



NAVAL SUPPLY SYSTEMS COMMAND

FLEET LOGISTICS CENTER
NORFOLK



Consolidated Personal Property Shipping Office Norfolk

INDUSTRY DAY 2019

READY. RESOURCEFUL. RESPONSIVE.



Agenda

- HHG Team POCs
- CPPSO Norfolk contacts and organization- functional layout
- Regional locations serviced (AOR)
- Peak Season issues from last year
- Points of Interest & Concerns
 - Storage Mgmt
 - Shipment Mgmt
 - Vendor Mgmt/QA
 - Gate Access
- Questions



CPPSO Norfolk POC's

- HHG Regional Director – David Stone (757) 443-3795
david.a.stone@navy.mil
- Operations Manager– Vacant (757) 443-3706
- Shipment Mgmt. Supervisor – Alexis Wiggins (757) 443-3707
alexis.wiggins@navy.mil
 - Shipment Mgmt Lead- Dave McCoy (757) 443-3795 richard.d.mccoy@navy.mil
- Counseling Call Center Supervisor – Jean Alvaran (757) 443-3702
jean.a.alvaran@navy.mil
- Vendor/QA/Storage Mgmt Supervisor- Vacant (757) 443-3777
 - Storage Mgmt Lead- Linda Riddick (757) 443-3711 linda.m.riddick@navy.mil
 - QA Lead- Roy Walker (757) 443-3720 roy.d.walker@navy.mil
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- Any calls to the CPPSO should be made via the Navy Call Center (855) HHG-MOVE

Organizational Breakdown

Store Fronts

- Counseling
- Entitlement Briefings
- Quality Control Inspectors

Contact Center

- Phone calls

Back Office

Shipment Management

- INBOUND
 - Clearing Shipment
 - Scheduling Delivery
- OUTBOUND
 - Booking Shipments
- Pre-approvals (CWA/DPS)
- Weights

Storage Management

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

Vendor Management

Quality Assurance (QA)

- QA
- Day of Move issues
- Appeals
- Suspensions

Invoicing

- NTS Handling In/Out/Qtrly
- Electronic (CWA/DPS)
- DPMs
- DD619 (non-PowerTrack)



Functions

Storage Management HHG_MA_STORAGE@NAVY.MIL	Vendor Management HHG_MA_VENDOR@ NAVY.MIL	Shipment Management HHG_MA_SHIPMENT@ NAVY.MIL	Quality Assurance HHG_MA_QA@ NAVY.MIL
Customer requesting Long Delivery from SIT	All Invoicing inquiries (Electronic & Manual)	Shipment Booking -Route and Award	Notification of Unusual Occurrence (Fire, Theft, Vandalism, Flood)
Purchase order for delivery after conversion to owners expense	Rated GBLS/Inventories/Weight Tickets for DPS shipments navy_hhg_docs@navy.mil	Dates Changes postpone/canceling shipment	Notification of Late Shipments
NTS & SIT expiration/ extensions	NTS Handling in/Handling out inquires	Long Deliveries and Diversion	Letters of Warning/Suspensions
Extension/ Conversion documentation	Disputed charges supporting documentation	Pre-approvals/3rd Party Services	Abandoned/Frustrated Shipments
<div data-bbox="63 1039 900 1186" style="background-color: yellow; text-align: center; padding: 10px;"> <p>Please do not send emails to multiple addresses</p> </div>		Mis consigned shipments	Inconvenience Claims
		Requesting GBL Correction)	Problems encountered during move
		Requesting SIT number	Mold or Unfit shipments / homes
		Shipment Tracing	Requests for Inspector
		Requests for Re- weighs	Warehouse Inspections



Customer Contact

**For Government assistance, direct
customers to:
1-855-HHG-Move (444-6683)
householdgoods@navy.mil**



CPPSO Norfolk service areas

- Hampton Roads, VA
- Annapolis, MD
- Patuxent River, MD
- Great Lakes, IL
- Philadelphia, PA
- Crane, IN

Peak Season Issues 2018

- TSPs changing pickup dates at last minute. Customer has to delay move or perform PPM. Pickups delayed as much as 1 – 2 weeks
- Missed Pickups
- TSPs Poor communication. TSPs/Move Managers (MM) not returning calls and not answering phones, not communicating problems/failures timely
- Shipments being containerized and being held at origin extended periods of time. Shipments at origin on RDD,
- TSP refusing to reassemble items, unpack and missing parts.
- Taking 3 – 5 weeks to schedule a delivery out of SIT or delivery of containerized shipment
- TSP arriving at residence late PM staying after 12:00 AM
- TSPs entering weights incorrectly requiring CPPSO intervention

- **DPS not being updated timely manner (i.e. deliveries, pre-move, eta's etc...)**
- TSP not utilizing all pack days and show up last pack or pickup date rushing the job or staying very late hours.
- TSPs not arranging for 3rd party services for assembly of items
- **TSP not performing pre-move surveys**
- **TSP leaving mold contaminated items at residence (delivery).**
- TSP Marking most items as having pre-existing damage. Drivers not giving customers time to review inventory and make exceptions
- **Unqualified workers and workers ineligible for access to the installation.**
- Refusing NTS pick ups with bogus Mold concerns
- Late warehouse arrivals for NTS releases resulting in missed pick ups



■ Non-Temp-Storage Releases

- TSP not communicating with NTS facility or JPPSO inability to pickup NTS lot on schedule pickup date.
- NTS facility not reporting missed pickup timely (1 – 2 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, whether store at Gov't or customer's expense.

■ Storage In Transit (SIT)

- TSP not delivering out shipments in DPS as per current regulations.
- TSPs not updating DPS or entering erroneous delivery information

■ Outbound Shipments

- DPS not updated when pre-move survey is complete
- Encourage early pre-move survey. Schedule within 5 business days of accepting shipment.
- Avoid printing of GBL prior to completing and documenting pre-move survey and later requesting GBL modifications for changes. **TOO MANY BOL CORRECTIONS**
- Shipment Refusals - Anticipate USTC approval to permit refusals. Final Business Rules pending.
 - 2 hours or less to refuse shipments
 - Ability to Black Out by origin remains
- Shipment cancellations – Direct customers to local PPPO. Cancellations must be in writing.

Points of Interest & Concerns

- CODE 2...12% Goal
 - 6,000 pounds or less & over 600 miles
 - SIT Required & delivery address not available at time of counseling)
 - No Large unusual items that will not fit in a standard container
- Inbound
 - TSPs please document status of shipments in DPS (i.e. missed RDD, ETA, Schedule Delivery etc...)
- Non Temporary Storage
 - Refusing shipments pending submission of higher rates...is a NO NO.
 - NTS Capacity – Any NTS TSP reaching saturation, please notify Shipment Mgmt ASAP.
 - Contact SMO to adjust your service areas, ensure you have rates on file for areas you are willing to service



■ Invoicing

- TSPs should be seeing vast improvements recently due to management intervention.
 - Anticipate lulls in DPS and DPM invoice settlements the beginnings of January, April, July, and October due to NTS quarterlies.
 - Invoicing should improve further once additional management team members are brought on board.
- Timely receipt of supporting documentation hinders invoice processing
- DPM Third Party Payment (US Bank SYNCADA), fully implemented effective 1 March 2019.

■ Rated Documents

- Email box for rated GBL documents from TSPs is (navy_hhg_docs@navy.mil)



- Invoicing- What you can do to help!
- Supporting/Rated Documents
 - Email box for rated GBL documents from TSPs is (navy_hhg_docs@navy.mil) do not send to any other box unless charges are disputed and then only to: hhg_ma_vendor@navy.mil with subject: Disputed charges
 - DPM Supporting Documents- Please attach to the invoice record in SYNCADA-
 - NTS Supporting Documents- Please attach Handle In and Handle Out documents to the invoice record in SYNCADA.
 - What to send: weight tickets, inventories, invoice, proof of delivery etc.
 - This will both help reduce email traffic and speed up invoice settlement!



■ Quality Assurance

- Pre-approval Request returned “DENIED” to TSP’s.
 - TSP’s not reviewing NOTES requesting clarification or additional supporting information/documentation.
- Unpacking of shipments not being performed.
- Failure to perform Pre-move Survey is an ongoing issue.
- TSPs and Agents are to verify installation access requirements with Base Security at each Installation. Most bases are using Defense Biometric Identification Systems (DBIDS). Our office will sponsor local crews for 2 years!!
- QA Inspections – 50% on-site inspections. All Services working to reach target goal.

Points of Interest & Concerns

- Crew members can be issued ID cards through the DBIBS program.
- Cards are good at all regional Naval bases but must be registered upon 1st visit to each station.
- Once registered at each station, crew and equipment can bypass truck control if ALL crew members have DBIBS card and a copy of the GBL/DD1164
- Forms can be prepared in advance and sent to Security department to initiate vetting



TSPs Points of Interest & Concerns

- What are you seeing as potential issues this peak season?