HTTP://WWW.SDDC.ARMY.MIL/PUBLIC/PERSONAL%20PROPERTY/REFERENCE%20LIBRARY/WEIGHT%20ESTIMATOR?SUMMARY=FULLCONTENT](http://www.sddc.army.mil/public/personal%20property/reference%20library/weight%20estimator?summary=fullcontent). THE ESTIMATOR IS A USEFUL TOOL FOR CUSTOMERS TO USE WHEN ESTIMATING THE WEIGHT OF THEIR HHG. THE WEIGHT ESTIMATOR PROGRAM WILL PROVIDE AN ACCURATE ESTIMATE FOR PLANNING PURPOSES.

J. PERSONAL PROPERTY CONSIGNMENT INSTRUCTION GUIDE (PPCIG): PERSONAL PROPERTY OFFICES MUST REVIEW AND ENSURE MEMBERS/EMPLOYEES AWARE OF HOST COUNTRY REQUIREMENTS, WHEN ASSIGNED OVERSEAS. SPECIAL EMPHASIS SHOULD BE PLACED ON SHIPMENTS OF PRIVATELY OWNED FIREARMS (POFS), PRIVATELY OWNED VEHICLES (POVS), MOTORCYCLES WITH HHGS, AND OTHER UNIQUE REQUIREMENTS. PPCIG INSTRUCTIONS CHANGE FREQUENTLY AND SHOULD BE THOROUGHLY REVIEWED BEFORE COUNSELING AND/OR ROUTING ANY SHIPMENT. SPECIFIC NOTES ARE:

K. NONCONFORMING MOTORCYCLES: NONCONFORMING MOTORCYCLES IMPORTED TO THE US MAY NOT BE SHIPPED WITH THE HHG. THEY MUST BE SHIPPED SEPARATELY AND CONSIGNED DIRECTLY TO THE REGISTERED IMPORTER AND/OR INDEPENDENT COMMERCIAL IMPORTER CONTRACTOR CHOSEN BY THE MEMBER/EMPLOYEE (SUBJECT TO EXCESS COSTS). THE REGISTERED IMPORTER/INDEPENDENT COMMERCIAL IMPORTER CONTRACTOR BECOMES THE DESTINATION OF L. PICK-UP DATES: CUSTOMERS SHOULD NOT SCHEDULE PACK/PICK-UP FOR THE DAY THEY CLOSE ON A HOUSE, THE DAY THEY MUST VACATE AN APARTMENT, OR ON A DATE THEY CANNOT BE HOME FOR THE ENTIRE DAY. SCHEDULING PACK/PICK-UP FOR THESE DATES LEAVES NO ROOM TO ADJUST DATES DUE TO UNFORESEEN PROBLEMS, SUCH AS SHORTAGE OF AGENT EQUIPMENT, WHICH DOES OCCUR DURING THE SUMMER MONTHS. A WINDOW OF TIME MAY BE ESTABLISHED TO ALLOW FOR LAST MINUTE CHANGES. SOME SHIPPING OFFICES WORK WITH THE CUSTOMER AND AGENT TO SCHEDULE THE PACK-OUT ON ONE DAY AND PICK-UP ANOTHER. THIS OPTION SHOULD ONLY BE USED WHEN AGREED TO IN ADVANCE BY THE CUSTOMER. SHIPPING OFFICES SHOULD NEVER ACCEPT MORE APPLICATIONS FOR A SPECIFIC DATE THAN LOCAL AGENTS CAN HANDLE.

M. ESTABLISH REALISTIC TRANSIT TIMES: THE TRANSIT TIMES PROVIDED THROUGH TOPS ARE THE MINIMUM (LEAST) NUMBER OF DAYS THAT YOU CAN ASSIGN A SHIPMENT AND SHOULD NEVER BE THE SOLE SOURCE FOR DETERMINING THE REQUIRED DELIVERY DATE (RDD). COUNSELORS SHOULD ASSIGN LONGER TRANSIT TIMES IF THE CUSTOMER IS GOING ON LEAVE OR WILL BE ON TDY ENROUTE. IN SOME CASES, A LONGER TRANSIT TIME WILL ALLOW FOR MORE DIRECT DELIVERIES AND AVOID UNNECESSARY SIT OR DELAYED DELIVERY FROM SIT.

N. ADVANCED DOCUMENTATION: ORIGIN PPSOS SHOULD ENSURE THAT ADVANCE DOCUMENTATION IS SUPPLIED TO DESTINATION PPSOS VIA EMAIL, FAX, OR MAIL. ADVANCE DOCUMENTATION SHOULD INCLUDE A COPY OF THE GBL, DD 1299, AND ORDERS AS REFERENCED IN THE DTR, PART IV, CHAPTER 413, PARAGRAPH E.2.F, AND CHAPTER 401, PARAGRAPH J.2.

O. BLUEBARK SHIPMENTS: PPSOS SHOULD REFERENCE THE DTR, PART IV, CHAPTER 410, PARAGRAPH E, AND CHAPTER 401, PARAGRAPH H.3.F TO ENSURE THEY ARE COMPLYING WITH THE OPERATIONAL REQUIREMENTS FOR HANDLING PERSONAL PROPERTY OF DECEASED MEMBERS/EMPLOYEES (BLUEBARK). IN ADDITION TO THE ABOVE, REFERENCED DTR SECTIONS, THE PPSO MUST ALSO CONSULT THE APPROPRIATE SERVICE REGULATION FOR BLUEBARK SHIPMENTS. THIS IS A CRITICAL ISSUE TO SUPPORT THE MORALE OF OUR DOD PERSONNEL AND THEIR FAMILIES.

THE ORIGIN PPSO WILL MARK THE WORDS "BLUE BARK" IN A CONSPICUOUS PLACE ON ALL SHIPPING DOCUMENTS AND NOTIFY THE DESTINATION PPSO BY ELECTRONIC MEANS OF THE IMPENDING BLUEBARK SHIPMENT. COPIES OF ALL DOCUMENTATION (ANNOTATED WITH THE TERM "BLUE BARK") SHOULD BE SENT TO THE DESTINATION PPSO IN A TIMELY MANNER TO ALLOW SUFFICIENT TIME TO CONTACT THE TSP AND CONSIGNEE BEFORE ARRIVAL OF THE SHIPMENT. THE DESTINATION PPSO WILL CONTACT THE DESTINATION AGENT AND THE CONSIGNEE UPON RECEIPT OF ADVANCE DOCUMENTATION TO EFFECT COORDINATION OF THE DELIVERY, INSPECT THE SHIPMENT UPON DELIVERY, AND REMAIN AT THE DELIVERY SITE TO RECORD DAMAGES AND PROVIDE ASSISTANCE.

P. UNACCOMPANIED BAGGAGE (UB) CODE OF SERVICE: PPSOS HAVING ESTABLISHED CODE 8 UB RATES SHOULD CONSIDER MOVING UB UNDER THIS CODE OF SERVICE. IN MOST INSTANCES, CODE 8 UB COSTS ARE COMPARABLE TO TOTAL COSTS INCURRED BY SHIPPING THE PROPERTY VIA CODE J OR DPM BG. IN ADDITION, UB SHIPMENTS MOVED VIA CODE 8 WILL HELP TO ELIMINATE SOME OF THE SUMMER SURGE VOLUME BEING PROCESSED AT EAST AND WEST COAST AMC TERMINALS.

Q. TQAP ISSUE:

(1) BATCH MAILINGS: PPSOS MUST INCLUDE COVER SHEETS WITH EACH BATCH MAILING TO THE TSPS ON THE 15TH AND THE LAST WORK DAY OF EACH MONTH. A COVER SHEET INDICATING WHICH DD FORMS 1780 ARE INCLUDED IS REQUIRED AND MUST LIST THE CUSTOMER'S NAME AND THE GBL NUMBER. PPSOS MUST RESPOND TO ALL TSP APPEALS IN WRITING WITHIN THE PRESCRIBED TIME FRAME.

(2) SHIPMENT SCORING: ALL SHIPMENTS MUST BE SCORED WITHIN 12 MONTHS OF PICK-UP. EACH TSP SHALL RECEIVE INDIVIDUAL SHIPMENT AND SEMI-ANNUAL SCORES, REGARDLESS OF ITS STATUS (I.E., NONUSE).

R. ONE-TIME-ONLY (OTO) REQUESTS: PPSOS MUST FOLLOW THE SPECIFIED FORMATS/INSTRUCTIONS LOCATED IN THE APPROPRIATE RATE SOLICITATION WHEN SUBMITTING OTO REQUESTS.

(1) DOMESTIC MOBILE HOMES & BOATS: SEE APPENDIX A OF THE DOMESTIC MOBILE HOME/BOAT RATE SOLICITATION 6.

(2) REFER TO THE CURRENT INTERNATIONAL RATE SOLICITATION, CHAPTER VII FOR GUIDANCE ON INTERNATIONAL OTO PROCEDURES.

S. POINT OF CONTACT (POC): THE DTR PART IV, CHAPTER 401, PARAGRAPH H.2 STATES THE REQUIREMENT FOR AN IN-TRANSIT TELEPHONE NUMBER AND ADDRESS IN BLOCK 8 OF THE DD FORM 1299. MAKE EVERY ATTEMPT TO ACQUIRE A TELEPHONE NUMBER FOR THE AGENT

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DESIGNATED TO RECEIVE PROPERTY LISTED IN BLOCK 10.B OF THE DD FORM 1299. A MAJOR REASON SHIPMENTS ACCRUE SIT CHARGES IS THE ABSENCE OF A VALID POC THAT CAN ARRANGE DELIVERY AT DESTINATION. ALSO, PER THE DTR PART IV, CHAPTER 413, PARAGRAPH D.1.Y.(17), ASK THE MEMBER/EMPLOYEE FOR CELL PHONE NUMBERS, E-MAIL ADDRESSES, AND ANY CONTACT INFORMATION AVAILABLE THAT MAY BE PLACED IN THE REMARKS SECTION (BLOCK 25) OF THE PPGBL.

T. DESTINATION SIT: SEVERAL PPSOS USE THE PROCEDURES NOTED BELOW TO LOCATE CUSTOMERS PRIOR TO PLACING SHIPMENTS IN SIT. WE BELIEVE THE PROCEDURES MERIT CONSIDERATION BY ALL PPSOS.

(1) USE INTRODUCTORY ROSTERS TO LOCATE CUSTOMERS THROUGH THEIR SPONSOR OR UNIT.

(2) CONTACT PERSONNEL, HOUSING, OR BILLETING OFFICES TO DETERMINE IF THE CUSTOMER HAS REPORTED FOR DUTY.

(3) PROVIDE A TO REPRESENTATIVE OR HANDOUT AT ALL IN-PROCESSING BRIEFINGS TO OBTAIN CONTACT INFORMATION FROM ALL NEWLY ASSIGNED PERSONNEL.

(4) ATTEMPT TO CONTACT THE CUSTOMER AT THE ADDRESS AND TELEPHONE NUMBER INDICATED ON THE DD FORM 1299.

(5) PUBLISH ARTICLES IN LOCAL BASE BULLETINS AND NEWSPAPERS REMINDING NEWLY ASSIGNED PERSONNEL TO CONTACT THE PPSO IMMEDIATELY UPON ARRIVAL AT THEIR NEW DUTY STATION.

U. POC FOR THIS ACTION IS THE OPERATIONS TEAM, SDDC-PPP-PO, DSN 770-5484, COML 618-220-5484; FAX 618-220-5414 OR E-MAIL PPOPS@SDDC.ARMY.MIL.