



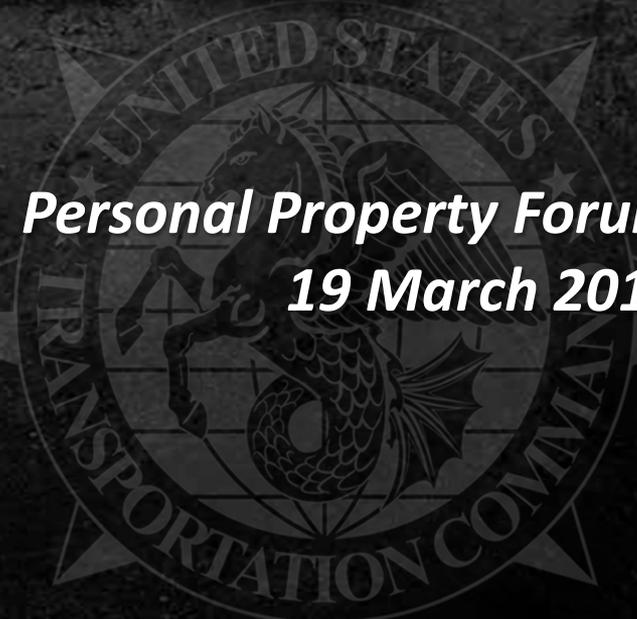
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UNITED STATES TRANSPORTATION COMMAND



*Personal Property Forum*  
*19 March 2019*





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*Opening Remarks*



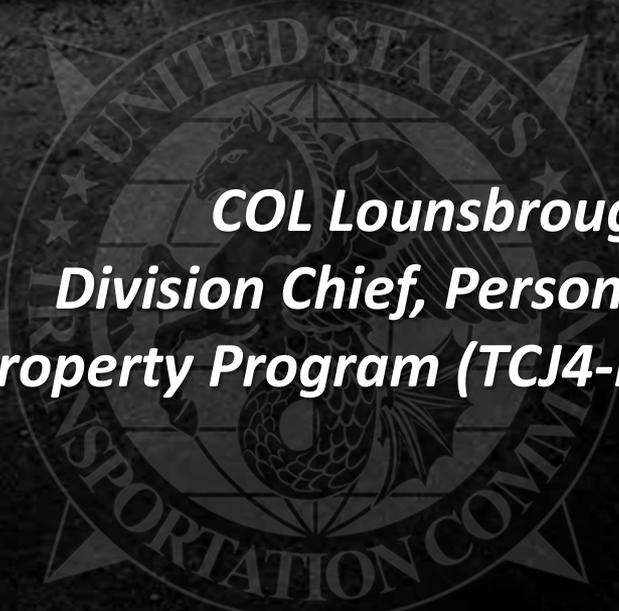
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*COL Lounsbrough  
Division Chief, Personal  
Property Program (TCJ4-H)*





# 2019 STRATEGIC ENGAGEMENTS

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- **Industry Open Discussions**
  - Began Dec 2018; monthly between TCJ4-H and Industry CEOs to discuss initiatives and issues for 2019
  - Minutes distributed via Advisory
- **Advisory Panel**
  - Began Dec 2018; monthly between TCJ4-H and spouses
  - Initial intent was to discuss initiatives and issues for 2019
  - Formalizing panel and developing charter
- **TCCC & Industry Meetings**
  - 30 Oct 18, 14 Mar 19 and 18 Mar 19



# 2019 STRATEGIC INITIATIVES

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- **Domestic Crating (Code 2)**
- **Refusals**
- **Transit Times**



# DOMESTIC CRATING (CODE 2) INITIATIVE

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- **Intent: Reduce loss/damage of HHGs, which is #1 complaint**
- **Goal: Increase Code 2 for 2019 from 6% to 12%**
- **Initiative Criteria:**
  - Shipment will go into Storage in Transit (SIT)
  - Shipment Weight:
    - Non-Peak Season: < 3,000 lbs
    - Peak Season: < 7,500 lbs
  - Distance: > 800 miles
  - No extra-large items in shipment



# REFUSALS AS A CAPACITY ENABLER

PRE-DECISIONAL

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- **Intent:** Allow refusals without punitive action for peak season 2019
- **Background & Assumptions:**
  - TSPs blackout even though some capacity may exist to avoid punitive actions
  - Industry stated if allowed to refuse without penalty, we could reach that capacity
- **Criteria:**
  - Applies to all Domestic and International HHG shipments, 15 May – 30 Aug 19
  - TSP must refuse within 2 hours after shipment has been offered
  - TSPs should still manage blackouts when no capacity exists
  - All refusals count as “turn at the wheel”



# REFUSALS (cont.)

PRE-DECISIONAL

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- **DPS System Rules:**

- Auto-reoffers currently issued at 24 hours (if no refusal in 2 hours)
- Sent back to PPSO after 50 refusals or 72 hours, whichever comes first
- Working fix to change timeout length, # refusals, and hours in auto-reoffer

- **Measures of Success:**

- CSS
- Short fuse impact,
- Offer handling time
- Volume and type of refusals
- SF expansion
- Costs

***Initiative will be continually assessed for impact to the customer!***



# TRANSIT TIME INCREASES

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- **Domestic Transit Times**

- 4 Mar 19: Increased channels an average of 2-3 days
- Updates made to DPS and posted on [www.move.mil/sme](http://www.move.mil/sme)

- **International Transit Times**

- 2019 Updates: 422 standard channels; 188 special solicitation channels
- In Progress: Australia and Turkey
- Always open to Industry recommendations



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# Break



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*Mr. Stephen Nye  
Office of the Under  
Secretary of Defense,  
Personnel and Readiness*



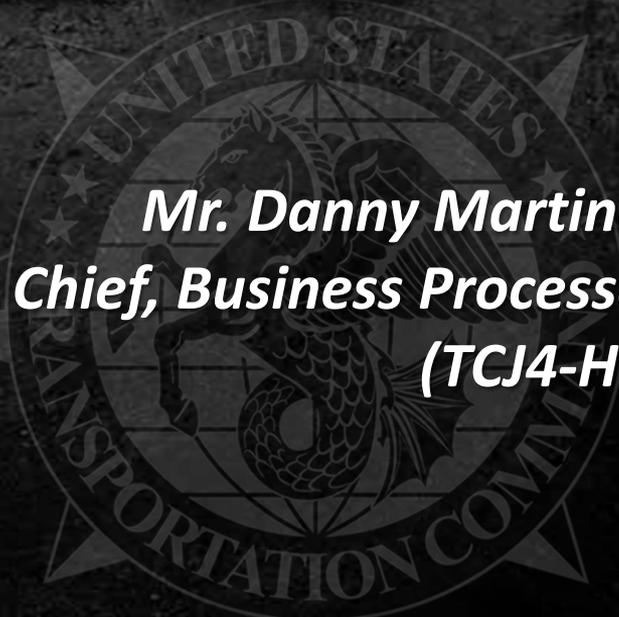
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*Mr. Danny Martinez*  
*Chief, Business Processes*  
*(TCJ4-HB)*





# PEAK SEASON 2019

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- **Peak Season Weekly Calls**
  - Calls resume 25 April
  - Data driven discussions/decisions
- **2019 Program Updates**
  - Rate Increases (400NG and IT)
  - Agent pass-through items
  - TSP Scorecard
  - Tender of Service



# RATE INCREASES

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- **Goal: Update Domestic 400NG tariff for higher volume military locations and International Tender rates not previously subject to the US General Price Adjustment**
- **400NG: 41 of 227 CONUS geo locations were increased by a total of 27% to make military locations more lucrative**
  - Increases mapped to military installations and 5 year shipment history
  - Included linehaul (Origin and Destination Linehaul Factor) and non linehaul variables (Origin And Destination Service Fee)
- **International Tender: Applied increases to all OCONUS linehaul tables using inflationary data for various currencies, and applied for multiple years**
- **Not limited to linehaul, also included SIT delivery in/out, labor, etc.**



# AGENT PASS THROUGH CHANGES

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- **Goal: Help address gaps in TSP-agent compensation which can impact quality of service provided to the DoD customer by identifying items required to be passed through to the provider who performs accessorial services concerns about curbside**
- **“In circumstances where a TSP elects to subcontract for any portion of HHGs, the TSP shall be required to pass through any charges paid by the Government for charges associated with crating, uncrating (domestic only), shuttle service, additional labor, Florida Keys service charge, and fuel surcharge for the portion of these services actually performed by the subcontractor.”**
- **TSP agrees that any of the above amounts owed to subcontractor shall be paid immediately upon TSP’s receipt of payment from the DoD.**



# TSP SCORECARD

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- **Goal: Increase transparency for DoD customers on TSP performance**
- **TSP scorecard visible to DoD customers only**
  - SCAC, TSP name, Average CSS Score, number of surveys and number of delivered shipments, by market
  - Spreadsheet with TSP SCAC in alphabetical order
  - Period of 1 Jan - 31 Dec 18
  - For Official Use Only (FOUO)
- **Unchanged processes:**
  - Customers already able to make preferred and non-preferred TSP requests, does not change
  - PPSOs may attempt to accommodate requests
  - Pullback and re-award option per DTR



# TENDER OF SERVICE

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- **Move.mil/SME, effective 15 May 2019**
- **Simplified tender, removed redundancies & adopt commercial practices**
- **Efficiencies**
  - Automated inventories and pre-move surveys
  - Eliminated 7 pages of requirements
    - Redundancies in the 55-4 (TCI 24-11), rate solicitations, It's your move pamphlet
  - Fewer DoD specific requirements (e.g. seals, DD 619-1)
- **New Requirements**
  - Inconvenience claims for delays out of storage (5 days; 10 days in peak)
  - Balance of commercial best practice and problem areas for DoD
    - Example-Customer estimate of delivery day prior (Morning or Afternoon)



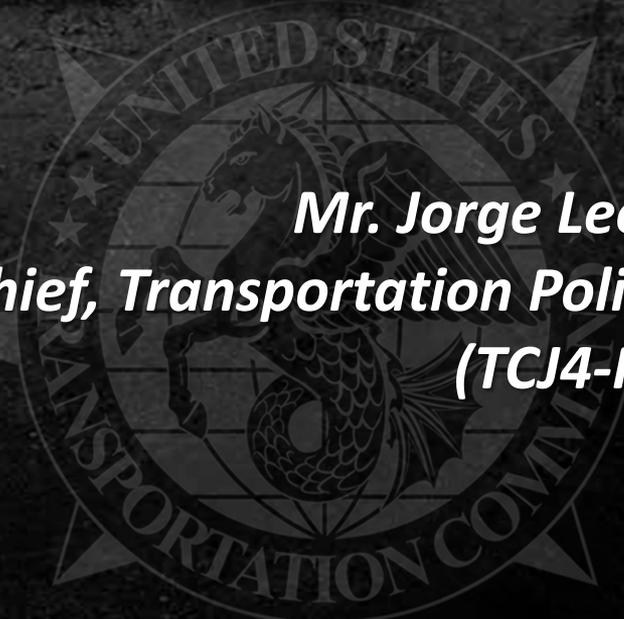
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*Mr. Jorge Leon*  
*Chief, Transportation Policy*  
*(TCJ4-PI)*

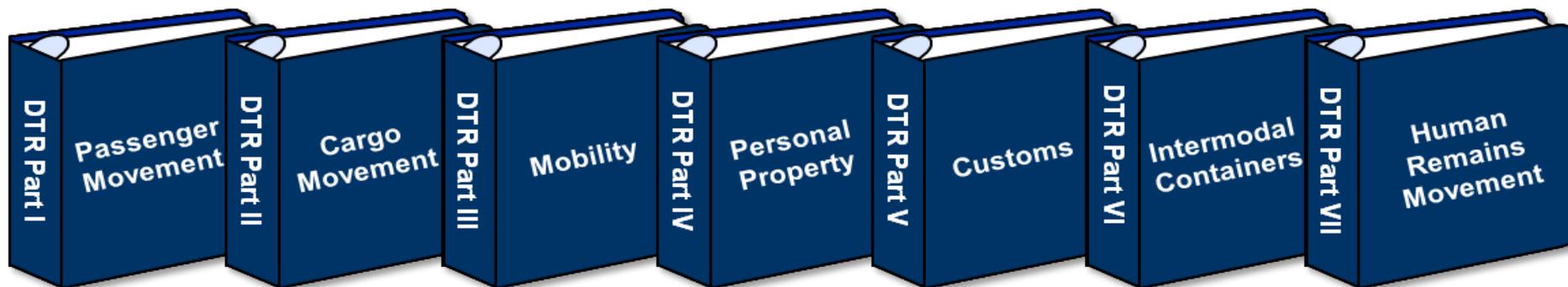




# DEFENSE TRANSPORTATION REGULATION

TOGETHER, WE DELIVER.

- **DoD 4500.9-R, Defense Transportation Regulation (DTR):** United States Transportation Command (USTRANSCOM) was directed to “standardize” 40+ service unique transportation regulations into a single guide for DoD transportation offices. Provides unit, base level transportation management officers, and customs clearance agents with “standardized-day to day” tools to perform their mission -- used by over 900 Defense Transportation System (DTS) users sites world-wide DTR covers Traffic Distinct Traffic Management Disciplines:



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# DTR CHARTER DATED 29 JULY 2014

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- **Action Officer (AO) groups**
  - Provide organization position
  - Ensure liaison with USTRANSCOM DTR Administrator and other Services/Agencies
  - Submit change proposals
  - Evaluate DTR change proposals
  - Submit a single, coordinated position on proposed changes
- **Oversight working groups**
  - O-6/GS-15 level
  - Approval for AO work group
- **DTR Administrators**
  - Perform directive analysis function
  - Recommend improvements and additional procedural guidance
  - Develops, publishes, maintains DTR in current status
  - Coordinates with AO group

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# DTR PART IV PERSONAL PROPERTY

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- **TRANSCOM Administrator: Laura Bernardo**
- **Action Officer (AO) Group**
  - Air Force: Michael Topolosky
  - Army: Gene Thomas
  - Marine Corps: Fred Hyden
  - Navy: John Hilaman
- **O6 Oversight Group**
  - Air Force: Col Eric Ellmyer
  - Army: Mr. Derrick Candler
  - Marine Corps: Mr. James Meersman
  - Navy: CAPT Eric Bach

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# DTR ADMINISTRATORS

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- **Part I: Passenger Movement – Maggie Batchelor**
- **Part II: Cargo Movement – Joe Sottoriva**
- **Part III: Mobility – Joe Sottoriva**
- **Part IV: Personal Property – Laura Bernardo**
- **Part V: Customs - Joe Sottoriva**
- **Part VI: Intermodal Containers – Dave Myers**
- **Part VII: Human Remains Movement – Maggie Batchelor**



# CHAPTER 405 QUALITY ASSURANCE

TOGETHER, WE DELIVER.

- Updated Aug 2018
- Provides policies and responsibilities for Quality Assurance procedures for both domestic and international shipments.
- **Inspection standard of not less than 50% (with an overall goal of 100%)** of all inbound and outbound shipments must be set by individual Service policy. For occasions when physical inspections are not feasible, inspections can be telephonic and/or virtual; however **telephonic/virtual inspections will not count towards meeting the 50% standard.**



# CHAPTER 406 STORAGE

TOGETHER, WE DELIVER.

- Updated July 2018
- Procedures and responsibilities for Storage In Transit (SIT) shipments.
- Guidance on storage entitlements and disposition of property upon **expiration of storage entitlements.**
- Personal Property Shipping Office (PPSO) is required to complete a case file and will forward the copies of documents in the completed case file to the Transportation Service Provider (TSP) to include **two Servicemembers Civil Relief Act (SCRA) certificates**, one showing the members active duty status when items were placed into storage, the second showing active duty status when storage is scheduled to expire.



# APPENDIX G AND ATTACHMENT G7

TOGETHER, WE DELIVER.

- Updated Sep 2018
- Appendix G Direct Procurement Method (DPM) Performance Work Statement (PWS)
- The Regulatory Reform Task Force at the Office of the Secretary of Defense (OSD) requested United States Transportation Command (USTRANSCOM) review the Defense Federal Acquisition Regulation Supplement (DFARS) clauses pertaining to Personal Property, to determine which language could be included in the Defense Transportation Regulation (DTR), the clauses were placed in Appendix G
- Attachment G-7 DPM Third Party Payment System (TPPS), newly created for the **electronic payment of DPM invoices** to become compliant with DFARS 232.7002 requiring electronic submission and processing of payment requests and receiving reports



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# USTRANSCOM

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*Mr. Rob Hauert  
Storage Management  
Office (TCJ4-HS)*





# STORAGE MANAGEMENT OFFICE

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- **USTRANSCOM SMO provides NTS program administration/oversight IAW the Defense Transportation Regulation (DTR)**
  - Supports 117 Military Installations
  - \$300M Annual Spend by Military Services
  - 250M pounds on hand (average)
  - Tender of Service administration
  - Unusual Occurrence on-site support
  - Qualifications NTS/SIT
  - Facility inspections NTS/SIT
  - Rates



# MANAGING STORAGE SATURATION

TOGETHER, WE DELIVER.

- **TSP - Destination SIT Capacity**
  - Confirm availability prior to departure
- **PPSO - Anticipate NTS Saturation**
  - Contact the SMO as soon as possible for assistance
- **SMO - Establish NTS Saturation Rates**
  - Allows the use of NTS capacity outside of saturated areas
  - SMO request Saturation Rates from NTS TSPs
  - Saturation rates effective through peak season only
  - Over 800 members serviced in saturated areas peak season 2018



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# USTRANSCOM

UNITED STATES TRANSPORTATION COMMAND



*Ms. Janice Griffin  
Storage & POV Team  
(TCJ4-HS)*



# PROGRAM UPDATES

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- **Third Party Payment (TPPS) Implementation**
  - DOM Contracts
  - NTS Retrograde Contract
- **NTS Invoice Reconciliation**



# TPPS TRANSITION – DPM & NTS RETRO CONTRACTS

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- **Intent: DFAS requires electronic invoicing and payment for packing, crating and storage of HHG contracts IAW DFARS 232.7003 (b)**
- **DP3 DPM and NTS Retrograde contracts not in compliance**
  - OSD granted waiver through March 2020
- **DPM Transition Status:**
  - All CONUS transitioned
  - OCONUS: 20/34 transitioned
- **NTS Retrograde Transition Status: In Progress**

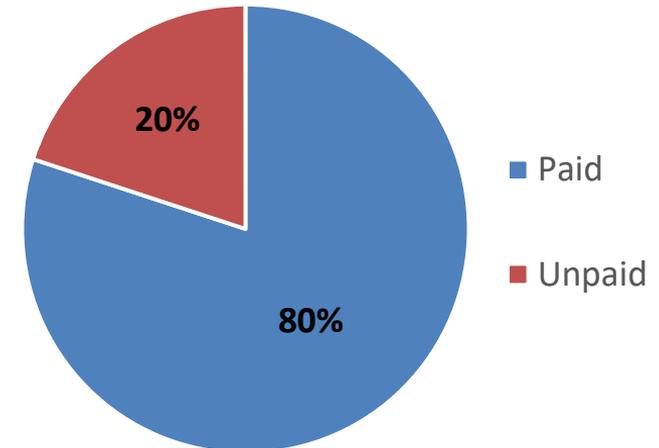


# NTS INVOICE RECONCILIATION

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- **Intent:** In response to 2015 Industry Complaints, established a reconciliation team to address aged NTS invoices
- **Received:** 6,351 invoices, from 187 TSPs, totaling \$3,893,906.09
- **Status:**
  - 73 NTS TSPs settled in full
  - 4,788 invoices settled
  - \$3,115,218.50 settled

Amount Settled





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# Lunch



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*Ms. Jill Smith  
Chief, Plans, Strategy, and  
System Integration  
(TCJ4-HP)*



# SYSTEMS UPDATE

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- **USTRANSCOM Public Page**
- **Move.mil**
- **Move.mil SME (Subject Matter Expert) Page**



# USTRANSCOM PUBLIC PAGE

TOGETHER, WE DELIVER.



## USTRANSCOM Defense Personal Property Program (DP3)

United States Transportation Command - Strategic Plans, Policy and Logistics (TCJ5/4)

Menu



## Defense Personal Property Program

United States Transportation Command is responsible for administering the DOD's Personal Property Program and continues to reengineer the way DOD selects, manages and works with transportation service providers that move and store household goods and vehicles.

Our mission is to manage the DOD Personal Property Program (DP3) by acting as the sole negotiator, worldwide, with commercial firms on rates and other matters incidental to shipment and storage services for all personal property.

Market Expansion

Defense Personal Property Program

Reoccurring Updates

### Menu Options

- DP3 Home Page
- Advisories
- Direct Procurement Method (DPM)
- Household Goods
- Non-Temporary Storage (NTS)
- NTS Retrograde Program
- Privately Owned Vehicles
- Expand All
- Close All

### Quick Links

### External Links

Contact Us

Close Menu

<https://www.ustranscom.mil/dp3/>

United States Transportation Command - Strategy, Capabilities, Policy, & Logistics (TCJ5/4) | Scott Air Force Base IL 62225-5357

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## Defense Personal Property Program (DP3)

Defense Plans, Policy and Logistics (TCJ5/4)

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### Market Expansion

### Defense Personal Property Program

#### *PPSO Instructions*

[Coast Guard Procedures](#)

[Current Army Procedures](#)

[Navy Procedures](#)

[DPS ARMY PCS QUICK REF TOOL FY18 V1](#)

[FY19 TAC MDC APC CROSSWALK](#)

[List of DFAS Payment Centers](#)

[Army PPSO Transfers](#)

### Recurring Updates

### Market Expansion

[NTS Market Expansion v11 Sep 18](#)

### Recurring Updates

[2018 DP3 PPF](#)

[2018 DP3 Training Day](#)

[2018 Fall PPF](#)

[2019 DP3 PPF](#)

[USTRANSCOM PP Advisory 19-0023 2019 DP3 Spring PPF 19-20 Mar 2019](#)

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United States Transportation Command - Strategic Plans, Policy and Logistics (TCJ5/4)

Menu

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Menu

Menu Options

Quick Links

External Links

- Defense Travel Regulations
- ★ Move.mil - Official DPS Portal
- USTRANSCOM Public Web Site
- ETA System
- TR-12
- Tender of Service NTS Rates
- Joint Travel Regulations

Contact Us

Close Menu

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# MOVE.MIL (DOD CUSTOMER PAGE)

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 An official website of the United States government [Here's how you know](#) ✓



## Move.mil

Official DOD Customer Moving Portal

[Moving Guide](#) ✓ [Tutorials](#) [FAQ](#) [Customer Service](#) [Tools & Resources](#) ✓



[Sign in to DPS](#) ✦ or [create a new account](#) ✦ to schedule a move, submit a customer satisfaction survey (CSS), or file a loss and damage claim.

- ✓ **Plan Your Move**
- ✓ **Schedule Your Move**
- ✓ **Get Ready for Moving Day**
- ✓ **Settling In**

### Helpful Links

[Privately Owned Vehicles \(POVs\)](#) ✦

[How to create a Claim](#)

[How to create a Loss & Damage Report](#)

[How to check your Claim Status](#)

[How to Accept a Claim Offer](#)

[Determine Your Entitlements](#)

[Household Goods Weight Estimator](#)

[PPM \(Do-It-Yourself\) Estimator](#)

[Contact your local Transportation Office for moving assistance and questions](#)

[Self-Inventory Form](#)

[Customer Service Information](#)

<https://move.mil/>

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# MOVE.MIL (DOD CUSTOMER PAGE)

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## Move.mil

Official DOD Customer Moving Portal

- Moving with the Military Overview
- Entitlements/Guidelines
- What to Expect?
- Reimbursements
- Loss & Damage Claims
- Moving Tips
- Nightmare Moves
- Overseas Moves (OCONUS)
- TDY Moves
- Retirees/Separatees
- DOD Civilian Employees
- Service-Specific Information
- Pet Information
- Privately Owned Vehicles (POVs)



[Moving Guide](#)

[Tutorials](#)

[FAQ](#)

[Customer Service](#)

[Tools & Resources](#)

### New User Registration

[Returning User Login](#)

[Create a Shipment](#)

[Create a PPM Shipment](#)

[Dual Military \(Mil-to-Mil\) Move](#)

[Cancel a Shipment](#)

[Customer Satisfaction Survey](#)

[File a Loss & Damage Report](#)

[File a Claim](#)

[Check the Status of your Claim](#)

[Accepting a Claim Offer](#)

- [Before You Move](#)
- [Privately Owned Vehicles \(POVs\)](#)
- [Moving Day!](#)
- [Travel Tips](#)
- [Inconvenience Claims](#)
- [Delivery](#)
- [After The Move](#)

[Local Personal Property Office](#)

[Privately Owned Vehicle \(POV\) Shipments](#)

[Technical Help Desk](#)

[Service Branch Customer Service](#)

[Accounting & Finance Office](#)

[Claims](#)

[Retiree/Separatee Extension](#)

### Helpful Links

[Privately Owned Vehicles \(POVs\)](#)

[PPM Estimator](#)

[Weight Estimator](#)

[Find Nearby Locations](#)

[Self-Inventory Form](#)

[Protect Your Move](#)

schedule a move, submit a customer satisfaction survey (CSS), or file a loss and

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# MOVE.MIL (DOD CUSTOMER PAGE) - What's New?

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- **Moving Guide > What to Expect?**
  - Click hyperlinked text for *DP3 Customer Bill of Rights*
- **Moving Guide > Pet Information**
  - Click hyperlinked text for *Transporting Your Pet*
- **Frequently Asked Questions (FAQ)**
  - Added privately owned vehicle and inconvenience claims
- **Tools & Resources > Protect Your Move**
  - Link to Federal Motor Carrier Safety Administration (FMCSA)

***New Department of Defense Logo Coming Soon!***

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# MOVE.MIL/SME (PPSO AND TSP PAGE)



## Move.mil

Official DOD PPSO & TSP Moving Portal

- [Moving Guide](#) ▾
- [Tutorials](#)
- [FAQ](#)
- [Customer Service](#)
- [Tools & Resources](#) ▾

[Sign in to DPS](#) or [create a new account](#) to schedule a move, submit a customer satisfaction survey (CSS), or file a loss and damage claim.

[Home](#) / [Personal Property Consignment Instruction Guide](#)

[Back to top](#)

## Personal Property Consignment Instruction Guide

### Consignment Guide & Country Instructions

[CONUS Personal Property Consignment Instruction Guide \(March 2019 v10\).pdf](#)

[OCONUS Country Instructions \(January 2019 v.5\).pdf](#)

### DP3 Business Rules and Regulations

[Personal Property Training Manual Final 07 Dec 2018](#) [5.41 MB]

[Tender of Service \(TOS\) For Household Goods and Unaccompanied](#) [1.19 MB]

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### Content Areas

- ✓ **PPCIG (Personal Property Consignment Instructions Guide)**
- ✓ **DP3 Business Rules and Regulations**
- ✓ **Advisories**
- ✓ **Household Goods**
- ✓ **Non-Temporary Storage**
- ✓ **PP Forums and Workshops**

*Headers return SME user to the DoD Customer page*



# MOVE.MIL/SME (PPSO AND TSP PAGE)

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## Move.mil

Official DOD PPSO & TSP Moving Portal

- [Moving Guide](#) ▾
- [Tutorials](#)
- [FAQ](#)
- [Customer Service](#)
- [Tools & Resources](#) ▾

Sign in to DPS or create a new account to schedule a move, submit a customer satisfaction survey (CSS), or file a loss and damage claim.

### Advisories

- 19-0041 [USTRANSCOM Personal Property Advisory 19-0041-New Domestic Transit Times-Appendix L](#) [160.16 KB]
- 19-0039 [USTRANSCOM Advisory #19-0039 DPS 2019 Ranking Available for Industry](#) [89.5 KB]
- 19-0034 [USTRANSCOM PP Advisory #19-0034 \(Deactivation of CWA\) 19 Feb 19](#) [45.17 KB]
- 19-0031 [USTRANSCOM PP Advisory 19-0031 Updated PPF Info 08 Feb 2019](#) [118.49 KB]
- 19-0030 [USTRANSCOM Personal Property Advisory #19-0030](#) [14.89 KB]
- 19-0023 [USTRANSCOM PP Advisory 19-0023 2019 DP3 Spring PPF 19-20 Mar 2019](#) [124.32 KB]
- 19-0022 [USTRANSCOM PP Advisory Code 2 Claims Reduction Initiative](#) [235.4 KB]
- 19-0016 [USTRANSCOM PP Advisory 19-0016 Recalculation of CSS Scores for 15 May-31 July](#) [75.5 KB]
- 19-0014 [USTRANSCOM-PP Advisory 19-0014 Pacific Personal Property Training Works](#) [101.06 KB]
- 19-0012B [USTRANSCOM PP Advisory 19-0012B UPDATE 2 INTL CCL 2019 Rate Filing Mess](#) [47.58 KB]

1 2 3 4 5 Next Last

### Household Goods

- [2017 400NG Baseline Rates](#) [314.66 KB]
- [2017 400NG Tariff](#) [1.12 MB]
- [2017 INTL CCL](#) [1.31 MB]
- [2017 SS CCL](#) [496.85 KB]
- [2018 400NG Baseline Rates](#) [314.66 KB]
- [2018 400NG Tariff](#) [1.11 MB]
- [2018 INTL CCL](#) [2.01 MB]
- [2018 SS CCL](#) [547.61 KB]
- [2019 400NG Tariff](#) [1.15 MB]
- [2019 Domestic Channel Control List](#) [200.53 KB]

1 2 3 4 5 ... N

### Non-Temporary Storage (NTS)

- [A-CERTIFICATE-OF-INDEPENDENT-PRICE-DETER](#)
- [AGFM-A-WRIGHT-PAT-AFB-OH.pdf](#) [20.48 KB]
- [AGFM-B-MA-AND-NH.pdf](#) [20.2 KB]
- [AGFM-C-USNS-BASE-GROTON-CT.pdf](#) [20.22 KB]
- [AGFM-D-DOVER-AFB-DE-CONTAINERIZED.pdf](#) [20.31 KB]
- [AGFM-D-DOVER-AFB-DE.pdf](#) [20.09 KB]
- [AGFM-E-NETC-NEWPORT-RI.pdf](#) [20.17 KB]
- [AGFM-F-WRIGHT-PAT-AFB-OH.pdf](#) [20.4 KB]
- [AGFM-FT-DIX-NJ.pdf](#) [20.28 KB]
- [AGFM-G-GRIFFIS-AFB-NY.pdf](#) [20.43 KB]

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### Personal Property Forums and Workshops

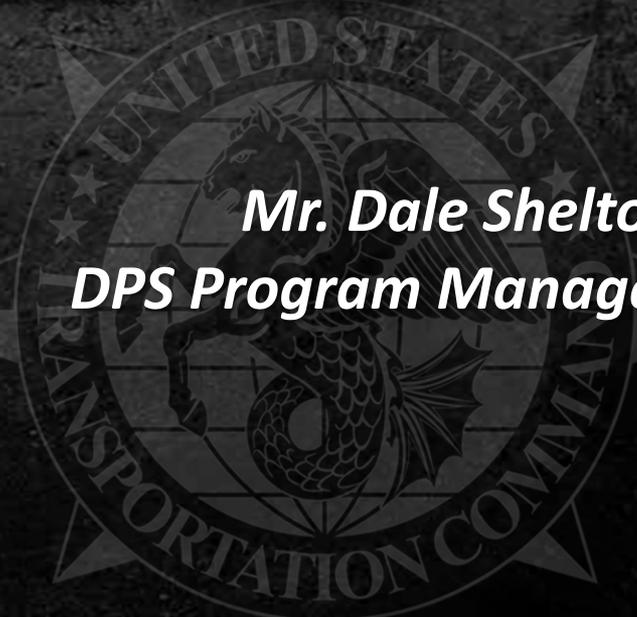
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# USTRANSCOM

UNITED STATES TRANSPORTATION COMMAND



*Mr. Dale Shelton*  
*DPS Program Manager*



# DPS RELEASES AS OF 7 MARCH 2019

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Date	Version	Description
5-Oct-18	3.19.0	DoDIG Security 7 and 8, Improved security and ability of users to identify duplicate transactions
12-Oct-18	3.20.0	Reduced SSN exposure. Resolved defects.
12-Oct-18	3.21.0	Last major code branch, collapsed all remaining code into a single trunk. Improves reliability of agile releases.
16-Nov-18	3.22.0	Part one of integration with MilMove for authentication.
21-Nov-18	3.22.0a	Hotfix for iCSS.
21-Dec-18	3.23.0	Part two of integration with MilMove for authentication.
18-Jan-19	3.24.0	Added survey information on DoD Cust Page. Resolved defects.
1-Feb-19	3.25.0	Maven Common Repository for automated releases. Improved MilMove interface. Resolved defects. Deployed Data Nucleus infrastructure to replace Kodo.
15-Feb-19	3.26.0	Updated MilMove Interface. Deployed first DataNucleus Module (2DMSL). Preliminary deployment to replace GENTRAN with Sterling B2B. Resolved defects.
1-Mar-19	3.27.0	MilMove interface updates. Resolved defects. Data Nucleus writes feature.



# DEFENSE PERSONAL PROPERTY SYSTEM PLAN

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- **MilMove Single Sign-On**
  - Mostly Complete
  - Prepared to address issues that emerge in end to end testing
- **Continue with Weekly Maintenance Windows for Patching and Releases**
- **Update Auto-Re-Offer Behavior for Refusals**
- **Security, Stability, and Compliance**
  - Continue upgrading or replacing expired COTS products
    - Kodo replacement
    - Gentrans replacement
    - Siebel upgrade
    - iPlanet replacement
    - Solaris replacement
  - ETA Plug-In replacement
  - Security vulnerabilities



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*MilMove Prototype*  
*Mr. Jeff Clark*  
*Defense Digital Service*





# MilMove Application

Scalable, User Friendly and Safe

# Technology

## Commercial Cloud Infrastructure

- AWS
- Fargate Container Management
- Docker Containers
- Application Load Balancer (ALB)
- Network Load Balancer (NLB)

## Web based Application

- Backend written in GO
- Frontend written in Java Script
- PostgreSQL 10.x database

# Security

## Encryption

- HTTP Strict Transport Security (HSTS) is used to communicate to the user's browser
- The database uses built in encryption to secure data at rest
- PII is hashed using the industry-standard bcrypt algorithm with a unique salt for each record

## Monitoring

- Audits logins, root-user events, and other anomalies
- Industry standard logging and monitoring practices

## Isolation

- Virtual Private Clouds (VPCs) isolates services for maximum security

# User Experience



Hundreds of hours of User Research

Service Member onboarding takes 15 minutes



Service Members use their personal devices

Supports desktops, tablets and mobile devices



Supports Chrome, Safari, Edge and mobile browsers



Login.gov used for Two Factor Authentication

Used by USA Jobs, Global Entry and others

# Features



Supports PPM and HHG CONUS moves types



Easy Service Member onboarding



Electronic signatures for Service Members



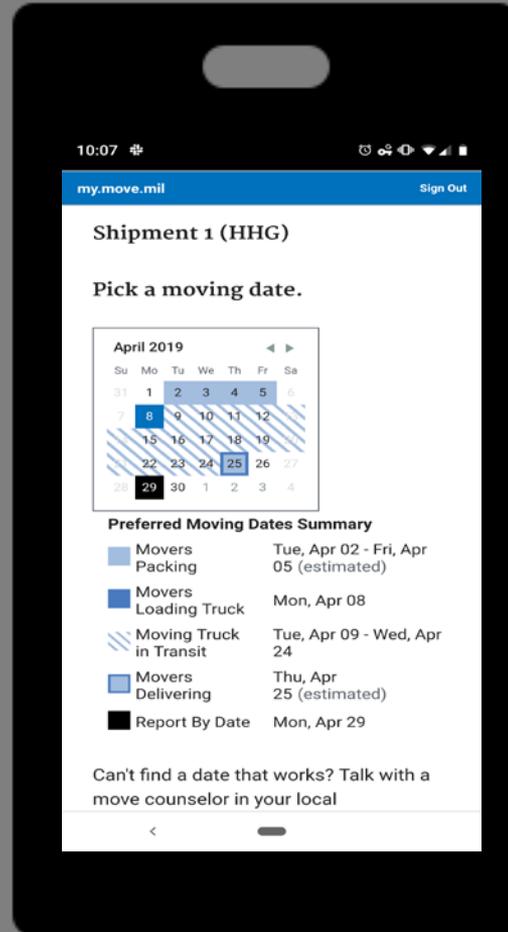
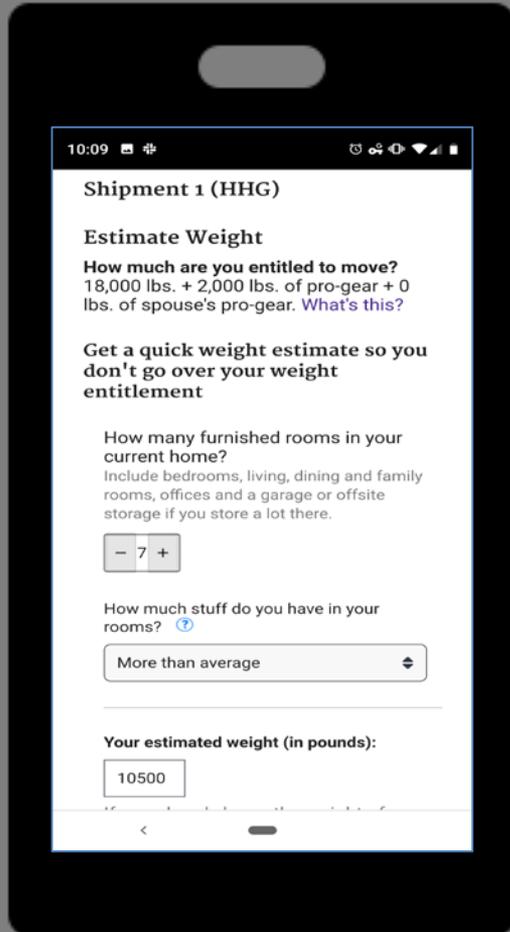
Document upload support

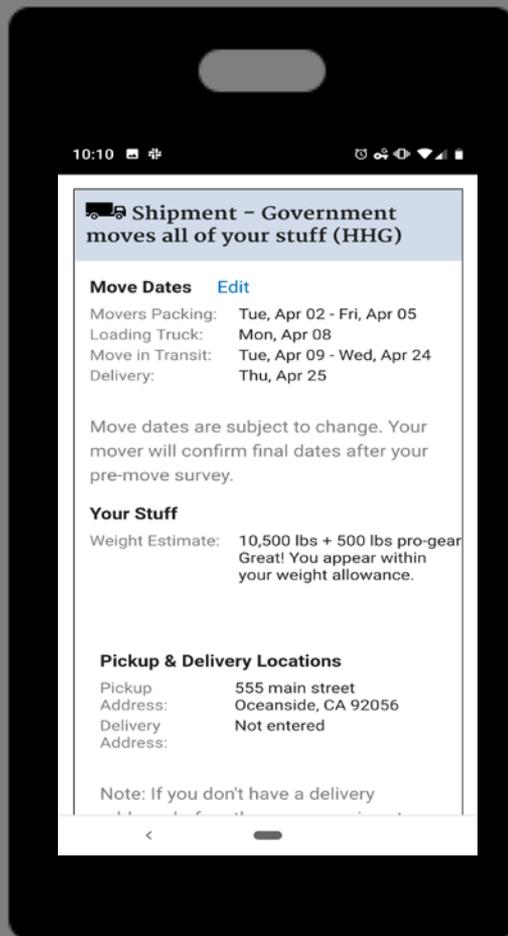
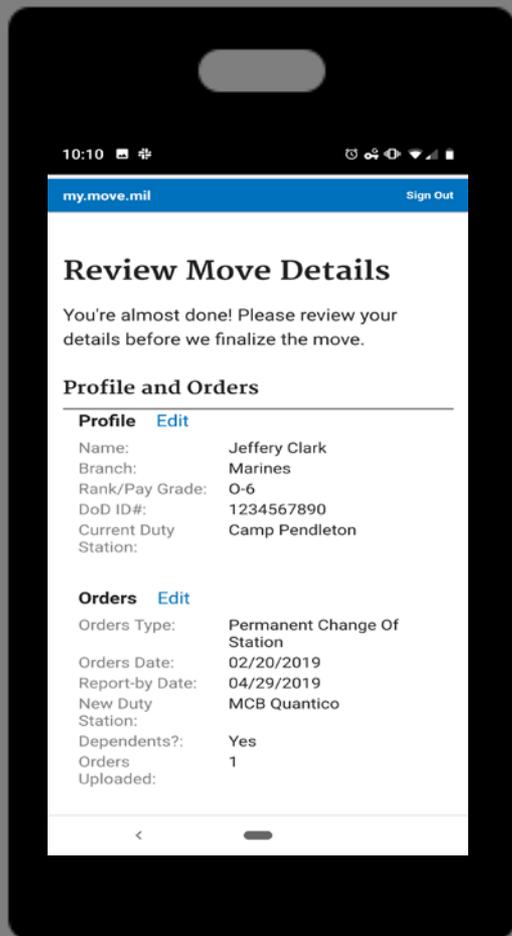


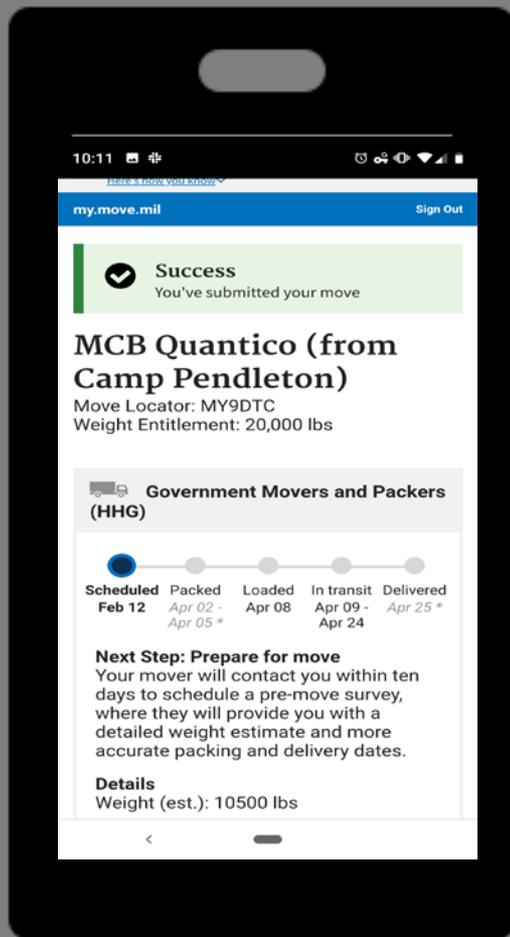
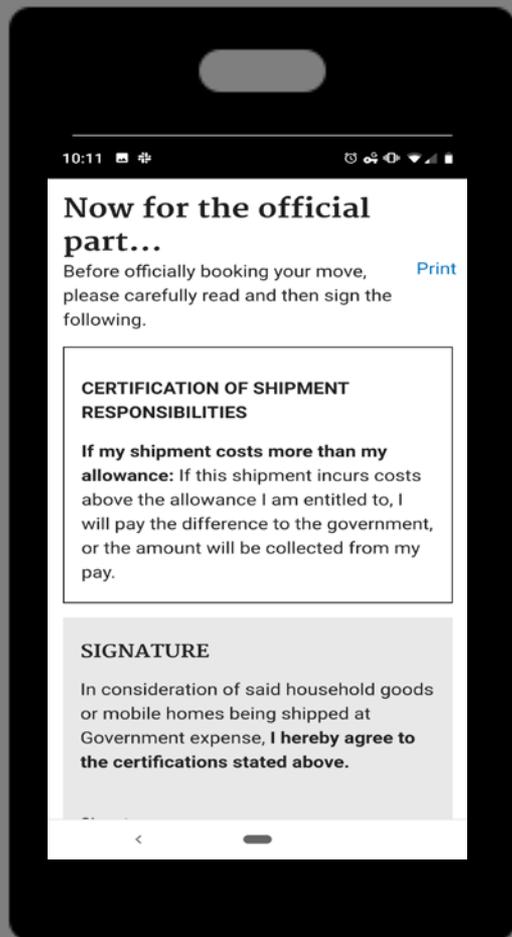
Invoice generation



Payment processing via TPPS







# Move Info: Hill, Meagan

[New Moves Queue](#)

 ID# 1270407427 - 720-278-1487   - Locator# RKX3K8 - Move date 29-Nov-18

**Basics**
 Approved

**PPM**
 In review

**HHG**
 Delivered

 Approve Basics 

 Approve PPM 

 Approve HHG 

Complete Shipments

Cancel Move

## Routing

Shipment type	HHG
Shipment market	Domestic HHG
Channel	AGFM - HAFC
Code of service	

## Dates

[Edit](#)

### Pre-move Survey

Pre-move survey conducted	06-Nov-18
Survey Method	In person

### Packing

Original	23-Nov-18
Planned	26-Nov-18
Actual	26-Nov-18

### Pickup

Original	29-Nov-18
Planned	29-Nov-18
Actual	29-Nov-18

### Delivery

Original	10-Dec-18
Planned	10-Dec-18
Actual	27-Dec-18
RDD	10-Dec-18

### Notes

Origin agent &amp; Customer dropped first pack date of 11/23/18.

## Documents

-  Orders ()
-  Weight ticket (6560 lbs) expense receipt
-  Post Weight (4960lbs) expense receipt truck
-  Car weight(3600) expense receipt
-  Car post weight(3120lbs) expense receipt
-  Meagan Hill orders
-  Home Gym - Third party service 3
-  Truck loaded (6560 lbs)
-  Pre-Move Survey
-  Car weight(3120 lbs)

## Premove Survey

[Edit](#)

Planned Pack Date	<b>29-Oct-18</b>	Weight Estimate	<b>3,800 lbs</b>	Pre-move survey conducted	<b>19-Oct-18</b>
Planned Pickup Date	<b>31-Oct-18</b>	Progear Weight Estimate		Survey Method	<b>In person</b>
Planned Delivery Date	<b>07-Nov-18</b>	Spouse Progear Weight Estimate		Notes	

## TSP & Servicing Agents

[Edit](#)

<b>TSP</b> Name	<b>Origin agent</b> Company	<b>Acme</b>	<b>Destination agent</b> Company	<b>Acme</b>
Email	Email	<b>da@ag.co</b>	Email	<b>elmer@acme.com</b>
Phone number	Phone Number	<b>666-666-6666</b>	Phone Number	<b>555-555-5555</b>

## Pre-Approval Requests

Code	Item	Loc	Details	Submitted	Status	
105B	Pack Reg Crate	O	35.5000 crating a moose head	04-Mar-19	Submitted	
35A	Third Party Service	O	600.0000 take apart a weight machine	04-Mar-19	Submitted	

## TSP & Servicing Agents

[Edit](#)

<b>TSP</b>	<b>Origin agent</b>	<b>Destination agent</b>
Name	Company <b>Acme</b>	Company <b>Acme</b>
Email	Email <b>da@ag.co</b>	Email <b>elmer@acme.com</b>
Phone number	Phone Number <b>666-666-6666</b>	Phone Number <b>555-555-5555</b>

## Pre-Approval Requests

Code	Item	Loc	Details	Submitted	Status
105B	Pack Reg Crate	O	35.5000 crating a moose head	04-Mar-19	✓ Approved <a href="#">✕</a>
35A	Third Party Service	O	600.0000 take apart a weight machine	04-Mar-19	🕒 Submitted <a href="#">✓</a> <a href="#">✎</a> <a href="#">✕</a>

[+ Add a request](#)

## Invoicing

**Unbilled line items**[Approve Payment](#)

## Pre-Approval Requests

Code	Item	Loc	Base quantity	Notes	Submitted	Status	
35A	Third Party Service	D	230.0000	3rd Party Service for Weider Pro Home Gym reassembly at destination. Third Party Quote \$230	26-Nov-18	✓ Approved	✕
35A	Third Party Service	O	230.0000	3rd Party Service Request for Weider Pro Home Gym for disassembly at Origin Third party Quote \$230.00	26-Nov-18	✓ Approved	✕
120A	Extra Labor Reg	O	4.0000	600lb safe (2 men, 2 hours, 4 hours total)	08-Nov-18	✓ Approved	✕

[+ Add a request](#)

## Invoicing

### Unbilled line items

Code	Item	Loc	Base quantity	Inv amt
LHS	Linehaul Transportation	O	17,120.0000	\$8,548.21
16A	Fuel Surcharge-LHS	O	17,120.0000	\$598.37
135B	Destination Service Charge	D	17,120 lbs	\$393.32
135A	Origin Service Charge	O	17,120 lbs	\$273.69
105C	Full Unpack	D	17,120 lbs	\$397.81



# QUESTIONS?



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# Break



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*Services Update*

# ***Personal Property Activity HQ***

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*Integrity - Service - Excellence*

## **U.S. Air Force 2019 Spring PPF Topics**



**Kevin T. Kennedy**  
**19 March 2019**

**U.S. AIR FORCE**

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- **Reweigh Performance**
  - **CY 2018 54% of Reweighs Requested were performed**
- **Unlimited Refusals**
  - **If TSPs take 24 hours to refuse shipment in DPS it will cause delays in getting shipments booked. Particularly in the Peak of the Peak**
- **QA Inspection Program**
  - **PPA, AF JPPSOs and PPPOs participated in a QA Summit to ensure all JPPSOs and PPPOs were standardized in issuing LOWs and LOSs**
  - **QA remains to be a large focus is supporting our customers**
- **Communication throughout the move**
  - **TSPs must keep meaningful communication with their customers to ensure no surprises from origin to destination**



U.S. AIR FORCE

# ***Personal Property Activity HQ***

*Integrity - Service - Excellence*

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**Questions?**



**U.S. AIR FORCE**

*Integrity - Service - Excellence*

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# U.S. ARMY LOGISTICS

SUPPORTING MISSION SUCCESS



## Mr. Robert Haverback Army Sustainment Command



**LTG GUSTAVE F. PERNA**  
*Deputy Chief of Staff, G-4*  
Headquarters, Department of the Army





# HHG Improvement Efforts



## ❑ Short-term actions targeted for peak season 2019:

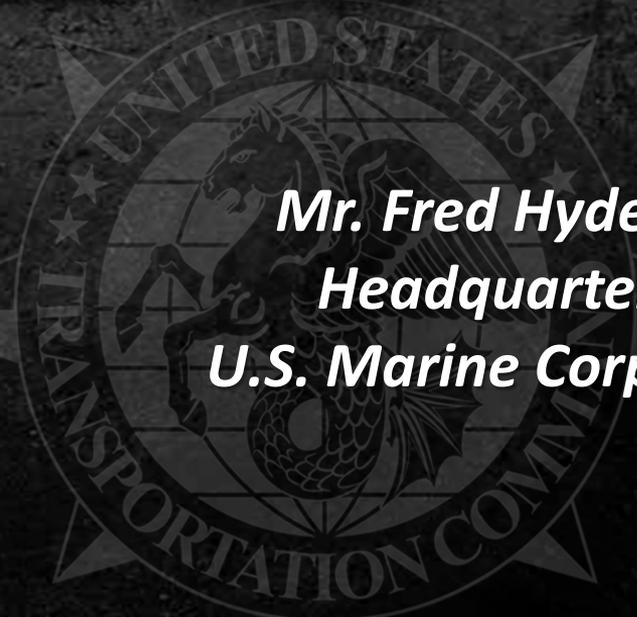
- Increase transparency through HHG carrier list with associated customer satisfaction scores posted on-line on the DPS customer landing page
- Raising QA on-site inspection from 25% to 50% to ensure packing standard compliance
  - Conducting Quarterly Data Calls until DPS Electronic Analytics pull is finalized
  - Prioritize fill of vacant QA positions
  - Analyze LRC reporting data to target possible increase in TDA manning
  - Reduce Virtual/Telephonic inspection where possible and utilize those man hours for Physical inspections
  - Ensure inspection data is properly entered in DPS
- Stress importance to increase percentage of CONUS moves containerized (crated) from 4% to 12% to minimize loss/damage
  - Army PPSO/JPPSOs at 8.5% for Feb 19 shipments
- Expanded media campaign highlighting all above and reinforcing (1) report to transportation office/access DPS online immediately upon receipt of orders and (2) complete customer satisfaction survey
  - LRC publicize with local leadership, including Garrison and Senior Commanders
- Conducting internal monthly Army discussions and encouraging PPSO/JPPSO attendance during weekly Peak Season Calls



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*Mr. Fred Hyden  
Headquarters  
U.S. Marine Corps*

# Navy Personal Property USTRANSCOM Spring 2019 ~ Peak Season PPF

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*Presented by:*

**Sutten (Tomas) Thomas**  
**Dan Wolfert**  
**NAVSUP HQ HHG**

March 2019



- **Key West Rate Area ~ Key West Florida (Code 2)**
- **NAVSUP HQ HHG ADVISORY 2019-01 Homeport Changes**
- **Quality Assurance (QA) POM21**
- **2019 Navy HHGs Entitlements Training**
- **Navy Lines of Communications**
- **Questions**

## Code 2 Service (Key West, Florida)

- **No current local agent available in Key West**
- **Increased Key West Service Charge**
- **Key West Rate Area Incentivizes Miami local agents to service Key West**
- **Key West Rate Area allows TSP to file rates for increased expenses without affecting entire market area of Florida**
- **Expected increases in number of Code 2 shipments into and out of Key West**

## Navy Advisory ~ Homeport Change (HPC)

- **Requires Stakeholders Meeting (Telcon) ~ Origin PPPO, Destination PPPO, TJ4-H (POV) and IAL Contractor Manager (Mr. Wellstead)**
- **Earlier coordination is crucial to smooth HPC outcome**
- **If ship is NOT going directly to assigned homeport ~ maximize use of NTS for household goods and storage of POV**
- **POV transportation under HPC business rules, limited to movement between HPC stations ONLY**

- QA Inspection “goal” change to 50 Percent on-site STANDARD
- Current Full Time Equivalents (FTEs) insufficient to meet new standard across the enterprise
- POM21 ~ NAVSUP HQ requested 40 additional FTEs to support QA program
- POM21 will be impacted by current HHGs outsourcing discussions
- POM21 is a “wish list” of QA requirements...no guarantee for approval of unfunded mandate
- Even if approved, additional FTE’s will not be available for FY19/20 peak seasons

# Navy 2019 HHGs Entitlements Training

- **NAVSUP HQ is spearheading Navy HHGs Entitlements training for Navy JPPSOs/PPSOs**
- **Normally conducted in conjunction with HHQ IG visits**
- **Entitlements completed at 7 Navy JPPSOs/PPSOs**
- **Positive results from attendees**

- **Navy Issues/Resolution**

- **First option, contact is the servicing PPPO in the immediate area**
- **Second option, contact the Responsible JPPSO/PPSO Director**
- **Third option, when unable to resolve with PPSO/JPPSO Director contact NAVSUP HHG HQ**

**Note: When contacting NAVSUP HQ please do not send PII information. Please provide detailed synopsis and if documentation containing PII is required we will reach out.**

**NAVSUP HQ Email: [NAVSUPHQHHGS.fct@navy.mil](mailto:NAVSUPHQHHGS.fct@navy.mil)**





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# Break



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*Industry Panel*



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# Closing Remarks



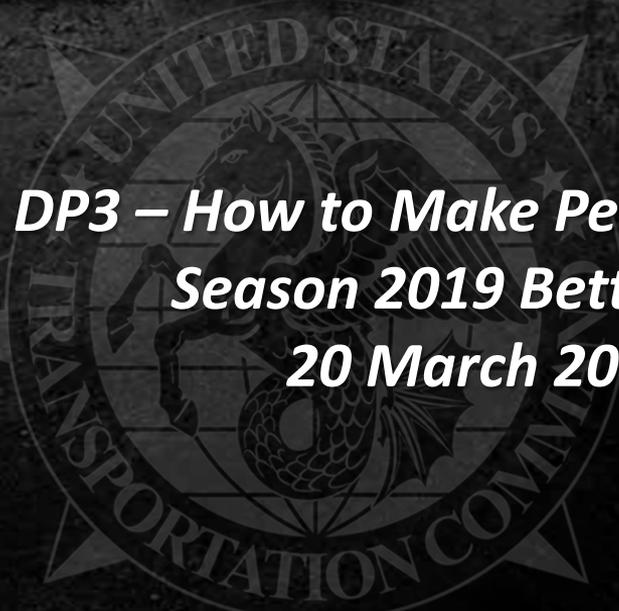
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*DP3 – How to Make Peak Season 2019 Better*  
**20 March 2019**





# AGENDA

TOGETHER, WE DELIVER.

- **USTRANSCOM Updates - Shipment Management**
- **Claims**
- **Open Forum w/DP3 Leadership**
- **Closing Discussions / Attendee Feedback**
- **Forum Conclusion**



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*Shipment Management –  
USTRANSCOM Updates  
and JPPSO SC*





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*Mr. Dave Jones  
Lead, Operational and  
Quality Support Team  
(TCJ4-HB)*





# QUALITY ASSURANCE INSPECTIONS

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- **DTR 405 Change, August 2018:**
  - “An inspection standard of not less than 50 percent (with an overall goal of 100 percent) of all inbound and outbound Personal Property shipments must be set by individual Service”
  - January 2019: DoD wide physical inspection at 31% including JPPSOs, at 16.6 % at the PPPO level



# CLAIMS AND LIABILITY CHANGES

TOGETHER, WE DELIVER.

- **Goal: Affect a major customer satisfaction area in DP3 by reducing program loopholes and increasing full replacement value protection**
- **FRV**- Increased to \$6.00 times either the net weight of the HHG shipment or the gross weight of the UB shipment, in pounds, not to exceed \$75,000
- **Mold** - TSP required to obtain an itemized written estimate and include pictures and an inventory of salvageable & non-salvageable categories if requested.
- **Estimates** - TSP required to provide estimate used to support an offer of settlement at the time of offer; highlighted need to provide docs to MCO within 2 days if transferred
- **Salvage** - Only authorized upon payment; TSPs prohibited from pre-emptively deducting salvage from an offer; salvage rights terminate upon the transfer to MCO
- Advance payments on catastrophic loss do not relieve inconvenience claims process



# CUSTOMER TRI FOLDS

TOGETHER, WE DELIVER.

- **Customer Satisfaction Survey (CSS)**
- **Inconvenience Claims**
- **Mold**
- **Personally Procured Move (PPM)**



# CUSTOMER SATISFACTION SURVEY

TOGETHER, WE DELIVER.

- Short 8-Question Survey
- Importance of completing the CSS
- When can the CSS be submitted
- Options to complete and submit

**The Customer Satisfaction Survey is the cornerstone of moving company evaluations.**

The Customer Satisfaction Survey (CSS) is a short, 8-question web-based evaluation accessible within the Defense Personal Property System (DPS), the DoD's moving system you already use to submit and track your PCS move, as well as file a claim directly with your transportation service provider (TSP) – your mover.

The survey allows DoD customers or their representatives to score their mover and directly impact that mover's future business with the DoD.

The survey samples 70% of the mover's Best Value Score.

The survey can be quickly completed in DPS or over the phone.

It provides the DoD with direct and, in many cases, actionable feedback about each customer's moving experience.

CSS comments are submitted to the mover and/or local transportation office for review.

**★★★★**  
HIGHER SCORES = MORE business for the mover

**★**  
LOWER SCORES = LESS business for the mover.

**When should the survey be completed?**

You will only be able to access your survey when your shipment is in "delivery complete" status.

Reminder emails will be sent to the you 7, 14, and 21 days after the shipment is marked as delivered.

You may choose to complete your claims with the mover, if applicable, prior to submitting your survey.

You have one year from the day your shipment is delivered to complete a survey.

Contact your local Transportation Office if you have questions about the survey or need tips on how to complete it.

<https://move.mil>

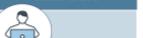


**CUSTOMER SATISFACTION SURVEY**



**8** questions and a few minutes of your time help keep the best movers moving the Department of Defense

**Complete your survey online in DPS**



**Create a DPS Account**

- Access the DPS Home Page <https://www.move.mil>
- Review Page-Id Blockers
- Select "Customer Satisfaction Survey"
- Select "Create a New Account"
- Fill in and answer the questions
- Select "Submit"

**NOTE:** Your email is how the DPS communicates with you.

- Confirm Email "Cancel or OK"
- You will receive a User ID by email
- Once you receive your User ID and password, follow the instructions in your next section "Already have a DPS Account."

**PASSWORD FORGOTTEN OR EXPIRED?**

- Select "Forgot Password"
- Enter "Enter User ID below"
- Type the code from the image
- Answer the security questions

**Already have a DPS Account?**



**Go to the Survey**

- Access the DPS Home Page at <https://www.move.mil>
- Review Page-Id Blockers are turned off
- Select "Customer Satisfaction Survey"
- Select "Sign in to DPS", under "Returning DPS Users"
- The STA login page will appear. Login using your Common Access Card electronic certificate, or use your user ID and password. Select "Sign In"
- Select the "Customer Satisfaction Survey" tab in DPS.
- Complete the 8-question survey and select "Submit."
- If you agree with the score provided "Select OK." Score can range from 0 to 100.
- Enter comments on the performance of your mover. Comments are limited to 2,000 characters. Once comments have been added, select "Submit."

**Complete your survey over the phone**



Contact the Help Desk at  
**1-800-462-2176**  
or Command  
**1-618-589-9445**

Select Option 5, then option 1  
Have your Bill of Lading #  
BOLA0000001 handy

SEE A LIST OF FREQUENTLY ASKED QUESTIONS AT:  
<https://move.mil>







# MOLD

TOGETHER, WE DELIVER.

- **What to do when mold is discovered**
  - Customer, TSP, PPSO, MCO
- **When mold is suspected at residence**
- **Process for suspected mold at NTS facility**
- **Who pays for when mold suspected**

**What is Mold**

Molds are part of the natural environment, and can be found indoors and outdoors. Mold is not usually a problem, unless it begins growing indoors. The best way to control mold growth is to control moisture.

Molds produce allergens (substances that can cause allergic reactions), irritants, and in some cases, potentially toxic substances.

Carpet, as soon as practical, should attempt to clean and dry the items, rather than allow further damage (e.g., rot, warping, or mildew), to develop from prolonged exposure to dampness.

**Who to Call**

Contact your local Personal Property Office

NEED HELP FINDING YOUR PERSONAL PROPERTY OFFICE? GO TO <https://move.mil/resources/locate>

“Tools & Resources” then “Find Nearby Locations”

Or your Military Claims Office (MCO)

Army 502-626-3000  
Air Force 877-754-6371  
Navy & Marines 757-434-4637  
Coast Guard 757-624-4212

MCO Liability

**MOLD MITIGATION**

The Department of Defense and industry partners work together to ensure the safe transportation of our customer's property.

It is to remediate any signs of mold on personal property shipments prior to delivery.



- Molded shipments should never be delivered into the customers residence
- Shipments containing, or suspected of mold should not be stored in the customers garage until remediation is figured out.
- Sampling for mold should be conducted by professionals who have specific experience in designated mold sampling protocols, sampling methods, and interpreting results.
- The carrier will not pack items that contain mold.







# PERSONALLY PROCURED MOVE (PPM)

TOGETHER, WE DELIVER.

- When to get weight tickets
- What happens when weight tickets are lost
- Reimbursement for a PPM without advanced paperwork
- PPM authorized storage
- Accidents, claims, etc.

**PPM OPTIONS**  
 \*You Load They Drive® Home Equipped, Pallet Post, and Flat-Deck Commercial Containers. Contact your local USDS Service Incentive Office on PPM allowances and procedures.  
 If you choose to hire your own full service mover, check: <https://www.finnestdat.gov/>

**PPM PROGRAM**  
**Service members:** The PPM program is an alternative means of moving your personal property. You must make arrangements at origin, just as you would for a Government-arranged move, and complete certain office requirements to include obtaining weight tickets.

**Civilian employees:** must make the necessary arrangements for the HHG move and pay for the move. Reimbursement is limited to total expenses incurred by the employee. The basic cost of a Government-arranged move, less the value of HHG, is your initial base of orders. Indicate a PPM is authorized prior to the movement of HHG.

**Temporary storage:** for a PPM shipment is authorized only in circumstances pre-arranged with HHG delivery to the residence.  
 Types of storage may include:  
 (1) Storing in a public rental unit, keeping personal property in the vehicle.  
 (2) Use of authorized warehouses or commercial storage facilities.

**Small package:** if a U.S. Postal Service, United Parcel Service or FedEx, the return or Customs Declaration Form providing such package's weight, charges paid, mailing date, contents, destination, and origin required.

**TO START/SUBMIT AN APPLICATION:**  
<https://choice.mil/move/creates-opportunity>  
 Personally Procured Move (PPM) Estimator:  
<https://choice.mil/move/estimate>  
**DPS Technical Assistance:**  
**DPS Service Response Center**  
 Phone: 1-800-462-2176, ext. 5  
 Email: [usmilitarysupport@disa.af.mil](mailto:usmilitarysupport@disa.af.mil)

**Helpful Links**  
**Armed Forces Members:**  
<https://www.armymove.com/>  
 800-999-8114  
**Civilian Employees:**  
<https://www.finnestdat.gov/>  
 1-800-462-2176, ext. 5  
**Weight Tickets:**  
<https://www.finnestdat.gov/>

**PERSONALLY PROCURED MOVE (PPM aka DITY)**

**Branch assistance**

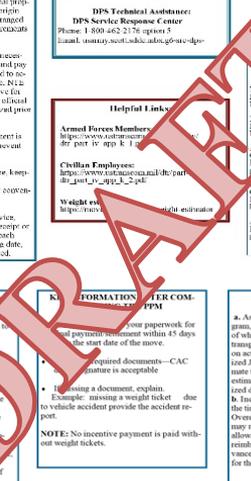
Military:  
 Phone: 1-800-462-2176  
 Email: [ppmhelp@usmilitary.com](mailto:ppmhelp@usmilitary.com)

Civilian:  
 Phone: 1-800-462-2176  
 Email: [ppmhelp@disa.af.mil](mailto:ppmhelp@disa.af.mil)

**Customers Responsibilities**  
 Obtain the necessary equipment for your paperwork for aids, packing materials, and vehicles to safely transport your property.  
 a. Locate weight tickets (or estimate weights) for equipment of the type to be moved.  
 b. Obtain a certified weight estimate from a Service or a certified weight estimator (CWE) (IRS requirement).  
 c. Submit a return to the destination TO.  
 The TO can provide information regarding your final destination. If you should file your final settlement claim within 45 days after the date of the move. Failure to file in a timely manner could result in the Government recognizing your advanced operating allowance from your pay.

**INFORMATION FOR COMPLETING PPM**  
 a. Complete your paperwork for your payment statement within 45 days of the start date of the move.  
 b. Obtain required documents—CAC, CAC, and other documents to acceptable.  
 c. Obtain a document, explain, and provide a weight ticket due to vehicle accident provide the accident report.  
**NOTE:** No incentive payment is paid without weight tickets.

**PPM Incentives**  
 a. As an incentive to participate in the program, you are authorized to receive 95 percent of what it would cost the Government to transport your HHG. The computation is based on actual weight transported NTE your authorized JTR weight allowance. Your TO can estimate the constructive move cost based on the estimated weight to be moved and the authorized distance from origin to destination.  
 b. Incentive payment estimates, provided at the time of counseling, are estimates only. Overestimating the weight of your shipment may result in a larger than authorized advance allowance. If this happens, you are required to reimburse the Government the amount advanced that exceeded your authorized amount for the actual weight moved.  
**Operating Expenses**  
 a. Operating expenses you incur to pay for the move may be applied to your income tax filing. See current IRS publication for information. Authorized expenses include payment for rental vehicles/trailers, packing materials, moving equipment (hand trucks or appliance dollies), blanket wraps, gasoline, and other expenses (not oil changes), itemized expenses that may be directly related to PPM (e.g., tolls, cost for weight tickets). These costs are deducted from the incentive payment to determine the financial profit for tax purposes.  
 b. This does not include tow hitch(es) added to your PPM, winterizing your POV, replacement of tires, flat tire repair, cracked or broken windshields, and any other service or repair to your POV.





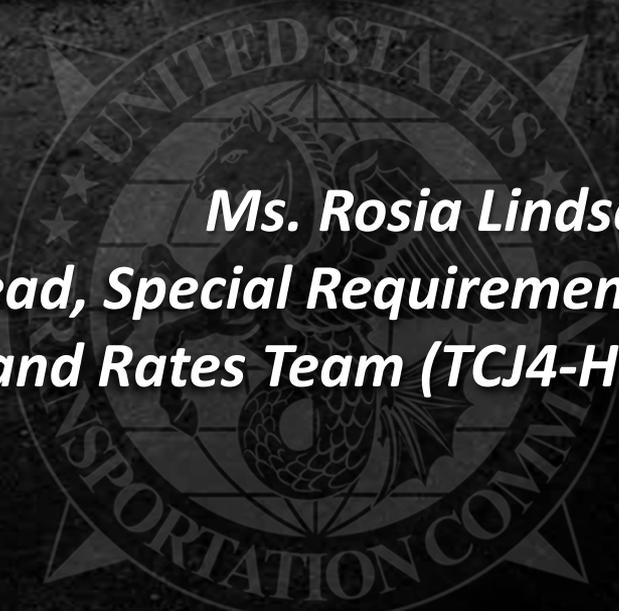
TOGETHER, WE DELIVER.

# USTRANSCOM

UNITED STATES TRANSPORTATION COMMAND



*Ms. Rosia Lindsey  
Lead, Special Requirements  
and Rates Team (TCJ4-HB)*





# 2019 TENDER/TARIFF CHANGES

TOGETHER, WE DELIVER.

- **OCONUS Rates:**

- Increased all OCONUS rates using Worldwide inflation data applied across multiple years where no increases were provided
- Included Linehaul, Storage/Delivery (518, 519, 520), Terminations/Diversion, Partial Delivery weighing, Labor, Crates
- Increased service charge for Florida Keys from \$5.58 cwt to \$10.00 cwt

- **CONUS Rates:**

- In addition to GPA, increased 135A/B (Orig/Dest Fee) and OLF/DLF (linehaul factor) to 41 of 287 Geo areas
- Added new U.S. Rate Area for Florida Keys (Monroe County, FL -US4965500)
- Increased service charge for Florida Keys from \$10.50 cwt to \$20.00 cwt



# ITEM 530 LINEHAUL SCHEDULES

TOGETHER, WE DELIVER.

- **Linehaul Schedules are used for delivery in/out of SIT, diversions, terminations, alternate ports, etc.**
  - Schedule A: HHG (CONUS, Hawaii, and Alaska)
  - Schedules B1-B6: HHG (Overseas)
  - Schedule C: UB (CONUS & Hawaii)
  - Schedule D: UB (Germany)
  - Schedule E: UB (except Germany, Hawaii, and Alaska)
  - Schedule F: UB (Alaska)
- **2019 changes/updates:**
  - Inflation adjustments made to the OCONUS LH Schedules
  - Applied adjustments across multiple years where no increases were previously made



# 2019 TENDER/TARIFF CHANGES

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- **Pass Through Charges:**
  - Added Pass Through requirements for Crating/uncrating, Shuttle service, Additional labor, Florida Keys Service charge, and Fuel Service Charge (to assist in getting money to the service provider)
- **Shuttles:**
  - Added language for documentation requested to support payment of a Shuttle (to reduce or simplify post payment audit process)
- **Crates/Misc:**
  - Added/updated guidance on the approval of crating IAW AFI 24-501 (to help standardize crating across program)
  - Bulky Items: Added riding lawnmower (including stand-on)
  - Updated PII language



# SHUTTLE SERVICES (ITEM 501)

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- **All shuttles require pre-approval from the Government**
- **Shuttles are TRUCK-TO-TRUCK transfers only**
- **2019 changes/updates:**
  - TSP must submit a DD Form 619/619-1 signed by the customer to validate a shuttle service was performed
  - The following additional documentation may be requested (by GSA) to support payment:
    - Signed dispatch logs
    - Paid equipment rental receipts
    - Copy of vehicle registration
- **For Domestic, weight tickets from the larger vehicle, not the smaller vehicle**



# CRATES/SPECIAL CONTAINERS (ITEM 508)

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- **All crates must be pre-approved by the PPSO**
- **No rounding of cubic dimensions if truncated to the second decimal (e.g., 6.8055 cu. ft. invoiced as 6.80 cu. ft.)**
- **Crating/uncrating done at the residence unless authorized by the customer or servicing PPSO to perform crating/uncrating at the warehouse**
- **2019 changes/updates:**
  - GPA increase applied to crates
  - New material must be used when crating is approved
  - Marble tabletops and pool table slates may be too heavy/large for available cartons and may be eligible for crating



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# USTRANSCOM

UNITED STATES TRANSPORTATION COMMAND



*Questions?*

# ***Joint Personal Property Shipping Office***

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*Colorado Springs*

## **Spring 2019 Personal Property Forum**

### **DPS Queue Management**

*for Shipment Management*



**U.S. AIR FORCE**

**Mr Jeffrey Yanovich**

Shipment Management Branch

JPPSO-Colorado Springs

jeffrey.yanovich.1@us.af.mil

(719) 554-9252 DSN: 692

**20 March 2019**

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*Integrity - Service - Excellence*



## ■ Pre-Peak Season Prep

- Building the “Game Plan”
- Communication Strategy with the PPPOs
- Cross Utilization of Personnel/Split Shifts
- Hand Working Shipments

## ■ Unlimited Refusals (SCR 6975)

- Fundamentals
- Short Fuse
- Customer Notifications

## ■ PPPO Impact on the Process

- Accurate submissions/The AF 21 Day “Expectation”
- Code 2 Usage
- DPM/Origin SIT/Alternate Dates
- Minimizing Change Requests

## ■ Questions



# Pre-Peak Season Prep

## ■ Shipment Planning Tools

- Follow FY19 Funding Guidance (*use the tool!*)
- PPCIG “Cheat Sheets” (*Make sure they are current!*)
- Follow NTSR Guidance/NTS DoD Master List
- Current Advisories

## ■ Communication Strategy with the PPPOs

- Share program updates
- Awareness of local site unusual requirements/PCS Projections
- Stress importance of DPS Remarks (*like a Group text*)

## ■ Cross Utilization of Personnel/Split Shifts

- Rotating individuals through the process (*PPPO, Ship Mgt, QC, Invoicing – couple days ea*)
- Move staff every 12-15 months (*career broadening*)
- Ensure personnel are trained and available
- Prioritize/utilize resources as peak demands shift



# Pre-Peak Season Prep

## ■ Split Shifts

- Shipments offered to TSPs between 0600-2100
- Telework
- Credit Hours/Extended Shifts

## ■ Hand Massage Shipments (*Extremely Time Consuming*)

- Utilize JPPSO/TSP relationships
  - Call TSPs
  - Offer Origin SIT/Possible extended RDD
  - Communicate with Customers
  - Play the Short Fuse Game to try and Award
- Work the shipment backwards
  - Find an agent willing to pack
  - Contact TSP willing to “un-blackout”
  - Play the Short Fuse Game to try and Award



# Unlimited Refusals

## ■ Fundamentals

- If a shipment is refused it will be offered 50 times or 72 hours whichever comes first
  - *i.e. TSP 4 refuses, its offered to 5, 6, 7 etc...*
  - *How long a TSP holds on to the shipment will be key to offering to as many TSPs as possible*
  - *Requesting a decision be made < 2 hours*
- If not accepted shipment status = Timeout

## ■ Short Fuse

- If during the offer/refusal process the shipment meets the short fuse criteria the status will change to a short fuse

## ■ Member Notification

- Email notification will be sent to member upon acceptance by a TSP



# PPPO Support Role

## ■ Accurate Submission

- Signed DD1299/DD1797/Orders/ Supporting Documents uploaded
  - Correct paperwork uploaded for each member
  - Funding transcribed correctly
  - Timely Submission of paperwork for non DPS Shipment

## ■ Identify Code 2 Eligible Shipments

- No Direct Delivery
- Estimated Weights 3K or less non peak/7.5K or less Peak
- Moving 800+ Miles
- Does not contain items that will not fit into a standard lift van
- Annotate remarks on DD1299 “customer briefed, meets code 2 criteria”



# PPPO Support Role

## ■ DPM eligible

- Utilize PPCIG to identify if there is a DPM Contract at both Origin/Destination
- Annotate remarks on DD1299 “DPM Contract at Origin & Destination” or “No DPM Contract”
- Annotate any “Outsized items” customer may have

## ■ Origin SIT

- No Direct Deliveries
- Releases from Origin SIT need delivery Address
  - Minimizes handling
  - Transit Time
- Annotate remarks on DD1299 “customer briefed on O-SIT, willing or not willing to request”



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# PPPO Support Role

## ■ Alternate Dates

- Provide realistic Alternate Dates
- Annotate remarks on DD1299

## ■ Minimize Change Requests

- Emergencies only
  - Medical/Family
  - May request CC Signatures



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# KKFA Queue Management

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# Questions??



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# Break

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# How to Make Peak Season 2019 Better

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A Claims Perspective

USTRANSCOM PPF 20 March 2019





## Virginia Eilmus

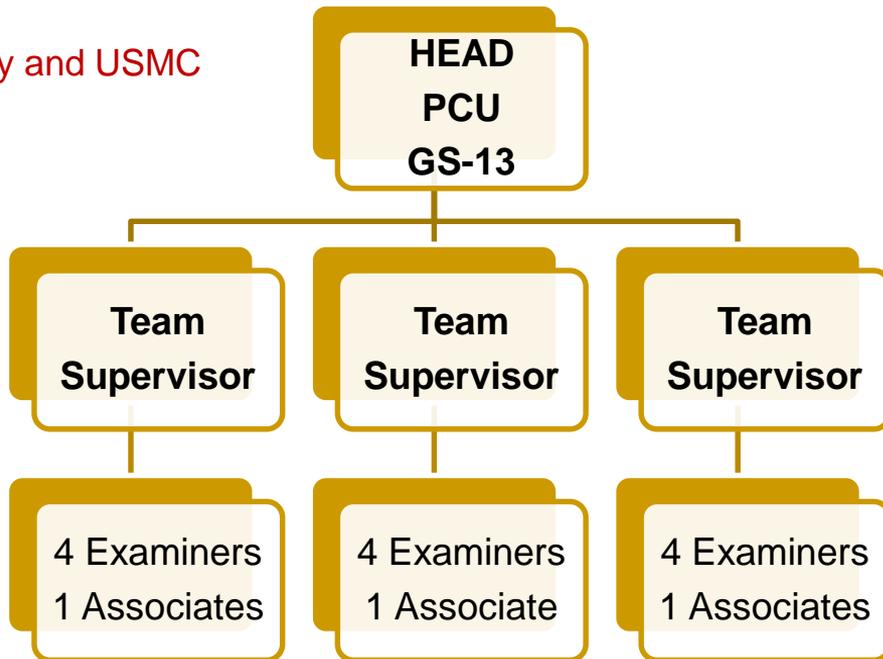
Department of the Navy  
Office of the Judge Advocate General  
Head, Personnel Claims Unit Norfolk

9053 First Street  
Suite 102  
Norfolk, VA 23511-3605

Tel: Commercial (757)440-6343  
Fax: (757) 440-6316  
[Virginia.eilmus@navy.mil](mailto:Virginia.eilmus@navy.mil)

# PERSONNEL CLAIMS UNIT NORFOLK

All Navy and USMC  
Claims



TOLL FREE 888-897-8217  
norfolkclaims@navy.mil

## AIR FORCE CLAIMS SERVICE CENTER

- Location: Wright-Patterson AFB OH (Dayton)
- TOLL FREE: 1-877-754-1212 or 937-656-8044
- [AFCSC.JA@us.af.mil](mailto:AFCSC.JA@us.af.mil)
- 11 Warm bodies; 3 Vacancies
- Adjudicate claims for Airmen worldwide.
- Hurricane Mike has kept us very busy!
  - 380 claims; \$4.3M paid





## ARMY CENTER FOR PERSONNEL CLAIMS SUPPORT

- Location: Fort Knox, KY
- (502) 626-3000
- [usarmy.knox.hqda-otjag.mbx.cpcs@mail.mil](mailto:usarmy.knox.hqda-otjag.mbx.cpcs@mail.mil)
- 26 Personnel
  - 20 Examiners, 2 Supervisors, 4 Management
- Adjudicate claims for Soldiers CONUS-wide+
- FY18 Snapshot:
  - 5,413 claims; \$5.5M paid
    - 2,578 Claims for Ft. Carson hail storms alone; \$2.6M paid
- **Mold and 75-Day Extensions**
- Ms. Linda Di Troia
- (502) 626-3072
- [linda.r.ditroia.civ@mail.mil](mailto:linda.r.ditroia.civ@mail.mil)





## UNITED STATES ARMY CENTER FOR PERSONNEL CLAIMS SUPPORT

### OPERATIONS BRANCH

Mr. Keith Well (Chief)  
Mr. Mark Edick (Deputy/Ops Officer)  
Mr. James Hastings (IMO)  
Ms. Ana Blair (Financial Analyst)

### Claims Branch Team A

Mr. Jerome Klein (Supervisory Legal Admin)  
Ms. Dana Yeary (Legal Admin SPC)  
VACANT (Claims Exam.)  
Ms. Vickie Gamble (Claims Exam.)  
Mr. James Holliman (Claims Exam.)  
Mr. James Thompson (Claims Exam.)  
Mr. Kyle Link (Claims Exam.)  
Ms. Jennifer Cousineau (Claims Exam.)  
Mr. Linwood Young (Claims Exam.)  
Mr. Jeffrey Carson (Claims Exam.)  
Ms. Dana Smith (Claims Exam.)

### Claims Branch Team B

Ms. Julie Snyder (Supervisory Legal Admin)  
Mr. Chuck Hibbs (Legal Admin SPC)  
Ms. Annette Lucas (Claims Exam.)  
Ms. Beverly Yeske (Claims Exam.)  
Mr. Carlos Washington (Claims Exam.)  
Ms. Alexandra Glidewell (Claims Exam.)  
Mr. Christopher Barber (Claims Exam.)  
Mr. Anthony Pachniak (Claims Exam.)  
Ms. Allyson Reese (Claims Exam.)  
Ms. Crystal Worley (Claims Exam.)  
Ms. Jennifer Kreitzin (Claims Exam.)



## UNITED STATES COAST GUARD CLAIMS UNIT

Location: Norfolk, Virginia

Phone Number: (757) 628-6212 (757)-628-4216

Fax Number: (757) 628-4218

Email: [D05-SMB-HHG@USCG.MIL](mailto:D05-SMB-HHG@USCG.MIL)

Website: <https://www.uscg.mil/Resources/Legal/LSC/Household-Goods-Claims/>

2 person office, 1 vacancy

Adjudicate Claims and provide Customer Service for Coast Guard members worldwide.

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# How to Make Peak Season 2019 Better

- Improve claims process and ensure consistent application of the DP3 Claims & Liability Business Rules
- Better oversight of third party claim services
- Proper packing materials
- Improve electronic inventory product
- Better oversight over NTS facilities to include more frequent inspections
- Extra precautions at pack-out when it is raining outside

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# TRENDS/CONCERNS

- Inappropriate transfer to MCO
  - No inspection, offers based on photos alone, burden placed on claimant to substantiate
  - Estimates not stating repair cost, but recommend LOV
  - Electronics w/no external damage are denied without investigation into why it's not working
  - Agreed upon generalization of Inventory is being used against the member in the claims process
  - No proof of tender - Reasonable to assume that power cords to TV are in box marked living room, mixer in box marked kitchen, shoes in a box marked bedroom or clothing, etc.

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## TRENDS/CONCERNS, cont.

- Drivers giving erroneous verbal info to members
- Not providing inspection report to member
- Offering half repair cost up front and half upon proof the work is done
- Not clearly explaining the option to replace destroyed/lost item w/similar item
- Deducting salvage from replacement cost prior to consulting w/member

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## TRENDS/CONCERNS, cont.

- Expensive items not on the High Value Inventory; Air Jordan shoes, Coach or Louis Vuitton purses, etc.
- NOLD forms not filled out properly or not provided to member
- Transfer of Custody – Need for better inspections; receiving TSP will be held liable for damage not previously noted on the inventory under the “last handler” rule

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# QUESTIONS?



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# BACK-UP SLIDES

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# LOSS AND DAMAGE VS. CLAIM

The simplest things can cause much confusion. Often people in Industry and in the transportation community refer to the Loss and Damage report as a claim. There is a significant difference between the two and you must take the time to choose the correct words.

- **LOSS AND DAMAGE REPORT:** 75 days from the date of delivery to submit notice of loss or damage to any items not noted at the time of delivery. All the member has to do here to meet the legal requirement is list the item, the inventory number (if known) and a general description of the damages.
- **CLAIM:** 9 months from the date of the delivery to submit a claim and retain full replacement value rights for lost or destroyed items.

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# DISCOVERY OF WATER/MOLD

- TSP DUTY TO MITIGATE
    - ❑ Excluded from liability.
    - ❑ Perception of liability.
  - NOTIFICATIONS
    - ❑ TSP notifies customer and responsible PPSO.
    - ❑ PPSO assign QA inspector to inspect. If no inspector available, contact USTRANSCOM
  - NO MOLD/WATER DAMAGE FOUND
    - ❑ Containers re-sealed.
    - ❑ TSP and QA inspector makes notation on inventory and continue shipping.
  - DISCOVERY OF MOLD/WATER DAMAGE
    - ❑ PPSO/TSP will notify MCO.
    - ❑ PPSO update destination PPSO.
    - ❑ TSP procure services of a *qualified* mold remediation firm.
    - ❑ Provide copy of repair estimate to PPSO and MCO.
-

# PPSO'S ROLE

- Assign QA inspector**
- Inspect shipment/prepare inspection report of findings**
- Contact MCO if damages discovered and situations becomes complicated**
- Inspect remediation items/prepare inspection report of findings**
- Process accessorial service payments related to mold remediation cost asserted by a TSP ONLY when approved by MCO**

# MCO'S ROLE

- ❑ **Determine if remediation proper**
- ❑ **Make determination of disposal without remediation**
  - ❑ Entire shipment or,
  - ❑ Individual items not suitable for cleaning or remediation.
- ❑ **Determine TSP liability for water/mold damage when a request is received from a TSP**
- ❑ **TSPs requesting to be relieved of liability and reimbursed for mold remediation cost must send a complete packet to the MCO containing cover letter and all supporting evidence. Simply stating the shipment came from Okinawa is not sufficient evidence to support the release of liability**
- ❑ **MCO determination is final**

# NATURAL DISASTERS

- ❑ **Depending on where a Natural disaster hits, the MCO may have many roles beyond its role with Industry and damaged HHG in warehouses. Hurricane's Florence and Michael are examples as they struck and damaged on-base housing of military members.**
- ❑ **For shipments in NTS facilities impacted by a natural disaster, MCO's do not have the authority to determine liability. USTRANSCOM determines this.**
- ❑ **For shipments in SIT, or in route, the MCO has authority to make a decision of liability. We rely on the inspection report from the local transportation office for SIT and consider decisions made for those damaged in route.**
- ❑ **TSP's are required to make every effort to remediate. Failure to take the proper steps and document remediation efforts will result in no release of liability.**

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# NTS CONCERNS/TRENDS

- ❑ NTS rarely respond to Governments Demand on Carrier
- ❑ Due to transitions in payment methods MCO community is hindered in its ability to offset.
- ❑ NTS facilities that continue to refuse to communicate should expect a new approach from the MCO community that will include a notice of outstanding balances due the specific MCO and a turn to your warehouseman Cargo Insurance carrier for recovery. This path will remain in effect until the ability to Offset in Syncada becomes available or the NTS facility begins to communicate with the MCO's (which ever comes first).

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# TRENDS/CONCERNS

## **TRENDS:**

- ❑ TSP's generally following the new guidelines and make proper documentation.
- ❑ TSP's using reputable mold remediation firms.
- ❑ TSP in possession of contaminated shipment want to immediately argue liability to avoid remediation costs.

## **CONCERNS:**

- ❑ Decisions being made without notifying of PPSO or MCO.
- ❑ TSP's being told to wipe down items to remove mold and proceed with shipping.
- ❑ TSP'S not performing joint inspection at pick up from NTS facilities.
- ❑ Contaminated items being left at members residence because driver in a hurry.
- ❑ Inspection to determine what must be cleaned doesn't involve mold specialist.
- ❑ TSP's applying costs associated with mold remediation such as new boxes, inventory, van and storage against their claim liability. These cost are not considered part of the repair cost and should not be applied against the TSP's claims liability.



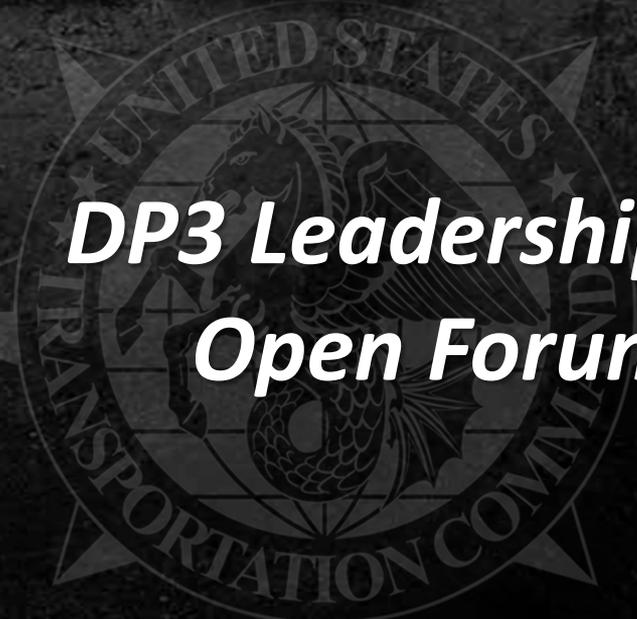
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*DP3 Leadership  
Open Forum*





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Please remember to  
submit your  
Attendee Feedback



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*Thanks for Joining us...  
See you in the Fall!*

