

Personal Property Activity HQ

Integrity - Service - Excellence

2019 Transportation Service Providers – Agent Meeting



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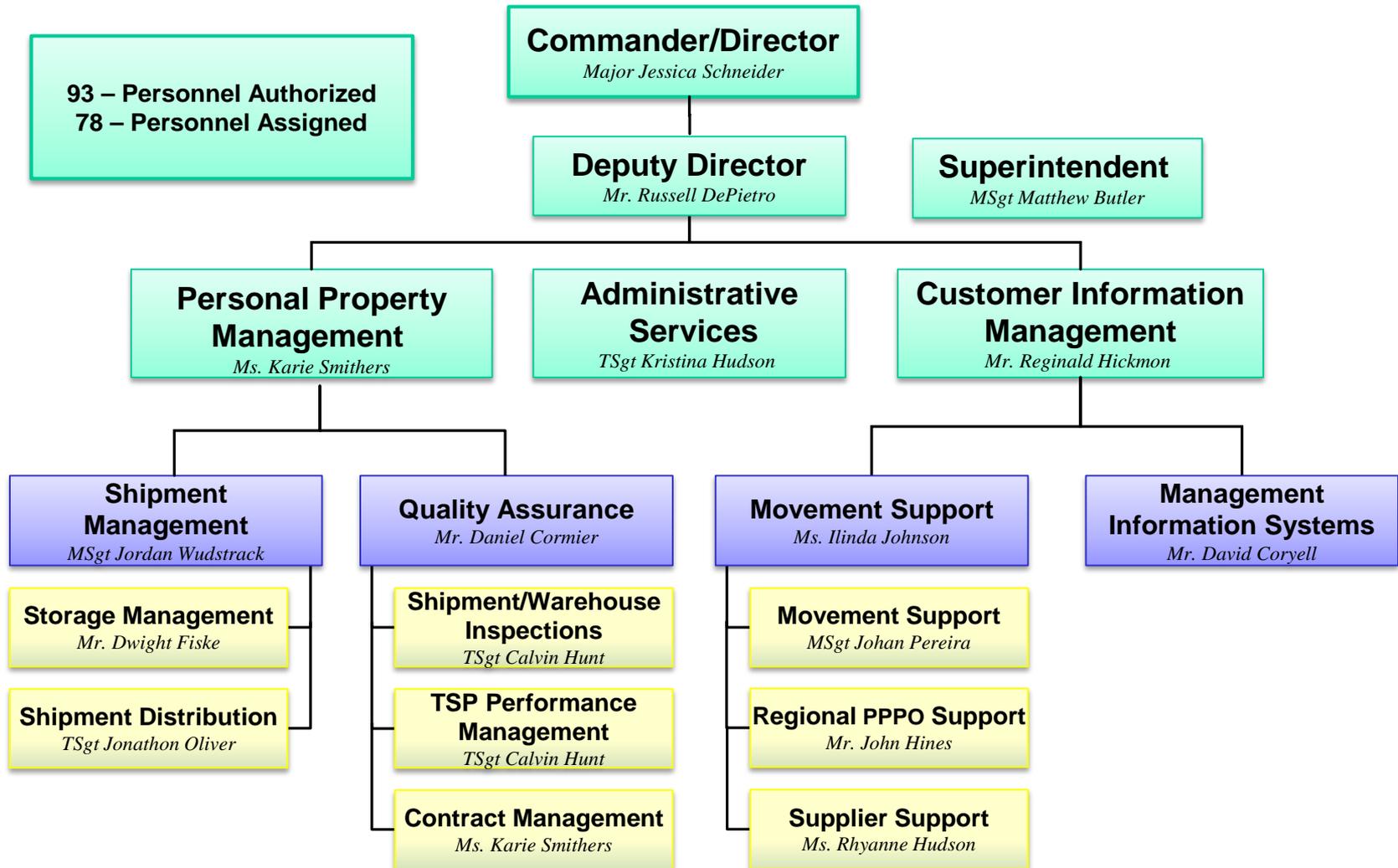
**Maj Jessica Schneider
Mr. Russell DePietro
JPPSO NE
9 April 2019**



- ❖ **Customer Communication**
- ❖ **Managing Expectations**
- ❖ **Administrative Discussion**
- ❖ **Success at Point of Execution**
- ❖ **Administrative Points of Interest**
- ❖ **QA Expectations**
- ❖ **Unusual Occurrences**
- ❖ **Invoicing**
- ❖ **Documentation Improvements (BOX)**
- ❖ **Base Entry**
- ❖ **Direct Procurement Method (DPM)**
- ❖ **USTRANSCOM**
- ❖ **IAM**



Organizational Chart





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Team Introductions

- ❖ ***Karie Smithers – Personal Property Management (PPM)***
 - **MSgt Jordan Wudstrack – (PPM) Branch Chief**
 - **Mr. Daniel Cormier – Quality Assurance Branch Chief**
 - **TSgt Jonathon Oliver – NCOIC Shipment Distribution**
 - **Mr. Dwight Fiske – Storage Management Supervisor**
- ❖ ***Reginald Hickmon – Customer Information Management***
 - **Ms. Ilinda Johnson – Movement Support Branch Chief**
 - **MSgt Johan Pereira – NCOIC Movement Support**
 - **Ms. Rhyanne Hudson – Supplier Support Supervisor**
 - **Mr. David Coryell – Management Information System**
 - **Mr. John (Jake) Hines – Regional PPPO Support Supervisor**
 - **Ms. Sylvia Kulpa – PPPO Newport RI**
 - **Mr. Cleon McLish – PPPO Groton CT**
 - **Mr. Modesto Devalle – PPPO Saratoga Springs NY**





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Commitment

- ❖ **What is your commitment?**
 - **As a Counselor**
 - **Inspector**
 - **Carrier**
 - **Agent**
 - **Customer Service Representative**
 - **Move Manager**
 - **Packer**
 - **Driver**



What ever you do...be the best at it, be committed to the task.



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Success at Point of Execution

**Communication – the human connection – is the
key to personal and career success.**

Paul J. Meyer

The key to managing expectations is to make them realistic.



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Common Communication Comments

- ❖ I was told my shipment was booked weeks ago and no one has contacted me.
- ❖ The carrier was suppose to start packing today and it's 13:00 and no one has shown up or called.
- ❖ When I call the TSP/Move Manager I'm told their working on it; however, nobody ever calls me back.
- ❖ The driver has arrived but he doesn't have any help with him.
- ❖ I was told they would unpack; however, I can't get anyone back out to complete the job.
- ❖ Nobody can tell me the status or whereabouts of my property.





Expectations

- ❖ Definition – the total perceived benefits a customer expects from a company’s product or service
- ❖ How do you meet customer expectations? You need to understand who your customers are and what they want.
- ❖ What 3 things do our customers want?
 - On time pickup
 - On time delivery
 - Without loss or damage





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5 Military Spouse Moments

- ❖ In the September 2018 Military Spouse magazine there was an article that listed 5 military spouse moments we love to celebrate.
 - 5 – A neighbor knocking on the door to welcome you to your new home
 - 4 – When a new activity or registration doesn't require more than one sheet of paper
 - 3 – When the email subject line reads “You’re hired”
 - 2 – The words, “I’m coming home a few weeks early”
 - 1 – *The safe arrival of your household goods (HHG) at a new duty station*



How do you meet customer expectations? You need to understand who your customers are and what they want.



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Managing Customer Expectations (JPPSO/PPPO)

- ❖ **Expect a pickup no sooner than 3 weeks from application submitted (and accepted) to the JPPSO**
- ❖ **Avoid end of month/holidays (Tue/Wed/Thurs)**
- ❖ **Expect packers to request to work past 1700**
- ❖ **Be ready on move day and available for duration of pack out**
 - **Properly clean residence (mbr missed pickups/dirty houses)**
 - **Secure valuables**
- ❖ **May not see property leave in an official logo'd moving van (Agent Pick Up (APU))**
- ❖ **Limit date changes after booking/agreed upon dates – be flexible**





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Managing Customer Expectations TSP/OA

- ❖ **Get off to a good start – *first impressions***
 - **Conduct pre-move survey – make initial contact within 3 GBDs of the shipment booking, to provide the customer with their contact and pre-move information. Subject to customer availability the TSP will complete the pre-move as soon as possible but NLT 3 GBDs prior to the pickup date. (See DTR Part IV 402 C. 7.a-d. & TOS)**
 - **Establishes the volume of goods to be transported (estimated weight)**





❖ What should a surveyor do:

- **Contact the customer and establish a rapport**
- **Be knowledgeable of military procedures – be professional**
- **Identify bulky articles, difficulty accessing the house, shuttle, disassembly, firearms and appliance services**
- **Access necessary packing material**
- **Let the customer know what items cannot be shipped**
- **Check for infestation of any kind, animal droppings, mold or mildew, etc.**
- **Remind the customer to secure valuable items before the crew arrives**
- **Confirm pack and load dates**
- **Make sure anything promised to the customer is communicated and performed – follow up with customer**



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Pre-move Survey Cont.

❖ Items to note:

- Does anything require 3rd party service/pre-approval?
- Restrictions on crew movement (spiral stair cases, hoisting)
- Pack and load date changes
- Cleanliness concerns
- Bulky articles:
 - Motorcycles
 - Jet skis
 - Canoes
 - Hot tub/Jacuzzie
 - Riding/Standing Mower





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Managing Customer Expectations TSP/OA Cont.

- ❖ **Ensure communication is ongoing – provide customers status updates**
- ❖ **This is “Personal Property” not “Automated Property” keep it personal with your customer**
 - **When things go wrong customers want a human not a text**
- ❖ **DTR Part IV outlines processes; train your teams early to react to service failures and be forthcoming with information to both the customer and the JPPSO/PPSO**
- ❖ **Notify the JPPSO/PPSO of service failure; do not let the customer do it for you**
- ❖ **If/when necessary communicate inconvenience claims guidance**
- ❖ **Letters of Warning (LOW) – although punitive in nature, they are vital to aiding your improvement efforts – target the issue to enhance your operational effectiveness**



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JPPSO/PPPO Responsibilities

❖ JPPSOs:

- Plan for peak season early (11 Dec 2018 – Peak Season Reset)
- Analyze AOR (identify weak areas – NTS/SIT)
- Communicate with TSP/Agents/PPPOs – Establish battle rhythm early (start Feb/Mar)
- Prepare to shift personnel to meet section workload surges (extended hours/shift workers)
- Manage the Route/Award Queues
 - Do not rely on short fuse process to manage workload
 - Short fuse timeout = move date!

❖ PPPOs:

- Counsel customers as soon as possible; do not reschedule counseling date based on 3 weeks before requested pickup
 - View DPS/ETOPS for previous shipment weights
- Submit documents IMMEDIATELY - WITHIN ONE DAY after counseling



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Administrative

- ❖ **Strengthening our commitment**
 - **Counseling (One-on-One)**
 - **Pre move (strengthen commitment)**
 - **QA/onsite inspection – 80% Inspection rate**
- ❖ **Communication with Customers**
 - **First Contact completed within 72 hours**
 - **Pre-survey a must/inclusive of NTS pickups**
 - **Virtual pre-survey only by customer consent**
 - **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."**





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Administrative Cont.

- ❖ **Weighted Documentation within seven government business days of pickup date**
 - **Identify overflow & submit complete packages timely**
 - **Make sure weight tickets are correct and all documents are legible**

- ❖ **Updating DPS (arrival, scheduled & delivery dates, planned pickup dates, weights, etc...)**
 - **JPPSO technicians will review notes sections prior to taking punitive action**





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Accessorial Service Request

- ❖ **Goal is 3 government business days turnaround**
- ❖ **Each installation is required to process their own preapproval**
 - Installation contacts can be located at move.mil (Locator Map)
- ❖ **Special Packaging**
 - Ensure standard containers cannot meet need prior to submitting a preapproval
 - Need rather than want
- ❖ **Provide detailed information: reasons, dimensions & estimates**





❖ Professional Appearance

- Communication/language
- Having required resources

❖ Containers

- Obliterate/remove old markings
- Use enough packing material to protect inside contents

❖ Pack/Delivery Dates

- Stay in constant communication with customer
- Call ahead of time if you eliminate a pack date

What expectations would you want from a company coming to your home?

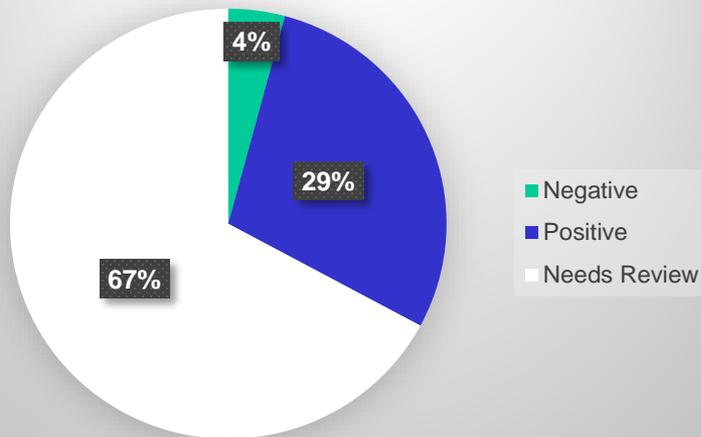


❖ Sources Used When Issuing Punitive Action

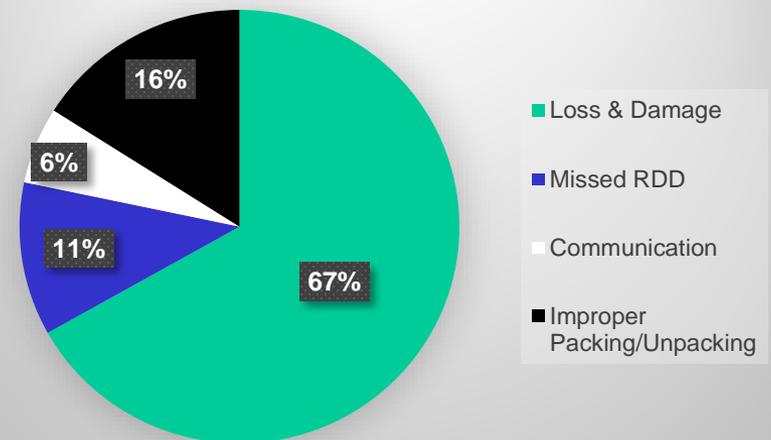
- CSS
- Phone calls
- DPS reports (late RDDs and missed reweighs)

❖ When problems arise call for support before it escalates

2018 CSS' Reviewed 2,269



2018 CSS Violations





Unusual Occurrences

❖ Challenged Homes

- Cluttered/Dirty/Mold/Pest ([Mold Test Kits](#))

- Call for QC support

❖ Firearm Theft

- Notify QC, TSP and USTC
- Customer will notify Police/Authorities

❖ Severe Storm Preparation (DTR Chapter 410)

- Secure property
- Inventory property (Soft & Hard Copy) / Shipment-on-Hand Report
- Send storm report to QC PPPO & JPPSO

<p>Contacts</p> <p>When mold is suspected you must notify the FPSO that has jurisdiction of where the property is. If you can't get support contact USTRANSCOM.</p> <p>Transportation Office Locator: https://move.mil/resources/locator.html</p> <table border="0"> <tr><td>AGFM</td><td>781-225-3770</td></tr> <tr><td>BGAC</td><td>703-806-4900</td></tr> <tr><td>BGNC</td><td>877-610-8596</td></tr> <tr><td>BKAS</td><td>910-396-4011</td></tr> <tr><td>CNNQ</td><td>904-546-6130</td></tr> <tr><td>HAFK</td><td>800-599-7709</td></tr> <tr><td>JEAT</td><td>800-521-9939</td></tr> <tr><td>KEEA</td><td>719-534-9293</td></tr> <tr><td>LKNQ</td><td>855-444-6683</td></tr> </table> <p>DTR Chapter 410 Paragraph E</p> <p>Military Claims Office (MCO) MCO determines liability</p> <table border="0"> <tr><td>Army</td><td>202-626-3000</td></tr> <tr><td>Air Force</td><td>877-754-1212</td></tr> <tr><td>Navy & USMC</td><td>757-440-6315</td></tr> <tr><td>Coast Guard</td><td>757-628-4212</td></tr> </table> <p>https://www.sddc.army.mil/pp/Pages/home.cfm</p>	AGFM	781-225-3770	BGAC	703-806-4900	BGNC	877-610-8596	BKAS	910-396-4011	CNNQ	904-546-6130	HAFK	800-599-7709	JEAT	800-521-9939	KEEA	719-534-9293	LKNQ	855-444-6683	Army	202-626-3000	Air Force	877-754-1212	Navy & USMC	757-440-6315	Coast Guard	757-628-4212	<p>Mold</p> <p>The key to mold control is moisture control</p> <p>Molds have the potential to cause health problems.</p> <p>Molds produce allergens (substances that can cause allergic reactions), irritants, and in some cases, potentially toxic substances (mycotoxins).</p> <p>It is important to dry water-damaged areas and items within 24-48 hours to prevent mold growth.</p> <p>It is impossible to get rid of all mold and mold spores indoors.</p> <p>Ask contractors to follow the recommendations in EPA's <i>Mold Remediation in Schools and Commercial Buildings</i>, the guidelines of the American Conference of Governmental Industrial Hygienists (ACGIH), or other guidelines from professional or government organizations.</p> <p>Sampling for mold should be conducted by professionals who have specific experience in designing mold sampling protocols, sampling methods, and interpreting results.</p> <p>https://www.epa.gov/mold</p>	<p></p> <p>MOLD MITIGATION</p> <p>The Department of Defense and industry partners work together to ensure the safe transportation of our customers property.</p> <p>The goal is to remediate any signs of mold on personal property shipments prior to turnover.</p> <p></p>
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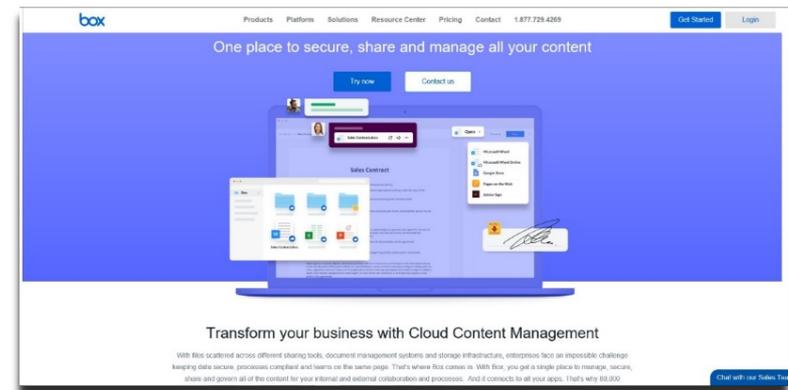


❖ Documentation Improvement (BOX)

- Quick turn-around time on service orders
- Single JPPSO POC; receipt acknowledgements requested from NTS contractor
- Need 'missing' service order requests from NTS contractor vice TSP

❖ NTS Challenges (Open Discussion)

- PPA HQ Conversion Assistance





- ❖ **NTS vendors: Email jppso.billing@us.af.mil all NTS return docs/DD1850s as soon as possible, we have small window for printing invoices. Include preapprovals/3rd party as needed.**
- ❖ **DPM contractors: email return docs to jppso.billing@us.af.mil**
 - **If anyone is not set up in Syncada billing please contact Mr. Shih 630-512-8015**
- ❖ **DPS TSPs: email jppso.qa@us.af.mil all weighted docs at one time.**
 - **We will not accept partial submissions**
 - **We will dispute invoices**
 - **Invoice approval is faster when all docs are legible and received**



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Base Access



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DPM Contract



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USTRANSCOM



Mr. Jeff Sager
Personal Property Operational Support and Quality Team



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International Association of Movers



Mr. Daniel J. Bradley
Director, Government & Military Relations



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Be the best!

- ❖ **Be the best what?**
 - **Counselor**
 - **Inspector**
 - **Carrier**
 - **Agent**
 - **Customer Service Representative**
 - **Move Manager**
 - **Packer**
 - **Driver**

**BE THE
BEST
YOU
CAN BE**

What ever you do...be the best at it.



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Questions?



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Personal Property Activity HQ

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The NO cost to you solution for secure document transfers.

**SSgt Todd Gwaltney
Mr. Dwight Fiske
9 April 2019**



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Box Overview

- ❖ **Secure location to transfer documents to and from our Transportation Agents.**
 - **Create paper trail and tracking on all PII documents.**
 - **Release/ receive documents in a timely more efficient manner.**

- ❖ **Create 2 way communication on all documents.**
 - **Allow agents to notify JPPSO of any issues with documents.**



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Box Setup

❖ Step 1 – Email received



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Box Setup

Jppso NE MIS has invited you to collaborate on Box Inbox x



Jppso NE MIS <noreply@box.com>
to me ▾

2:21 PM (10 minutes ago) ☆ ↶ ⋮

Jppso NE MIS has invited you to collaborate on a folder:

"I'd like to share my files with you on Box." – Jppso NE MIS



SCACS-NTS
Collaborated Folder

Accept Invite

Get our app to view this on mobile

box® 2019 [About Box](#) [Privacy Policy](#) [Edit Notification Settings](#) 900 Jefferson Avenue, Redwood City, CA 94063, USA

↶ Reply

➦ Forward

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Box Setup

- ❖ **Step 1 – Email received**
- ❖ **Step 2 – Account Creation**



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Box Setup

Create Your Account
Jppso NE MIS has invited you to collaborate on "SCACS-NTS"

Signup for a Box account to accept invite	You're invited to collaborate on:
<p>Full Name</p> <input style="border: 2px solid red;" type="text" value="Full Name"/> <p>Email Address</p> <input type="text" value="todd.gwaltney001@gmail.com"/>	<p> SCACS-NTS Shared by Jppso NE MIS</p>
<p>Password</p> <input type="password"/>	
<p>Phone Number (optional)</p> <input type="text"/>	
<p>Submit</p>	
<p><small>By submitting this form, you confirm that you agree to the storing and processing of your personal data by Box as described in our Terms of Service and Privacy Policy.</small></p>	

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Box Setup

- ❖ **Step 1 – Email received**
- ❖ **Step 2 – Account Creation**
- ❖ **Step 3 - Account Setup**



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Box Setup Cont.

Get Unlimited Storage

Account Settings

Sharing

- View Profile
- Account Settings
- Collaborators
- Updates
- Apps
- Help
- Terms
- Privacy Policy
- Acknowledgements
- Log Out

Account Settings

- Account
- Sharing
- Security
- Profile**
- Diagnostics
- Integrations

User Profile
Your user profile information will be accessible to anyone that you are collaborated with.

Profile Picture



[Change](#) [Remove](#)

Uploads must be in either jpg or png formats and less than 1 MB.

Your Name

Company Name

Website (optional)

Your Title (optional)

Phone (optional)

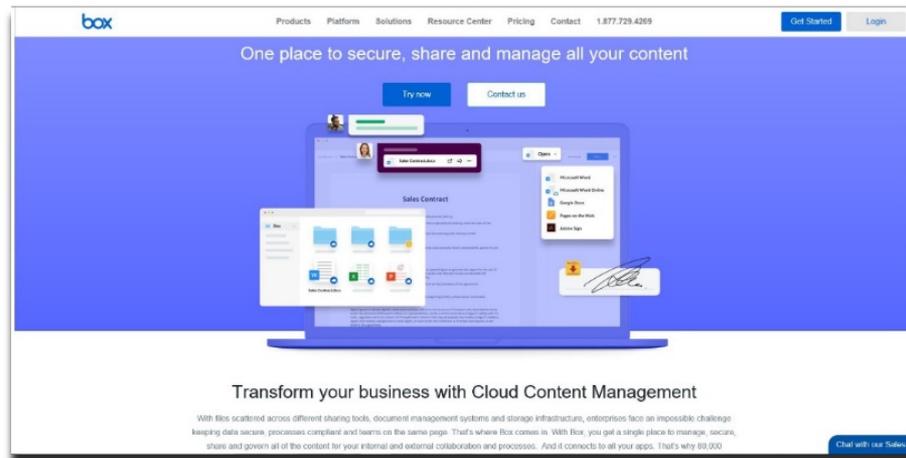
Address (optional)



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Box Tutorial

- ❖ Navigating
- ❖ Uploading documents
- ❖ Notifications
- ❖ Adding notes
- ❖ Viewing access stats



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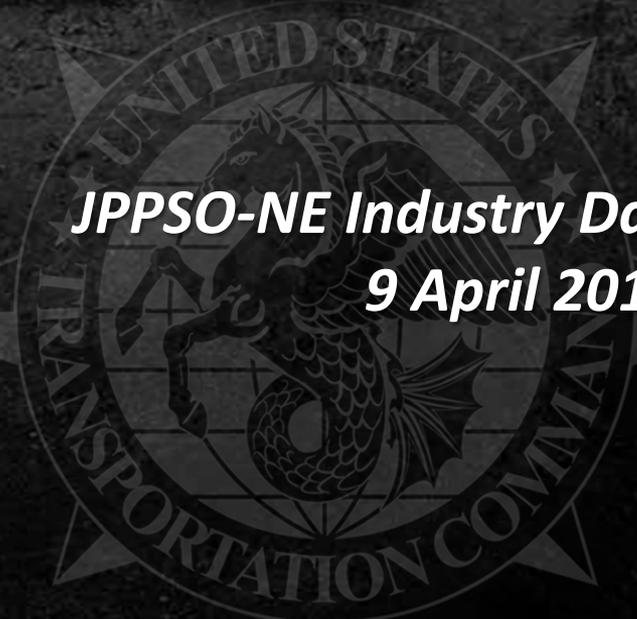
TOGETHER, WE DELIVER.

USTRANSCOM

UNITED STATES TRANSPORTATION COMMAND



JPPSO-NE Industry Day
9 April 2019





TOGETHER, WE DELIVER.

USTRANSCOM

UNITED STATES TRANSPORTATION COMMAND



Jeff Sager
Operational Support and
Quality Team,
Defense Personal Property
Program



2019 STRATEGIC INITIATIVES

TOGETHER, WE DELIVER.

- **Communication**
- **Domestic Crating (Code 2)**
- **Refusals**
- **Transit Times**
- **Business Rule changes**
 - Tender/Tariff, Claims, Tender of Service
- **Customer Focused Efforts (move.mil, tri-folds)**



2019 STRATEGIC ENGAGEMENTS

TOGETHER, WE DELIVER.

- **Communication**
 - **Industry Open Discussions**
 - Began Dec 2018; monthly between TCJ4-H and Industry CEOs to discuss 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
 - **Weekly Peak Season Calls (25 April)**
 - Includes Services, PPSOs, Industry Associations, etc.



DOMESTIC CRATING (CODE 2) INITIATIVE

TOGETHER, WE DELIVER.

- **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

TOGETHER, WE DELIVER.

- **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”



- **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

TOGETHER, WE DELIVER.

- **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

- **International Transit Times**

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



RATE INCREASES

TOGETHER, WE DELIVER.

- **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 (135A/B-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, included Storage/Delivery (518, 519, 520), Terminations/Diversion, Partial Delivery weighing, Labor, Crates**



AGENT PASS THROUGH CHANGES

TOGETHER, WE DELIVER.

- **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, 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.**



2019 TENDER/TARIFF CHANGES

TOGETHER, WE DELIVER.

- **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

UNCLASSIFIED



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



TENDER OF SERVICE HOUSEHOLD GOODS/UB

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- Posted at www.ustranscom/mil/dp3 and www.Move.mil/sme, eff 15 May 2019
- Removed redundancies & adopted 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)



CUSTOMER FOCUS

TOGETHER, WE DELIVER.

- **Tri Folds**
 - Customer Satisfaction Survey (CSS)
 - Inconvenience Claims
 - Mold
 - Personally Procured Move (PPM)
- **Move.mil**
- **Quality Assurance/Scorecards**



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 comprises 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://move.mil>
- Review "New to DPS?"
- 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 that 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 Customer Satisfaction Survey

- Click "DPS Home Page" at the top of the DPS Home Page
- 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" link 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>



INCONVENIENCE CLAIM

TOGETHER, WE DELIVER.

- Advise the customer of the inconvenience claim
 - Timelines
- When and for what does the TSP pay for an Inconvenience Claim
- Delivery out of SIT delays

What to submit

When you submit your inconvenience claim package, you should include:

- The hardship or inconvenience you or your family experienced,
- A list of the items you purchased and the cost for each one,
- Any services you had to buy (e.g., hotel costs, food, laundry services, etc.)

Don't forget to include your receipt!

Commonly denied items

- Military uniforms and personal clothing
- Tobacco, cosmetics, and snacks
- Cleaning supplies
- Dry cleaning
- School supplies
- Toys and gifts
- Entertainment expenses
- Any expense not suggested by a receipt

Your mover may make exceptions, so contact them if you have questions. Alcohol and drugs are not reimbursable!

What is an Inconvenience Claim?

An inconvenience claim is a reimbursement request for unexpected out-of-pocket expense you or your family may have had when your moving company missed or scheduled pick-up and/or required delivery date. Contact your moving company or local personal property office if you plan to file an inconvenience claim. You may be able to file an inconvenience claim against your moving company if you can't name or all of your belongings because your moving company:

- Missed a mutually agreed or registered pick-up date and/or
- Did not deliver all your belongings in the agreed to date and/or
- Could not deliver out of storage when:
 - 5 business days or your requested date Aug 16 thru June 14
 - 10 business days of your requested date June 15 thru Aug 15

You experienced a hardship or were inconvenienced because your shipment was delayed or not delivered on time.

An inconvenience claim is not an out-of-pocket!

Please contact your receipt company before you purchase household items or services.

NEED MORE INFORMATION?

Contact your local Personal Property Office or Your moving company (Transportation Service Provider)

NEED HELP FINDING YOUR PERSONAL PROPERTY OFFICE?

GO TO <https://move.mil> "Tools & Resources" then "Find Nearby Locations"

U.S. Transportation Command is the Department of Defense Coordinator for Household Goods moves. Contact us at honcom.scott.tj374.mbr.pg-quality@usmc.mil

<https://move.mil>

Out-of-Pocket

Out-of-pocket expenses are those that you pay for out of your own pocket. They are not reimbursed by the government. Examples of out-of-pocket expenses include:

- Airfare
- Hotel
- Gas
- Car rental
- Taxi
- Laundry service

The person (military service member/civilian employee) and spouse are expected to share a hotel room. Dependents, based on age and gender, may require separate rooms. Please contact your moving company and get fee approval before booking additional rooms.

If you file an inconvenience claim for tangible purchases like pens, paper, sheets, and towels, your moving company can receive them after they're delivered to your household goods to you.



FILING AN INCONVENIENCE CLAIM

Get out-of-pocket expenses during your move.

An Inconvenience Claim might not be allowed for:

- Natural disasters (e.g., floods, fire, earthquakes, hurricanes, etc.)
- Acts or delays caused by the government or its public entities
- Civil disturbances, mob interference, and violent acts that cause delays
- Items placed into temporary storage when you or your family are not present to accept delivery
- Situations where your moving company was not at fault for causing a delay

For more information on what you can claim, contact your local personal property office. Find personal property offices on <https://move.mil> Use "Tools & Resources" and "Find Nearby Locations."

What if the mover disputes your claim?

You must file your inconvenience claim directly with your moving company. If a dispute happens, bring the mover's dispute notice and all your receipts to your local personal property office.

- For a missed pick-up date, contact your origin personal property office.
- For a missed delivery date, contact your destination personal property office.

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MOLD

- 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

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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 customer's residence.
- Shipments containing, or suspected of mold should not be stored in the customer's 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.



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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)



in to DPS or create a claim.

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](#)

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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]

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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]

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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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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. 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.**”**
 - Provides policies and responsibilities for Quality Assurance procedures for both domestic and international shipments.
 - January 2019: DoD wide physical inspection at 31% including JPPSOs, at 16.6 % at the PPPO level



Thank You for What You Do

TOGETHER, WE DELIVER.

Questions