



"Proudly Serving Military Families"

NATIONAL FORWARDING CO., INC.

2800 ROOSEVELT ROAD – BROADVIEW, ILLINOIS 60155

Telephones: (708) 345-0550 1-800-323-9125

Fax: (708) 345-9112

DATE: February 11, 2019
TO: Agents & Haulers of National Forwarding Co., Inc. & Affiliates
FROM: Steve Caruso, Agency Services Representative
SUBJECT: 2019 Special Interest Items

IAM and AMSA have both received a letter regarding the Special Interest Items (SIIs) from Air Force Personal Property Activity Headquarters Deputy Director, Kevin T. Kennedy, for the year 2019. Last year, eight SIIs were singled out and they will remain unchanged as their 2019 primary focus. **Director Kennedy's letter.**

We ask that you review the **Tender of Service** (this version takes effect 15 May 2019) and ensure that your crews and drivers are made aware of the proper procedures while servicing a military shipment. This should alleviate these issues from occurring and prevent Letters of Warning and/or Suspensions. Note: our next Newsletter will outline some of the changes to this new Tender of Service.

Following are the eight violations and the reason JPPSO's are focusing on them:

Violation:

Loss and Damage.—Ref: DOD 4500.9R, Part IV, APP B, Para B.12 "Failed to exercise care to prevent loss or damage of personal property in the process of packing and unpacking and failed to properly and amply protect personal property in your possession."

Reason for Focus:

As you know, TRANSCOM created a customer feedback analyzer tool which enables JPPSOs to easily aggregate CSS data. Since the analyzer's inception in September 2017, the number one customer complaint is damaged property with the next highest complaint being missing of lost items.

Violation:

Failed to deliver shipment on or before the RDD.—Ref: DTR 4500.9-R Part IV, Appendix B., Para C.1.a. "When a shipment is accepted at origin, I agree to meet the specified pickup date and will deliver the shipment on or before the RDD as stated on the BL."

Reason for Focus:

This is the third most complained about item in customer surveys with 116 suspensions occurring in 2018.

Violation:

Reweigh Failures.—Ref #1: DTR 4500.9-R, Part IV, Chapter 402, Para D.7.(b). “The TSP must enter the reweigh information (e.g. gross: tare; net weights; ticket number (if applicable); and reweigh date) into DPS and submit weight tickets to the ordering PPSO within seven working days.” Ref #2: DTR 4500.9-R, Part IV, App B Paragraph C.10.a. “I must provide weight tickets to the PPSO not later than 7 workdays after the pickup date.” And Paragraph C.10.b. “If the shipment is to be delivered prior to the submission of the aforementioned documents, the origin PPSO must be advised of the weight via DPS and/or telephone prior to delivery.”

Reason for Focus:

Weight accuracy is a DoD-IG SII and has many “downstream” impacts, such as validating individual weight limits are within JTR entitlements; delays in updates/weight receipts can prevent reweighs prior to shipment delivery. In 2016 carrier compliance with accomplishing requested reweighs peaked at 84%. CY18 compliance has steadily declined, with performance digressing to 54%. As you know, the DTR allows routine suspensions to occur after three infractions. This is arguably the most serious nonperformance infraction as it can lead to an assessment of excess-costs being levied upon our customers. Consequently, enforcement of the SII will be executed IAW the DTR.

Violation:

Failed to notify PPSO of inability of meet RDD.—Ref: DTR 4500.9-R, Part IV, Appendix B, (TOS), Para C.1.c. (2), (b). “Failed to update DPS, with: 1. Last known location of the shipment. 2. Cause for delay. 3. New ETA.”

Reason for Focus:

Many customers complain of a lack of TSP communication on procedures required to complete an inconvenience claim. Of primary consequence to this lack of communication that results in customers being unaware of the requirement to maintain receipts for expenses incurred after the RDD is missed. In addition, customers call the JPPSO and PPPO seeking status of their shipments when the TSP should have updated this date in DPS.

Violation:

Failure to complete pre-move survey. DTR Ref Volume IV, Chapter 402 Paragraph C.7.c— “Subject to the customer’s availability, the TSP will complete the pre-move survey and update DPS with pre-move survey data (e.g., pack/pickup dates, and RDD information) as soon as possible but NLT three GBDs prior to the pickup date. For short3 fuse shipments: TSP is required to conduct pre-move survey (physically or telephonically) in DPS as soon as possible but NLT one GBD prior to the first scheduled pack/pickup date. NOTE: TSPs will notify the PPSO when the customer is unavailable for the premove survey.”

Reason for Focus:

Numerous customers state that they did not receive a pre-move survey or the pre-move survey was not effective. This is a critical step that when accomplished appropriately ensures TSPs have the correct packing supplies and adequate personnel to complete the

move.

Violation:

Customer contact. DTR Ref Volume IV, Chapter 402 Paragraph D.3.a. "Failure to remain in regular contact with the customer throughout the entire move process."

Reason for Focus:

Numerous customers are confused on scheduled pickup and or delivery dates, reweigh outcomes, SIT, and inconvenience claim filing.

Violation:

Failure to arrive shipments in DPS – Ref: DTR 4500.9-R, Part IV, Chap 402, Para F.5.a.(1)&(2) "Upon arrival at destination, the TSP must arrive the shipment in DPS. If the TSP is unable to coordinate delivery with the customer within the allotted free waiting time (two hours domestically or three hours internationally), the TSP may submit a request for approval of storage in DPS."

Reason for Focus:

Many JPPSO man-hours spent receiving e-mails from TSP's asking for SIT to be backdated.

Violation:

Subpar inventories – Ref: DTR 4500.9-R Part IV, Appendix B., Para C.5

1. Not legible
2. Pro-gear not correctly identified and annotated
3. Using miscellaneous
4. Not specifying color and description of upholstered furniture and rugs
5. Using general descriptions
6. Using quote marks
7. Not identifying dresser contents
8. Not filling out header and footers on inventories

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