

SDDC

MILITARY SURFACE DEPLOYMENT & DISTRIBUTION COMMAND
"SURFACE WARRIORS"

Personal Property Forum

SDDC MOVES
AND SUSTAINS
FORCES, MATERIEL,
AND FAMILIES
ACROSS THE NATION
AND AROUND THE
GLOBE.

Lt. Col Todd Jensen
Director, Personal Property



WE ARE THE U.S. ARMY SERVICE COMPONENT COMMAND OF THE U.S. TRANSPORTATION COMMAND
AND A MAJOR SUBORDINATE COMMAND OF THE U.S. ARMY MATERIEL COMMAND



TRUSTED PROFESSIONALS... DELIVERING READINESS!

Administrative Notes

- Exits
- Restrooms
- Breaks/Lunch
- Schedule/Timeliness
- Microphone protocol
- Mobile devices

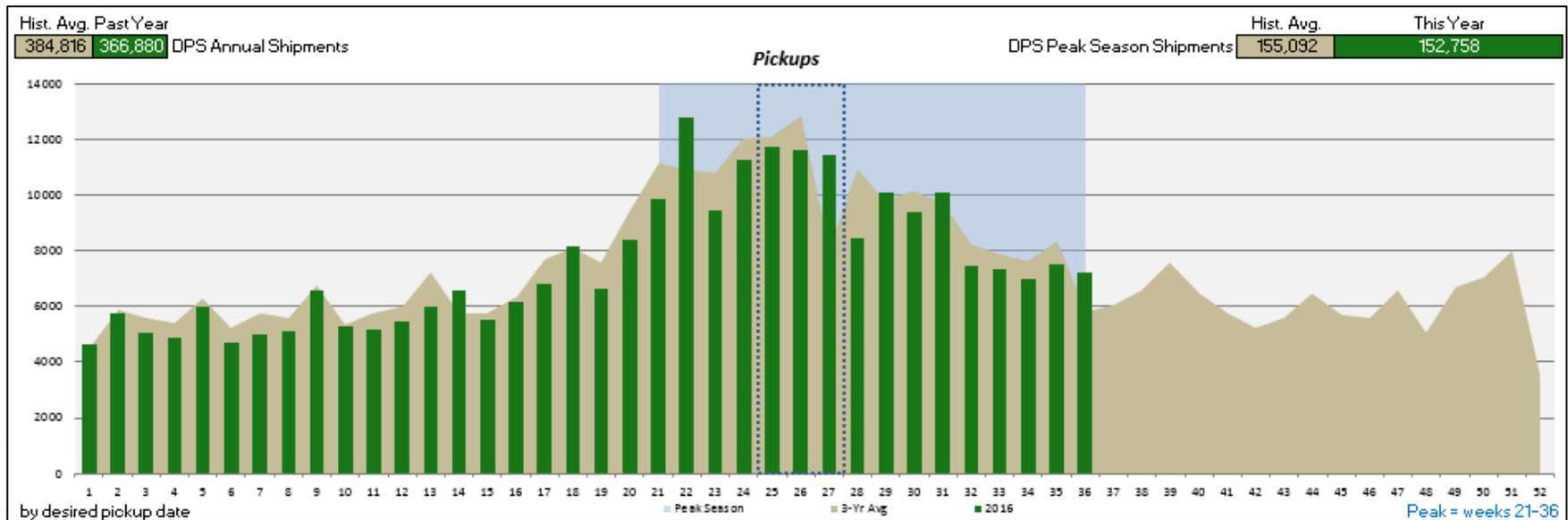
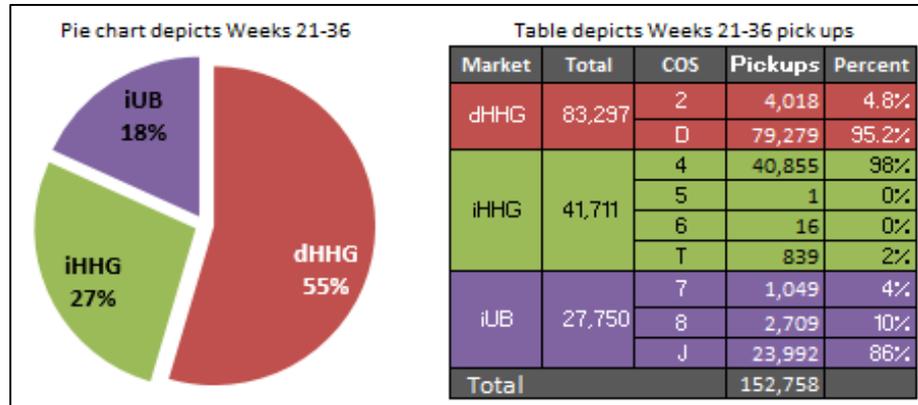


Metrics Review

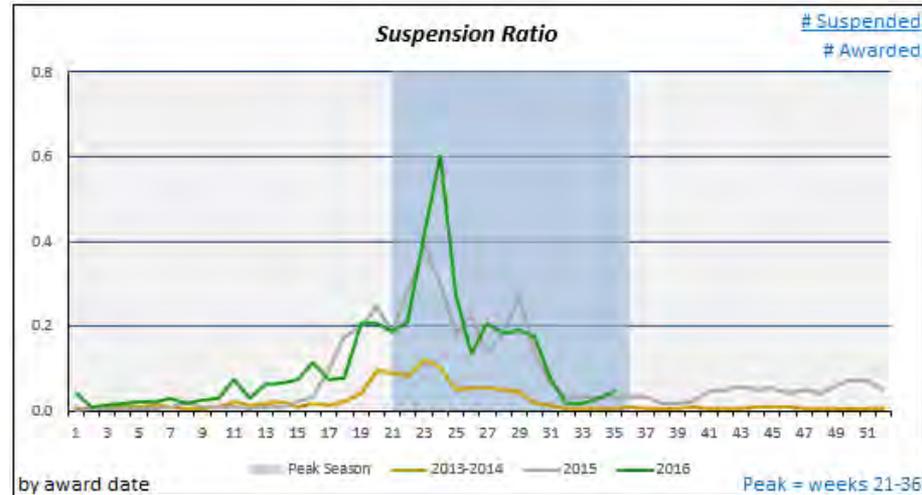
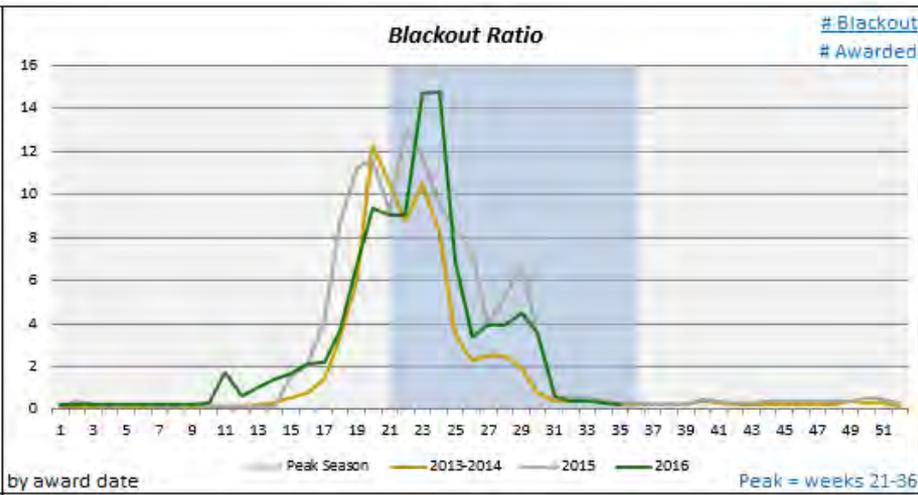
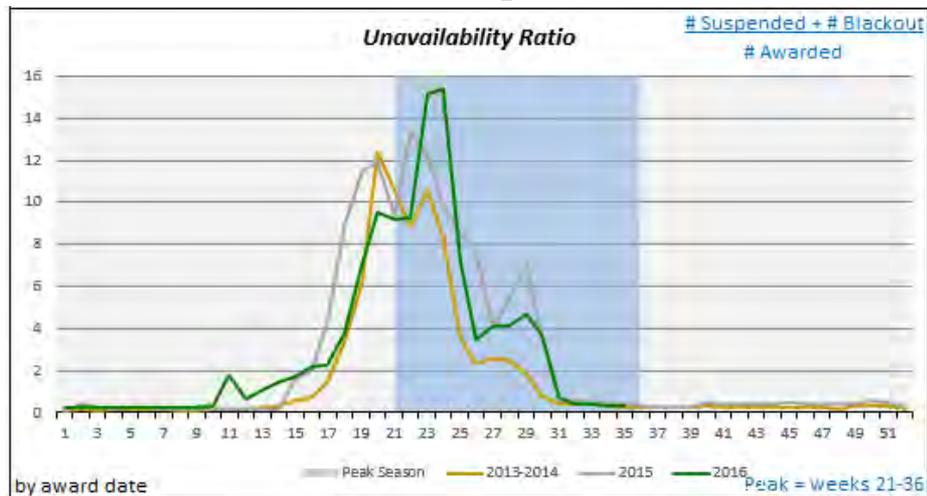
Lt. Col Jensen



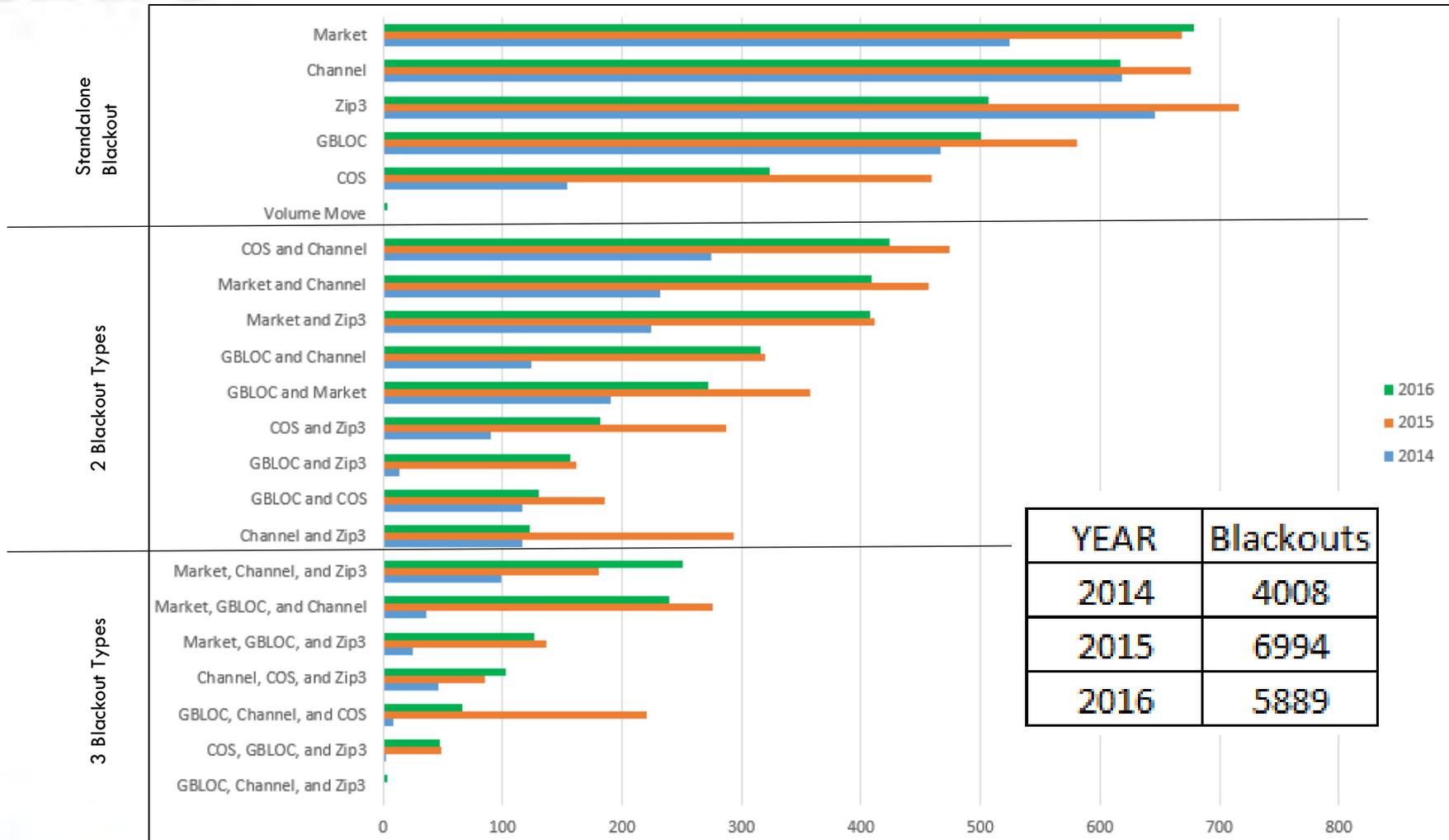
Peak Season Summary



Availability Measures



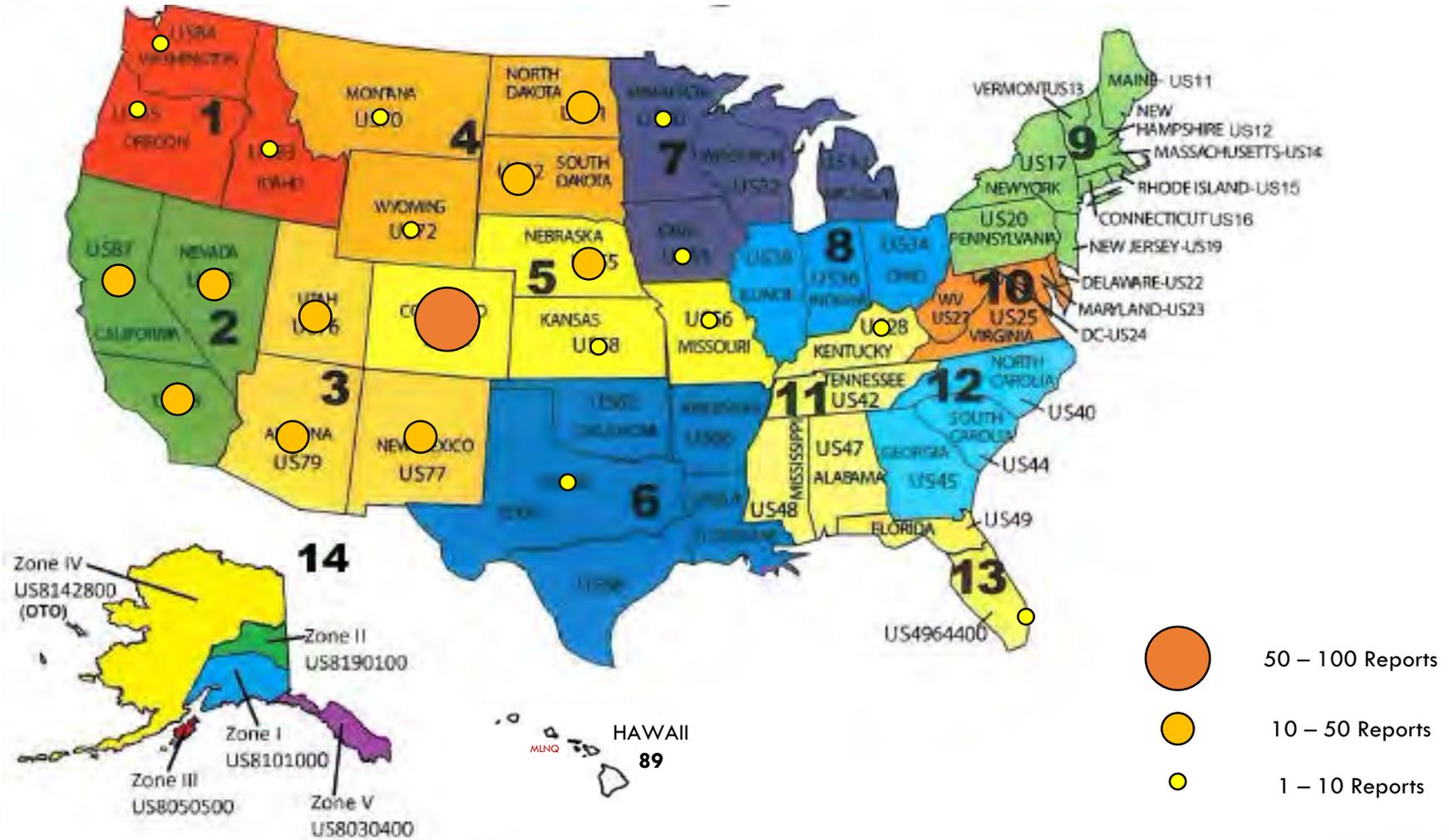
Peak Season Blackout Capability



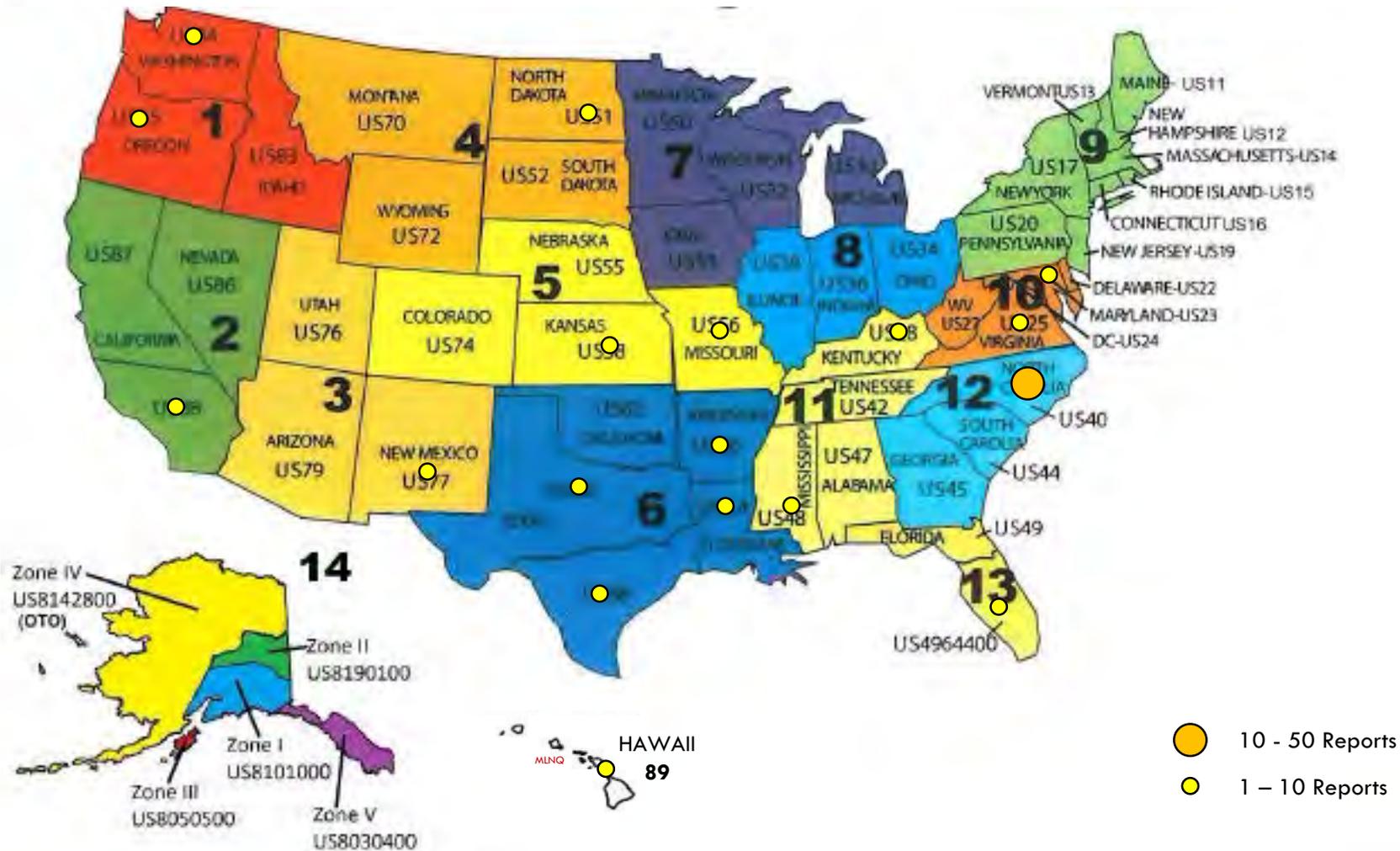
YEAR	Blackouts
2014	4008
2015	6994
2016	5889



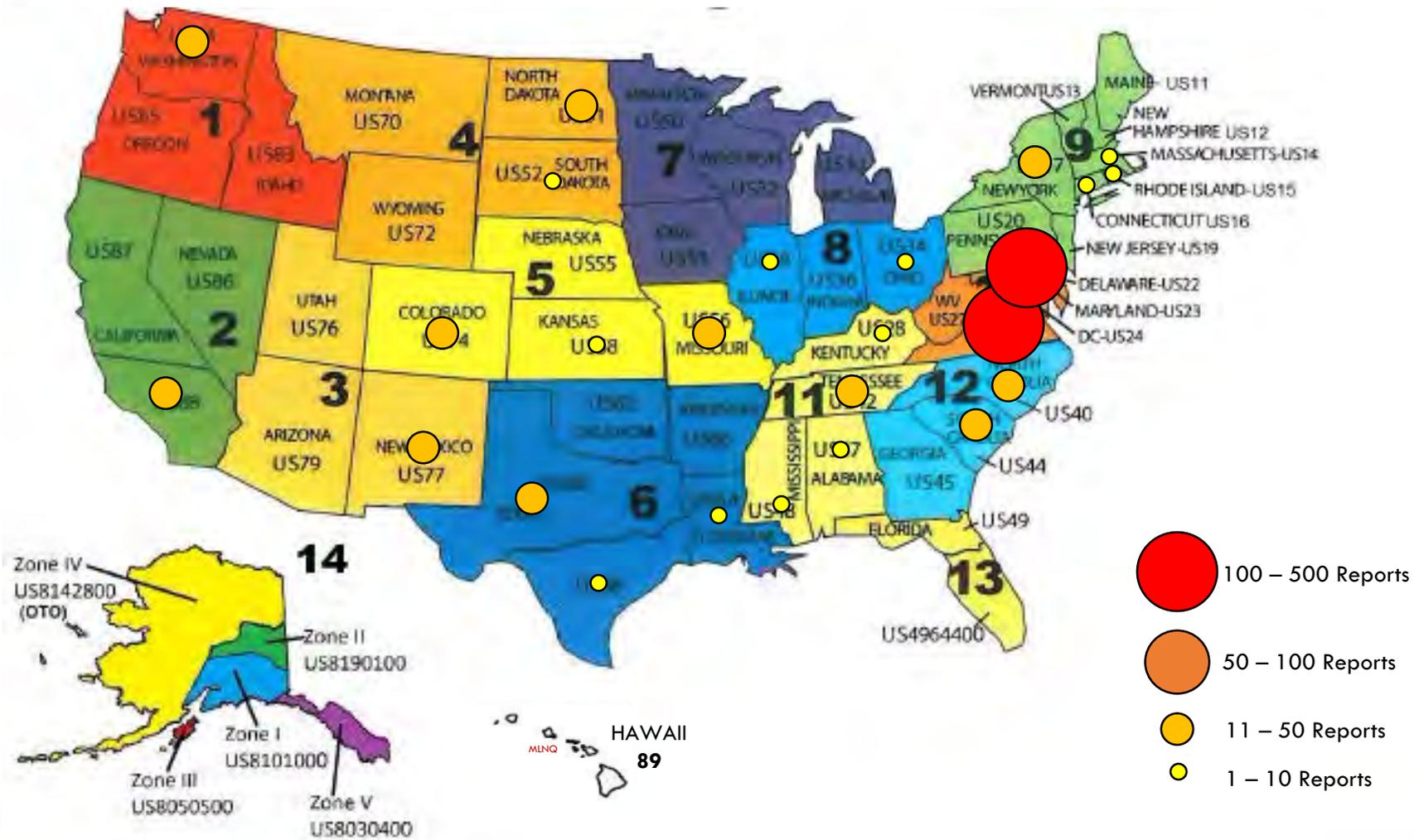
No Capacity Reports- NTS



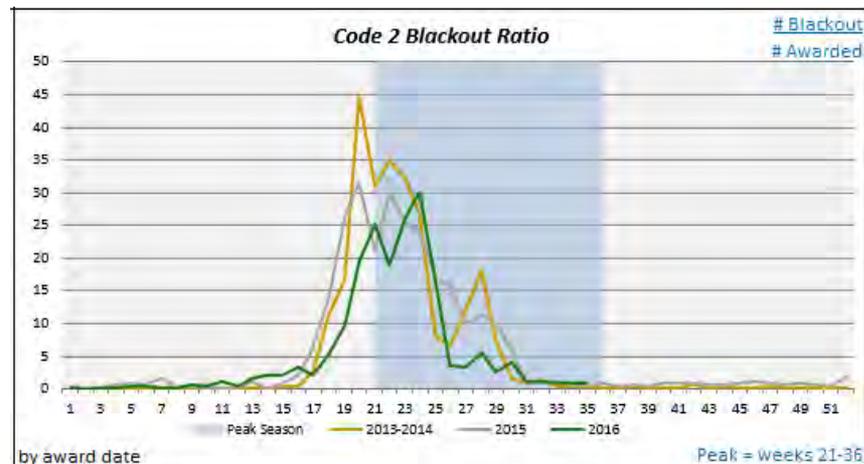
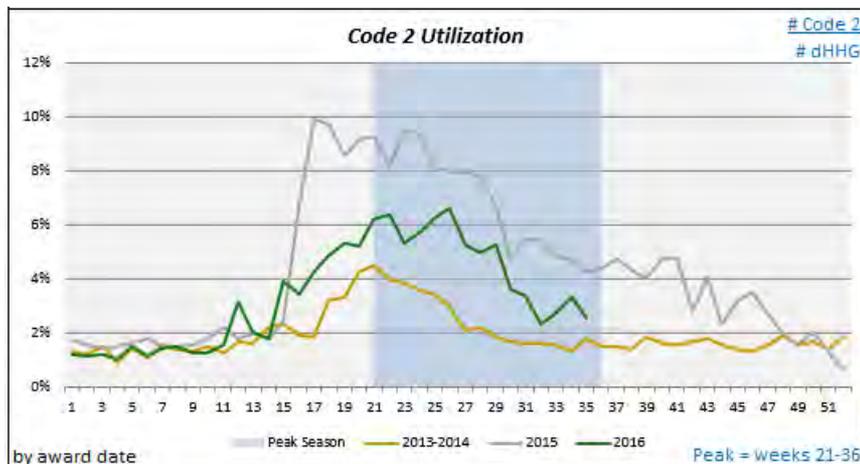
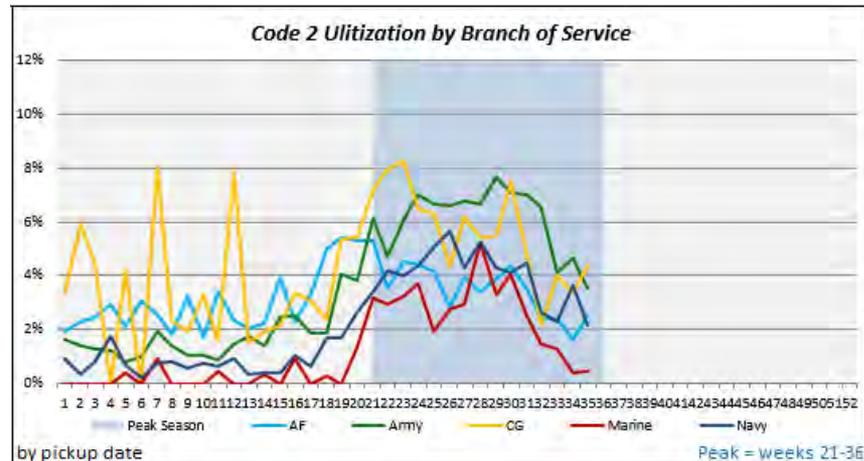
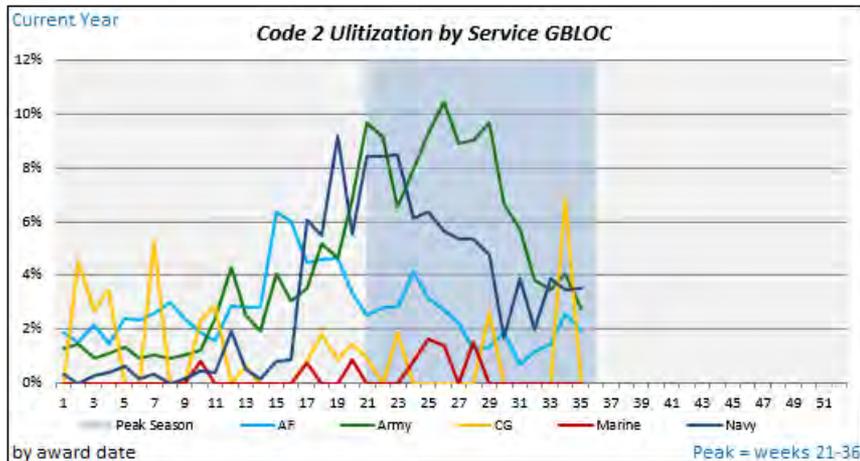
No Capacity Reports - International



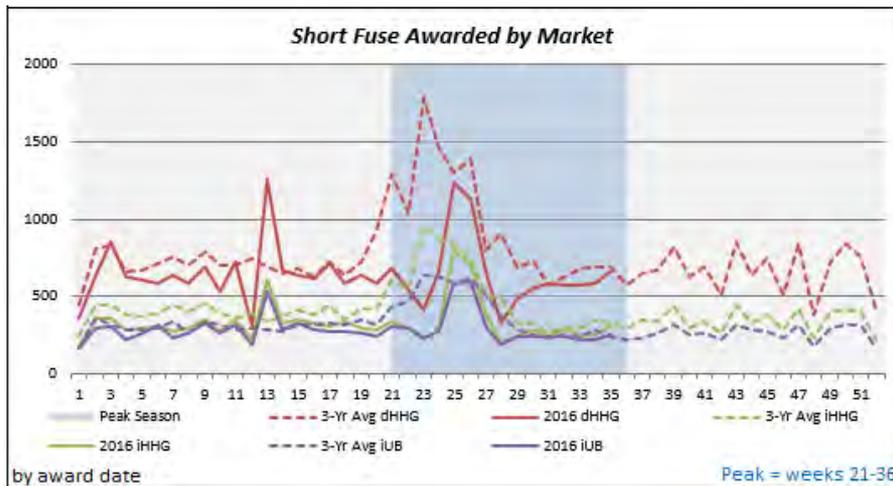
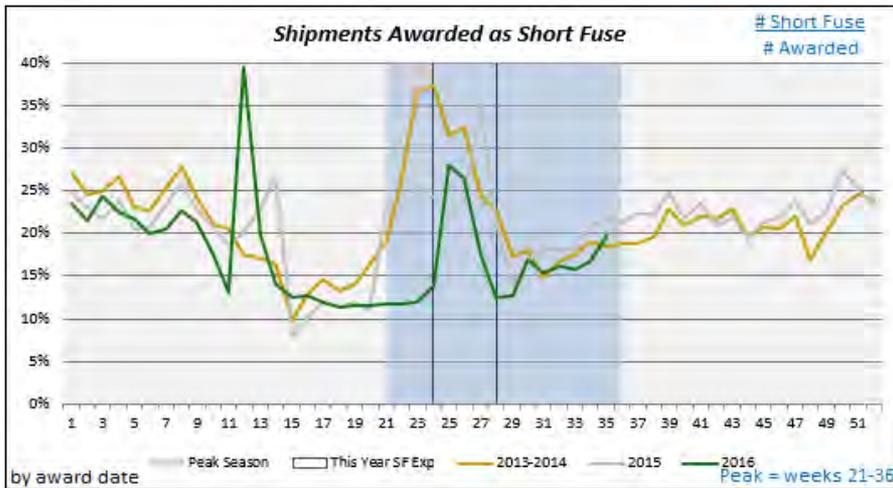
No Capacity Reports - Domestic



Code 2



Short Fuse

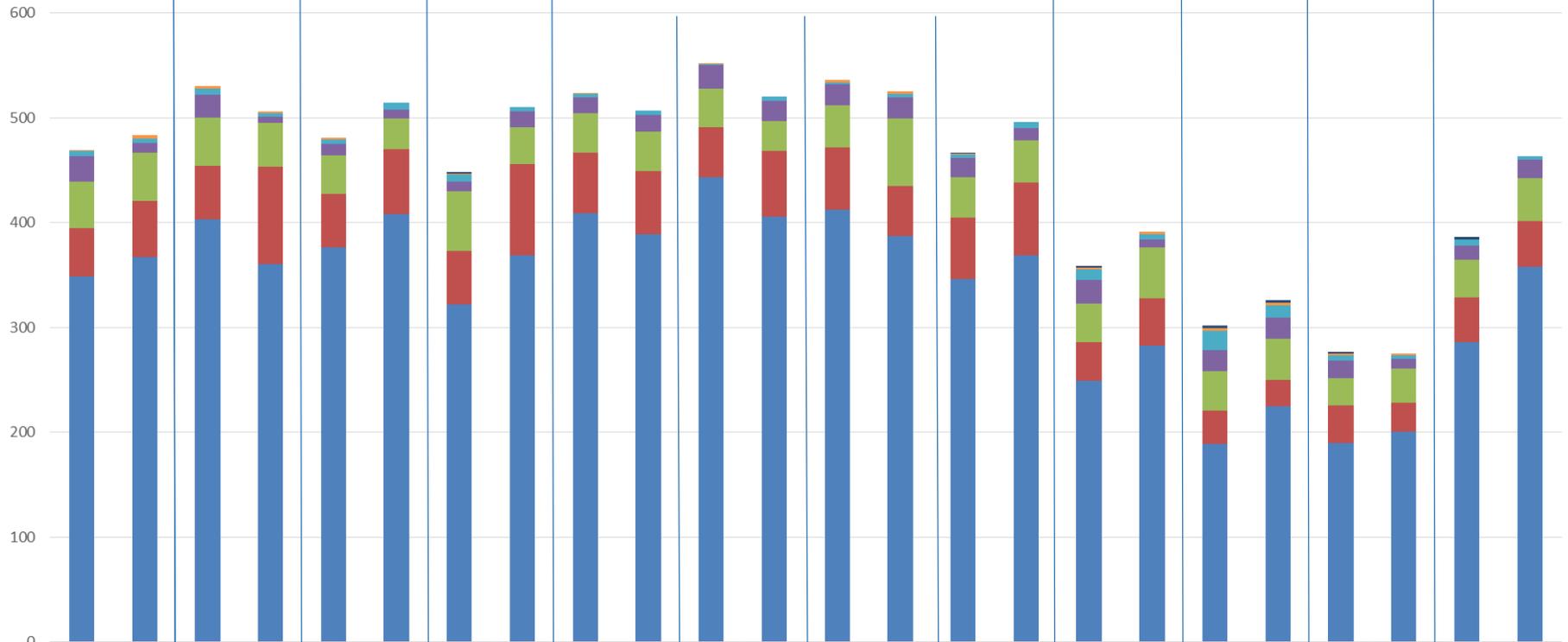


Total Short Fuse Awards					
	Total Awards	SF Awards	% SF	SF SCACs	SF Ship'ts per SCAC
Jan 15	24,178	5,381	22.3%	524	10.27
Jan 16	22,720	5,124	22.6%	507	10.11
Feb 15	23,185	5,349	23.1%	552	9.69
Feb 16	24,580	5,171	21.0%	520	9.94
Mar 15	28,154	5,837	20.7%	536	10.89
Mar 16	36,891	6,336	17.2%	525	12.07
Apr 15	54,739	5,879	10.7%	467	12.59
Apr 16	43,044	5,261	12.2%	496	10.61
May 15	43,962	7,351	16.7%	359	20.48
May 16	42,468	4,990	11.8%	391	12.76
Jun 15	40,188	9,664	24.0%	302	32.00
Jun 16	39,729	8,145	20.5%	326	24.98
Jul 15	31,603	5,830	18.4%	277	21.05
Jul 16	27,742	3,958	14.3%	275	14.39
Aug 15	27,842	5,491	19.7%	386	14.23
Aug 16	29,741	5,059	17.0%	463	10.93
Total 15	273851	50782	18.5%	425	14.92
Total 16	266915	44044	16.5%	438	12.57



Short Fuse (Con't)

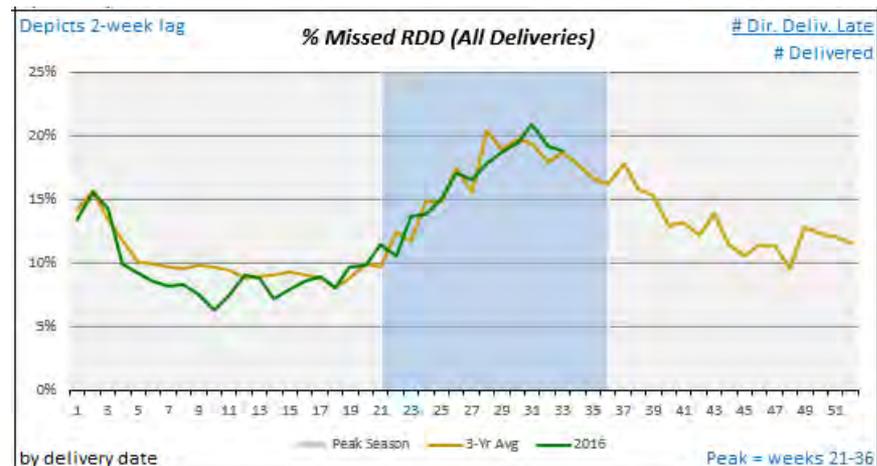
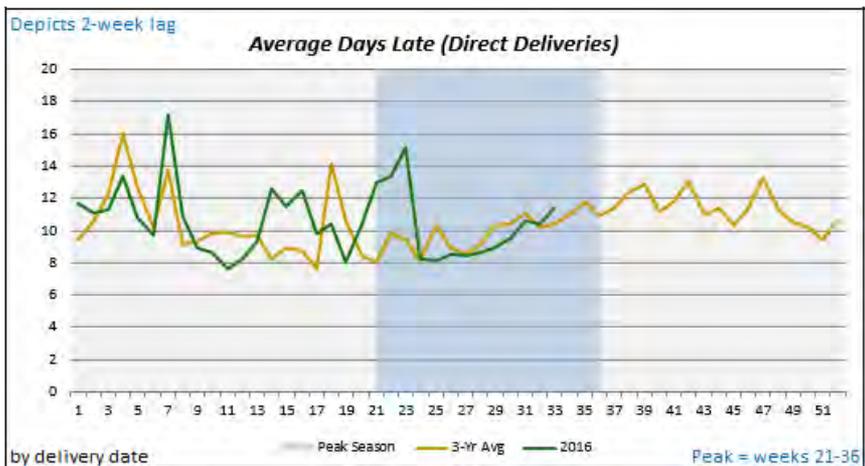
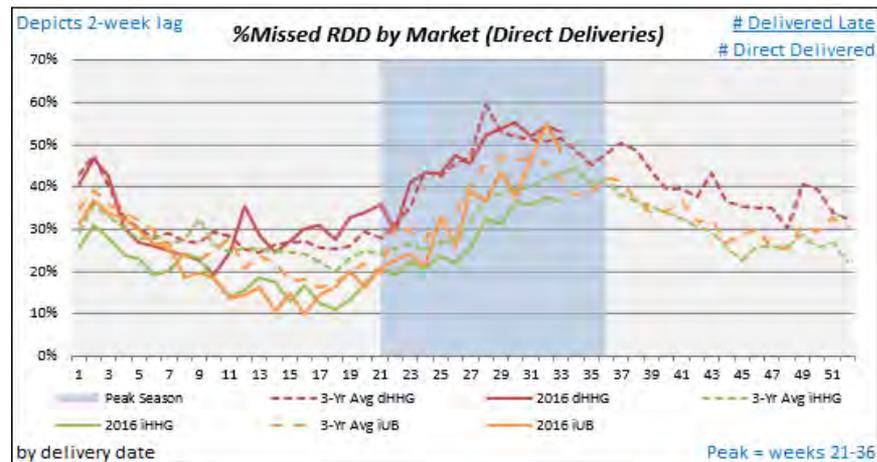
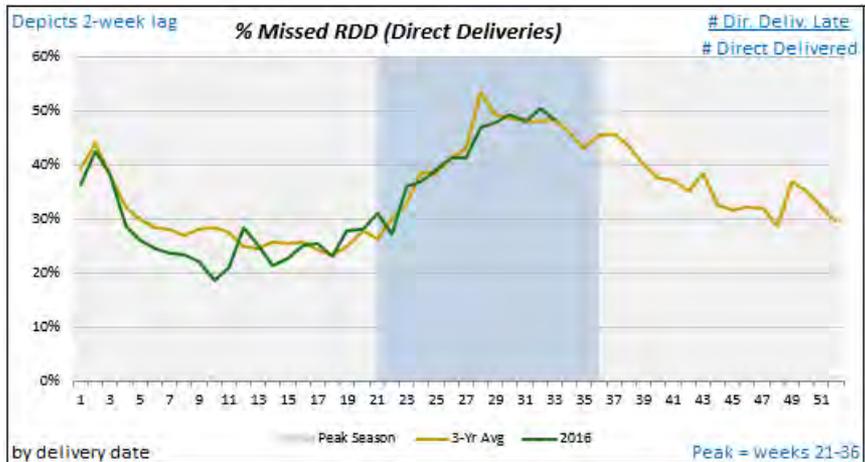
Short fuse Awards by SCAC



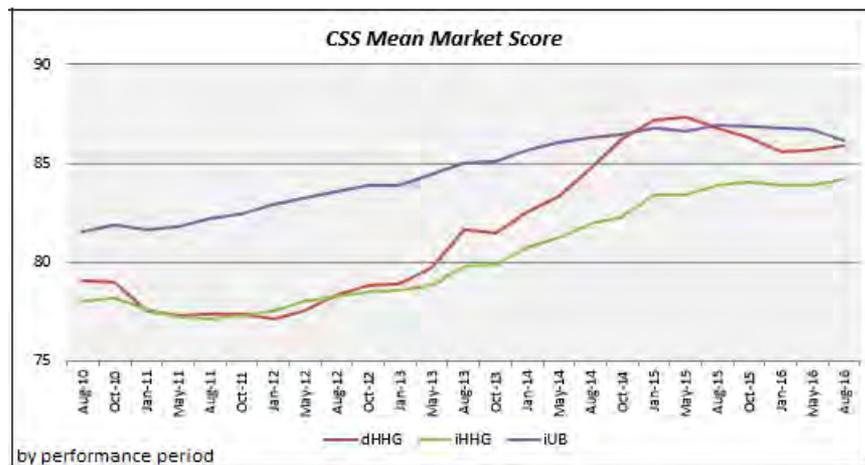
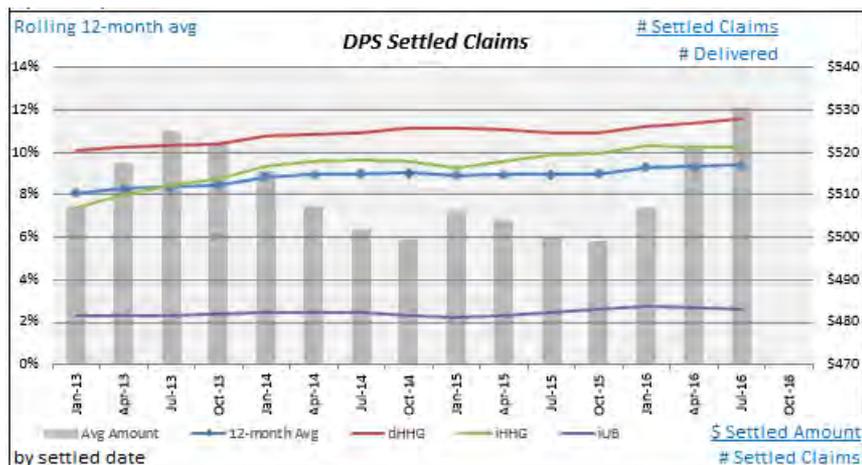
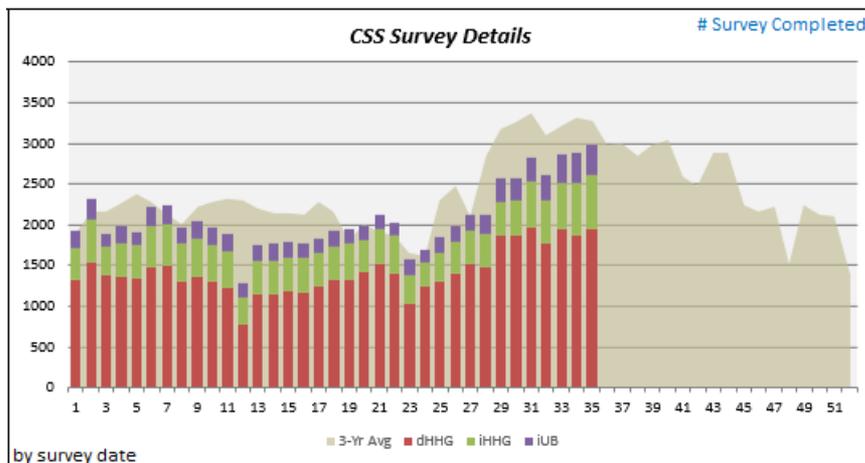
	Sep 14	Sep 15	Oct 14	Oct 15	Nov 14	Nov 15	Dec 14	Dec 16	Jan 15	Jan 16	Feb 15	Feb 16	Mar 15	Mar 16	Apr 15	Apr 16	May 15	May 16	Jun 15	Jun 16	Jul 15	Jul 16	Aug 15	Aug 16
<1000	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1	0	2	0	3	2	2	0	2	0
<500	1	3	2	2	2	0	1	0	1	0	1	0	2	2	1	0	2	2	2	3	2	2	0	0
<250	5	4	6	3	4	6	7	4	4	4	1	4	2	4	3	6	10	5	19	12	5	3	6	3
<100	24	9	22	6	11	9	9	15	15	16	22	19	20	20	19	12	22	8	20	20	16	9	13	18
<50	44	46	46	42	37	29	57	35	37	38	37	29	40	64	38	40	37	48	37	39	26	33	36	41
<20	46	54	51	93	51	62	51	87	58	60	48	62	60	48	59	69	37	45	32	25	36	27	43	43
<10	349	367	403	360	376	408	322	369	409	389	443	406	412	387	346	369	249	283	189	225	190	201	286	358



Deliveries



CSS and Claims



Summary of CSS Questions

▪ **Origin:**

- Question 4: Packing, Labeling, Organizing
- Question 5: Loading
- Question 6: Pickup Timeliness

▪ **Destination:**

- Question 7: Unloading, Unpacking
- Question 8: Delivery timeliness

▪ **Overall:**

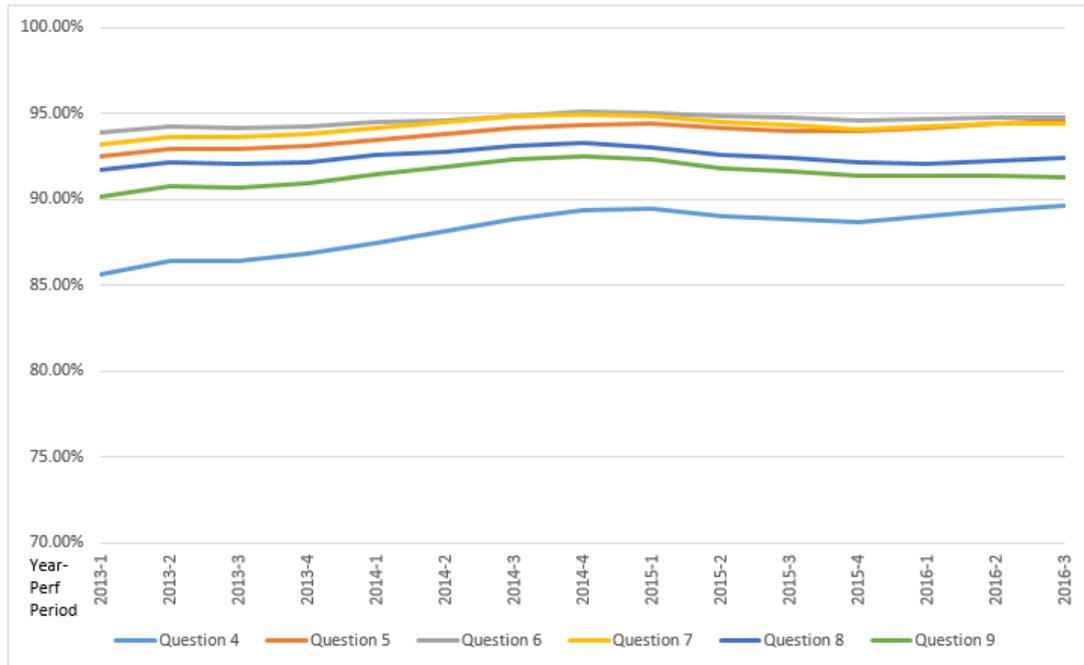
- Question 9: Overall Satisfaction with Mover

	Responses	Question 4	Question 5	Question 6	Question 7	Question 8	Question 9
Room for Improvement	Unsatisfactory	0	0	0	0	0	0
	Poor	3	3	3	3	3	10
Satisfied Customer	Satisfactory	6	6	6	6	6	20
	Good	9	9	9	9	9	30
	Excellent	12	12	12	12	12	40



Customer Satisfaction Trends

Satisfied:	Packing	Loading	Pickup Date	Unload	Deliver Date	Overall
PP	Question 4	Question 5	Question 6	Question 7	Question 8	Question 9
2013-1	85.62%	92.47%	93.88%	93.21%	91.73%	90.14%
2013-2	86.46%	92.90%	94.24%	93.62%	92.18%	90.79%
2013-3	86.44%	92.92%	94.15%	93.61%	92.05%	90.72%
2013-4	86.85%	93.16%	94.23%	93.81%	92.18%	90.96%
2014-1	87.45%	93.46%	94.47%	94.17%	92.56%	91.47%
2014-2	88.13%	93.84%	94.62%	94.53%	92.77%	91.90%
2014-3	88.84%	94.14%	94.90%	94.85%	93.16%	92.30%
2014-4	89.40%	94.35%	95.12%	94.96%	93.27%	92.50%
2015-1	89.47%	94.40%	95.00%	94.86%	93.00%	92.31%
2015-2	89.07%	94.20%	94.86%	94.52%	92.58%	91.81%
2015-3	88.82%	94.02%	94.73%	94.35%	92.38%	91.68%
2015-4	88.70%	94.02%	94.59%	94.11%	92.17%	91.36%
2016-1	89.04%	94.19%	94.68%	94.24%	92.10%	91.35%
2016-2	89.40%	94.44%	94.76%	94.42%	92.26%	91.37%
2016-3	89.65%	94.63%	94.75%	94.45%	92.40%	91.33%
Last 2 Delta	0.25%	0.19%	-0.01%	0.04%	0.14%	-0.04%
Average	0.10%					



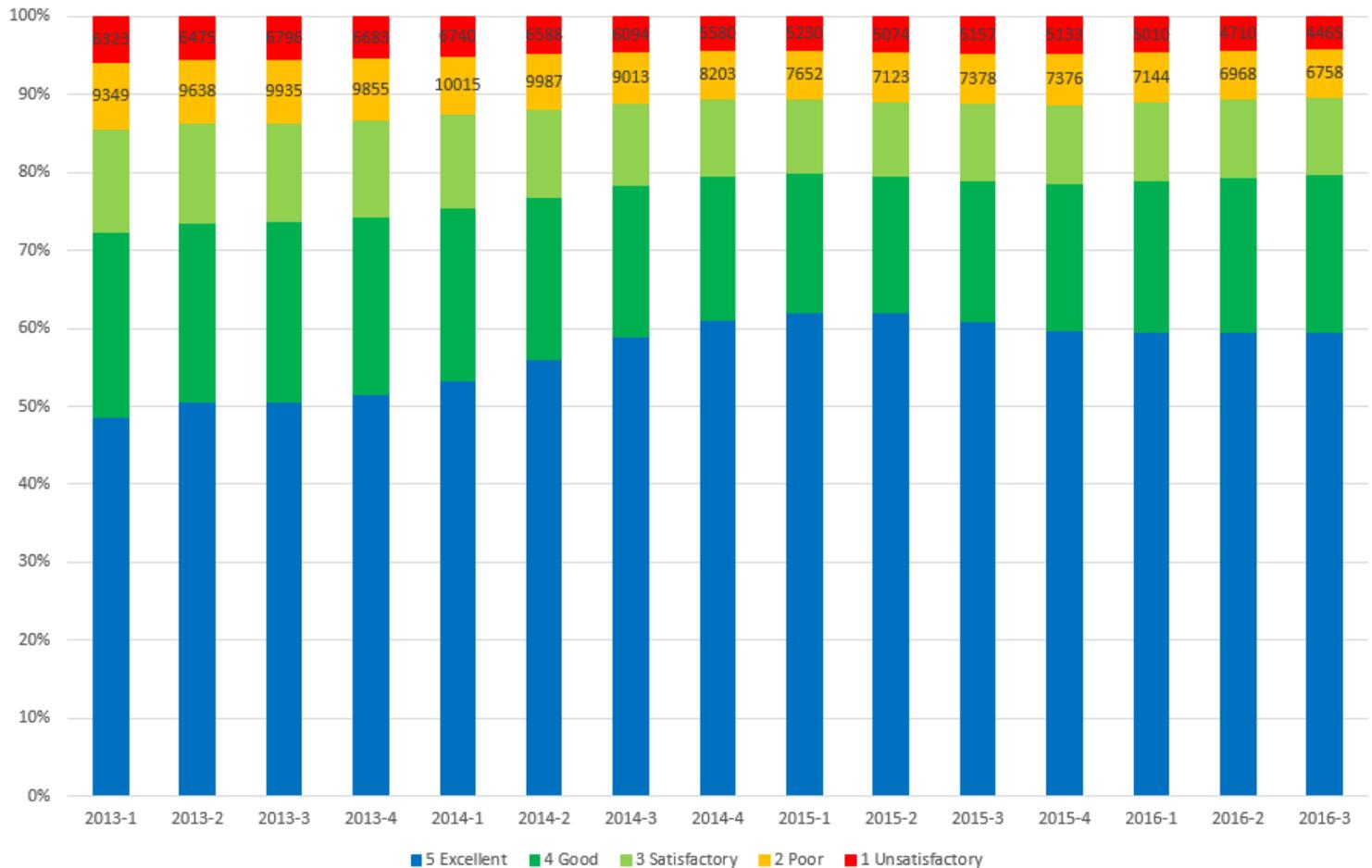
Room to Improve	Question 4	Question 5	Question 6	Question 7	Question 8	Question 9
	11.88%	6.19%	5.40%	5.77%	7.55%	8.53%

- Reflects percentage “satisfied”
 - Rated “satisfactory”, “good” or “excellent”
 - Room for improvement reflects “unsatisfactory” or “poor” scores
- Overall positive trends
- Represents only those service members who have completed surveys



Q4: Packing Satisfaction

Evaluate services provided at origin such as the quality of packing, labeling and organizing.

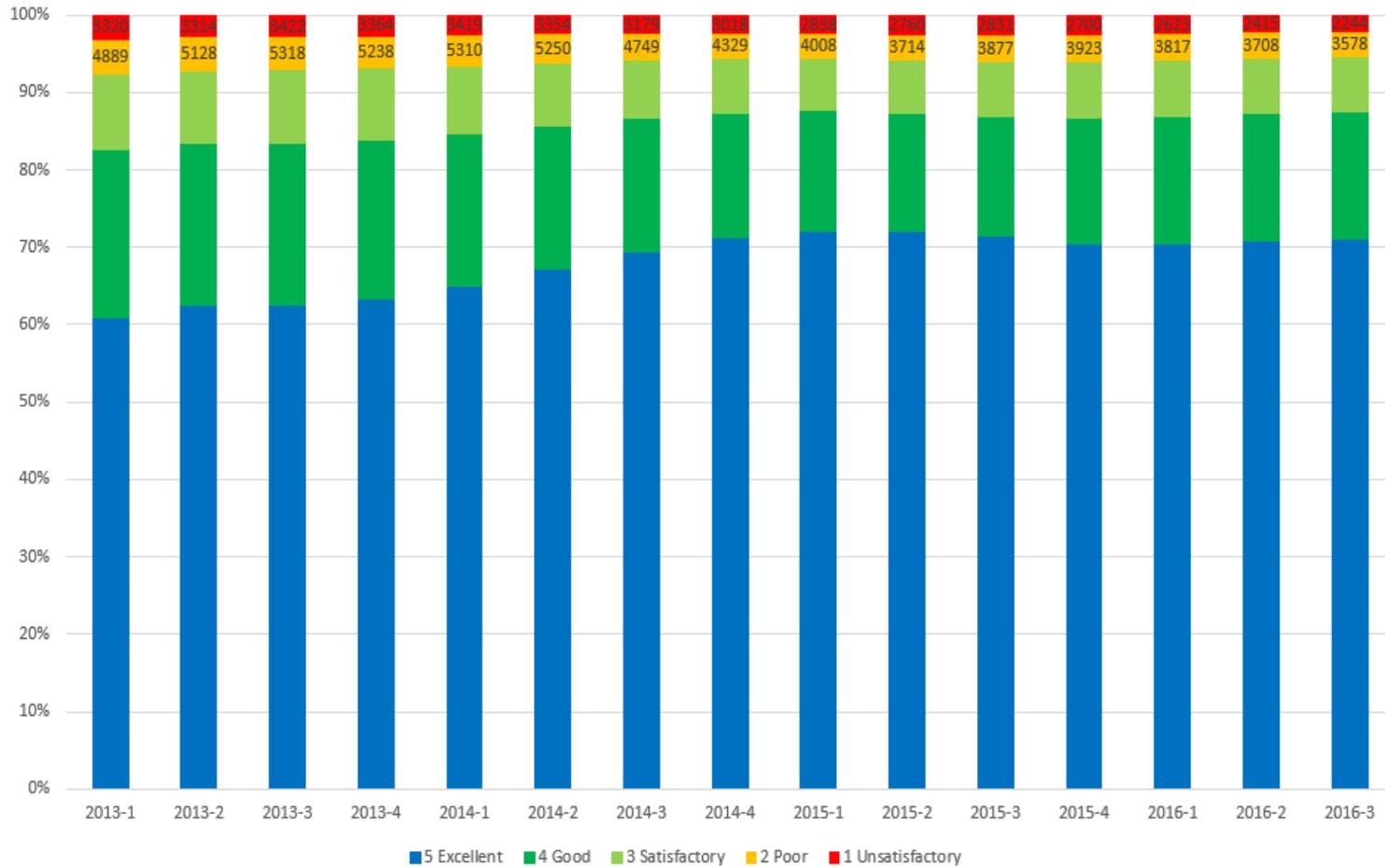


PP	:-)	:-(
2013-1	85.62%	14.38%
2013-2	86.46%	13.54%
2013-3	86.44%	13.56%
2013-4	86.85%	13.15%
2014-1	87.45%	12.55%
2014-2	88.13%	11.87%
2014-3	88.84%	11.16%
2014-4	89.40%	10.60%
2015-1	89.47%	10.53%
2015-2	89.07%	10.93%
2015-3	88.82%	11.18%
2015-4	88.70%	11.30%
2016-1	89.04%	10.96%
2016-2	89.40%	10.60%
2016-3	89.65%	10.35%
Average	88.12%	11.88%



Q5: Loading Satisfaction

Evaluate origin services such as the care, courtesy and attitude of the loading crew.

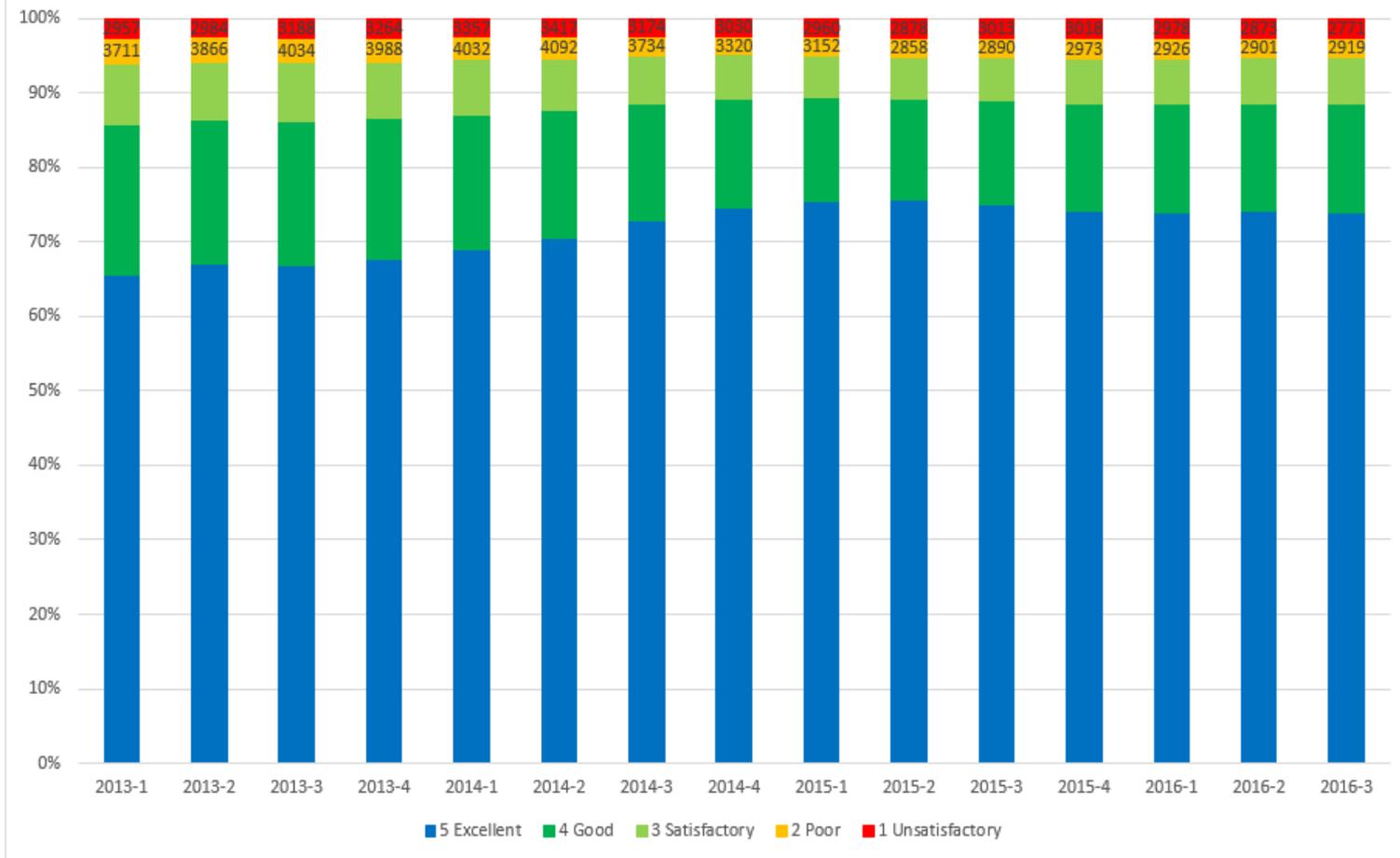


PP	:-)	:-(
2013-1	92.47%	7.53%
2013-2	92.90%	7.10%
2013-3	92.92%	7.08%
2013-4	93.16%	6.84%
2014-1	93.46%	6.54%
2014-2	93.84%	6.16%
2014-3	94.14%	5.86%
2014-4	94.35%	5.65%
2015-1	94.40%	5.60%
2015-2	94.20%	5.80%
2015-3	94.02%	5.98%
2015-4	94.02%	5.98%
2016-1	94.19%	5.81%
2016-2	94.44%	5.56%
2016-3	94.63%	5.37%
Average	93.81%	6.19%



Q6: Pickup Timeliness

How satisfied were you with the timeliness of the pickup of your personal property by the Transportation Provider (mover)?



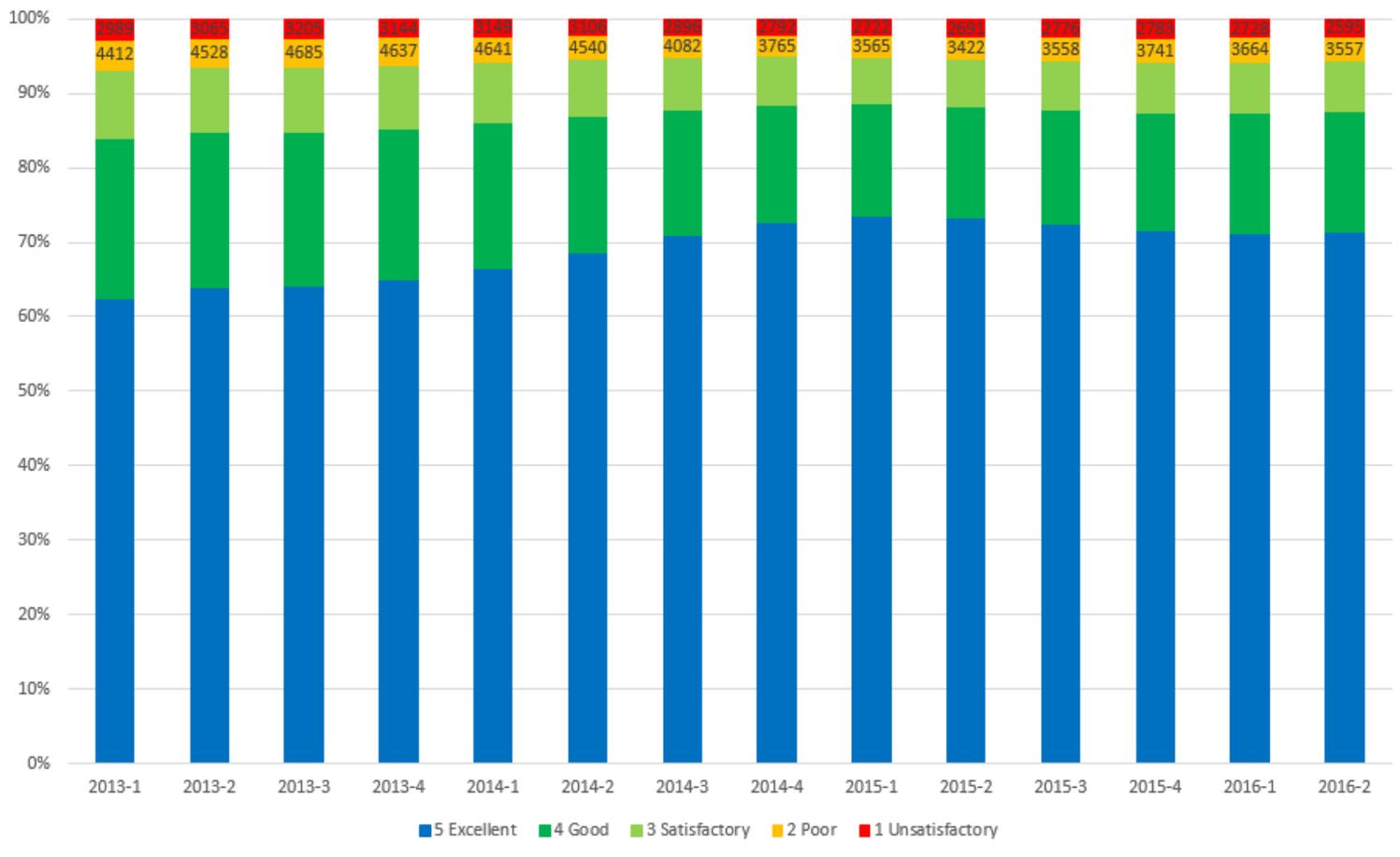
PP	:-)	:-(
2013-1	93.88%	6.12%
2013-2	94.24%	5.76%
2013-3	94.15%	5.85%
2013-4	94.23%	5.77%
2014-1	94.47%	5.53%
2014-2	94.62%	5.38%
2014-3	94.90%	5.10%
2014-4	95.12%	4.88%
2015-1	95.00%	5.00%
2015-2	94.86%	5.14%
2015-3	94.73%	5.27%
2015-4	94.59%	5.41%
2016-1	94.68%	5.32%
2016-2	94.76%	5.24%
2016-3	94.75%	5.25%
Average	94.60%	5.40%





Q7: Unloading/Unpacking Satisfaction

Evaluate services provided at destination such as the care, courtesy, attitude of the crew, unloading, and unpacking.

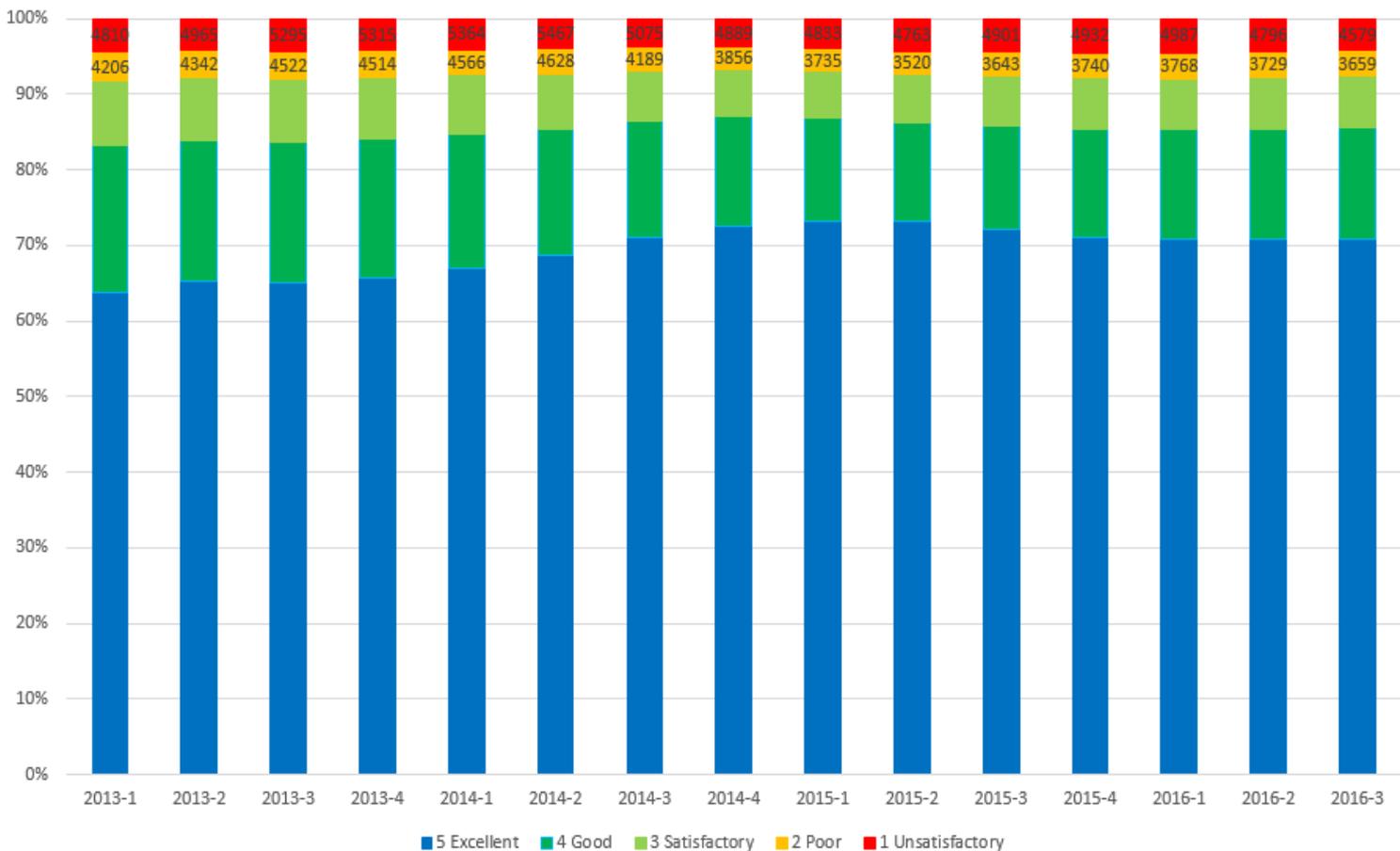


PP	:-)	:-(
2013-1	93.21%	6.79%
2013-2	93.62%	6.38%
2013-3	93.61%	6.39%
2013-4	93.81%	6.19%
2014-1	94.17%	5.83%
2014-2	94.53%	5.47%
2014-3	94.85%	5.15%
2014-4	94.96%	5.04%
2015-1	94.86%	5.14%
2015-2	94.52%	5.48%
2015-3	94.35%	5.65%
2015-4	94.11%	5.89%
2016-1	94.24%	5.76%
2016-2	94.42%	5.58%
2016-3	94.45%	5.55%
Average	94.23%	5.77%



Q8: Delivery Timeliness

How satisfied were you with the timeliness of the delivery of your personal property by the Transportation Provider (mover)?

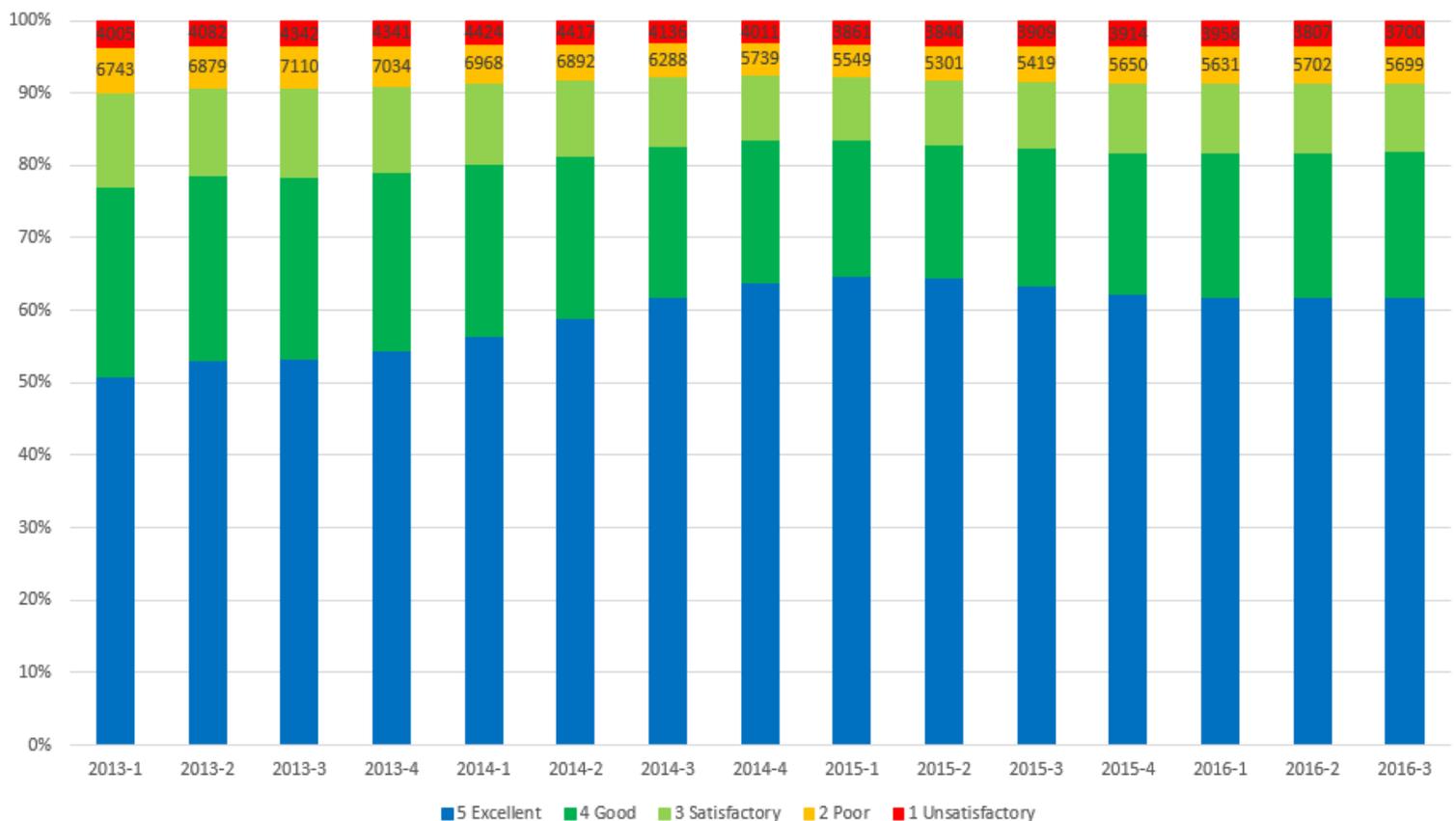


PP	:-)	:-(
2013-1	91.73%	8.27%
2013-2	92.18%	7.82%
2013-3	92.05%	7.95%
2013-4	92.18%	7.82%
2014-1	92.56%	7.44%
2014-2	92.77%	7.23%
2014-3	93.16%	6.84%
2014-4	93.27%	6.73%
2015-1	93.00%	7.00%
2015-2	92.58%	7.42%
2015-3	92.38%	7.62%
2015-4	92.17%	7.83%
2016-1	92.10%	7.90%
2016-2	92.26%	7.74%
2016-3	92.40%	7.60%
Average	92.45%	7.55%



Q9: Overall Satisfaction

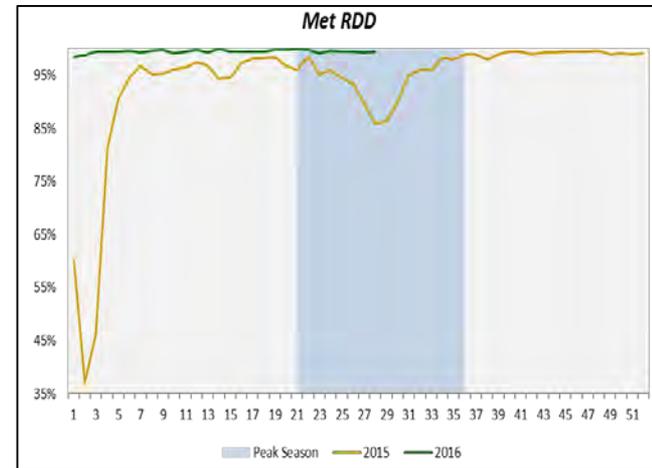
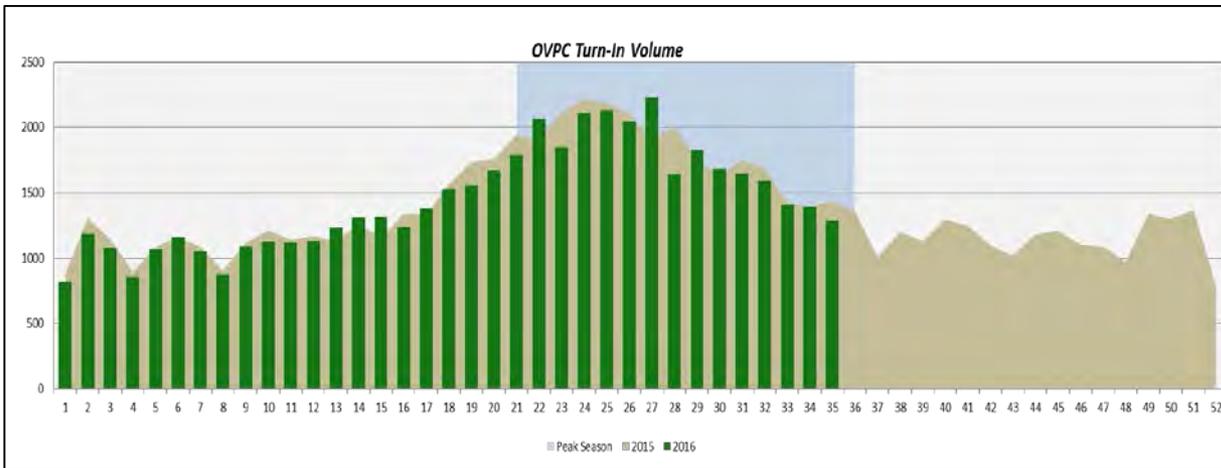
How would you rate your overall satisfaction with the moving company's timeliness, courtesy, professionalism, and responsiveness in all phases of your move from first contact through delivery, to include any follow up?



PP	:-)	:-(
2013-1	90.14%	9.86%
2013-2	90.79%	9.21%
2013-3	90.72%	9.28%
2013-4	90.96%	9.04%
2014-1	91.47%	8.53%
2014-2	91.90%	8.10%
2014-3	92.30%	7.70%
2014-4	92.50%	7.50%
2015-1	92.31%	7.69%
2015-2	91.81%	8.19%
2015-3	91.68%	8.32%
2015-4	91.36%	8.64%
2016-1	91.35%	8.65%
2016-2	91.37%	8.63%
2016-3	91.33%	8.67%
Average	91.47%	8.53%



POV Shipment Overview



- Generally tracking against 2015 (\approx 400 fewer shipments, 1.50% decrease)
- Weekly meetings with PP, AQ & IAL
- Met/exceeded all standards of customer service
 - Required delivery date performance above 98% standard for entire Peak Season
- Continued focus on wait time – headway attributable to appointment system protocols
- PWS re-write work group Fall 2016



No Refusals-Direct Measures

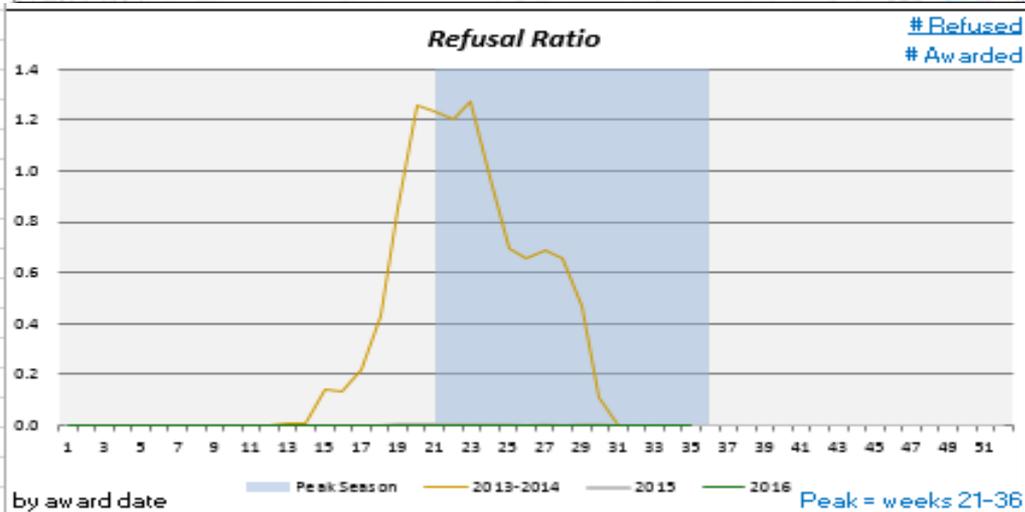
▪ Decreased PPSO handling time to under

≈ <1 hour per shipment

- 2013-14 high: 19 hours
 - *2015 high: 2 hours
 - *2016 high: 1 hour
- *No refusals

▪ Refusals nearly non-existent

- Impact on booking resources at PPSOs impacting:
 - Queue management
 - Minimizing short fuse
 - Customer service



Number	Date
10	5-Mar-16
11	12-Mar-16
12	19-Mar-16
13	26-Mar-16
14	2-Apr-16
15	9-Apr-16
16	16-Apr-16
17	23-Apr-16
18	30-Apr-16
19	7-May-16
20	14-May-16
21	21-May-16
22	28-May-16
23	4-Jun-16
24	11-Jun-16
25	18-Jun-16
26	25-Jun-16
27	2-Jul-16
28	9-Jul-16
29	16-Jul-16
30	23-Jul-16
31	30-Jul-16
32	6-Aug-16
33	13-Aug-16
34	20-Aug-16
35	27-Aug-16
36	3-Sep-16
37	10-Sep-16
38	17-Sep-16
39	24-Sep-16
40	1-Oct-16



No Refusals (Con't)

Higher TSP lead time

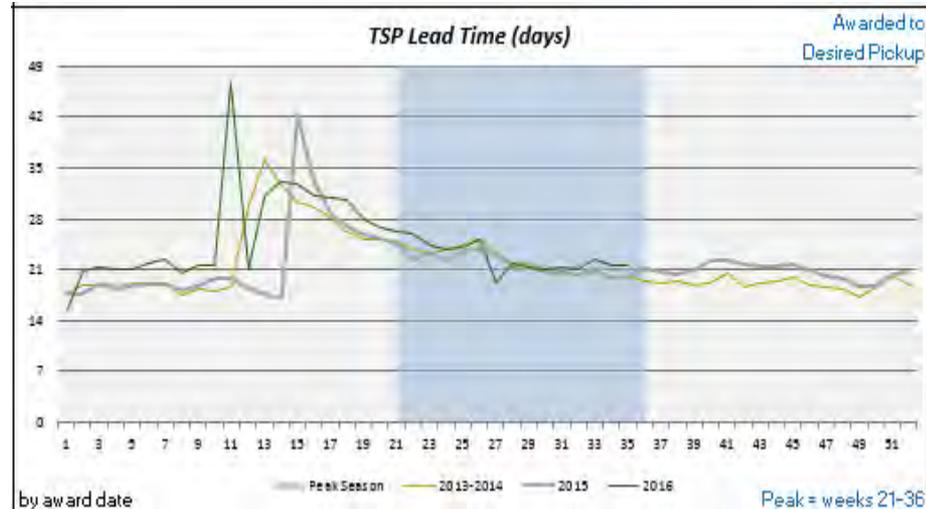
- Above the 21 day average
- Allowed for better planning, minimizes possibility of service failures

PPSOs had fewer shipments become short fuse*, below previous years average†

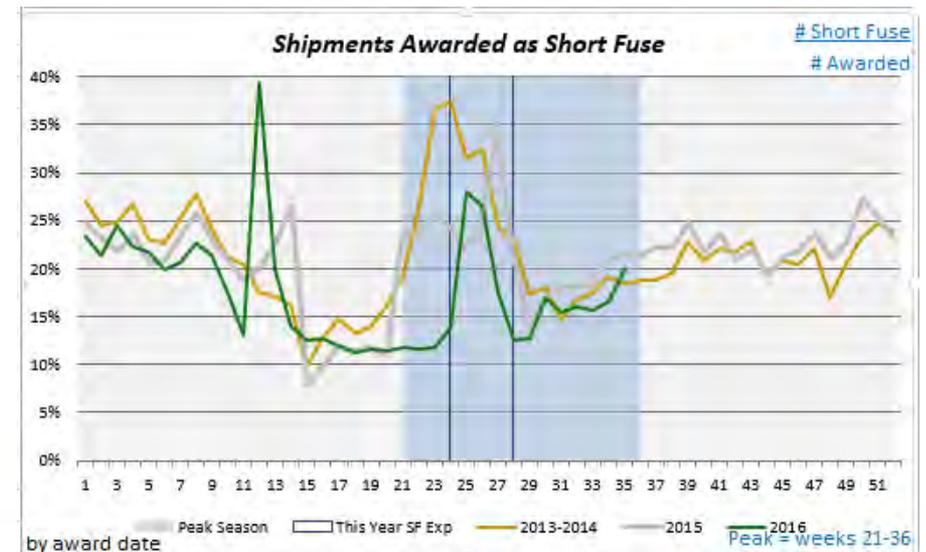
- More Best Value awards
- 2013-2014 ≈ 21% of all shipments moved as Short Fuse
- 2015 ≈ 19% moved as Short Fuse
- 2016 ≈ 15% moved as Short Fuse
 - <12% prior to SF expansion (weeks 17-23)

*Short fuse expansion (5 to 10 days) wasn't necessary until 14 Jun 16 (vs. 18-23 May in past)

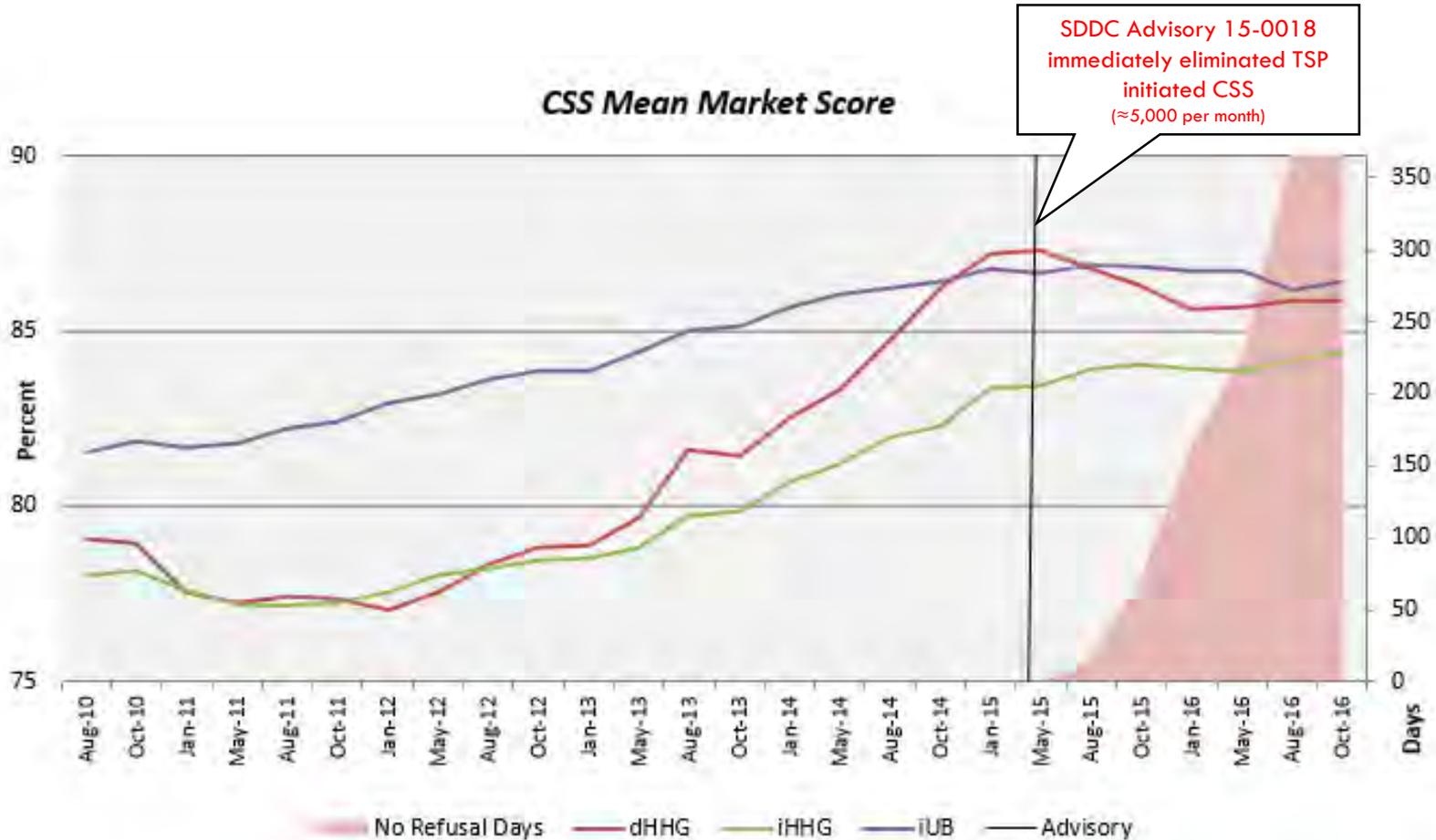
† Weeks 15-35 each year (accounts for TDL being live and errors with TDL at start in 2014-2015 through 31 Aug)



Number	Date
10	5-Mar-16
11	12-Mar-16
12	19-Mar-16
13	26-Mar-16
14	2-Apr-16
15	9-Apr-16
16	16-Apr-16
17	23-Apr-16
18	30-Apr-16
19	7-May-16
20	14-May-16
21	21-May-16
22	28-May-16
23	4-Jun-16
24	11-Jun-16
25	18-Jun-16
26	25-Jun-16
27	2-Jul-16
28	9-Jul-16
29	16-Jul-16
30	23-Jul-16
31	30-Jul-16
32	6-Aug-16
33	13-Aug-16
34	20-Aug-16
35	27-Aug-16
36	3-Sep-16
37	10-Sep-16
38	17-Sep-16
39	24-Sep-16
40	1-Oct-16



CSS and No Refusals



Transit Times
Inconvenience Claims
Quality Assurance

Mr. Dave Jones
Ms. Beth Holloway

Transit Times

- **Updated from 2011 to 2016:**
 - Added 312 Channels to/from Canada
 - Updated 1721 Channels from DTR
 - Averaged an increase of 6.7 Days
 - Largest decrease Crete to Netherlands (98 – 45)
 - Largest increase Crete to Hawaii (40 – 100)
 - Most frequent change + 2 days

- **Pending Changes:**
 - 237 Channels
 - Primarily EU intra-theater
 - Hawaii to Australia



Transit Times

▪ Change Request Process:

- Services request
 - CONUS to Bahrain (Average increase 17 Days)
- Association Input (Preferred) Individual TSP
 - Hawaii to Australia (pending)
 - Include reason for proposed change (i.e. Change to US Flag)
- Send request to army.sddc.safb.pops@mail.mil
- Periodic Review
 - Not a 100% review
 - Looks for anomalies/Trends



Missed RDDs

- Updating Arrival date on time allows TSP to enter actual delivery date
- System issues (i.e. SIT at origin)
- Negotiated RDD
- Inconvenience Claim outreach

Shipments with Pickup Dates between JAN 16 and AUG 16

COS	Placed in SIT				Direct Delivery				Total IB Shipments			
	# of IB	Before RDD	After RDD	% Late	# of IB	Before RDD	After RDD	% Late	# of IB	Before RDD	After RDD	Total % Late
D	62,482	56,241	6,241	10.0%	53,611	32,612	20,999	39.2%	116,093	88,853	27,240	23.5%
2	3,074	2,400	674	21.9%	1,174	564	610	52.0%	4,248	2,964	1,284	30.2%
J	28,576	24,697	3,879	13.6%	5,498	3,795	1,703	31.0%	34,074	28,492	5,582	16.4%
4	35,871	31,399	4,472	12.5%	14,180	10,704	3,476	24.5%	50,051	42,103	7,948	15.9%
5	0	0	0	0.0%	0	0	0	0.0%	0	0	0	0.0%
T	1,014	961	53	5.2%	178	144	34	19.1%	1,192	1,105	87	7.3%
7	1,097	821	276	25.2%	497	292	205	41.2%	1,594	1,113	481	30.2%
8	3,151	2,819	332	10.5%	890	650	240	27.0%	4,041	3,469	572	14.2%
Total	135,265	119,338	15,927	11.8%	76,028	48,761	27,267	35.9%	211,293	168,099	43,194	20.4%



Inconvenience Claim

Ms. Beth Holloway



Inconvenience Claims

■ Authorized for:

- Reasonable out-of-pocket expenses for lodging, food, rentals and directly related household necessities due to missed dates
- Tangible items may be reclaimed by the TSP upon delivery of the customers shipment

Note: Alcoholic beverages in any quantity is “prohibited”



Inconvenience Claims (Con't)

▪ Missed Pickup:

- For a missed pickup, charges will be computed from the first day of the missed pickup as specified on the BL and payable through the actual pickup date.

▪ Failure To Deliver:

- For failure to deliver on or before the RDD, charges will be computed the first day after the RDD as specified on the BL, and payable through the date of actual delivery.



Inconvenience Claims (Con't)

■ PPSO's Role:

- Are required to provide guidance, deny when appropriate and mediate inconvenience claims disputes between TSPs and members/employees
- If unable to settle disputes, PPSO should forward a COMPLETE appeal package to HQ SDDC PP QA army.sddc.safb.ppperf@mail.mil
- Package must include ITO decision/rationale and the following:
 - Members initial claim letter
 - List of items claimed, dates and times (similar to filing a travel voucher)
 - RECEIPTS of all items claimed
 - TSPs reply to member on settlement
 - PPSOs appeal to TSP
 - TSPs reply to PPSO



Inconvenience Claims (Con't)

■ Settlement Timelines:

- TSP acknowledges receipt within **7** days of claim notification
Settled claims must be paid within **30** days
- If TSP disagrees with PPSO, TSP may appeal to SDDC-PP within **10** days of notification from the responsible PPSO
- If SDDC determines claim is valid, the TSP must settle within **10** days



Inconvenience Claims (Con't)

▪ TSP's Responsibility:

- TSP is not responsible for an inconvenience claim if the shipment is placed into SIT at destination, unless the need for SIT is a direct result of TSPs failure to deliver on or before the RDD.

▪ TSP's Liability:

- TSP is not liable if delay was due to natural disasters, Government delays of code 5, J, or T shipments and TSP negligence did not contribute to the delay



Locating the Inconvenience Claim Pamphlet

The screenshot shows the Move.mil website interface. At the top, there are navigation tabs: "What is DPS?", "Contact Us", "FAQ", "Customer", and "PPSO". Below these is the "Move.mil Official DPS Portal" header with a "DPS System Status" indicator. A "LATEST NEWS" section highlights "Spouse Professional Books, Papers and Equipment (PBP&E)". A secondary navigation bar includes "DOD Service Members and Civilians", "Before You Move", "Start Your DPS Move", "Claims", "Customer Satisfaction Survey", and "FAQ".

The main content area is divided into several sections:

- New to Move.mil:** Includes a link for "First Time DPS Users Click Here!".
- Returning DPS Users:** Includes a link for "Login to DPS".
- Quick Links:** Lists "Check your Browser", "Retirement and Separation", "Personally Procured Move", "It's Your Move Pamphlets", "DPS and ETA Help", "Public Scales Locator", "Filing an Inconvenience Claim" (highlighted with a blue box), and "Confidentiality Request Form".
- What's New:** Lists recent updates:
 - Marine Corps MARADMIN 222-16 Peak Moving Season Preparations (Updated 5 May 2016)
 - Spouse Professional Books, Papers and Equipment (PBP&E) (Updated 21 April 2016)
 - SDDC Advisory PP 16-0082 JPPSO-Japan Regionalization (Updated 04 April 2016)
 - SDDC-PP Advisory 16-0051 - Honolulu VPC Appt System for Shipping POVs Under the Global POV Contract III (Updated 19 February 2016)
 - SDDC-PP Advisory 16-0040 - Customs Clearing of Shipments Containing Alcohol in the Defense Personal Property Program (DP3) (Updated 11 January 2016)
- Useful Tools:** Lists "Moving Resources", "Travel Information", "Acronyms", "Glossary", and "Transportation Office (Locator Map)".
- System Response Center:** Includes a "24/7 Helpdesk" with phone numbers (Toll-Free (800) 462-2176, Commercial 618-589-9445), an email address (usarmy.scott.sddc.mbx.g6-SRC-DPS-HD@mail.mil), and a link to submit a ticket online (https://src.service-now.com/src/).



Quality Assurance

- **Personal Property Shipping Office (PPSO) goal of 50% inspection of all shipments (DTR IV, 405C.1.b):**
 - Validated Customer Satisfaction Survey (CSS) Comments as “source document”
 - Letters of Warning/Suspension provide source for program trend analysis

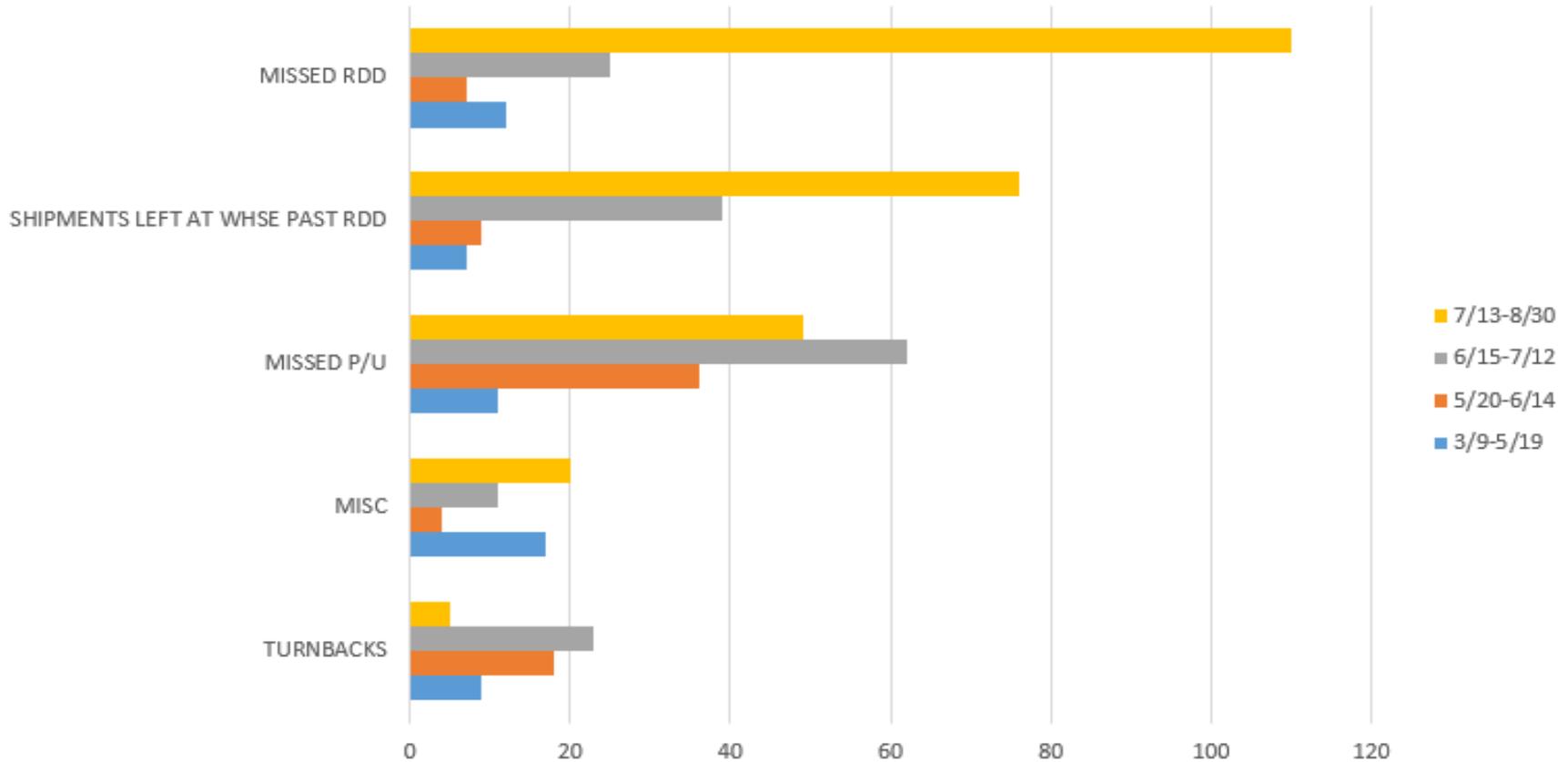
- **PPSO Letter of Suspension (LOS)/Letter of Warning (LOW) factors to consider:**
 - Severity of violation
 - Quality of TSP’s past performance (per PPSOs data analysis at their site)
 - **Impact to DoD customer**

- **Letter of Warning:**
 - **An opportunity to correct/address performance prior to impact**
 - Three or more of same violations during a 180 day period, suspension may be taken
 - Foundation for next level action



Quality Assurance

SUSPENSION ACTIONS



Appeals

■ Appeal Process:

- TSPs may appeal any LOW/LOS issued by PPSO:
 - Appeals must be dated within 15 days from notification date
 - PPSO's must respond in writing NLT 15 days from the appeal date
 - ✓ Grant appeal or Provide reason for denial
- TSPs can further appeal to SDDC after PPSO denial:
 - Appeals must be initiated NLT 15 days from PPSO's denial
 - SDDC must respond in writing NLT 20 days from appeal date
 - Send to usarmy.scott.sddc.mbx.pp-perf@mail.mil

■ Number of appeals received by SDDC:

- LOW 9 appeals received
- LOS 3 appeals received



Transportation Review Board

- TSP may be placed in “non-use” for a definite or indefinite period of time for specific incidents of unsatisfactory service or failure to perform, or a record or trend of satisfactory service (i.e. Fail to meet MPS)
- If TSP disputes findings, a TRB is normally scheduled within 30 days of non-use imposition
- Performance history of TSP and affiliates
- Revocation actions in accordance with SDDCR 55-4 do not require TRB



Transportation Review Board (Con't)

▪ Board Composition:

- Three (3) voting members (must be O-4+ or GS-13+)
- Highest graded individual on panel is Chairperson (must be O-5 or GS-14, minimum)

▪ Determination:

- Allow continued participating in DP3 with or without conditions
- Disqualify the TSP for a designated period of time
- TSP disqualified for 6 months or more is required to re-qualify
- If the TRB imposes any type of disqualification it must decide whether to suspend with or without probationary conditions



Transportation Review Board (Con't)

▪ Appeal Process:

- TSPs may appeal a TRB decision within 15 calendar days from receipt of decision letter
- An appeal of a personal property or NTS TRB will be forwarded to the Chief of Staff, HQ Military Surface Deployment and Distribution Command, 1 Soldier Way, Scott AFB, IL 62225
- Appeals will be independently reviewed and processed by personnel not substantially involved in the initial TRB decision.



Transportation Review Board (Con't)

Bottom Line:

Intended to be a transparent “due process” closely coordinated with our Staff Judge Advocate with the best interests of the DoD Customer (past and future) at the forefront



System Response Center (SRC) Process For CSS

▪ Process for CSS:

- International and Domestic shipments
 - Telephone CONUS or Email OCONUS

▪ SDDC provides monthly list of non-statistically valid TSPs

▪ Delivery date range drives outbound calls:

- Utilize the “Data Pull Time Frame” for applicable Performance Period (PP)
- Example: PP 1 Jan thru 14 May 17 = data pull 1 Nov 16 to present

▪ CSS resets by exception only:

- Timed out
- SDDC determines the validity and provides guidance



Closing Thoughts

▪ CSS:

- Survey ethics

▪ Electronic Tender of Service Signature Sheet (ETOSSS):

- Multiple TSPs rejected “In Progress” contact for assistance

▪ TSP Qualifications Reviews Timeframes:

- Unified Carrier Registration (UCR) in Jan
- Secretary of State in May
- National Motor Freight Traffic Association, Inc. (NMFTA) in Jul
- CIP & COR submittal and review Nov-Dec
- System for Award Management (SAM) monthly
- Update of bond and insurance effective dates monthly
- Currently conducting 100% operating authority review through FMCSA



BREAK

15 Minutes



HAFC TSP Performance SIs



Mr. Herb Schlecht
JPPSO-SC/DD
September 2016



JPPSO-SC

HAFC Overview

- **QA Data Trends CY15**
 - LOWs
 - LOS'

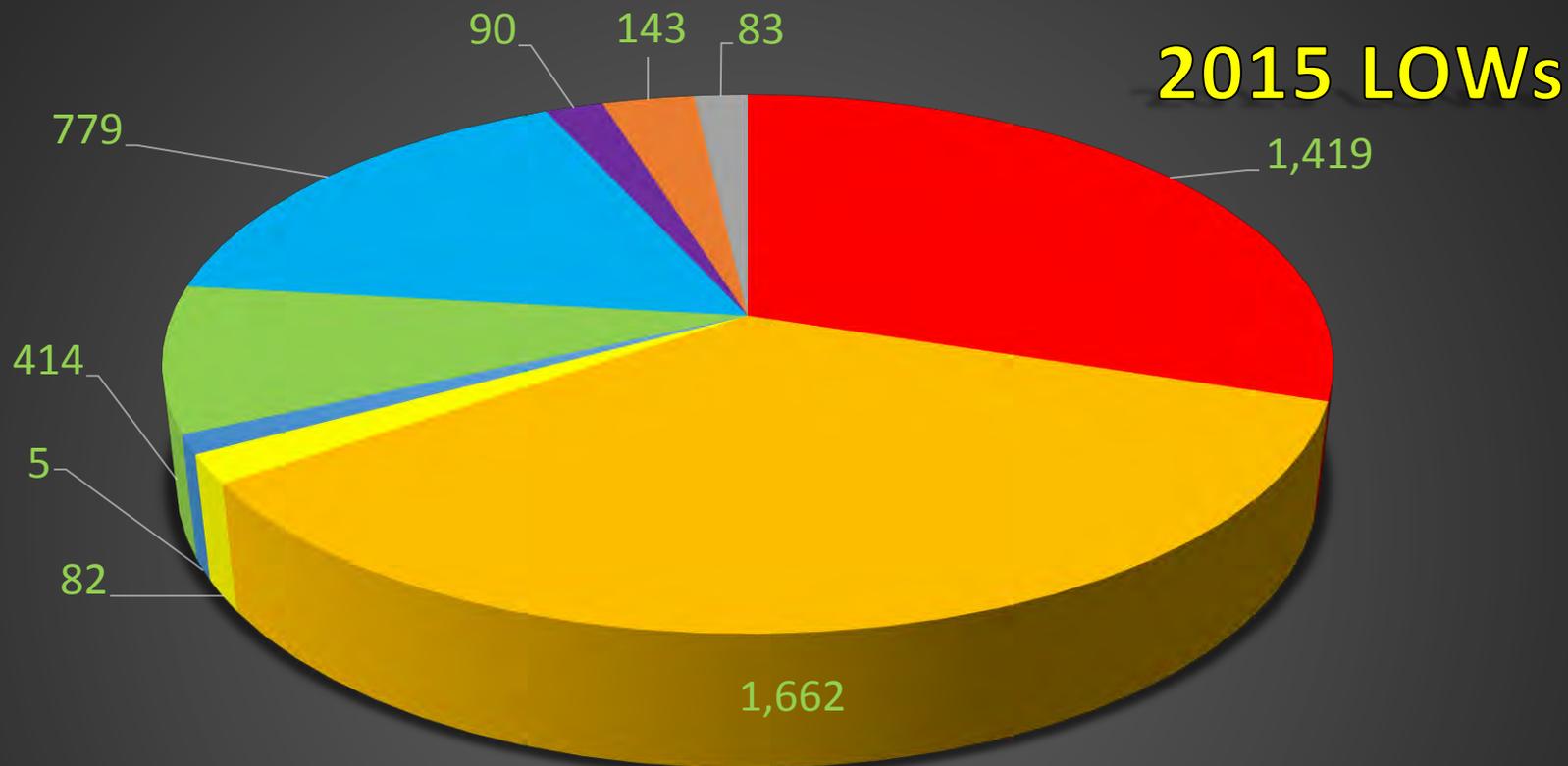
- **QA Data Trends CY16**
 - LOWs
 - LOS'

- **Reweigh Trends CY14/16**
 - Shipment Weight Variances CY16

- **Unique Data Trends**
 - Post Award Date Changes

- **Industry/Government Takeaway**

HAFC Quality Assurance CY15



4,726 (7%) LOWs Issued Out of 71,321 DPS Shipments Reviewed

- Missed RDD
- Weight Tickets Issues
- Scheduled Delivery Date Missing
- Pre-Move Survey Issues
- LOWs With No Trend
- Provide Status of Missed RDD
- Failed Update of Del in 3 GBDs
- Improper Packaging
- Warning of Suspensions

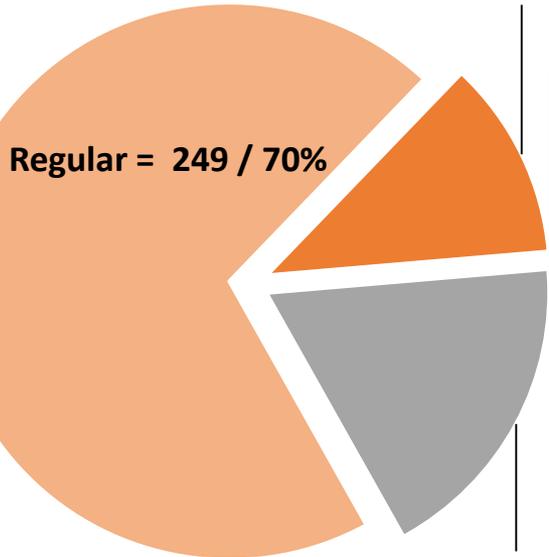
As of 25 July

HAFC Quality Assurance CY15



2015 LOS – 355 Issued

Immediate = 41 / 12%

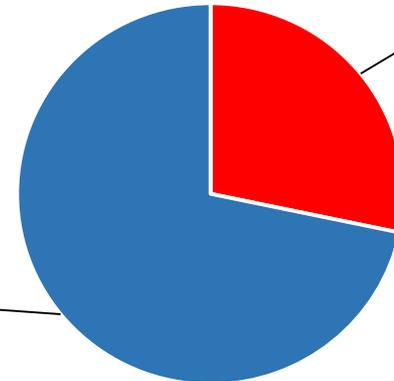


- 12 At Origin Facility on RDD
- 13 Missed Pickup
- 16 Turnbacks

Rescinded = 65 / 18%

- 15 Admin Error
- 16 Corrective Action Accepted
- 34 TSP Provided Additional Info to Rescind

HAFC Used 782 TSPs in 2015



28% of TSPs received LOS

72% of TSPs did not receive LOS

7 A+

TSPs w/>100 shipments did not receive an LOS

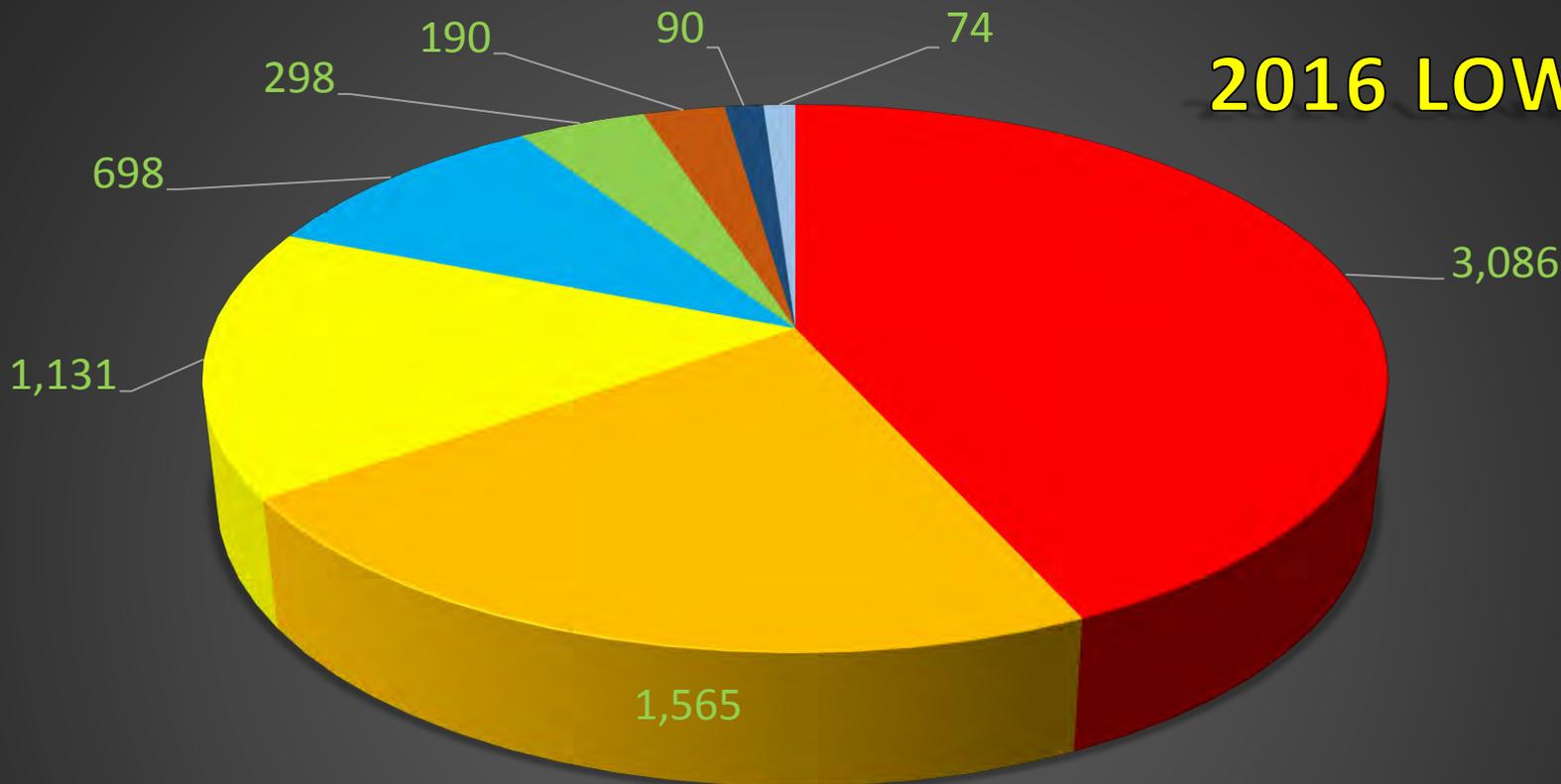
As of 25 July

HAFC Quality Assurance CY16



JPPSO-SC

2016 LOWs



7,132 (15%) LOWs Issued Out of 47,310 DPS Shipments Reviewed

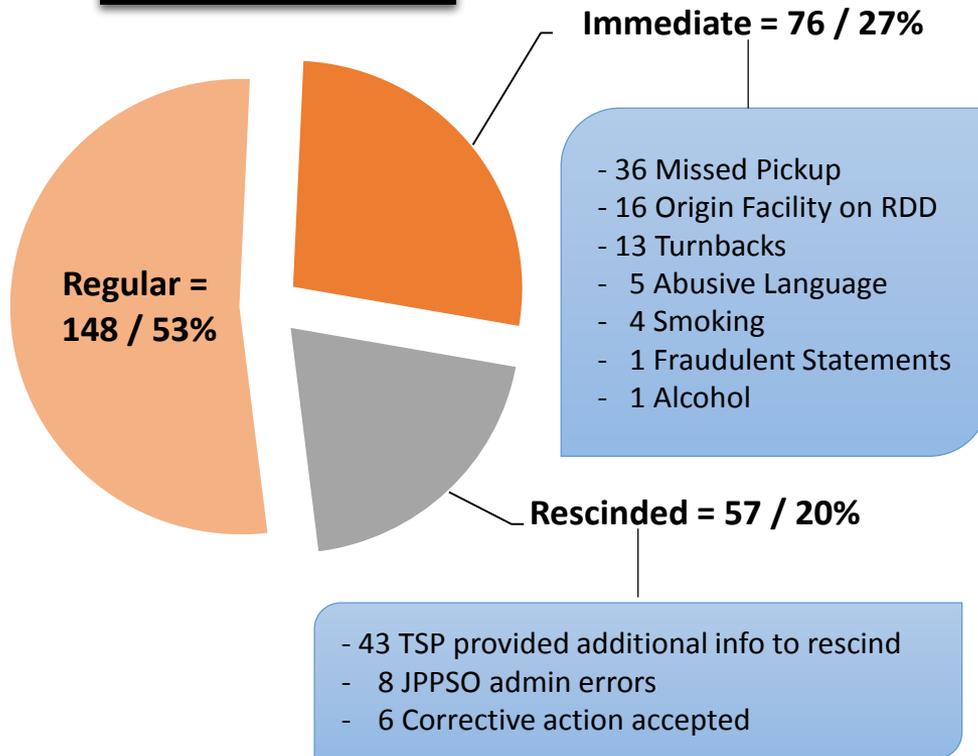
- Missed RDD
- Weight Tickets Issues
- Scheduled Delivery Date Missing
- Pre-Move Survey Issues
- LOWs With No Trend
- Not Delivered Out
- Incorrect SIT Start Date
- Claims Not Paid

As of 25 July

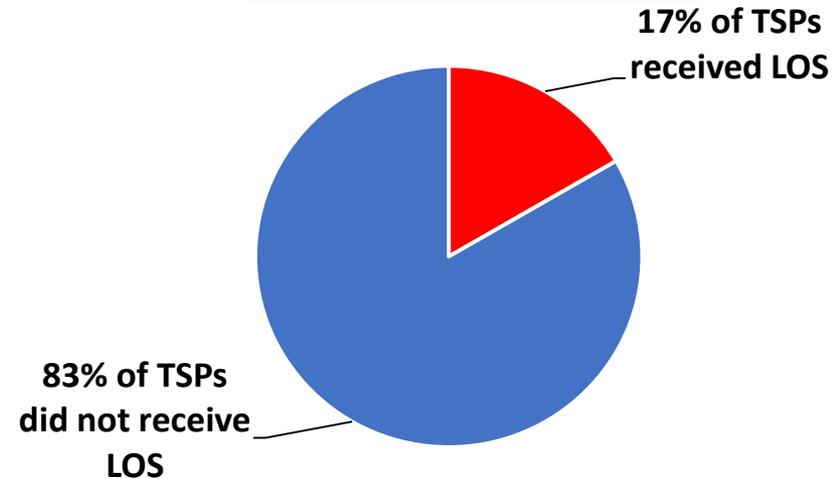
HAFC Quality Assurance CY16



2016 LOS – 281 Issued



HAFC Used 769 TSPs in 2016



10^{A+}

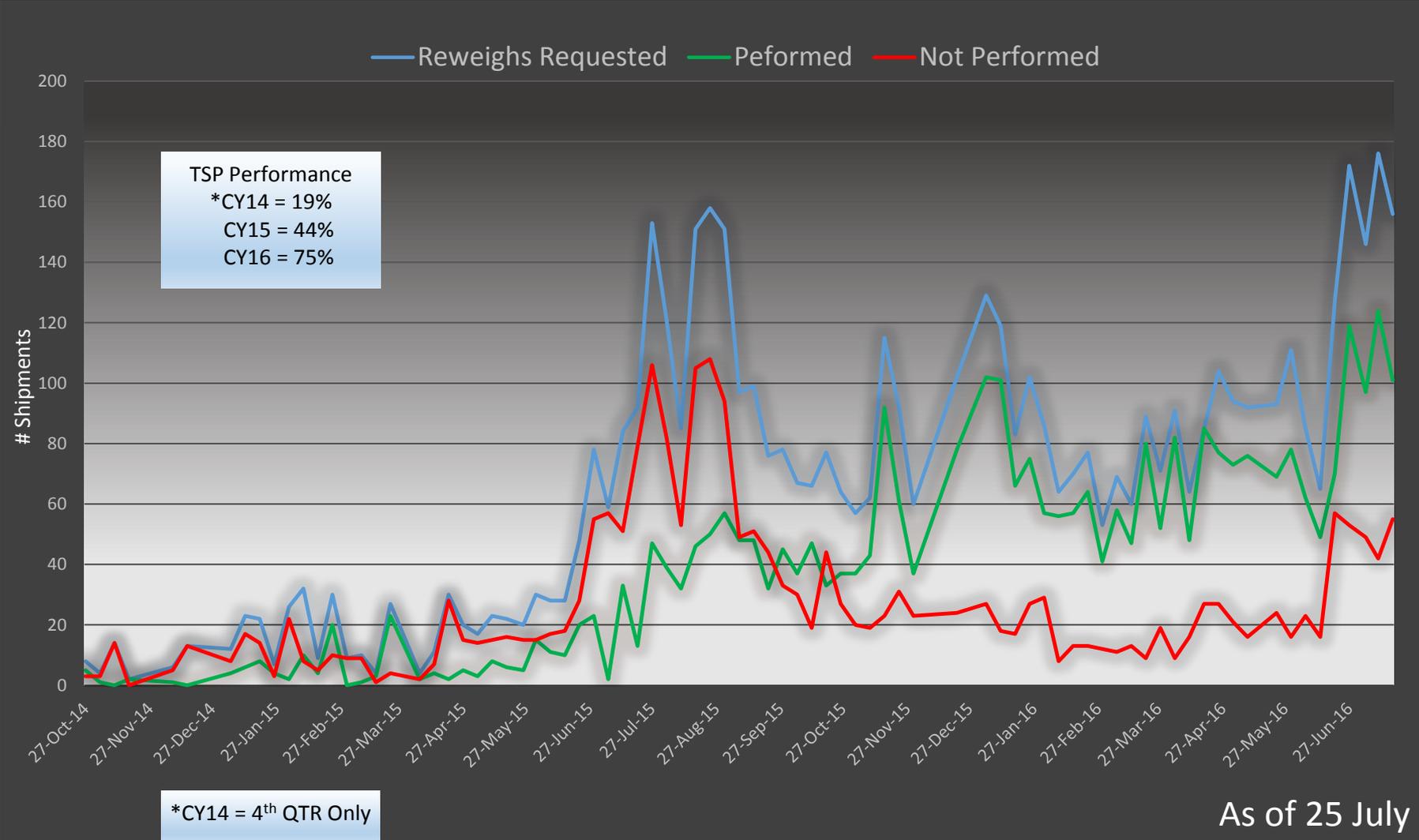
TSPs w/>100 shipments did not receive an LOS

As of 25 July



JPPSO-SC

HAFC Historical Reweigh Data





JPPSO-SC

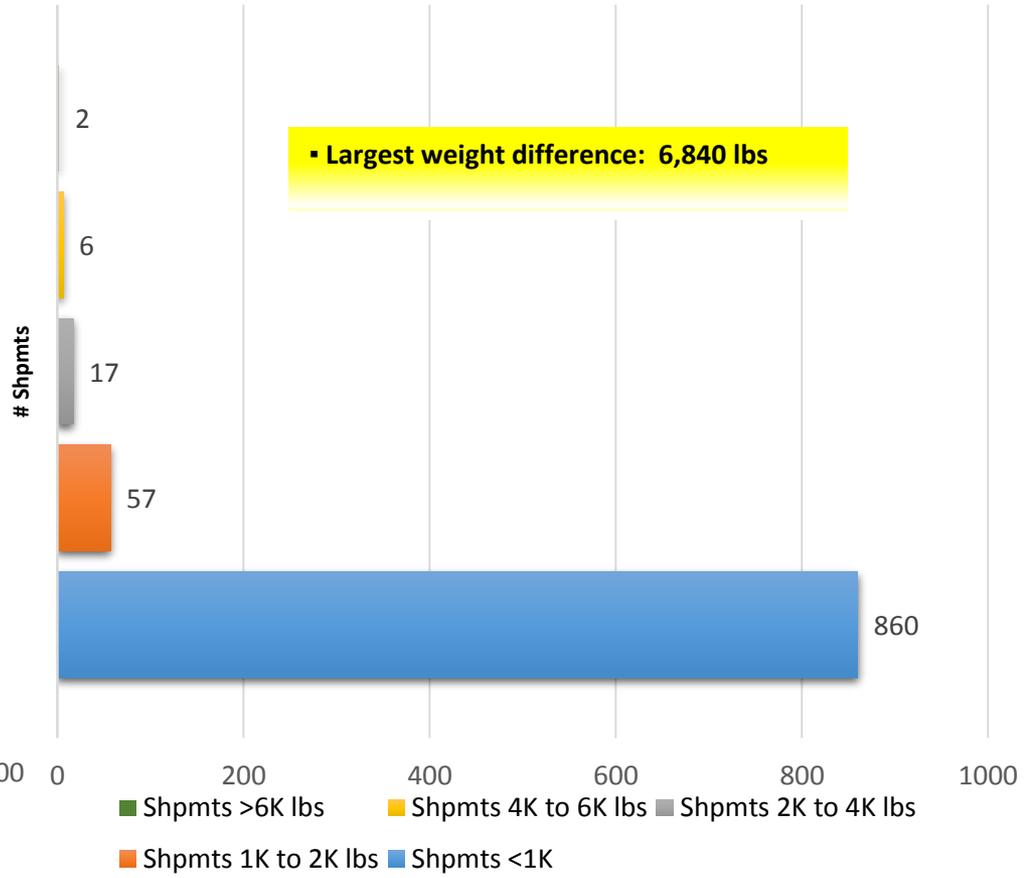
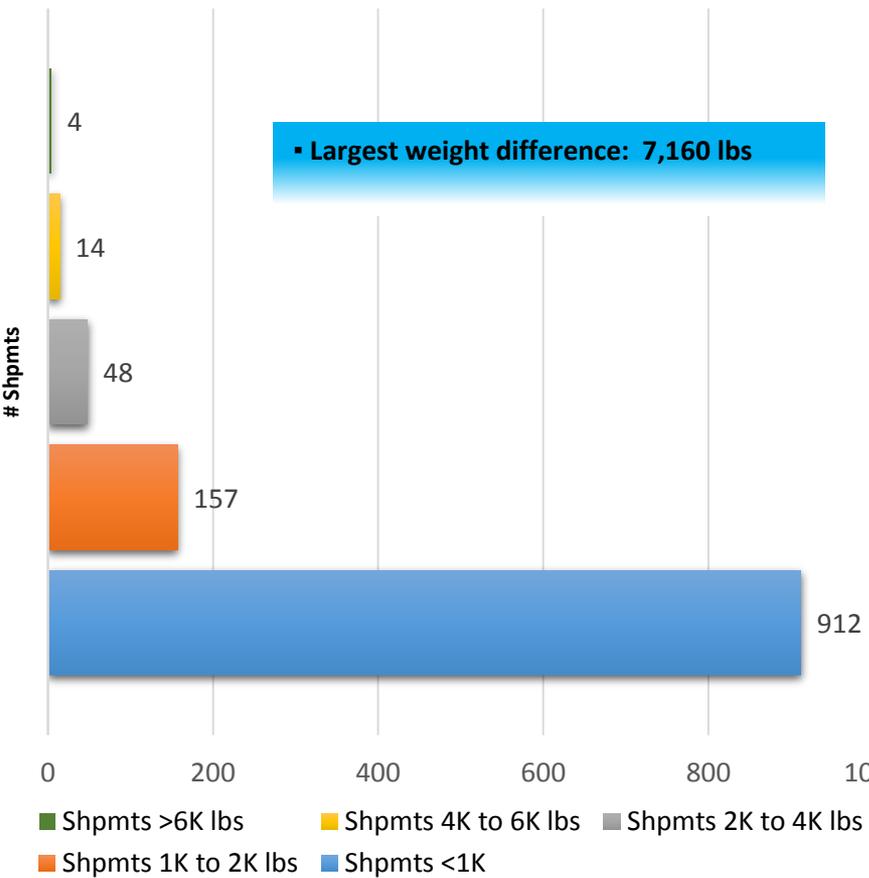
HAFC Weight Variance CY16

71% of reweighed shipments had weight variance >2%

As of 25 July

1,135 Shipments Under Origin Weight

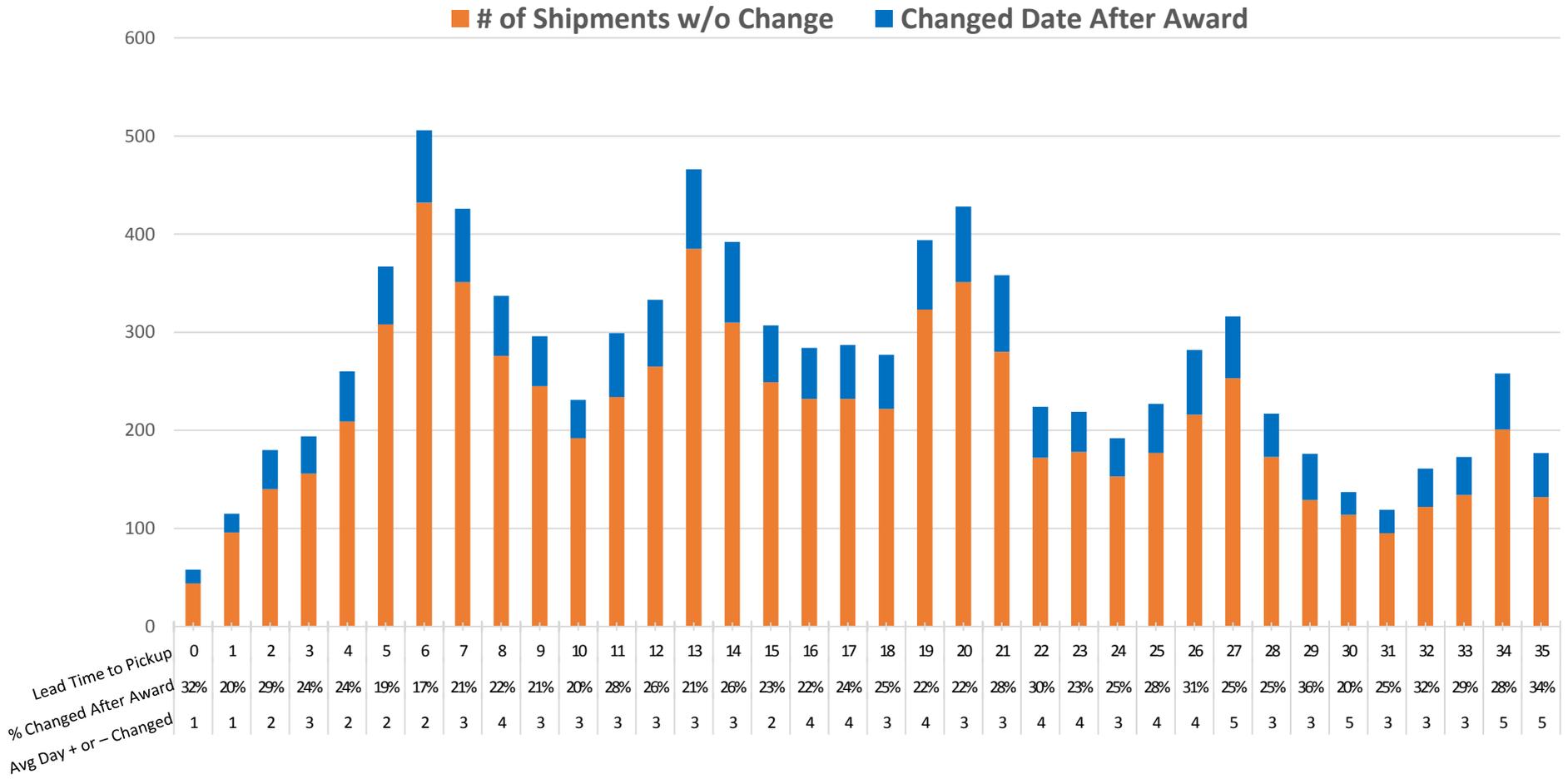
942 Shipments Over Origin Weight





JPPSO-SC

HAFC PU-Date Shifting CY16



As of 25 July

HAFC Takeaway



Adding Value to Improve the Move for Our Shared Customers

Commitment



Vigilance





Personal Property Forum September 13, 2016

Motor Carrier Installation Access Update

COL Todd Burnley
OSD(Transportation Policy)



Motor Carrier Installation Access

- **Background**

- In response to shooting incidents and the threat of terrorism, DoD stopped accepting the TWIC and initiated driver background checks
 - Drivers were facing lengthy waiting times at gate
 - Installations use different criminal disqualification criteria for denying entry
- OSD(Intelligence) is DoD's proponent for installation access policy

- **Challenges**

- Standardizing access procedures across hundreds of DoD installations
- Standardizing disqualification criteria for access while maintaining Commander's ability to increase force protection based on the threat environment

The Department greatly values the trucking industry and has recently developed a way forward for improving driver wait times and standardizing processes



Way-Forward

Overview

- By December 2016 approx. 70% of DoD’s installations will be capable of scanning the TWIC via electronic physical access control systems (ePACS) and vetting the driver against various Government databases to determine “fitness” (i.e. not a threat to installation personnel and resources)
- The same process/system is used today for validating “fitness” of DoD-affiliated personnel with Common Access Cards (CAC)
- The process/system will be used for all visitors, including truck drivers
- Expansion to “REAL ID”-compliant Driver’s License in future
- Driver must still have a “need” to enter the installation (e.g. electronic or hard copy bill of lading, SDDC Carrier Appointment System, gate confirmation with installation Transportation Officer, etc.)

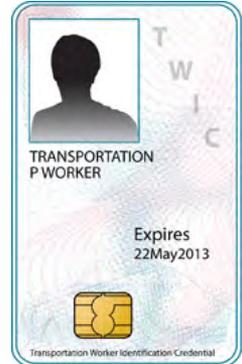




Way-Forward (Continued)

Enrollment

- Drivers may enroll at any installation visitor control center that is “ePACS capable”
- Drivers must provide a credential that proves their identity
- Installation personnel will conduct a criminal history check against Gov. databases
- Driver enrolled in ePACS for up to 3 years, or until their TWIC expires
- For future visits, driver’s TWIC will be scanned at gate and automatically screened against Gov. databases
- Enrollment in ePACS at one installation will eventually serve as enrollment for all installations (DoD working to standardize disqualification criteria across all Services/Installations)
- Enrollment is free; however, carriers/drivers are responsible for costs associated with obtaining the TWIC (and REAL ID in the future)





Wrap-Up

- DoD published an information paper for industry that summarizes the initiative (please see me if you'd like a copy)
- The Department will update and distribute additional information papers to industry as the solution is implemented
- Installations that are “ePACS capable” will also be listed in the Transportation Facilities Guide (TFG)

Questions?



Defense Personal Property System (DPS) Update Briefing



***for
Services and Industry
at
Personal Property Forum
on
13 Sep 2016***

***Ms Roni McDaniels
Deputy Program Manager***

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Agenda



- System Outages
- Release Schedules
- Foreign National Access
- External Certificate Authority (ECA) Vendors
- Claims Mockups



System Outages

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Peak Season – Outages



- Systems Availability (SA): 24/7 web-based system; 98% objective
 - May 15th-31th: 99.29%; Jun: 98.97%; Jul: 96.37%; Aug: 98.94%
- DISA server disk group outage: 19 - 20 Jul 16, 1625 - 0850 CDT
 - Root cause
 - During routine maintenance, disk volumes relabeled to correct a sizing error
 - Actions taken while system backup in-process; concurrent activities caused database to lose track of where the data resided, corrupting the data
 - Impact: Estimated 30,000 transactions reverted to their prior status and processes had to be re-accomplished; affected 4,630 DoD Customers
- DISA router outage @ Buckley AFB: 29 Jul 16, 0004 - 0354 CDT
 - Root cause:
 - While maintenance occurred on secondary processor router, Buckley AFB lost management of primary router
 - Impacted multiple systems including DPS lost connectivity

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Peak Season – Outages



- DISA Enterprise Email (DEE) outage: 29 Jul 16, 1215 - 1415 CDT
 - Root cause: DISA email services unavailable
 - Impacted outgoing DPS system-generated emails which utilize DEE
 - CACI Tier 3 re-sent Customer Satisfaction Survey emails 3 – 4 Aug 2016
 - CACI Tier 3 re-sent Claims emails 5 Aug 2016
- DISA database servers auto-reset: 15 Aug 16, 1408 – 1600 CDT
 - Root cause: Two DISA storage servers automatically rebooted; primary did not failover to the backup node; impacted IT systems hosted at DECC Ogden (e.g. DPS)
 - Impacted all DPS users



Release Schedules



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DPS FY16 Scheduled Releases



Release	Capability	Deployment Date
2.6.0a	SPR 7535 Survey Scores Changed after Score Calculation	30 Dec 2015
3.0.0	TSCR 7347 Standup of BPMS (webMethods – COTS and Infrastructure Only)	FOC: 8 Apr 2016
3.1.0	TSCR 7283 Java 7 COTS Upgrade	11 Mar 2016
3.1.0a	TSCR 7334 Siebel Open UI COTS Upgrade Database Patch (unsuccessful)	17 Mar 2016
3.1.0b	Database Patch (undo of 3.1.0a)	18 Mar 2016
3.1.1	Software remediation (Pre-Approvals, Print DD 1299s)	1 Apr 2016
3.2.0	TSCR 7503 Oracle Business Intelligence (OBI) COTS Separation	8 Apr 2016
3.3.0	TSCR 7129 User Management & Access Control	12 May 2016
3.3.0a	Software Patch to improve server performance	
3.3.1	SPR 7652 TSP Standard Carrier Alpha Code (SCAC) view populates missing SCACs or is partially listed SPR 7653 Unable to see counseling office ID SPR 7654 Post queue is not posting due to special characters (the ampersand "&")	24 Jun 2016
3.4.0	SCR 2201 User Role Matrix TSCR 7401 Spouse ProGear Mandatory Field Fix (PPM Related)	9 Sep 2016

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DPS FY17 Notional Releases



Release	Capability	Deployment Date
3.5.0	SCR 657 Document Management (Infrastructure & Counseling) SCR 7346 Workbench and BRF display different start/end dates TSCR 7404 Analytics Data Load SPR Maintenance Release	Nov 2016
3.6.0	Oracle 12c COTS Database Upgrade	Dec 2016
3.7.0	SCR 7108 PPM Checklist SCR 6648 Add Customer Rank and Pay Grade to Screen Displays TSCR 7348 Short Fuse Click Count Fix TSCR 7353 Short Fuse Shipments Not Unlocking at 5 Minutes TSCR 7190 TGET Interface Format Changes	Dec 2016
3.8.0	SCR 6771 SDN, Order Number, LOA and TAC SCR 7168 TGET Manual Override for Army TAC & MDCs SCR 6353 Orders Accounting Info Needs to Link to Shipment	Mar 2017
3.9.0	SCR 6604 Claims Redesign, TSCR 7509 Claims Technical Redesign SCR 7393 Self-Counseling Improvements TSCR 7433 Self-Counseling Technical Redesign TSCR 7434 Standardized User Interface Infrastructure TSCR 7407 WebLogic COTS Upgrade	May 2017
3.10.0	Rate Filing Redesign (Rates Processor) TSCR 7006 Shipment Awards with Suspense/Non-Use SPR Maintenance Release	Sep 2017

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DPS FY18 Notional Releases



Release	Capability
4.0.0	SCR 6781 Non-Temporary Storage
4.1.0	TSCR 7662 Siebel COTS Upgrade, TSCR 7427 Remove POP3 Mail Server TSCR 7788 LMS User Guides Not Displaying, TSCR 7280 Cleanup LMS Certs
4.2.0	SCR 5675 AAFES/NAF Functionality
4.3.0	TSCRs 7656, 7657, and 7658 WebMethods Upgrades TSCR 7661 Document Upload Anti-Virus Service
4.4.0	SCR 7142 Destination SIT Approval on Delivery, SCR 6315 Multiple PPM Closeout
4.5.0	TSCR 7475 Document Management Integration in Shipment Management SCR 7272 DODIG Efforts Minimize Improper Payments SCR 6642 Revised - Reformatted Forms, SCR 6755 SDDC Revised Forms
4.6.0	SCR 7470 Kodiak to Cordova OTO Fix SCR 7211 Change-Update Effective Expiration Dates – COS 5 SCR 7220 TSP Financial Rep Delete Send ALL TSP Button SCR 7355 Intl Costing Engine for OTO type BOAT SCR 7203 OTO Function Does Not Support OTO Process
4.7.0	TSCR 5798 EDI 848B for FACTS Interface, TSCR 7282 EDI 858B for GATES Interface TSCR 7403 GENTRAN Removal
4.8.0	SCR 7660 One CSS Question for NTSR Shipments, TSCR 7655 CSS Technical Migration SCR 6185 Automated Calculation of CSS, SPR Maintenance Release
4.9.0	TSCR 7448 TSP Data Services, TSCR 7493 Annual Data Archiving TSCR 7408 TOPS NTS Active Lots Transition to DPS

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Foreign National Access

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Foreign National Access



- On 6 May 2016, USTRANSCOM received a one-year exception to policy from DoD for DPS foreign national access
 - Previously, a three-year waiver was granted
- USTRANSCOM does not anticipate that a subsequent exception to policy will be granted once the existing exception expires on 27 Sep 2017
 - If access is denied, TSP agents in OCONUS locations that are not authorized ECA certificates will no longer be able to access DPS
 - Impacts approximately ~50 users
 - TSPs will need to coordinate with their agents on new process; the TSP will need to enter the data into DPS vice the TSP agent
 - Once confirmed, PMO will coordinate with SDDC to advise impacted TSPs and users; update to be provided mid-2017

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ECA Certificate Vendors

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ECA Vendor Symantec to Cease Operations



- Symantec no longer selling External Certificate Authority (ECA) certificates
 - August 16, 2016 - End of Sale: No new ECA certificates will be issued.
 - August 16, 2016 - End of Renewal: Symantec will stop renewals for all the existing certificates.
 - August 17, 2017 - End of Life: All certificates will expire or are revoked. Symantec ECA operations will cease.
 - Symantec established relationship with IdenTrust for certificate purchase:
 - <https://www.identrust.com/symantec/>

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DoD-Approved ECA Vendors



- IdenTrust, Inc.
 - <https://www.identrust.com/certificates/eca/index.html>
 - ECAsales@IdenTrust.com, (866) 299-3335
- Operational Research Consultants, Inc. (ORC)
 - <http://eca.orc.com/>
 - ecahelp@orc.com, (800) 816-5548

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Questions / Comments

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Claims Mockups for DoD Customer and TSPs

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Claims DOD Customer High Level Concepts

As of 31 AUG 2016



DOD User Landing Page

- You have three (3) new notices
- Your 2-HHG Shipment for [GBL HAFC1111112](#) has been delivered on 03 Jun 2016. If damage has occurred, you may [begin the Claims](#) process
- For [Claim# 2-1Y12345](#), you have received an offer/counter-offer on [GBL HAFC1111111](#) which you can view [HERE](#)



Start a New Move

View LDRs & Claims

Customer Satisfaction Survey

- Recent Shipments Search

Order #	GBL #	Origin	Destination	Shipment Type	Pickup Date	Delivery Date	TSP Information	Status	Actions
AF 12345	HAFC1111112	Joint Base San Antonio	Scott AFB, IL	3-HHG	15 APR 2016	03 JUN 2016	Some Moving Company	Delivered Complete	Start Claims Process
AF 12345	HAFC1111111	Joint Base San Antonio	Maxwell AFB, AL	2-HHG	14 APR 2016	31 MAY 2016	Some Other Moving Company	Delivered Complete	Go to Claims Home Page
AF 12345	HBAT2222222	Austin, TX	Scott AFB, IL	1-HHG	16 MAR 2016		Yet Another Moving Company	In Transit	

+ Recent Claims/LDRs

Columns will be sortable

[View My History](#)



Claims Related Deadlines For Filing

- You are required to report all **loss and damage** to the Transportation Service Provider (TSP) (your household goods carrier) within **75 days of the date of delivery** to qualify for reimbursement of your missing or damaged items. The preferred way to make your report is to use this DPS program. Once you have entered the required data listing all your loss and damage, you must click the "**SUBMIT**" button to properly transmit your notification of loss or damage to the household goods carrier, hereinafter known as the Transportation Service Provider (TSP). **Transmitting your loss and damage report does not constitute the filing of a claim.**
- You also may submit your "Notification of Loss/Damage AFTER Delivery" form to the TSP by mail or FAX or by attaching the form to an email and sending it to the TSP. The form should have been given to you by the TSP at the time of delivery. If you elect to submit the form using one of these methods, you must dispatch it to the TSP by the 75th day following delivery, and you should ensure that you save some proof of dispatch, e.g., return receipt, FAX confirmation sheet, or email delivery receipt. If you had good cause to exceed the 75-day notice period, such as an officially recognized absence or hospitalization during all or a portion of the time period, please pass this information to your TSP for their consideration. In these cases, your TSP is required to contact your Military Claims Office (MCO) for a determination.
- You are required to file your **claim** in DPS and "**SUBMIT**" it to the TSP within nine (9) months from the date of delivery to qualify for full replacement value (FRV) protection. Claims filed after nine (9) months but within two (2) years qualify for limited compensation. Any filing after two (2) years could result in the denial of your entire claim. Limited exceptions apply to these timelines. Please contact your MCO if you have any questions.



Important Information Regarding Full Replacement Value (FRV) Limitations

Acknowledgement of Claims Terms of Service

* I certify that I have read and understand the Claims Terms of Service

[Continue](#)[Cancel](#)[Print](#)



Loss/Damage and Claims Overview

Jon B. Smyth TSgt/E-6 USAF

If you have experienced lost or damaged items in your shipment:

- You are required to report all loss and damage to the Transportation Service Provider (TSP) within 75 days of the data of delivery to qualify for **Full Replacement Value (FRV)** protection of your missing or damaged items
- Please review the two options below for notifying your TSP of your loss and damage and/or filing a claim

Loss/Damage Report (LDR)

Versus

Claim

- An LDR is your notification to the TSP that you intend to file a claim for loss or damage that has occurred during your shipment
- Submitting an LDR is **optional** if you intend to submit a Claim to the TSP within 75 days of the date of delivery
- An LDR submitted to the TSP within 75 days of the date of delivery allows a future Claim to be submitted **within nine (9) months** from the date of delivery to qualify for Full Replacement Value protection
- The following information is required for each lost or damaged item to submit an LDR to the TSP:
 - Loss/Damage Item Name
 - Inventory Number
 - Damage Description
- During the creation of an LDR, the system will save your work every time you press your Enter key
- Submitting your LDR to the TSP **does NOT** constitute filing a claim
- Once your LDR has been submitted, you will be redirected to the Claims home page where you can enter the required additional details and submit the Claim
- You are permitted to submit multiple LDRs/Claims per shipment

[Create LDR](#)

- A Claim is required to be submitted to the TSP within 75 days of the date of delivery to qualify for Full Replacement Value protection
- The following information is required for each lost or damaged item to submit a Claim to the TSP:
 - Loss/Damage Item Name
 - Inventory Number
 - Damage Description
 - Replacement Cost/Value
 - Loss Type
 - Year Acquired if the item was acquired as a gift
 - Purchase Cost and Year Acquired if the item was not acquired as a gift
- During the creation of a Claim, you may save your work at anytime prior to submitting the Claim to the TSP
- Once your Claim has been submitted, the TSP is required to pay, deny, or make an offer of settlement to you **within 60 days** of receipt of your completed and substantiated Claim
- You are permitted to submit multiple LDRs/Claims per shipment

[Create Claim](#)



Add Item to LDR

Jon B. Smyth TSgt/E-6 USAF

LDR #:

GBL #:

You have: **14 days** remaining to submit LDR to get FRV

Item #	Inventory #	Item Name	Description of Damage	
1	142	TV	Screen is cracked	<input type="button" value="Edit"/> <input type="button" value="Remove"/>
2	G032	Couch	Cover is torn	<input type="button" value="Edit"/> <input type="button" value="Remove"/>
3	199	3 China dishes	Chipped edges	<input type="button" value="Edit"/> <input type="button" value="Remove"/>
4	<input type="text"/>	<input type="text"/>	<input type="text"/>	

Your Item "item name" has been successfully saved

This is a tabular entry screen. The cursor is placed in the first blank field and you can begin typing. Tab takes you to the next field. When you begin entering the Description of Damage, a new row will appear below the row you are working on. This prevents you from accidentally skipping a required field. When you tab to the next row OR you hit enter, your data is saved and a message similar to the one above will appear.

ENSURE YOU SEND TO TSP WHEN COMPLETE

SUBMIT LDR TO TSP



Add Item to LDR

Jon B. Smyth TSgt/E-6 USAF

LDR #:

GBL #:

You have: **14 days** remaining to submit LDR to get FRV

Item #	Inventory #	Item Name	Description of Damage	
1	142	TV	Screen is cracked	<input type="button" value="Edit"/> <input type="button" value="Remove"/>
2	G032	Couch	Cover is torn	<input type="button" value="Edit"/> <input type="button" value="Remove"/>
3	199	3 China dishes	Chipped edges	<input type="button" value="Edit"/> <input type="button" value="Remove"/>
4	<input type="text"/>	<input type="text"/>	<input type="text"/>	

Your Item "item name" has been successfully saved

When submitted, a warning will be provided that explains :

- 1) THIS IS NOT A CLAIM BUT SIMPLY A NOTICE TO THE TSP THAT YOU MAY TAKE UP TO 9 MONTHS TO FILE A CLAIM ON THESE ITEMS AND STILL RECEIVE FRV
- 2) Any items found after this date will require a new AND separate LDR be created and submitted
- 3) You can then select OK or Cancel
- 4) Clicking OK returns you to the Claims Home Page

ENSURE YOU SEND TO TSP WHEN COMPLETE

SUBMIT LDR TO TSP



Add Claim Details

CLAIM #: GBL #: You have: **14 days** remaining to submit Claim to get FRV

Item #	Inventory #	Name	Description of Damage	Year Acquired	Replacement Cost/ Value	Purchase Cost	Make/ Model	Action
1	142	TV	Screen cracked					Edit Remove
2	G032	Couch	Torn					Edit Remove
3	199	3 Dishes	Broken					Edit Remove

Submit LDR takes all items on the claim that ARE NOT already associated to an LDR, creates a new LDR, automatically sends notification to the TSP, creates a new claim with just the additional items, and takes you to the Add Claim Details view.

SUBMIT CLAIM

View LDRs/ Claims



Request LDR

ADD ITEM

ADD ITEM



Add Claim Details

Jon B. Smyth TSgt/E-6 USAF

CLAIM #: 2-1YT0097 GBL #: HAFC111112 You have: **14 days** remaining to submit Claim to get FRV

Item #	Inventory #	Item Name
1	142	TV
2	G032	Couch
3	199	3 China dishes

Items will appear in this list as they are added.

Add New Loss/Damage Item

* Acquired Used/Gift: Yes No

* Loss Type: Damaged Missing

* Is Whole Carton Missing?: Yes No

* Item Name:

* Inventory No.:

* Item and Damage Description:

* Year Acquired:

* Replacement Cost/Value:

* Purchase Cost:

Add Attachment **Save** **Add Another Item**



Add Claim Details

Jon B. Smyth TSgt/E-6 USAF

CLAIM #: 2-1YT0097 GBL #: HAFC111112 You have: **14 days** remaining to submit Claim to get FRV

Item #	Inventory #	Name	Description Damage
1	142	TV	Screen crack
2	G032	Couch	Torn
3	199	3 Dishes	Broken
4	56719	DVD Player	Missing

Edit Loss/Damage Item

* Acquired Used/Gift: Yes No

* Loss Type: Damaged Missing

* Is Whole Carton Missing?: Yes No

* Item Name:

* Inventory No.:

* Item and Damage Description:

* Year Acquired:

* Replacement Cost/Value:

* Purchase Cost:

When editing a Loss/Damage Item, the same view will be used to allow you to make changes and the row you are working on will be highlighted

SUBMIT CLAIM

View LDRs/ Claims

Add Attachment

Save

REQUEST AN LDR

LDR



Manage My Claim

Jon B. Smyth TSgt/E-6 USAF

CLAIM #: 2-1YT0097

GBL #: HAFC111112

You have: **14 days** remaining to submit Claim to get FRV

Item #	Inventory #	Name	Description of Damage	Gift	Year Acquired	Replacement Cost/ Value	Purchase Cost	Make/ Model	Action
1	142	TV	Screen cracked	N	2013	\$400	\$1100	Samsung	VIEW OFFER
2	G032	Couch	Torn	N	2009	\$50	\$300		VIEW OFFER
3	199	3 Dishes	Broken	Y	2005	\$30	\$0		VIEW OFFER

This is a submitted claim so you can only View Offers or Remove Items.

[View
LDRs/
Claims](#)



Submitted Claim Notice

Jon B. Smyth TSgt/E-6 USAF

Your Claims has been successfully submitted to the Transportation Service Provider (TSP)

Claim No.

2-1YT0097

Claim Status

Submitted to TSP

Attention Claimant:

- You may transfer all or part of your claim to the Military Claims Office (MCO) in DPS if you are dissatisfied with the TSP's handling of your claim or, more than 30 days have elapsed since you submitted your claim in DPS.
- As a reminder DPS will send you an email if the TSP has not initiated action on your claim.
- You may track your Claim progress from the home page at anytime.

Email Sent to Customer : testUser@test.com

Email Sent to TSP : tspClaimsDept@tsp.com

[Claims Home
Page](#)



Claims Home Page

Jon B. Smyth TSgt/E-6 USAF

- Recent Shipments

Order #	GBL #	Origin	Destination	Shipment Type	Pickup Date	Delivery Date	TSP Information	Status	Actions
AF 12345	HAFC1111112	Joint Base San Antonio	Scott AFB, IL	3-HHG	15 APR 2016	03 JUN 2016	Some Moving Company	Delivered Complete	Start Claims Process
AF 12345	HAFC1111111	Joint Base San Antonio	Maxwell AFB, AL	2-HHG	14 APR 2016	31 MAY 2016	Some Other Moving Company	Delivered Complete	View Claim Details

Search By:

GBL #

Origin

Destination

[Search](#)

+ Recent Claims/LDRs

Searches may use a mix of Autocomplete and Pick List – still in design

[View My History](#)

Claims

TSP High Level Concepts

As of August 29, 2016



Claims

SCAC: 1111

Search By:

GBL #	Claim #	Name, Last	Name, First	Origin	Destination	Delivery Date	Status	Action
HAFC1111112	2-1YT0097							<input type="button" value="View"/>
								<input type="button" value="View"/>
								<input type="button" value="View"/>
								<input type="button" value="View"/>



Items By GBL

SCAC: 1111

GBL #: **HAFC111112**Customer: Smyth, Jon

Item #	Inventory #	Name	Claim #	LDR #	FRV	TSP Offer	Offer Date	Customer Offer	Customer Offer Date	Status	Action
1	142	TV	2-1YT0097	2-1YT1123	Y	\$400	17 Aug 2016			Offer Made	View
2	G032	Couch	2-1YT0097	2-1YT1123	Y					In Work	View
3	199	3 Dishes	2-1YT0097	2-1YT1123	Y					In Work	View
4	013	X-Mas Tree	2-1YT0097		N					In Work	View

Search By:

GBL #

Customer Last Name

Origin

Destination

[Search](#)

DP3 Phase III Update

Ms. Janice Griffin



Phase III Update

NTS, DPM & intra Country Move (iCM)

- **Apr 2013 – NTS, DPM & iCM business rule drafts finalized**
- **Jun 2013 – NTS requirements development**
- **Mar 2014– NTS requirements analysis**
- **Nov 2015 – iCM requirements rescinded from Phase III**
- **Oct 2017 – NTS Initial Operational Capability (IOC) in DPS**



Phase III Update (Con't)

▪ 2014 – Regional Storage Management Office:

- Consolidation/establishment of a single Storage Management Office (SMO) forced re-engineering of DPM

▪ 2015 – New way ahead:

- Automate current DPM process
- Oct 2016 - Complete business rules development
- Nov-Dec 2016-Federal Register comment submission
- Jan - Feb 2017-Federal Register comment adjudication
- Apr 2017- Deliver business rules to PEO-T
- Develop requirements
- Requirements analysis
- DPS implementation



Questions





NTS Invoice Tracker Reconciliation Project Update



Project Timeline

- May 2014 - SDDC established the NTS Aged Invoice Working Group (SDDC, services and finance centers) to re-define strategy for settling unpaid invoices
- 12 Sep 2014 - Issued advisory notifying industry to resubmit unpaid invoices NLT 5 Jan 2015 IAW specified guidelines
- 29 Sep 2014 - Issued advisory notifying industry of NTS invoice tracker data fields update
- 9 Dec 2014 - Issued advisory reminding industry to resubmit unpaid invoices NLT 5 Jan 2015 IAW specified guidelines



Received From TSPs

▪ Jan thru Mar 2015 – Received:

- Invoice trackers from NTS TSPs: 188
- Total invoice line items: 14,280*
- Total invoices: 6,351
- Total claimed as unpaid: \$3,893,906.09

*Average of 45 minutes required to manually research and validate each invoice line item.



By the Numbers

- **DFAS paid to date: \$1,478,517.24**
- **Invoices submitted that did not qualify:**
 - Non NTS invoices: \$56,038.94
 - Electronic invoices: \$524,472.03
 - Expired statute of limitation: \$20,848.46
- **Total adjudicated as of Aug 16: \$2,079,876.67**
 - 53.4% of total claimed as unpaid
- **46 of 188 NTS TSPs invoices adjudicated in full**



Status Updates

- SDDC provides a monthly project update to the NTS TSPs who submitted invoice trackers
- PPSOs can provide NTS TSPs a status of their individual trackers

How TSPs and PPSOs Can Help

- Continued patience and cooperation by TSPs in providing JPPSOs/PPSOs required supporting documentation
- Continued commitment by the services to research, validate, certify and submit invoices to their respective finance centers for payment processing



QUESTIONS

Additional questions can be sent via email:

USARMY.SCOTT.SDDC.MBX.PROPERTY@MAIL.MIL

With “NTS Invoice Tracker Question” in the subject line





LUNCH

60 Minutes



Summary of 2016 Rate Filing and Tender/Tariff Updates Recap

Mr. Danny Mathews



Peak Season May - Aug

▪ 2015 Peak Season (15 May – 28 Aug):

- Total Shipments booked: **152,290**
 - dHHG: **81,882**
 - iHHG: **41,618**
 - iUB: **27,790**

▪ 2016 Peak Season (15 May – 27 Aug):

- Total Shipments booked: **151,141**
 - dHHG: **82,428**
 - iHHG: **41,299**
 - iUB: **27,414**

2016 400NG Changes

- Item 4 - Reweigh language
- Item 8 - Added TSP establish QC prior to rate filing
- Item 33 - Clarification of shuttle service truck to truck transfer not truck to warehouse transfer
- Item 35 - Changed size of flat screen from 60" to 75" for crating
- Item 105 - Clarified language on memory foam mattresses to best commercial practice for movement
- Item 210 - Shipments released to dock TSP not authorized delivery out charges
- Item 225 - Pickup and Delivery Service Applicable At Third Party and Self-Storage Warehouses
- Updated DPS Item Code List (2 May 16)



2016 Rate Filing Results

- **Start/End - 10 Jan – 22 Feb 16, previous year Feb – Mar 15:**
 - 17,550 International channels:
 - (iHHG) 182 and (iUB) 155
 - 1666 Domestic channels:
 - (dHHG) 826

- **Rates Filed for 2016:**
 - Domestic Bids - 1,052,904 / Accepted - 1,034,432 (98.2%)
 - International Bids - 562,972 / Accepted - 443,047 (78.7%)

Note: Moved rate filing 3 weeks to the left to ensure rates were ready in March for immediate booking for the peak season.





2016 International Tender Changes

- Item 103 - Clarified shuttle truck to truck transfer, not a truck to warehouse transfer
- Item 215 - Pickup and Delivery Service At Commercial Warehouses
- Item 223 - Alcohol shipments: updated/clarified language
- Item 231 - Bunker Surcharge (BSC) guidance (i.e. invoice requirements, how to calculate/verify BSC)
- Item 505 - Reweigh language
- Item 508 - Crating
 - Changed size of flat screen from 60" to 75" for crating
- Item 520/521 - Shipments released to dock TSP not authorized delivery out charges
- Regionalization 1 Jan 17:
 - LFMT (Camp Pendleton) > LKNQ
 - CFAT (Ft. Benning) > CNNQ
 - QKAS (Torii Station, Okinawa) > QENQ
- Introduced intra Country Moves to the program (GE/GE, IT/IT, NE/NE, BE/BE, SP/SP, UK/UK)
- Added 330 new Intl Channels (CA10/20/30, iCMs, BA)





2017 Battle Rhythm and SIT Business Rules and Process

Ms. Rosia Lindsey



Annual Battle Rhythm (Tentative)

▪ **Benefits of new timeline:**

- Lengthy TSP review of rankings before TDL goes live (new TDL avail NLT 3 Mar 17)
- De-conflicts with AMSA Conference
- Avoids shipment queue buildup
- Schedule flexibility

▪ **Summary of Rounds:**

- Rd 1 Open - 8 Jan 17
- Rd 1 Close - 13 Jan 17
- Rd 2 Open - 2 Feb 17
- Rd 2 Close - 10 Feb 17

- Will use Aug GPA

30-Sep-16	Friday	Review changes to Rates Documents	Send 400NG and IT (2017) to HQ Services/Industry For Comments
28-Oct-16	Friday	Final Comments	Final Comments submitted to SDDC for 400NG and IT (2017)
2 - 8 Nov 2016	Wednesday - Tuesday	CSS Appeal Period	Appeal period lasts 7 days
2-Nov-16	Wednesday	Quals Cut Off Message	Annual Qualifications CIP and COR Review Message
18-Nov-16	Friday	Rate Filing Advisory	Published Rate Filing Advisory (Pending BOLS/DOL Release)
30-Nov-16	Wednesday	Rates documents Finalized (2017)	400NG and IT
8-Jan-17	Sunday	Open Round 1	Open Round 1 Rate Filing at 6:00PM CST (Auto Open)
13-Jan-17	Friday	Close Round 1	Close Round 1 Rate Filing at 6:00 PM CST (Auto Close)
3-Feb-17	Friday	Open Round 2	Open Round 2 Rate Filing at 6:00PM CST (Auto Open)
11-Feb-17	Saturday	Close Round 2	Close Round 2 Rate Filing at 6:00 PM CST (Auto Close)
3-Mar-17	Friday		New TDL to "go live" NLT 9:00 AM CST



SIT Business Rules and Process

- LHS is based on block 19 to block 18
- TSP may use any DoD approved warehouse for SIT, subject to PPSO approval
 - Agent compensation issue, depending on the miles, when time for delivery
- Delivery out of SIT over 30 miles or even 50 miles is not always a long delivery
 - Example: USAF Academy 80840 from Colorado Springs 80901
 - Google 17 miles
 - Rand McNally Guide 77 miles
- **Note:** If TSP selects destination SIT in DPS, but place shipment in the origin area of pickup the TSP is NOT authorized transit time when time to deliver shipment. By selecting destination SIT TSP is stating shipment was delivered to destination.





Systems Integration Division Support Team

Ms. Mary Beth Varner



Foreign National (FN) Waiver

- DOD Information Security Risk Management Committee grants FN exemptions through 27 Sep 17

- Request industry provide risk/impacts by 31 Dec 16:
 - usarmy.scott.sddc.mbx.omb-for-ppcf@mail.mil
 - army.sddc.safb.ppcf@mail.mil
 - Charles.white@iamovers.org



System Change Request and Functional Requirements Board Processes

- SDDC Website - System Change Request (SCR) Instructions and Form
 - Personal Property/POV, DP3, Defense Personal Property System (DPS), Instructions for DPS SCR/Form

- Submit SCRs to army.sddc.safb.ppcf@mail.mil

- SDDC presents SCR to Functional Requirements Board (FRB)

- SCR 7390: New TSP claims manager user roles





SCR Form

System Change Request Form

Name:	Date:
Agency/Service:	Phone:
SCR#:	E-Mail:
1. DESCRIPTION OF PROBLEM:	
2. RECOMMENDED SOLUTION:	
3. BENEFITS OF IMPLEMENTING THIS SOLUTION (REDUCES TIME/COST, IMPROVES ACCURACY/ACCOUNTABILITY, FINANCIAL REPORTING, ETC):	
4. WHAT MODULE(S) IS/ARE AFFECTED?	
5. WHAT USER GROUP IS AFFECTED:	
<input type="checkbox"/> DOD Customer	<input type="checkbox"/> SDDC
<input type="checkbox"/> PPSO	<input type="checkbox"/> TSP
<input type="checkbox"/> Service HQ	<input type="checkbox"/> Other Government User
6. WILL THIS SCR REQUIRE AN UPDATE TO EXISTING DOCUMENTATION (LMS, USERS GUIDE, ETC)? IF YES, EXPLAIN:	





SCR Form (Con't)

6. WILL THIS SCR REQUIRE AN UPDATE TO EXISTING DOCUMENTATION (LMS, USERS GUIDE, ETC)? IF YES, EXPLAIN:	
7. WILL THIS SCR RESULT IN A CURRENT BUSINESS RULE CHANGE? YES ___ NO ___ IF YES, PROVIDE EXISTING BUSINESS RULE VERIBAGE:	
8. IF A CHANGE TO THE CURRENT BUSINESS RULES ARE NEEDED PLEASE PROVIDE NEW LANGUAGE:	
9. NOT FOR REQUESTORS USE. WILL THIS REQUIRE AN FRN ___ OR FRA ___ ?	
DPS FUNCTIONAL REQUIREMENTS BOARD (FRB) REMARKS:	
DATE OF FRB APPROVAL:	FRB RECOMMENDED PRIORITY:





SDDC Website Review

SDDC UNITED STATES ARMY
MILITARY SURFACE DEPLOYMENT & DISTRIBUTION COMMAND

TRUSTED PROFESSIONALS...DELIVERING READINESS!

Home SDDC Domestic Transportation International Transportation Personal Property TEA MOTCO Environmental Resources Links FAQ IG Complaint Form

Welcome to SDDC

The **Military Surface Deployment and Distribution Command** is a unique Army command that delivers world-class, origin-to-destination distribution solutions. Whenever and wherever Soldiers, sailors, airmen, Marines and Coast Guardsmen are deployed, SDDC is involved in planning and executing the surface delivery of their equipment and supplies.

SDDC is the Army Service Component Command of the U.S. Transportation Command and is a major subordinate command to Army Materiel Command. This relationship links USTRANSCOM's Joint Deployment and Distribution Enterprise and AMC's Materiel Enterprise. The command also partners with the commercial transportation industry as the coordinating link between DOD surface transportation requirements and the capability industry provides.





Personal Property Path

SDDC UNITED STATES ARMY
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Home SDDC Domestic Transportation International Transportation **Personal Property** TEA MOTCO Environmental Resources Links FAQ IG Complaint Form

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- Personal Property
- On-Line Education Series
- Advisories



Personal Property Expansion

SDDDC UNITED STATES ARMY MILITARY SURFACE DEPLOYMENT & DISTRIBUTION COMMAND
 TRUSTED PROFESSIONALS... DELIVERING READINESS!

Home | Personal Property

Search this site

Personal Property/POV Programs

Welcome to the SDDC Personal Property Business Website.

SDDC is the executive agent for 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), and administer the DOD Privately-Owned Vehicle (POV) Program. Personal Property acts as the sole negotiator, worldwide, with commercial firms on rates and other matters incidental to storage services for all personal property."

Personal Property in Pictures

Contact Information

Email: usarmy.scott.sddc.mbx.property@mail.mil

Links

- Direct Procurement Method (DPM) (1)
 - DPM Shipment Guidance - Link DTR
- Personal Property (18)
 - PP Newsletter
 - Customer Satisfaction Survey
 - DPS System Response Center (SRC)
 - Access ETA (DPS, CSS, etc.)
 - It's Your Move Pamphlet (Military)
 - It's Your Move Pamphlet (Civilian)
 - Moving Your Mobile Home
 - Personal Property Consignment Instruction Guide (PPCIG-OL)
 - Domestic
 - Defense Transportation Regulations (DTR)

What's New!

Approved_OCONUS_SIT_Facilities_Report 082616
 2016-08-29 05:28:28

Personal Property Expansion (Con't)

Home > Personal Property

Privately Owned Vehicles (POV)	5/26/2016 12:12 PM
Rates-Domestic	5/26/2016 12:12 PM
Rates-International	5/26/2016 12:12 PM
SDDC Europe-Pacific	5/26/2016 12:39 PM
Transportation Service Providers (TSP)	5/26/2016 12:12 PM
Direct Procurement Method (DPM)	5/26/2016 12:12 PM

Recurring Updates

PEAK SEASON DASHBOARD REPORT 2016	5/12/2016 1:59 PM
SIT Facilities	5/4/2016 6:42 AM
TSP Listings	3/30/2016 2:37 PM

Personal Property Archive

DP3	10/7/2014 10:00 AM
Messages	11/9/2015 10:40 AM
Rates-Domestic	11/20/2015 9:32 AM
Rates-International	11/20/2015 9:38 AM
Reference Library	11/20/2015 9:39 AM
SDDC Europe-Pacific	6/4/2014 9:58 AM

Personal Property Site Map

Personal Property

- Personal Property
- On-Line Education Series
- Advisories

Army Initiatives

ISALUTE

SHARP

Defense Media Activity Products

- <https://youtu.be/AYKZsKfstZE>
- <https://www.youtube.com/watch?v=0UToszkFNGM&feature=youtu.be>
- Forthcoming...Claims.



Questions

- Functional Questions:
 - usarmy.scott.sddc.mbx.property@mail.mil

- Website Questions
 - usarmy.scott.sddc.mbx.g6-it-helpdesk@mail.mil





BREAK

15 Minutes



Non-Temporary Storage (NTS) Update

Mr. Jonathan Bartlett



NTS

- **Converted lots**
- **Electronic inventories**
- **Capacity issues**
- **Common inspection discrepancies**
- **NTS Q&A**

Converted Lots

- The services are currently revising standardized member notification procedures prior to expiration and conversion
- Procedures focus on ensuring the services perform “due-diligence” on their part prior to conversion
- Government review in progress
- TSPs are required to comply with Service Member’s Civil Relief Act & applicable state laws



NTS Inventories

- Electronic inventories are acceptable as long as they contain all required shipment information (Name, Rank, S.O. #, TOS #, MOD #, etc.) as identified in para C-5f of the NTSTOS.
 - A hard copy of the inventory must be given to the customer at time of pick up
 - Upon customer request, the inventory may be emailed



NTS Capacity Issues

- TSPs must notify the PPSO & SMO in writing with blackout dates for non-acceptance of NTS
- If the TSP has dates that become available, TSP must notify the PPSO



Common Inspection Discrepancies

- Lack of fire protection system inspection
- Lack of security system inspection/double locks
- Smoking/hazards within 20ft of facility
- Failure of TSP to notify the SMO of facility changes, corporate structure changes, unusual occurrences

Any of the above discrepancies may result in immediate non use



Questions





Storage Management Office POC

- Email – USARMY.SDDC.MBX.PP-SMO@mail.mil
- Mailing Address
HQ SDDC
Bldg. 1900W, Room 3932
1 Soldier Way
Scott AFB, IL 62225
- Customer Service Phone # - (618) 220-6292



Industry Update

▪ AMSA

- Accessorial Approval Process
- Destination Blackout - how it can help with capacity
- Service Limit impacts of ELD and 34 hour restart

▪ IAM

- IT-16 Change 2, the process, crating
- Transit Times review critical
- “Conversion to Member’s Expense” – BIG problem, need a working group!

▪ NDTA

- Missed RDDs
 - DPS generated statistics not reflected in CSS stats, **nor complaints to Services**
- DPS development
 - Stalled for 3 years
 - Claims, NTS, DPM, etc.

▪ NCMA

- How do Agents fit into the program?
- Agents request SIT discounted rate on GBL
- Base Access -standardized system of identification



Closing Remarks



END

