

Joint Personal Property Shipping Office Southwest (JPPSO SW)

Industry Day 2019



Agenda

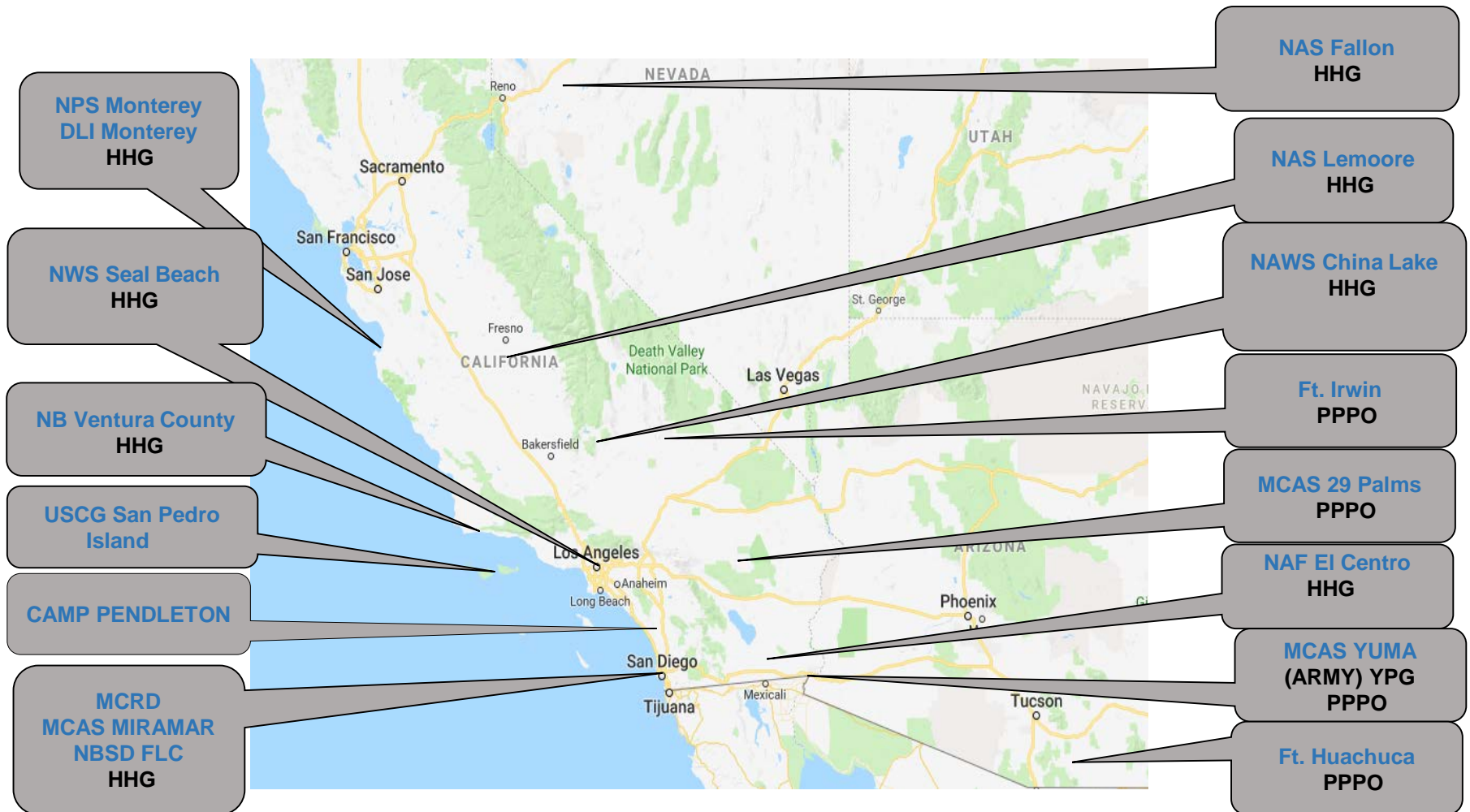
- Program Overview
- JPPSO SW AOR / Functions
- Points of Contact
- Points of Interest or Concerns
- Base Access
- Questions / Feedback

FLC San Diego Program Overview

- JPPSO SW handles over 60k shipments annually (inbound and outbound) and currently manages over 6000 NTS lots.

	<i>Role</i>	<i>Responsibilities</i>
NAVSUP HQ	Policy	<ul style="list-style-type: none"> - Establish policy - Compliance
NAVSUP HQ	Operational Oversight	<ul style="list-style-type: none"> - Enterprise execution - Standardization/optimization - Procedures - Performance management - Marketing/Communication
NAVSUP Fleet Logistics Centers (FLC)	Execution	<ul style="list-style-type: none"> JPPSO/Regional management PPPO Operations management HHG Call Center

JPPSO Southwest Area of Responsibility (AOR)



JPPSO SW Functions

Store Fronts

- Counseling
- Entitlement Briefings
- Quality Control Inspectors

Back Office (JPPSO-SW)

HHG Customer Contact Center

- Takes all phone calls
- Escalates trouble tickets

Shipment Management

- Clearing Shipments
- Route / Award Shipments
- GBL Corrections
- Diversions
- Cancellations

Storage Management

- SIT/NTS Extensions
- SIT Delivery Out
- Expiration Notices Conversion to customers expense

Vendor Management

- NTS Handling In/Out/Qtrly
- Electronic (CWA/DPS)
- DPMs

Quality Assurance (QA)

- Day of Move issues
- Appeals
- Punitive Actions
- Pre-approvals (CWA/DPS)
- Queue Management
- Claims



JPPSO SW Management Division POCs

- Regional Transportation Director – LCDR Shanna Gainer
- HHG / JPPSO SW Director – James M. Bode
 - Member Services & Support Mgr (Front Office/Call Center) – Vacant (James Bode acting)
 - Storefront/OTH Supervisor – Octavia Fulgham
 - JPPSO SW Operations Mgr (Back Office) – Vacant (James Bode acting)
 - Vendor Mgmt Supervisor (Back Office) – Calvin Brown
 - Storage Mgmt Supervisor – Vacant (Calvin Brown acting)
 - Shipment Mgmt Supervisor – Vacant (James Bode acting)
 - Quality Assurance (QA) – GySgt Jose Miranda

JPPSO SW Contact Information

- Please remember to contact the Household Goods Customer Contact Center (HHG CCC) at (855) 444-6683 for day of move issues! – Example: Attempted pickups/waiting time
- Duty Cell (after hours) call (619) 261-2238. You can also call (855) 444-6683 for after hours emergencies (contact center will transfer if necessary).
- Email Accounts:
 - Shipment Management: jppso_sw_shipment@navy.mil
 - Storage (NTS/SIT): jppso_sw_storage@navy.mil
 - Invoicing/Vendor: jppso_sw_vendor@navy.mil
 - Quality Assurance: jppso_sw_qa@navy.mil

Customer Contact

For Gov't assistance, direct customers to:
1-855-HHG-MOVE (444-6683)
householdgoods@navy.mil

2018 Peak Season Issues

- Last minute date changes
- Shipments taking 3+ weeks for delivery out of SIT
- Shipments stuck at origin after RDD
- Missed pickups
- TSP not performing unpacking / reassembly for deliveries
- Pre-move surveys not being performed or performed last minute
- DPS status not being updated
- Packing / Loading through the night
- TSP taking all shipments instead of the one scheduled

2018 Peak Season Issues

- Last minute turnbacks
- Molded items delivered to the customer's residence
- **Customer communication**
 - Calls / emails not returned
 - Customer not notified of delays
 - TSP using only 1 of 3 scheduled days for move but didn't communicate with customer (sitting at home expecting packing)
 - Scheduling pre-move surveys
- **Inventory preparation**
 - Pro gear is not properly documented
 - All items have exact same pre-existing damages
 - High value inventories

Shipment Management

- DPS status not updated
- Schedule pre-move surveys early (within 5 business days of accepting shipment)
- Date changes directly with customer (only refer GBL correction date changes to JPPSO)
- Use DPS blackout capability
- NTS TSPs notify JPPSO of saturation dates in writing
- Shipment cancellations must be in writing

Shipment Management

- Code 2 usage rate goal for peak season 2019 is 12%
- Criteria for Peak Season
 - 7,500 lbs or less
 - Moving greater than 800 miles
 - Do not contain extra large items that will not fit in standard Type II containers
 - Customer does not have a direct delivery address at time of booking or has communicated they will be on leave or TDY which will prevent a direct delivery
- Recommend TSPs communicate with Agents to ensure they have enough containers on hand to move Code 2 shipments

DPS Invoices

- For invoicing/billing, please provide all rated documents PRIOR to submitting invoice for payment
 - navy_hhg_docs@navy.mil
- We have put a lot of effort and resources into paying DPS invoices which has significantly reduced processing times
- Common causes for invoicing delays:
 - Required shipment documentation not received prior to submitting invoice
 - DPS status not updated
 - Non response to DPS invoicing messages
 - Inaccurate weight tickets

Non-Temporary Storage

- JPPSO SW is currently going over a process review for NTS from start to finish
- NTS invoicing delays are being caused by current processes which causes rework in Vendor
- Key areas:
 - Entitlement review with funding
 - DD 1164 review for accuracy prior to issuance
 - NTS TSP comeback paperwork to complete HI/HO
 - Storage email box management
 - Converting / Extending process
- Goal – Improve payment process on NTS transactions by eliminating causes of rework!

Storage Management

- NTS Releases
 - TSP not communicating with NTS facility or JPPSO on inability to pickup NTS lot on schedule pickup date
 - NTS facility not reporting missed TSP pickup until weeks later
 - NTS facility should contact JPPSO immediately when TSP is no show
 - NTS facility releasing shipments without DD1164
 - If 1164 not received two business days prior to schedule release, notify JPPSO immediately.
 - NTS facility shall refer customers to their local PPPO or JPPSO to schedule delivery from NTS
- Storage In Transit (SIT)
 - TSP not delivering out shipments in DPS as per current regulations

Points of Interest or Concerns

Converted Storage

- Service Members Civil Relief Act
- Going away from Purchase Orders – process took over 15 days
- TSP will request approval from JPPSO PRIOR to delivering converted lots if Gov't is paying for local delivery
 - JPPSO will verify funding/charges (Note: If funding is not valid then delivery is not at Gov't expense)
 - JPPSO will give authorization for delivery if it is at Gov't expense
 - NTS: After JPPSO approval, NTS TSP will create eBill in Syncada and provide delivery paperwork
 - SIT: After JPPSO approval, SIT agent will submit delivery paperwork and manual invoice to JPPSO SW for processing via SF 1034

Quality Assurance

- USTRANSCOM Mandated 50% onsite inspections
- Added civilian positions to back office QA team
 - Improved continuity / Knowledge Retention
 - Added resources to properly review the following:
 - Reports (Ex: missed RDD, reweigh, CSS)
 - Queues (Ex: Shipment status updates, late shipments, etc.)
 - Trouble calls and appeals

Saturations

- Use blackout capabilities
- Heavy saturations in the last few peak seasons for NTS in Monterey and China Lake AORs
 - NTS TOS requirement to notify JPPSO SW and SMO of saturations (Selective refusals not authorized per TOS)
 - File rates now with the SMO if you can service other areas you currently are not servicing
- Delayed deliveries out of SIT (3+ Weeks)
- Shipments stuck at origin
- No packing crews for scheduled moves

Pre-Approvals

- Must obtain approval PRIOR to service!
- Timely pre-move surveys
- Personal Property Processing Offices (PPPO) are authorized to process pre-approvals
 - Attempts/Waiting time **MUST** go through JPPSO SW
 - JPPSO SW will process pre-approvals for PPPO locations if not processed in 3 GBDs
- Read notes: DPS does not have a dispute button
- HOW CAN TSPs HELP US???

Points of Interest or Concerns

Pre-Approvals

- Details in the notes section...for example
 - **Shuttles:** Exactly why is a shuttle needed. Low hanging wires or tree limbs, cars blocking streets, cement island at entrance to apt building and truck can't get in.
 - **Crating:** Actual dimensions of the item to be crated, what the item is, estimated replacement value. In some instances when requesting crating on small pieces of marble or glass explain: Why won't a mirror carton suffice for this item.
 - **3rd Party Service Requests:** What is the item? Why do you need a 3rd party?
 - **Piano's:** More description, specific type, a baby grand, versus an upright. If possible would like to have the Manufacture's name of the piano.
 - **Labor charges:** How many men times how many items, and what the labor is for.
 - **Attempted Pickup/Delivery:** TSP must immediately contact the JPPSO if these occur, thereby giving the JPPSO a chance to contact the customer before any charges are incurred.
 - **TVs-Bulky:** Need dimensions to ensure it is authorized. A flat screen TV is not a bulky item.

Base Access

- Note: It is not the member's responsibility to act as your base sponsor and escort your driver(s) onto the base.
- Upon arrival at the base gate please ensure your drivers have DMV issued vehicle registration and GBL
- Vendor Base Access
 - DBIDS
 - POC for DBIDS is Rachel Lindsey rachel.lindsey@navy.mil

Base Access

- CNRMA INST 5530.14 lists the sources used to vet any person(s) requiring access;
 - The National Crime Information Center (NCIC) Database
 - The Terrorist Screening Database
 - The Sex Offender Registry
 - The Foreign Visitor System – Confirmation Module (FVS-CM)
 - The Department of Homeland Security (E-Verify)
 - The Department of Homeland Security (U.S. VISIT)
 - The Department of State Consular Checks (non-U.S. citizen)

