



# Fall Personal Property Forum (PPF)

25 September 2018



# Administrative Comments

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- **Agenda**
- **Questions**
- **Breaks**
- **Lunch on your Own**
- **Breakout Sessions**
- **Attendee Feedback**
- **Department of Defense Attendee Cost**



# PPF Agenda

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- **0800-0815: Opening Remarks by TCJ5/4**
- **0815-0900: DP3 Initiatives**
- **0900-0945: MyMove**
- **0945-0955: Break**
- **0955-1025: Peak Season Review**
- **1025-1055: Industry Panel – Peak Season Review**
- **1055-1110: Break**
- **1110-1200: Collaborative DP3 Operational Topics**
- **1200-1300: Lunch**
- **1300-1400: Breakout Session 1**
- **1415-1515: Breakout Session 2**
- **1530-1630: Breakout Session 3**



# Opening Remarks

**RDML Clarke**

**Director, Strategic Plans, Policy, and Logistics (TCJ5/J4)**



# DP3 Initiatives

**COL Lounsborough**

**Chief, Personal Property Division (TCJ4-H)**



# Training Plan

- **Develop standardized personal property training for the Joint community**
- **Background:**
  - No standardized training across the Joint DP3 Enterprise
  - Team crafted Training Manual, with certification, for all personnel working in DP3
- **Status:**
  - Received 400+ comments from Service HQs; all concurred on Training Manual
  - Final Draft in review at USTRANSCOM
  - DTR will be updated with new requirements to implement and track training
- **Expected Completion: Nov 18**



# Quality Assurance

- **Key GOSC initiative and central to the customer experience**
- **Mapped QA inspection process and what makes a high quality inspection**
- **On 17 Aug 18 published a DTR change**
- *“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 policy. For occasions when physical inspections are not feasible, inspections can be telephonic and/or virtual; however telephonic/virtual inspections will not count toward meeting the 50 percent standard. Mechanisms for quarterly reporting of inspection rate and method of inspection will be established by individual Service policy”*

Created standard  
versus goal

Central part of ongoing  
training initiative

Reporting requirement  
informs future inspection  
standard and resource  
shortfalls



# DPS FY18 System Change Highlights

Date	Version	Description
27-Oct-17	3.09.1a	Defects (HotFix for modern landing page installed in Sep 17)
13-Dec-17	3.09.2	TOPS Interface Redesign. Reduced static code findings in TOPS.
5-Jan-18	3.10.0	Rate Filing Redesign Pt 1 and Defects
27-Jan-18	3.11.0	i3 (Old System Monitoring Infrastructure) removal and cleanup (DDS recommendation)
27-Jan-18	3.12.0	PPM Checklist Update
9-Mar-18	3.13.0	Removal of Apache Struts. Reduced total DISA findings 55% from 13,162 to 5,806
15-Jun-18	3.14.0	SSN masking on screen printed documents and reduced the data TSPs could access
22-Jun-18	3.14.0a	Patched Weight Field Defect from 3.14
6-Jul-18	NA	Correct Oracle wallet configuration
13-Jul-18	3.15.0	Moved the rest of Surveys to DPS, allowed sunset of iCSS for cloud, resolve OTO defects, security improvements
20-Jul-18	NA	Encrypt all Databases
3-Aug-18	3.16.0	Refactor User Management from WebMethods to Java (WebMethods Removal)
10-Aug-18	3.16.0	DAR-File, lock-down log file access, activate AppDynamics (new system monitoring), DIT Pt 1
24-Aug-18	3.17.0	EDM (WebMethods Removal)
14-Sep-18	3.18.0	DIT-2 Encrypt remaining unencrypted channels
14-Sep-18	3.18.0a	Hot Fix for slow document management queries
28-Sep-18	3.19.0	DoDIG findings remediation, Security Updates
28-Sep-18	3.20.0	Mask SSN on EDI transactions, Web Firewall rules, Resolve remaining OTO defect(s)



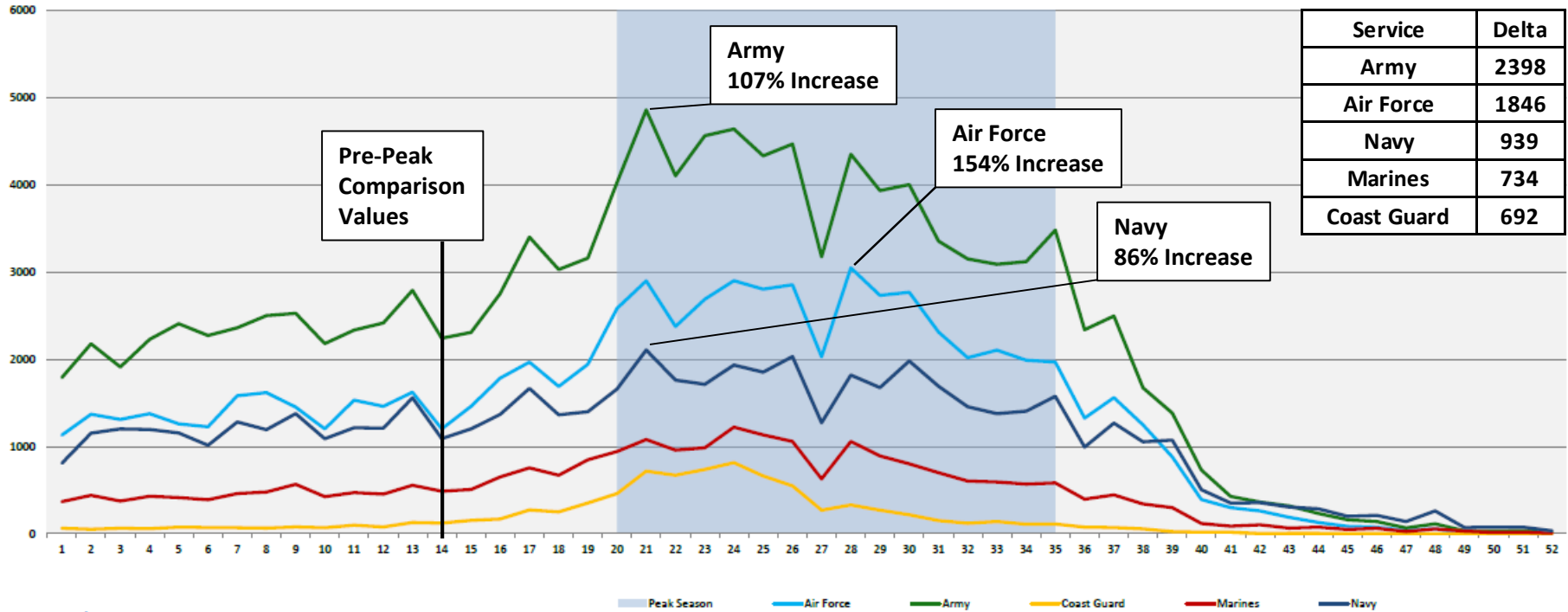


# Defense Personal Property System Updates

- **MyMove/Prototype Single Sign-On**
  - DoD Customers will authenticate into MyMove using Login.gov
  - If DoD Customer cannot accomplish task in MyMove, they will be routed directly to DPS
  - All other users will continue to use ETA to access DPS
  
- **Focus on Security, Stability, and Compliance**
  - Continue upgrading or replacing expired COTS products
    - Kodo replacement
    - Gentrans replacement
    - iPlanet replacement
    - Solaris replacement
    - Siebel upgrade
  - ETA PlugIn replacement
  - Security vulnerabilities



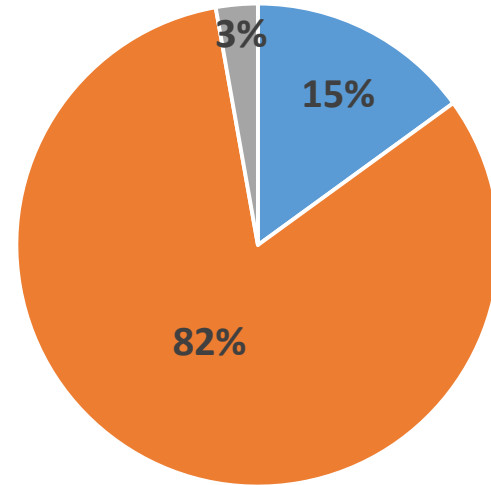
# Peak Season Demand Smoothing





# Claims Reduction Initiative

- **How do we improve customer satisfaction?**
  - Leading cause of dissatisfaction is Damaged or Missing Items (Claims)
- **Claims are a Result of:**
  - Poor packing
  - Repeated handling of items
- **Lines of Effort**
  - Code 2 for planned SIT
  - BVS Changes
  - Demand Smoothing
  - Volume Distribution
  - QA Standardization



■ Missing ■ Damaged ■ Mold



# MyMove Demo

**Defense Digital Service**



# State of the Prototype

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- **State of the Prototype**
- **Plan for the HHG Pilot**
- **HHG Expansion Toward Peak Season 2019**
- **Video—Initial PPM Rollout**
- **MyMove Demo & Transition to USTRANSCOM (PPM and HHG Designs)**



# MyMove Demo



# Peak Season Review

**Mr. Daniel Martinez**  
**Chief, Business Processes Branch (TCJ4-HB)**



# Overview

- **Peak Season Metrics**
- **Advanced Booking**
  - Pickups by week
- **Short Fuse Overview**
- **Code 2 Overview**
- **Availability Overview**
  - Blackouts by type
  - No capacity visual
- **RDD Overview**
- **Delivery/Storage Overview**





# 2018 Peak Season Summary

Pie chart depicts Weeks 20-35

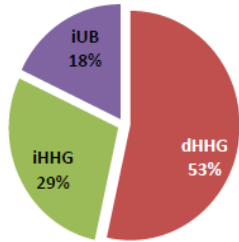


Table depicts Weeks 20-35 pick ups

Market	Total	COS	Shipments	Percent
dHHG	80,132	2	4,531	5.7%
		D	75,601	94.3%
iHHG	42,878	4	41,828	97.6%
		5	0	0.0%
		6	191	0.4%
		7	859	2.0%
iUB	26,914	7	1,019	3.8%
		8	3,026	11.2%
		J	22,869	85.0%
<b>Total</b>			149,924	
3-Yr Historical Average			N/A	

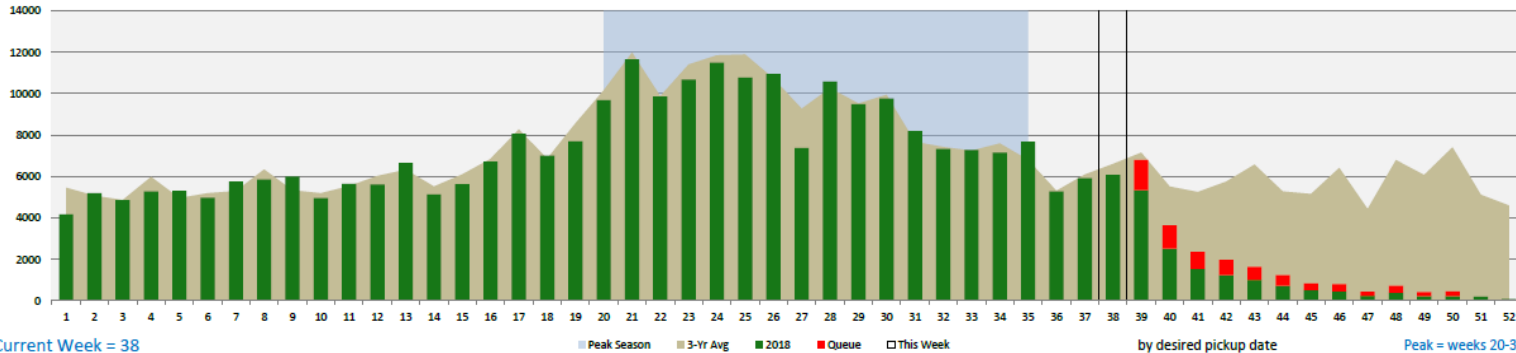
Table depicts Week 37

Process Segment	3-Yr Avg	2018
Members Counseled	7,482	6,939
Shipments Awarded	6,709	6,252
Shipments Picked Up	6,087	5,919

Hist. Avg. Past Year  
 368,515 361,793 DPS Annual Shipments

Hist. Avg. This Year  
 154,398 149,924 DPS Peak Season Shipments

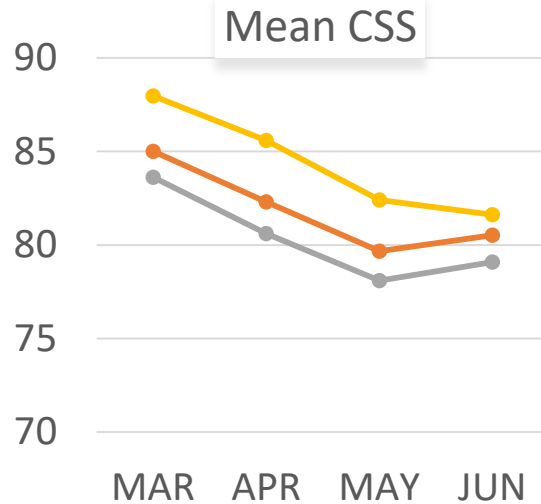
Pickups and Booking Queue



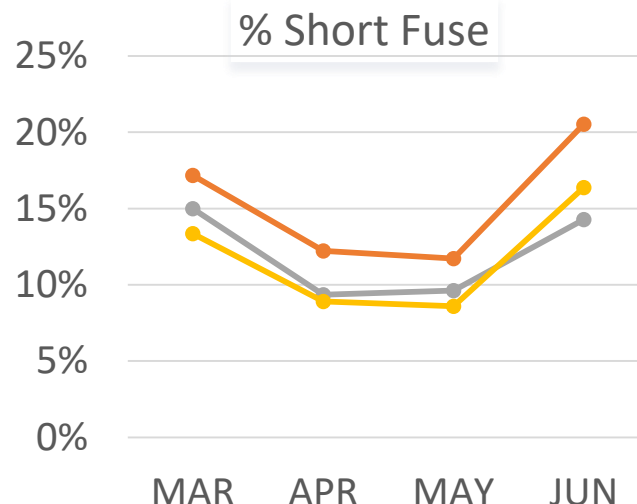
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30	28-Jul-18
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32	11-Aug-18
33	18-Aug-18
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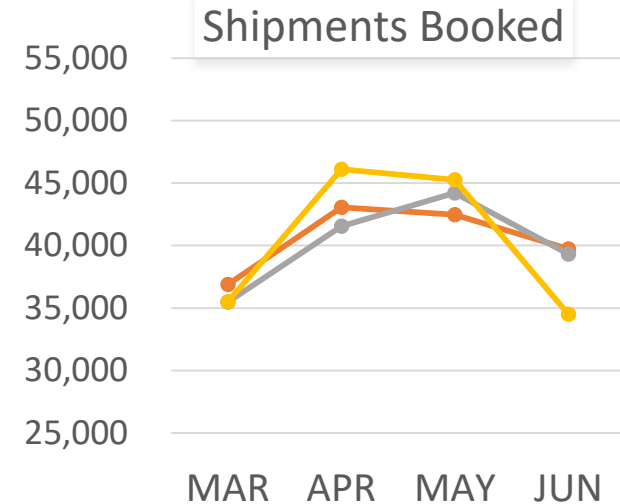
# Analysis of Advanced Booking



Note: By Booking Month



— 2016 — 2017 — 2018



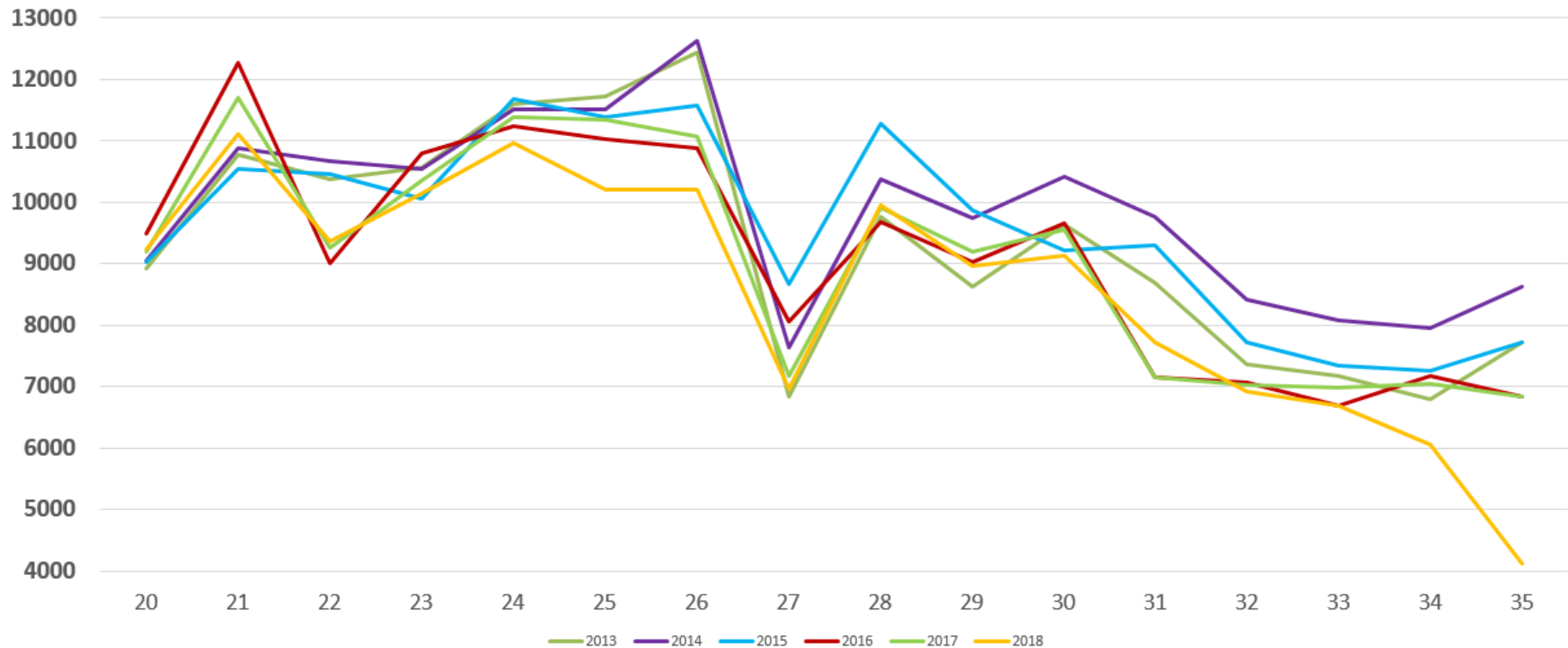
Early booking yielded improvements to customer satisfaction and lower short fuse rates

TDL Publishing Dates  
(Post-Rate Filing)

2016	9-Mar
2017	6-Mar
2018	5-Mar

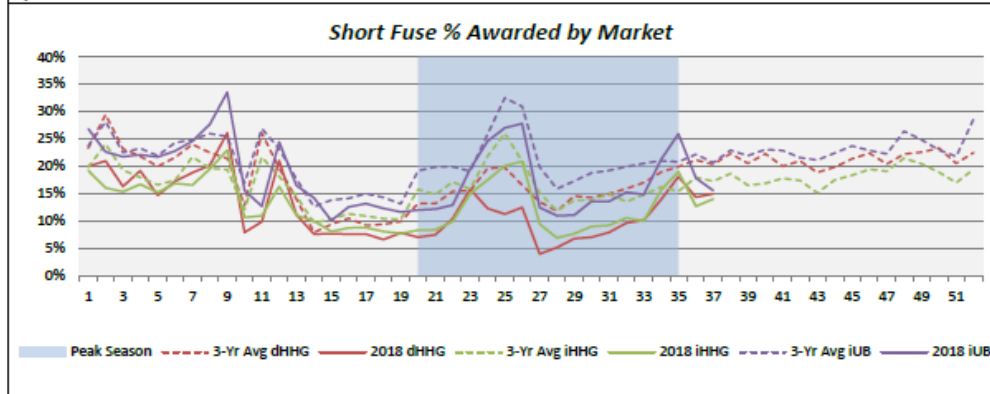
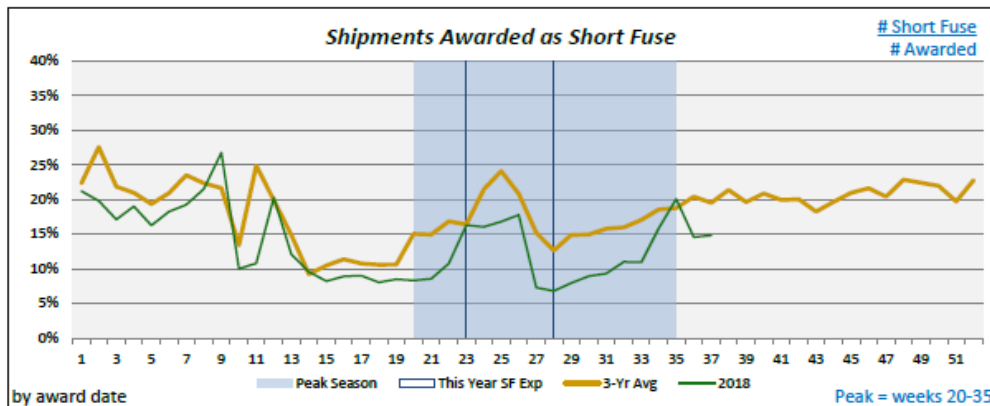


# Yearly Pickups by Week





# Short Fuse Overview



	Total Awards	SF Awards	% SF	SF SCACs	SFShip'ts per SCAC
Sep-16	25,729	5,388	20.9%	497	10.84
Sep-17	24,916	4,259	17.1%	469	9.08
Oct-16	23,791	4,801	20.2%	490	9.80
Oct-17	25,673	4,544	17.7%	477	9.53
Nov-16	20,010	4,393	22.0%	501	8.77
Nov-17	23,933	4,613	19.3%	522	8.84
Dec-16	26,401	5,855	22.2%	500	11.71
Dec-17	21,734	4,006	18.4%	496	8.08
Jan-17	22,883	5,696	24.9%	496	11.48
Jan-18	24,058	4,517	18.8%	557	8.11
Feb-17	22,964	4,727	20.6%	417	11.34
Feb-18	22,273	4,281	19.2%	544	7.87
Mar-17	35,488	5,320	15.0%	534	9.96
Mar-18	35,508	4,745	13.4%	523	9.07
Apr-17	41,549	3,886	9.4%	536	7.25
Apr-18	46,101	4,110	8.9%	492	8.35
May-17	44,198	4,265	9.6%	440	9.69
May-18	45,258	3,892	8.6%	410	9.49
Jun-17	39,329	5,611	14.3%	271	20.70
Jun-18	34,507	5,656	16.4%	249	22.71
Jul-17	27,420	2,988	10.9%	246	12.15
Jul-18	28,332	2,262	8.0%	200	11.31
Aug-17	29,321	4,100	14.0%	450	9.11
Aug-18	26,702	3,531	13.2%	399	8.85
Average	29,920	4,477	15.0%	447	10.03

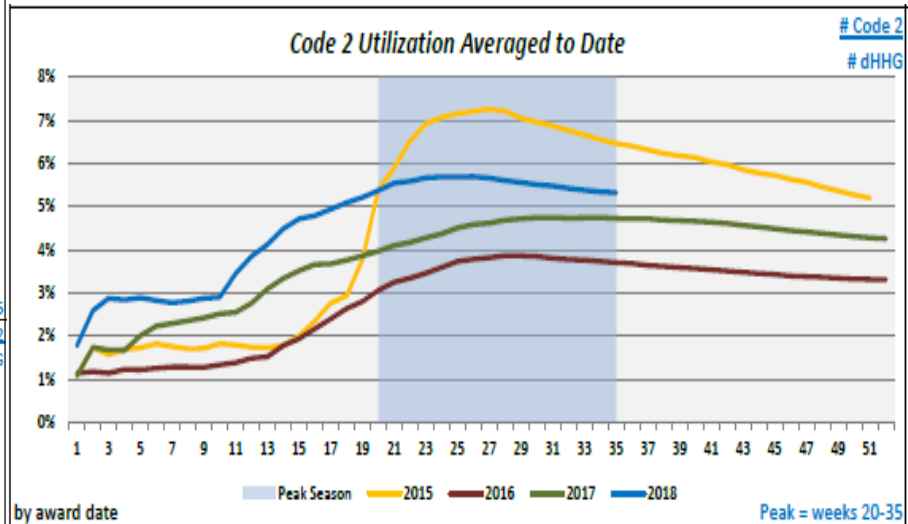
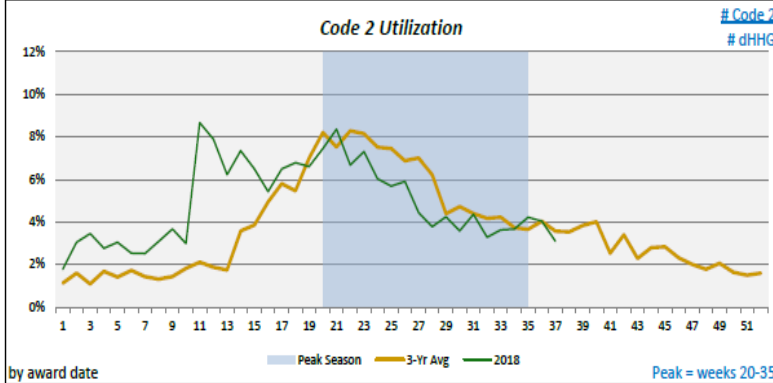
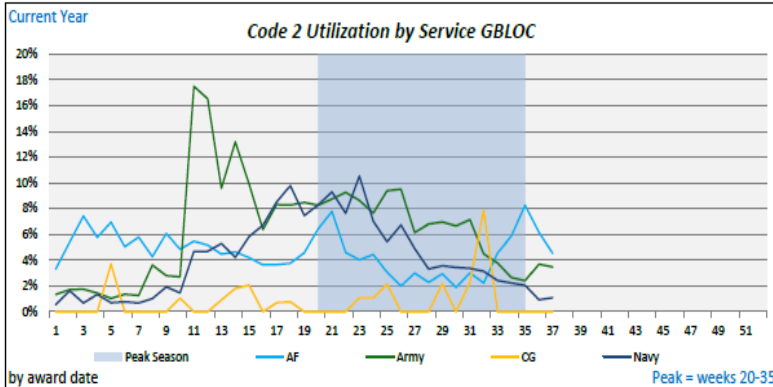
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29	21-Jul-18
30	28-Jul-18
31	4-Aug-18
32	11-Aug-18
33	18-Aug-18
34	25-Aug-18
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36	8-Sep-18
37	15-Sep-18
38	22-Sep-18
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41	13-Oct-18

Current Week = 38

SF Expansion: 6 Jun - 9 Jul 2018; 16 Jun - 10 Jul, 2017; 14 Jun - 11 Jul 2016; 18 May - 10 Jul 2015; 23 May - 18 Jul 2014; 3 Jun - 8 Jul 2013



# Code 2 Summary

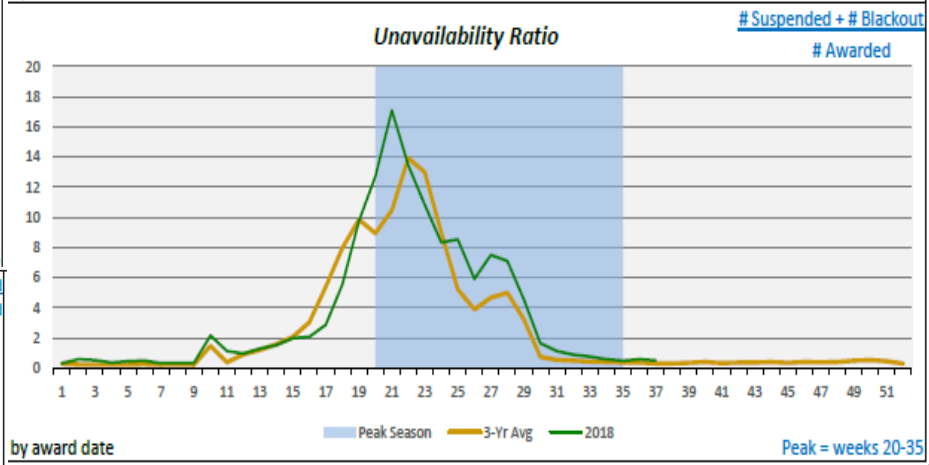
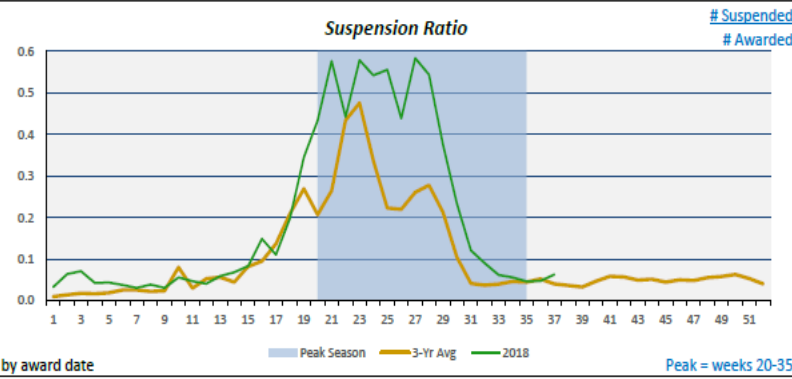
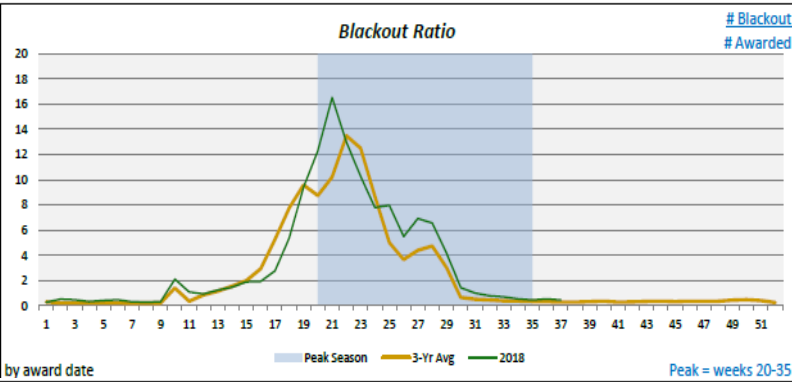


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Current Week = 38  
 Together, we deliver.



# Availability Measures



Week Number	Ending Date
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22	2-Jun-18
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Together, we deliver.

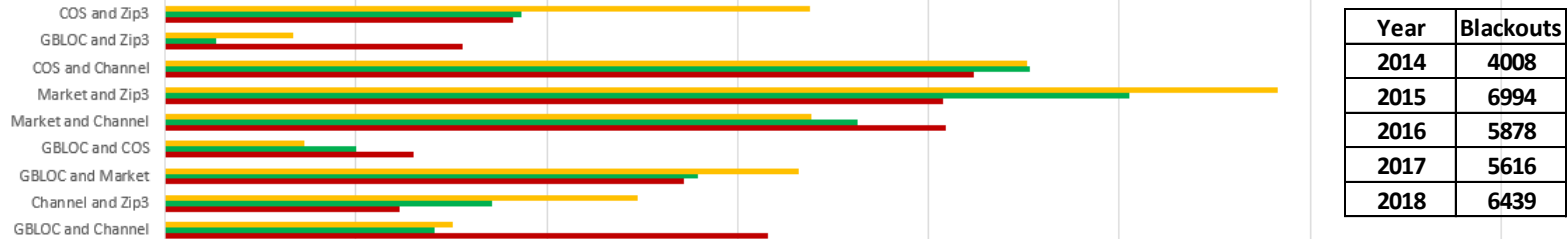


# Peak Season Blackout Usage by Type

Standalone  
Blackout

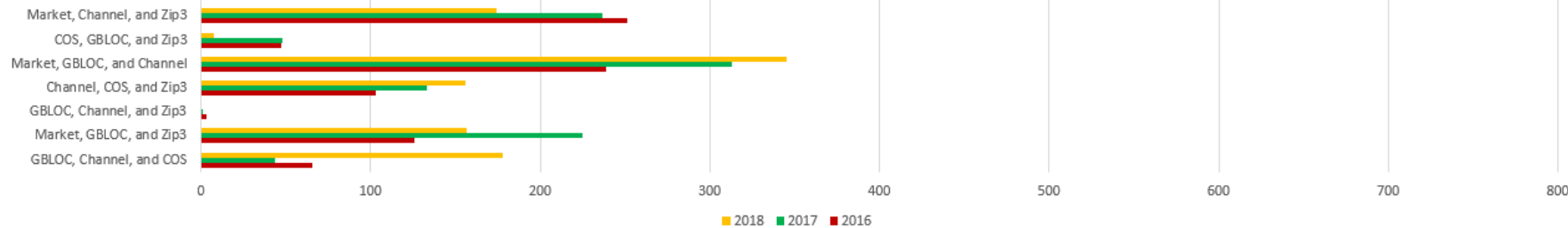


2 Blackout Types



Year	Blackouts
2014	4008
2015	6994
2016	5878
2017	5616
2018	6439

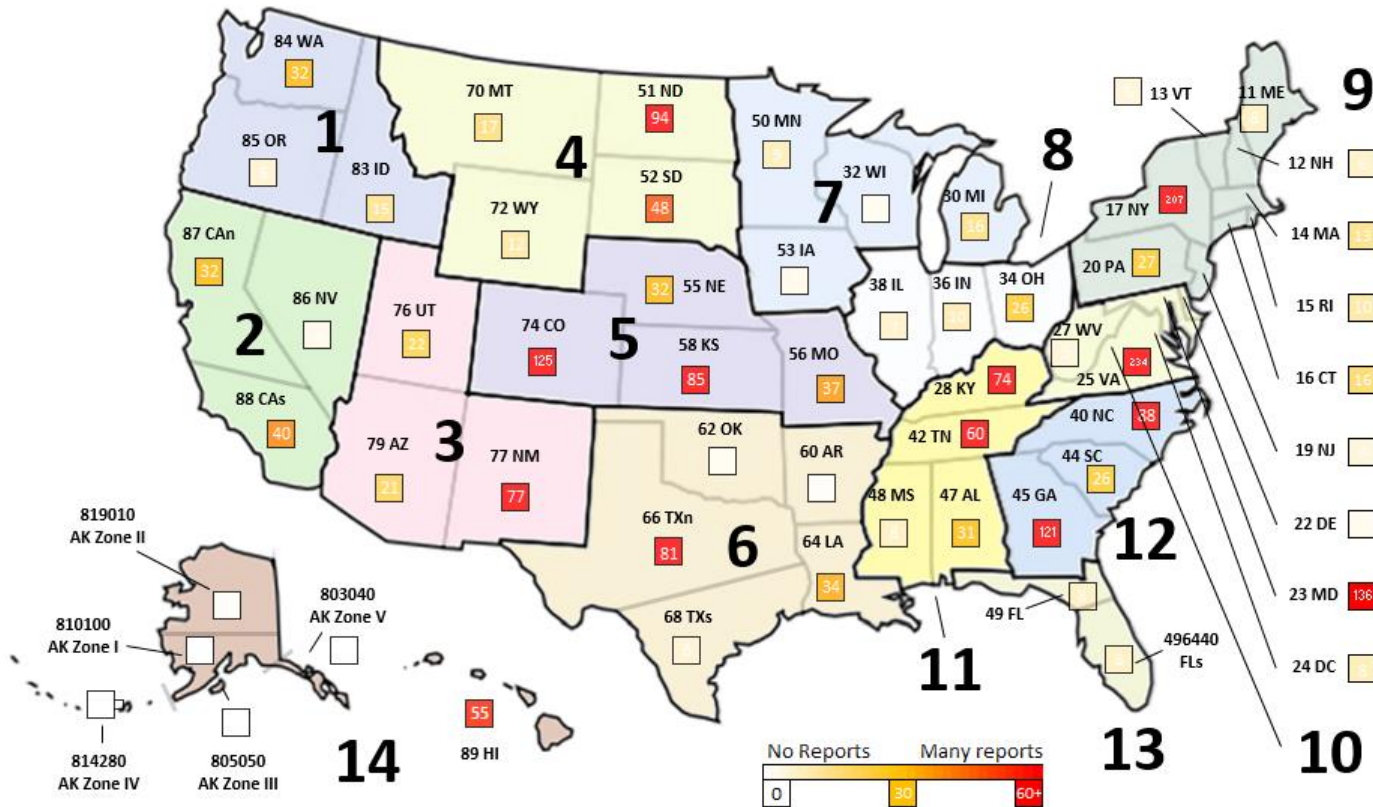
3 Blackout Types



2018 2017 2016



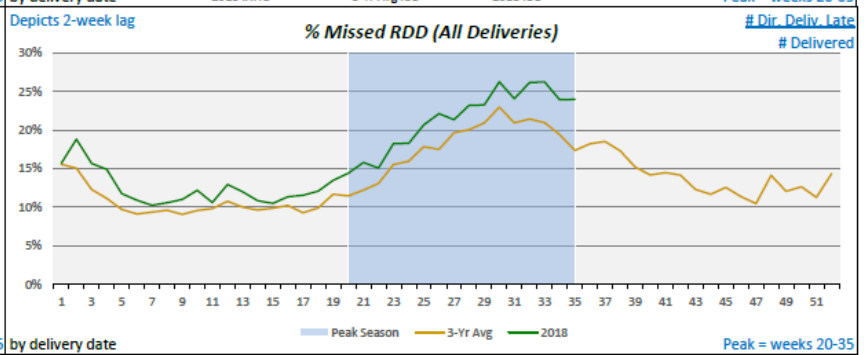
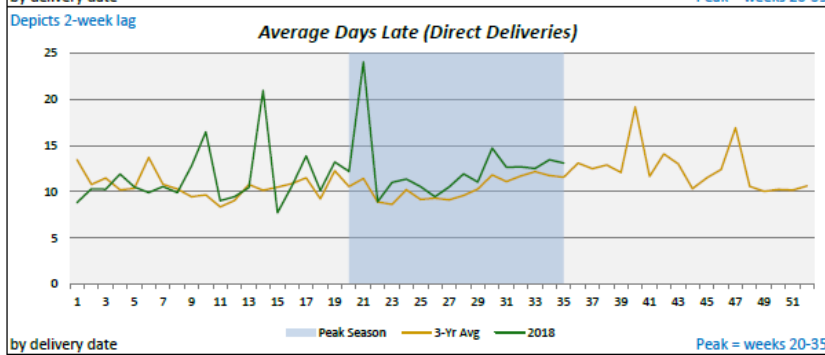
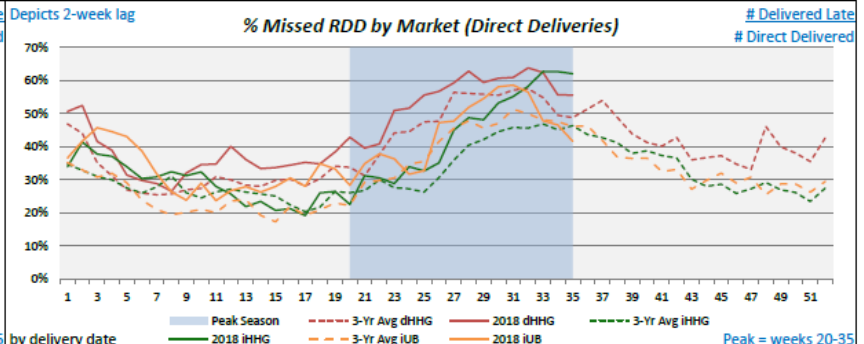
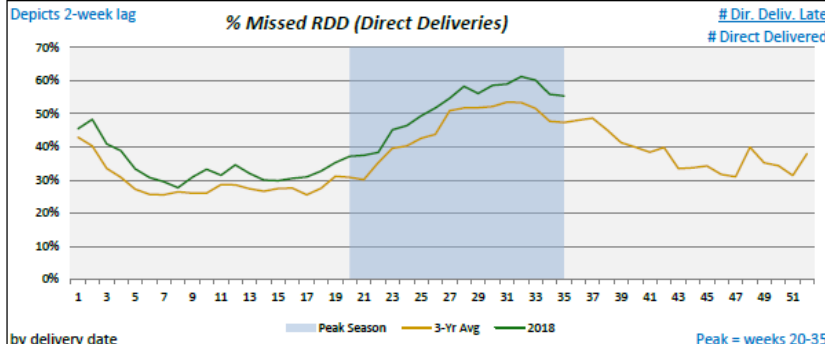
# No Capacity: Geographic Distribution







# Required Delivery Date



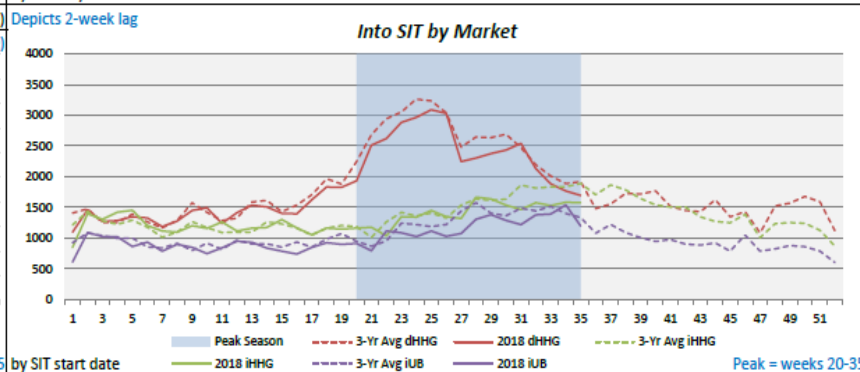
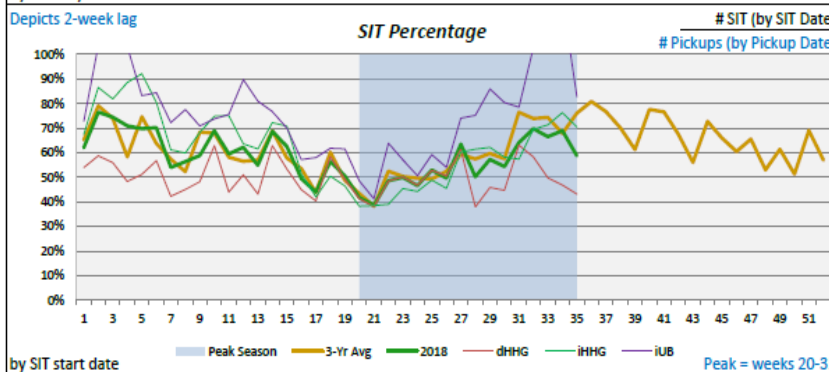
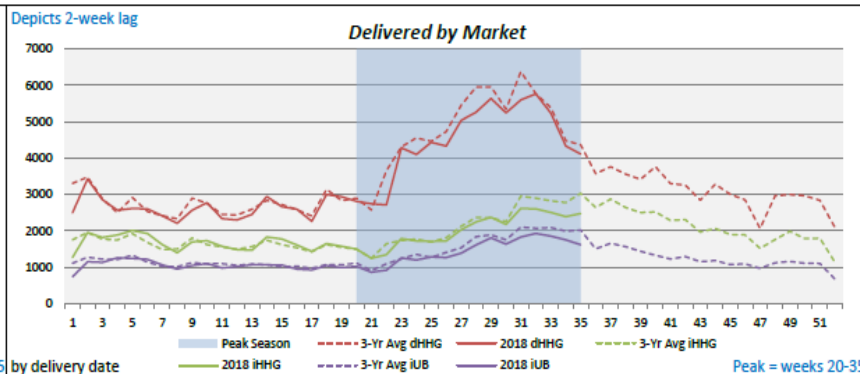
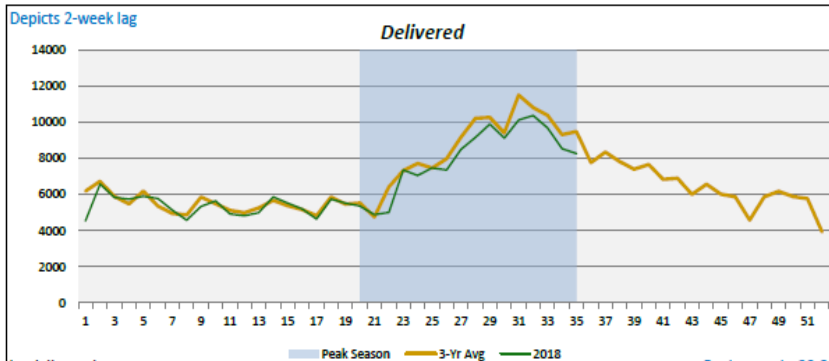
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Note: Data reflects delivery information as entered into DPS by TSPs. When TSPs do not arrive shipments/update delivery data in DPS within 3 business days, there is an impact to the accuracy of delivery information which may result in an inflated missed RDDs percentage.



# Delivered shipments/SIT



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19	12-May-18
20	19-May-18
21	26-May-18
22	2-Jun-18
23	9-Jun-18
24	16-Jun-18
25	23-Jun-18
26	30-Jun-18
27	7-Jul-18
28	14-Jul-18
29	21-Jul-18
30	28-Jul-18
31	4-Aug-18
32	11-Aug-18
33	18-Aug-18
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Current Week = 38



# Peak Season Trends

- **Advanced Booking**
  - >5,000 shipments shifted from June into April (~4K) and May (~1K)
    - Document upload
    - PCS Week
    - Queue management
- **Record Low Short Fuse Numbers**
  - Below 9% throughout peak (except for SF expansion)
  - Same factors as above + TSP blackout management
  - Earlier Code 2 usage (mostly Army)
- **Opportunities**
  - Increased shipments at origin passed RDD
    - Change in punitive action (Advisory 18-0064)
  - Missed RDD/Transit times



# Peak Season Review

## Industry Panel



# DP3 Operational Topics

## Personal Property Team



# Agenda

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- **PII**
- **NTS Market Expansion**
- **TOS Rewrite**
- **TCI 24-11**
- **Claims and Liability Rules**
- **Tender/Tariff**



# Safeguarding PII

- **Covered Contractor Information Systems (IS)**
  - Basic: “typical” controls commercial entities employ to protect data
  - Controlled unclassified information (CUI): TSP IS require additional security controls to protect covered defense information
- **Cyber Incident Reporting Requirements**
  - Defense Industrial Base Network: <https://dibnet.dod.mil>
  - DoD Cyber Crime Center (DC3) Hotline: (410) 981-0104; toll free: (877) 838-2174
- **Regulatory Guidance and Resources**
  - [FAR 52.204-21](#)
  - [DFARS clause 252.204-7012](#)
  - [NIST SP 800-171](#)





# NTS Market Expansion

- **Add capacity by leveraging existing Non-Temp Storage (NTS) providers**
- **Allow expansion to Interstate and/or Intrastate Markets**
- **Open to Current NTS TSPs**
  - DD Form 1811 Pre Award prerequisites, NTS Tender of Service, Operating Authority (Interstate or/and intrastate), Insurance (warehouse only), registration for System for Award Management/Cage Code, Standard Carrier Alpha Code (SCAC), and Financials
- **Additional requirements include Cargo Liability Insurance and Domestic Bond (for interstate approval only )**
- **Training: 23-24 October 2018**
- **Contact: [transcom.scott.tcj5j4.mbx.pp-quality@mail.mil](mailto:transcom.scott.tcj5j4.mbx.pp-quality@mail.mil)**





# Tender of Service Rewrite

- **Simplify tender, remove redundancies & adopt commercial best practices**
- **Benefits**
  - Automated inventories and pre-move surveys
  - Eliminated 4 pages of requirements
    - Redundancies in the TCI 24-11, rate solicitations, It's your move pamphlet
  - Fewer DoD specific requirements (e.g. seals, DD 619-1)
- **New Requests**
  - Inconvenience claims for delays out of storage (right # of days in peak?)
  - Balance of commercial best practice and problem areas for DoD
    - Example-Customer estimate of delivery day prior (Morning or Afternoon)
- **Status: Adjudicating comments, expected release Nov 18**



# USTRANSCOM Instruction 24-11

- **Intent:** Replaces SDDR 15-1 and SDDR 55-4
- **Proposed Changes**
  - Novation process clearly defined
  - TSPs must accurately disclose their officials and third party reps on ETOSSS
  - Rate filing agents must have a USTRANSCOM non-disclosure agreement
  - Subdivision of approved NTS facilities will not be considered new facilities unless specific benefit exists for USTRANSCOM
  - Federal Register
- **Status:** In final revision at TRANSCOM



# Claims and Liability Rule Proposals

- **Intent: Conduct annual review and incorporate program improvements**
- **Proposed Changes**
  - Highlight Proposed significant changes to Claims and Liability Rules
  - Increase maximum liability to \$6 times net and \$100K max
  - Incorporate Depreciation Guide as appendix
  - Right of the TSP to salvage terminates upon the transfer to MCO
  - Remove Coast Guard from Organizational Clothing and Individual Equipment (OCIE) process
- **Status: Sent for Industry and Service coordination on 20 Sep 18**

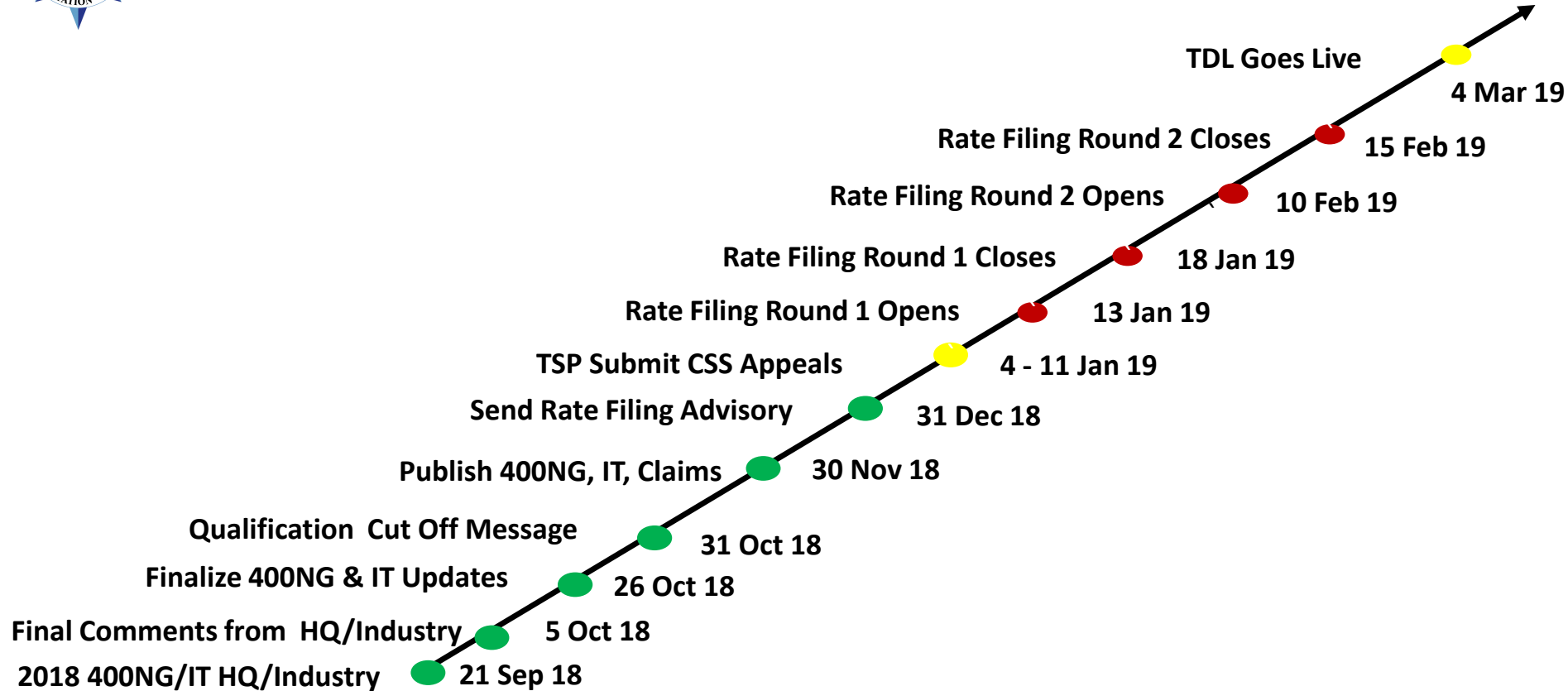


# 2019 Tariff/Tender Changes/Updates

- **Agent Compensation Pass Through**
  - Shuttle, Crating and Uncrating (domestic only), additional labor
- **Additional Compensation**
  - 400NG Linehaul Factor increased for hard-to-service areas
  - International Linehaul rates increase
  - Bulky: Added Riding Lawnmowers as eligible
  - Key West service charge
- **Miscellaneous**
  - Here.com mileage for MyMove shipments
  - Non-Disclosure Agreement required for rate filers
  - PII language
- **Status: Sent for Industry and Service coordination on 20 Sep 18**



# Annual Battle Rhythm (Tentative)





# On the Horizon

- **DP3 Hot Line**
- **GPC IV Contract – 1 Oct**
- **MyMove HHG Rollout - Oct**
- **DP3 Training Plan**
- **Pacific Training Conference – Feb 2019**
- **Peak Season 2019**
- **2019 PPFs**
  - o/a 12-13 March 2019
  - o/a 17-18 September 2019



# Introduction to Breakouts

**Lt Col Ryan**

**Chief of Operations, Personal Property (TCJ4-H)**



# Breakout Session 'Rules of Engagement'

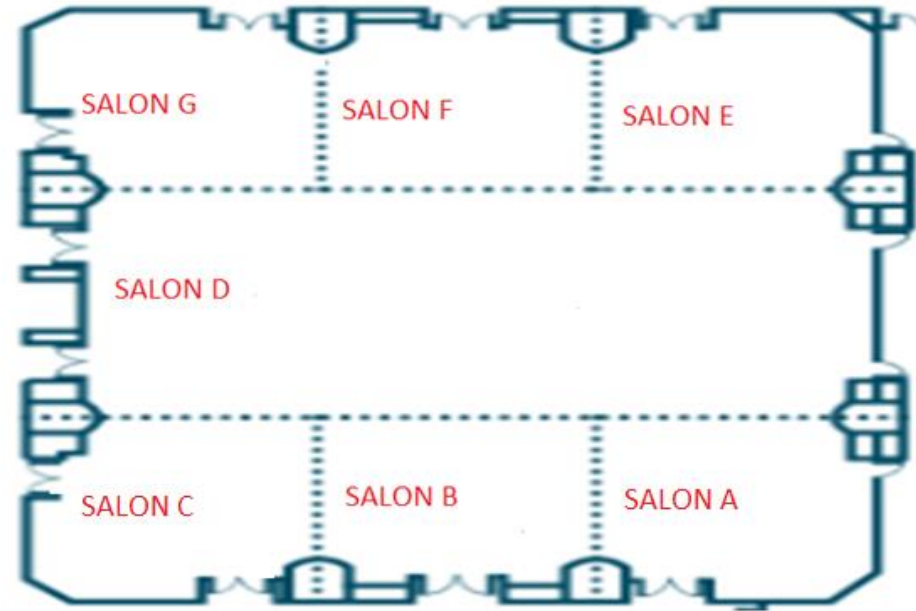
- **Round Robin' format: Three rotations lasting 60 minutes each**
- **Consider the sessions you'd like to attend ... you cannot attend all**
- **15-minute transitions ... comfort breaks are self-paced**
- **Sharp end of day at 1630!**
- **Seating in each room is 50 ... if a room looks full, please go to another room**
- **When asking questions, introduce yourself and your organization**
- **Help us identify the fine line between *specific questions* and *personal concerns***
  - *Specific questions* are good, *personal concerns* may frustrate your neighbor!
- **Limit continuous follow up questions; the staff will follow-up with you separately**
- **Be professional and polite!**





# Breakout Session Rooms

- **Salon C: DP3 Systems**
- **Salon D:**
  - Sessions 1 & 3: Program Leadership
  - Session 2: Decreasing Claims via Code 2
- **Salon E: Claims**
- **Salon F: Quality Assurance**
- **Salon G: Business Rules**





# DP3 Systems

## Salon C

- **Facilitators:** Ms. Jill Smith, Defense Digital Service, PEO-T
- **Advance My.Move.mil through participant interaction and feedback**
- **Roadmap to Peak Season 2019**
- **Respond to questions on DPS and Move.mil**
  
- **Sessions 1 and 3: Industry focus**
- **Session 2: DoD focus**



# Program Capacity

## *Salon D*

- **Facilitators:** COL Lounsborough, Lt Col Ryan, Mr. Daniel Martinez
- **How can we increase quality agent capacity?**
- **How can we increase capacity in hard-lift areas?**
- **Respond to questions on:**
  - TSP Qualifications
  - NTS Market Expansion
  - Demand Smoothing
- **Sessions 1 and 3 only**



# Code 2 Initiative

## *Salon D*

- **Facilitators:** COL Lounsborough, Lt Col Ryan, Mr. Dan Schuster
- **Discuss Code 2 Rollout and solicit feedback**
  - Phased rollout of Code 2 for domestic HHG with pre-determined need for storage-in-transit (SIT)
  - Intent: reduce claims and improve customer satisfaction
  - Timeline: Begin 1 Nov 18
- **Session 2 only**



# Claims

## *Salon E*

- **Facilitators: Ms. Beth Holloway, Military Claims Offices**
- **MCOs will discuss claims and mold**
- **TCJ4-H will discuss the DP3 Claims and Liability Business Rules**
- **Address questions on inconvenience claims**



# Customer Service

## *Salon F*

- **Facilitators: Ms. Sherri Snow, Ms. Debbie Teague**
- **QA Standard and Expectations**
- **Punitive and Corrective Actions**
- **Customer Satisfaction Surveys**
- **Respond to questions on Customer Service**



# Business Rules

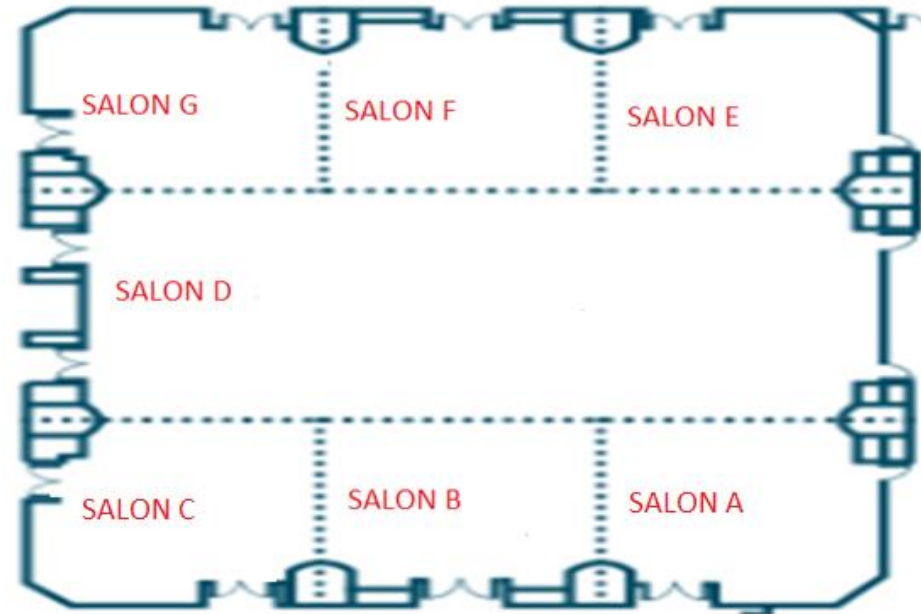
## *Salon G*

- **Facilitator: Ms. Rosia Lindsey**
- **Discuss changes to the tariff/tender and solicit feedback**
- **Respond to questions on all business rules**



# PPF – Day 2 Overview

- **Salon A: NTS Market Expansion**
- **Salon B-C: DP3 Peak Season Hotwash**
  - Leadership only
  - Pick-up Badge
- **Salon D-G: DP3 Training**







# General Session Closeout



# Enhancing Customer Satisfaction

## Claims Reduction Initiative

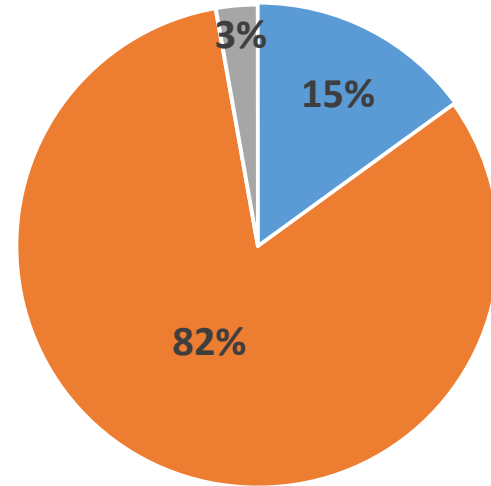
**TCJ4-H**

25 Sep 18



# Claims Reduction Initiative

- **How do we improve customer satisfaction?**
  - Leading cause of dissatisfaction is Damaged or Missing Items (Claims)
- **Claims are a Result of:**
  - Poor packing
  - Repeated handling of items
- **Lines of Effort**
  - Code 2 for planned SIT
  - BVS Changes
  - Demand Smoothing
  - Volume Distribution
  - QA Standardization



■ Missing ■ Damaged ■ Mold

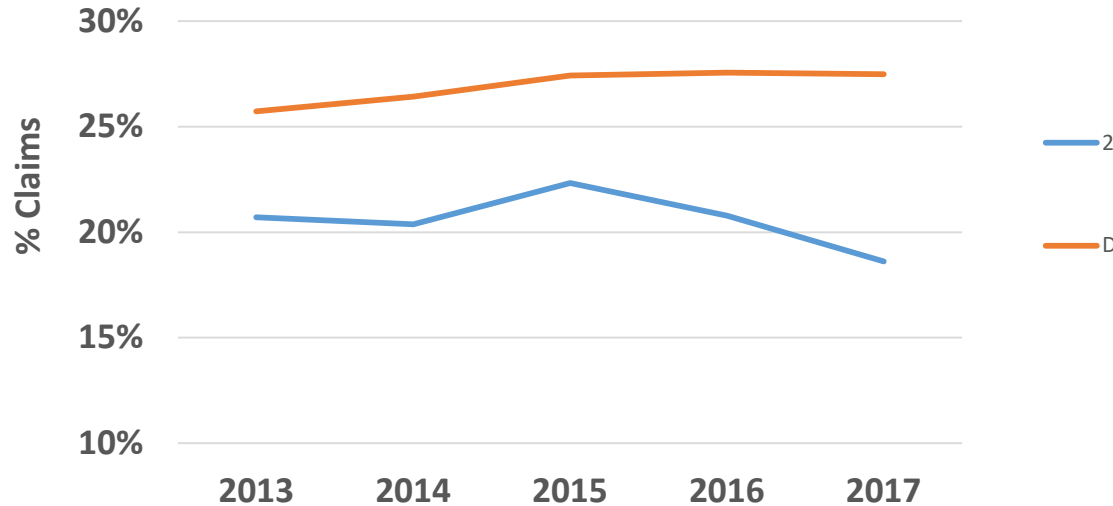


# Code 2 for Planned SIT



# SIT Leads to More Code D Claims

Annual Claim Rate  
SIT Shipments



- Likelihood of a claim goes up 42% when a code D shipment goes into SIT
- 52% of Code D shipments go into SIT
- 6% 5 year overall difference between code D and code 2 claims

5 Year Claim Rate	SIT	No SIT
2	21%	21%
D	27%	19%



# Rollout Parameters

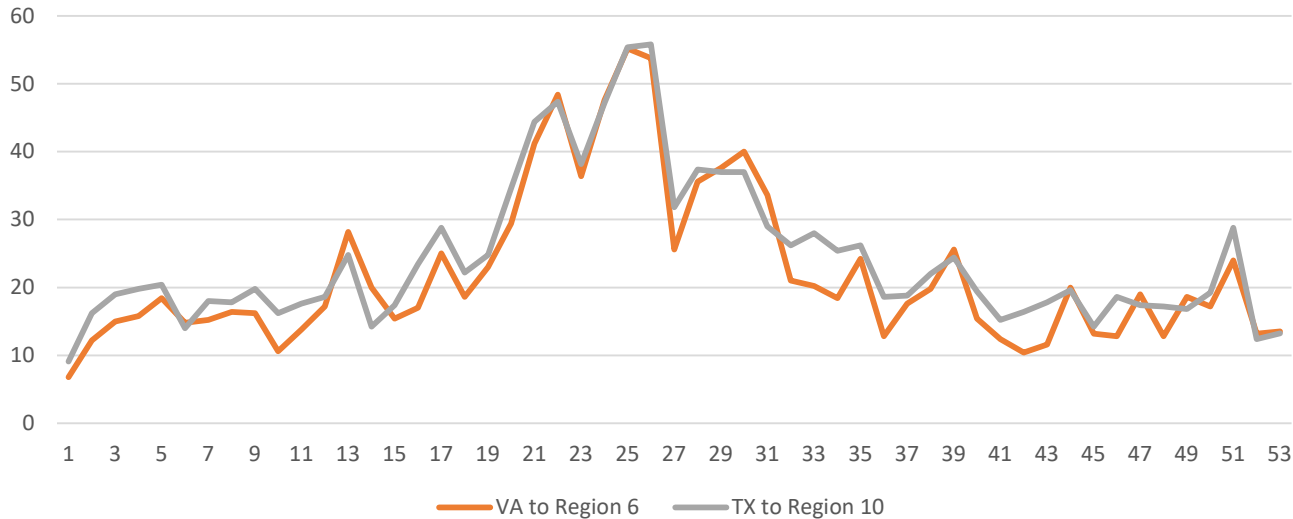
**If it is known in advance that a shipment requires SIT, crate it at residence (Code 2)**

- **Phased Rollout starting 1 Nov 18**
- **US25 (VA) to Region 6, and US 66 (TX N) & 68 (TX S) to Region 10**
- **Crate at Residence**
- **Shipments without a direct delivery address at the time of booking, OR**
- **Shipments where planned leave or TDY in transit exceeds the transit time, and no designee is appointed to accept the shipment at destination**
- **Known excess weight is a consideration to exclude**
- **Domestic Shipments Only**
  - **Phased rollout (For Discussion)**



# Weekly Bi-Directional Volume

Average Weekly Volume  
Code D Shipments w/ SIT  
(CYs 2013-2017)



## Rollout Considerations:

- Consistent bi-directional volume
- Enough volume to make an impact
- JPPSO Involvement



# Measuring Outcomes

- **USTRANSCOM will track metrics to assess performance during phased rollout**

## Primary Metrics:

- **Frequency and severity of claims**
- **Customer satisfaction rates**

## Will Monitor:

- **SIT rates**
- **Impact to transit times**
- **Usage of Code 2 and Code D**
- **Quantity and cost of extra-large / bulky items (Third Party Services)**
- **Overall cost**





# Phased Rollout

NOV - DEC 2018

- Phase 1 Execution
- VA to Region 6
- TX to Region 10
- Establish Meeting Cadence

JAN 2019

- Collect Data
- Review with Services & Industry
- Identify Opportunities

FEB – MAR 2019

- Phase 2 Execution
- Targeting “Hard-Lift” Areas
- Other Areas based on Analysis & Input

APR – MAY 2019

- Phase 3 Execution
- Pre-Peak Season Rollout: Informed by ongoing discussions with Services & Industry

Targeting an expansion of the effort every two months, with the intent of expanding to majority of domestic HHG channels by end of Peak Season 2019



# Challenges

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- **Identifying Customer Need**
- **Increasing Demand for Crates**
  - Impact on Local Movers
  - Supply Chain
- **Timing**
  - Packing, Loading
  - Transit



# Questions