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# MILITARY SURFACE DEPLOYMENT & DISTRIBUTION COMMAND

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## PERSONAL PROPERTY FORUM

1 NOVEMBER 2011

1M1H1P





# OPENING REMARKS

MG Kevin Leonard





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# PERSONAL PROPERTY DIRECTORATE

Lt Col Derek Oliver





# AGENDA



- *0830-0900: DPS Update*
- *0900-0915: Help Desk*
- *0915-0930: Phase III*
- *0930-1000: NTS/Third Party Payment Service/Electronic Billing*
- *1000-1015: Break*
- *1015-1145: DP3 and Peak Season*
- *1145-1300: Lunch on your Own*
- *1300-1500: Program Management Review*
- *1500-1515: Break*
- *1515-1530: Closing Remarks*
- *1530-1630: Breakout Session for Q&A (perimeter tables in ballroom)*



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# MILITARY SURFACE DEPLOYMENT & DISTRIBUTION COMMAND

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## ELECTRONIC TRANSPORTATION ACQUISITION (ETA) SYSTEMS RESPONSE CENTER (SRC)

JUDY FOWLER  
PROGRAM MANAGER





# Agenda



- **Electronic Transportation Acquisition (ETA)**
  - **What is ETA?**
  - **ETA Access**
  - **PKI Requirement**
  - **Future Enhancements**
  - **Security**
  
- **Systems Response Center (SRC)**
  - **What is SRC?**
  - **Statistics**
  - **G9 OPS**
  - **Contact Information**



# ETA Single Sign-on



- ETA System Security Authentication and Authorization Services Provided**
  - Single Sign On capability**
    - Consolidated DOD Security regulation / implementation**
    - Single user identity for all customer applications**
    - Secure authentication/authorization for commercial and gov users**
      - CAC Authentication (PKI)**
      - User-ID & P/W Authentication**
  - Centralized Identity Management**
    - Central SDDC repository for user management**
    - Password management**
    - Trusted Agents**
    - Email address checking**
  - Centralized Security Policy Management**
    - Consolidated role-based access control**
    - Account Lock out control**
    - Consolidated Access control**
    - Centralized reporting for DOD PKI and security compliance management**



# Services



- ETA User Provisioning Services Provided**
  - System Account Registration**
    - Consolidated Account approval process**
      - Tailored Account Approval - If required**
  - Account Deletion**
  - Account Administration**
    - System unique account locking rules (DPS: 128 logins/24 hrs -lock)**
  - Account reporting metrics**
  - Customized logins for the applications.**
  - Consolidated downtime message billboard**
  - Account information shared securely with relying applications**



# ETA Access



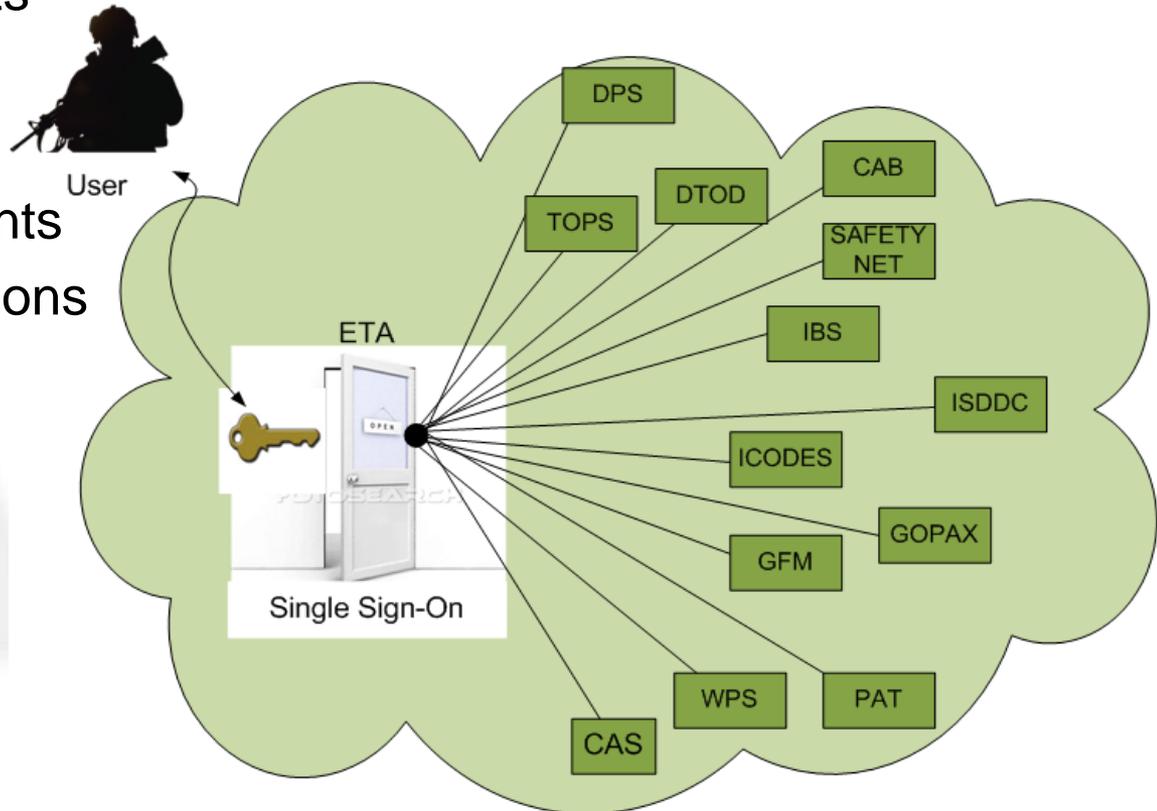
– Portal for the SDDC transportation community

- ~ 235,500 Active Accounts
- ~ 90,400 .mil accounts

- ~ 142,300.com accounts
- 44 supported applications

– Accessible via Internet:

- <https://eta.sddc.army.mil>





# ETA Security



- **Security Questions**
  - Answer seven question
  - Confirm with two questions
- **CAPTCHA**
- **Lock-Out for Inactivity**
  - Email sent out 45 days after inactivity
  - Account locked after 60 days of inactivity
  - Account deleted after 90 days of inactivity
- **Commercial Account Revalidation**
  - Annual requirement
  - Validation via CEO/TA of .com accounts
  - ~ 40,000 accounts validated in 2011
- **Account Process**
  - Standard business processes
  - Account requests, validation



# PKI Requirement



## Implemented: 03 Oct 2011

- The Department of Defense (DOD) and the US Army are enhancing customer identification security as part of an overall program to provide a stronger and more secure authentication process for accessing DOD information systems.
  - Implement DOD instruction 8520.2, dated 1 April 2004
  - Federal Register Notification, 3 Jan 2011
  - SDDC Notification Letter , 20 Jan 2011 (signed by SDDC Deputy Commander)
  - Carrier Advisory released, 26 Jan 2011 (Released by G9)
- For questions on the mandate:
  - [http://www.cac.mil/assets/pdfs/dodd\\_8520.2.pdf](http://www.cac.mil/assets/pdfs/dodd_8520.2.pdf)



# PKI Requirement



## Implemented: 03 Oct 2011

- Surface Deployment and Distribution Command (SDDC) will meet this DOD mandate by requiring the use of a digital certificate for industry partners requiring access to SDDC information systems.
  - **Who:** All users of ETA, with the exception of Foreign Nationals who have been identified by their Trusted Agent/CEO
  - **What:** ETA to **eliminate** user id / password, and **require all users** to use External Certificate Authorities (ECAs) or Common Access Card (CAC)
  - **Why:** Department of Defense directives
- For questions regarding the PKI requirement :
  - [sddc.safb.pki@us.army.mil](mailto:sddc.safb.pki@us.army.mil)



# PKI Requirement



## Status:

- Implemented 3 Oct 2011, 0700 CDT.
- Preparation paid off
  - 53% accounts met the implementation date
  - DOD approved companies were overwhelmed/backlog
  - 45 day pass was approved for industry
- Automated pass module implemented for commercial account without an ECA
  - Account using this process: 701
- Foreign Nationals calls: 3
- As of 3 January, 0700 CDT, all pass for CONUS commercial accounts will be null and void



# ETA Future Enhancements



- DPS**
  - Improve DPS performance, network optimization, and firewall update.**
  - Replace DPS, SSN with user id**
  - DPS Non-CAC Requirement**
- Security**
- Improve SAM-L Token Authentication Robustness**
- Mobile Authentication**
- NIAP Approved Common Criteria Testing Laboratories (CCTL)**



# ETA Electronic Transportation Acquisition

Home | Links | Global Container Management Survey | Support | Help | New Password | Administration | Logout (fowl0046)

Login Status

## Logout

ETA User ID: fowl0046

Last Login: 13 Oct 2011 @ 0818 CDT

My Approved Applications

- Cargo and Billing System (CAB)
- Carrier Appointment System (CAS)**
- Carrier ITV Entry Tool (CIET)**
- CIDSS
- CWA

Request Additional Applications

**ISALUTE** [Counter Intelligence Reporting](#)



Click the image link to report suspicious activity

**Need a new password?  
Forgot your password?  
Click here to reset it.**

Welcome to ETA version 4.5.

## Transportation Service Providers (TSPs)

Effective 1 October 2011, an External Certificate Authority (ECA) will be required to access ETA. Please click on the following link for instructions on obtaining an ECA:

[ECA Instructions](#)

### Outages

No records to display.

### Notices

ETA	ECA Requirement	As of 1 Oct 2011, an External Certificate Authority (ECA) will be required, for users who don't have a Common Access Card (CAC) or Transportation Worker Identification Credential (TWIC) provided by the government, in order to access SDDC systems through Electronic Transportation Acquisition(ETA). An individual should decide which commercial provider they will obtain their ECA. Once this is determined, use the information in this document to contact one of the three commercial ECA provider's websites. You will need to follow the directions provided by the ECA provider to purchase your certificate.
IBSESS	Attention IBS ESS Users!!!	Mandatory scheduled maintenance occurs during the following times: 1. Weekdays (nightly backups) = begins midnight CST, approximate duration 45 minutes. 2. Weekdays: 2200-0400 CST. 3. Weekends (full backups)= begins Saturday 0600-1000 CST. Please excuse the inconvenience, but maintenance must



For Official DoD Use Only



# System Response Center (SRC)



- Customer oriented
  - Program subject matter experts
  - Multiple ways to contact: email, phone, Self Service web
  - 24/7/365 support
- 
- Solutions to issues are provided through the Knowledge Database, providing a standard answer to known issues
  - SRC is 1<sup>st</sup> of 3 Customer Support Tiers
    - Resolve 85% of calls at Tier 1
  - Tier 2 and Tier 3 address software and programmatic issues
  - Tier 1 support for G9 Ops Center (*new*)



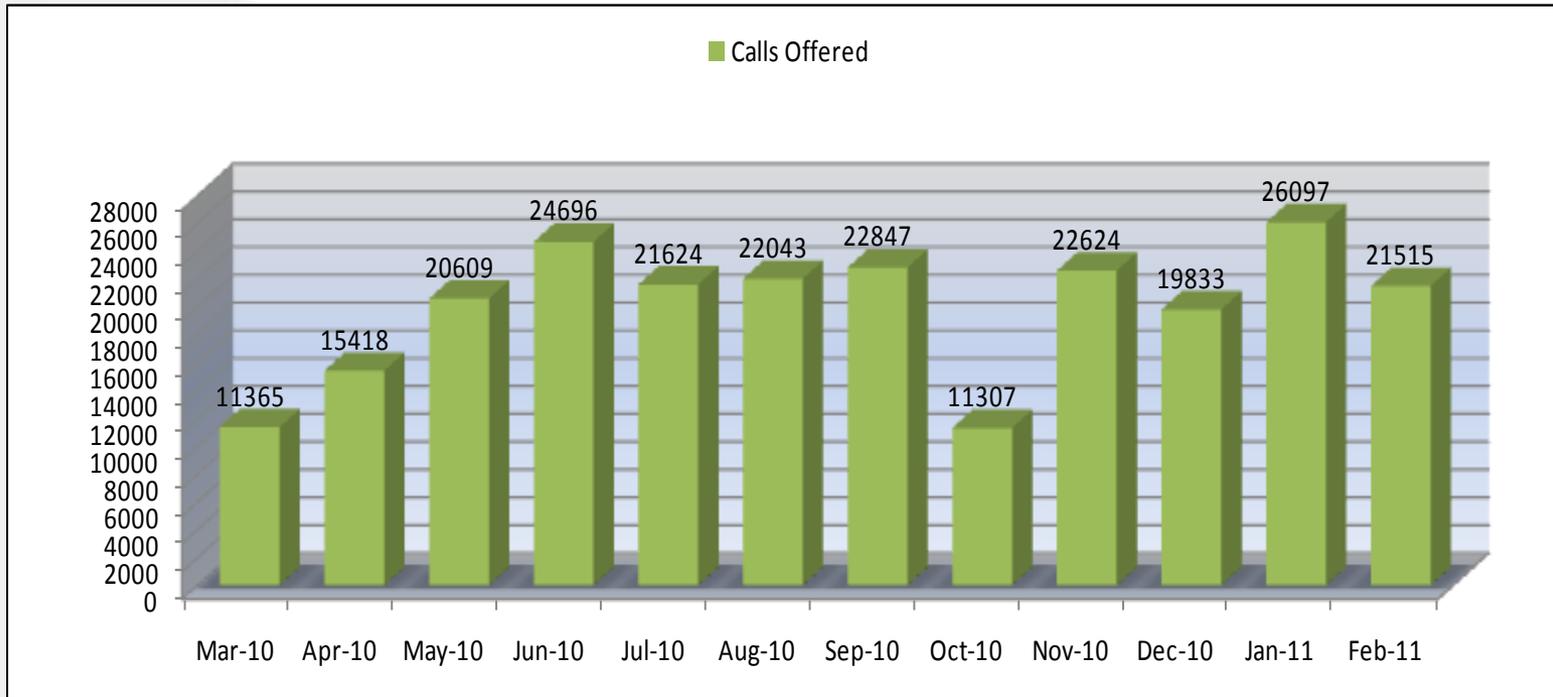
# Customer Service Representative's



- Total: 46 Full Time CSR's plus 8 Survey Agents**
- Training:**
  - 45 days in the ETA Admin module**
  - 4 weeks specific program training**
- Education:**
  - 75% Associates degrees**
  - 15% Bachelors degrees**
  - 10% Masters**
- Military Background:**
  - 20% military background**
  - 10% transportation background**
- Kaplan Test (measures aptitude for Help Desk support):**
  - Must score a minimum of medium**
  - Makes sure aptitude is conducive to a helpdesk service**



# SRC – Year-to-Date Incoming Calls



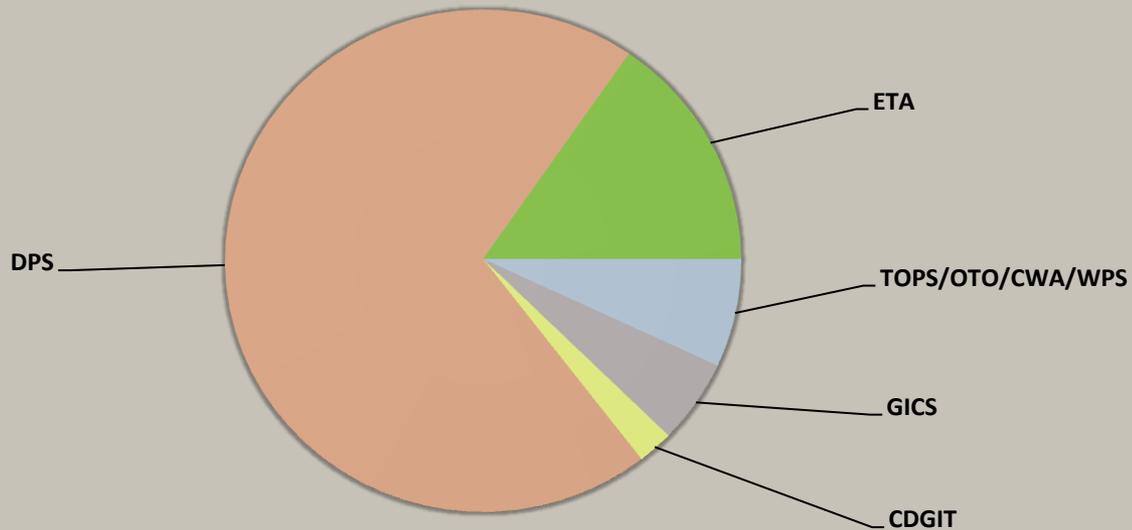
**Calls received by the SRC from April 2010 – January 2011**



# Service Request – All Programs Aug 2011



### SRC Call Break-Out



### Service Request Categories

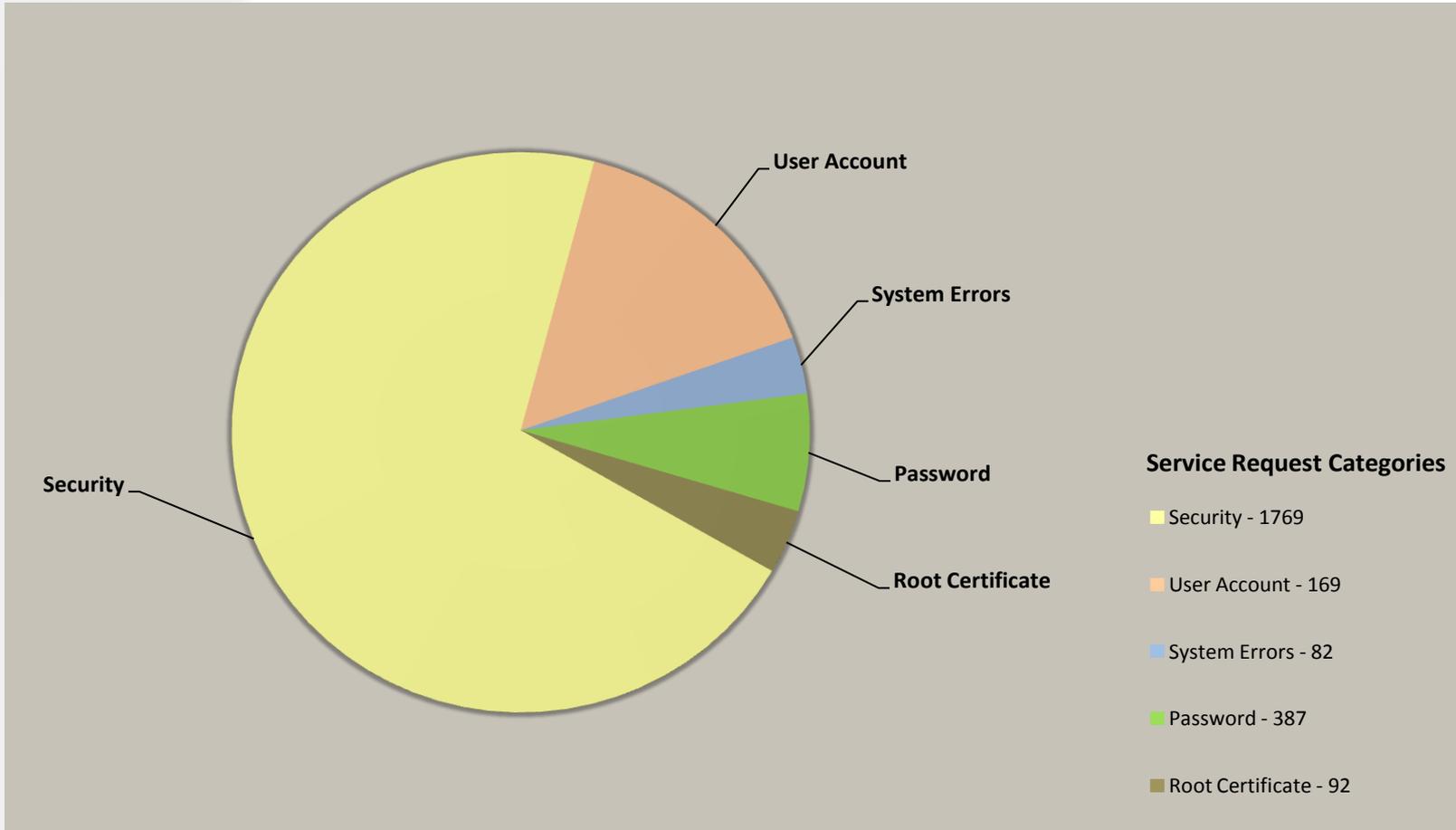
■ TOPS/OTO/CWA/WPS - 1393   ■ GFM/IBS/CAS/SAFTYNET - 1075   ■ CAB/DTOD/GOPAX/ISDDC/TFMS - 445   ■ DPS - 14,031   ■ ETA - 3077



# SRC Service Request – ETA Breakout



## -SDDC SRC ETA Admin (Monthly Call Breakout)





# Self-Service Web Site



<https://www.sddc-srchelpme.com/>

## Surface Deployment and Distribution Command's (SDDC) System Response Center (SRC)

Home    Self-Service    Program Representatives

**Welcome** to the Surface Deployment and Distribution Command's (SDDC) System Response Center (SRC) Customer Self-service web site.

**Self-Service** – This site is reserved for those individuals who have encountered problems using the following SDDC Systems - CAB/CWA/DPS/DTOD/GFM/GOPAX/IBS/iSDDC/SPS/TFMS/TOPS/WPS. Encountered problems does not include requesting training on how to use these systems. For training, please refer to the respective systems on-line tutorials or other training offered by the respective program offices or individual system home pages.

**Program Representatives** – This site is reserved for those SDDC designated individual who are part of the SDDC multi-tier help desk support. These individuals are normally part of a system designated Tier II or Tier III support staff. Individuals other than those designated Tier II or Tier III support staff will not be granted access to this site.

### SRC Supported Systems

- Cargo and Billing (CAB)
- Central Web Application (CWA)
- Defense Personal Property Program (DPS)
- Defense Table of Official Distances (DTOD)
- Global Freight Management (GFM) System
- Group Passenger (GOPAX) System
- Interim Customer Satisfaction Survey (ICSS)
- Integrated Surface Deployment Data Cleansing Tool (iSDDC)
- Standard Procurement System (SPS)
- Transportation Management Financial System (TFMS)
- Transportation Operational Personal Property Standard System (TOPS)

### Contact Information

**SRC Toll Free Number:** 800-462-2176  
**DSN:** 770-7332 (SDDC)  
**Commercial:** 618-220-SDDC (7332)

**The SRC also uses and monitors the following email addresses:**  
**Menu Options for SRC Supporting System Teams**

- Option 1:** TOPS Functional and CWA
- Option 2:** TOPS Technical, WPS
- Option 3:** GFM, DTOD, and IBS
- Option 4:** CAB, iSDDC, GOPAX, SPS, and TFMS
- Option 5:** DPS
- Option 7:** ICSS

<b>DPS:</b>	<a href="mailto:sddc.safb.dpshd@us.army.mil">sddc.safb.dpshd@us.army.mil</a>	<b>DTOD:</b>	<a href="mailto:sddc.safb.dtodsuphd@us.army.mil">sddc.safb.dtodsuphd@us.army.mil</a>
<b>SPS:</b>	<a href="mailto:sddc.safb.spshd@us.army.mil">sddc.safb.spshd@us.army.mil</a>	<b>ETAAdmin:</b>	<a href="mailto:sddc.safb.etaadminhd@us.army.mil">sddc.safb.etaadminhd@us.army.mil</a>
<b>GFM:</b>	<a href="mailto:sddc.safb.gfmhd@us.army.mil">sddc.safb.gfmhd@us.army.mil</a>	<b>GOPAX:</b>	<a href="mailto:sddc.safb.gopaxhd@us.army.mil">sddc.safb.gopaxhd@us.army.mil</a>
<b>IBS:</b>	<a href="mailto:sddc.safb.ibshd@us.army.mil">sddc.safb.ibshd@us.army.mil</a>	<b>iSDDC:</b>	<a href="mailto:sddc.safb.isddchd@us.army.mil">sddc.safb.isddchd@us.army.mil</a>
<b>TFMS:</b>	<a href="mailto:sddc.safb.tfmsmhd@us.army.mil">sddc.safb.tfmsmhd@us.army.mil</a>	<b>TOPS (F):</b>	<a href="mailto:sddc.safb.topshd@us.army.mil">sddc.safb.topshd@us.army.mil</a>
<b>TOPS (T):</b>	<a href="mailto:sddc.safb.topshd@us.army.mil">sddc.safb.topshd@us.army.mil</a>	<b>WPS:</b>	<a href="mailto:sddc.safb.wpsd@us.army.mil">sddc.safb.wpsd@us.army.mil</a>



# SRC G9 OPS Support



- **Oct 2010: G9 OPS Support began at the SRC**
- **Four Systems Reps (SR) provide helpdesk support, 24/7/365**
- **Example of Issues/Solution:**
  - **Shipping blasting caps: When shipping blasting caps, whether they are under 1001 lbs, or not, they are to be shipped like a regular shipment...**
  - **SDDC estimates: SDDC only provides cost estimates for surface....**
- **Current number of solutions: 550**
- **Month of July 2011:**
  - **172 Tickets Opened**
  - **171 Tickets Closed**
  - **9 Tickets where escalated to Tier II**
  - **8 Tickets received overnight calls**
- **Contact Information:**
  - **1-800-526-1465**
  - **Email: [sddc-safb-g9OPS@us.army.mil](mailto:sddc-safb-g9OPS@us.army.mil)**



# SRC G9 OPS Support

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## Contact Information:

- 1-800-526-1465
- Email: [sddc-safb-g9OPS@us.army.mil](mailto:sddc-safb-g9OPS@us.army.mil)



# SRC



## – Contact Information:

- 1-800-462-2176
- DSN: 770-SDDC (7332)
- Commercial: 618-220-SDDC (7332)
- Email Addresses:
  - CAB [sddc.safb.cabhd@us.army.mil](mailto:sddc.safb.cabhd@us.army.mil)
  - CWA [sddc.safb.cwahd@us.army.mil](mailto:sddc.safb.cwahd@us.army.mil)
  - DPS [sddc.safb.dpshd@us.army.mil](mailto:sddc.safb.dpshd@us.army.mil)
  - DTOD [sddc.safb.dtodsuphd@us.army.mil](mailto:sddc.safb.dtodsuphd@us.army.mil)
  - ETAADMIN [sddc.safb.etaadminhd@us.army.mil](mailto:sddc.safb.etaadminhd@us.army.mil)
  - GFM [sddc.safb.gfmhd@us.army.mil](mailto:sddc.safb.gfmhd@us.army.mil)
  - GOPAX [sddc.safb.gopaxhd@us.army.mil](mailto:sddc.safb.gopaxhd@us.army.mil)
  - IBS [sddc.safb.ibshd@us.army.mil](mailto:sddc.safb.ibshd@us.army.mil)
  - ISDDC [sddc.safb.isddchd@us.army.mil](mailto:sddc.safb.isddchd@us.army.mil)
  - TOPS [sddc.safb.topshd@us.army.mil](mailto:sddc.safb.topshd@us.army.mil)
  - WPS [sddc.safb.wpshd@us.army.mil](mailto:sddc.safb.wpshd@us.army.mil)



# SRC



# Questions?





# PHASE III UPDATE

Presented by:  
Lt Col Oliver



# PHASE III UPDATE

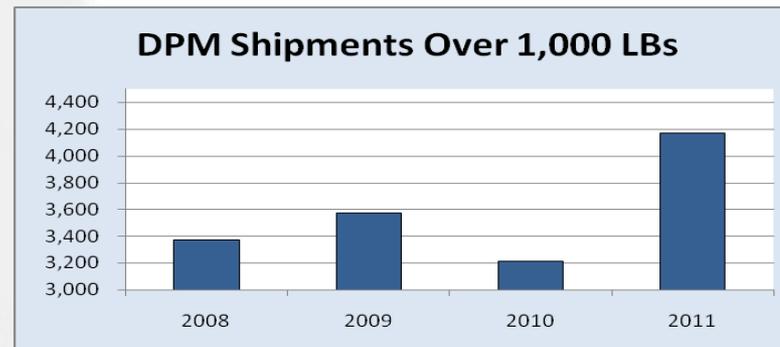


## – Progress to Date (Business Rules)

- Business Rules finalized as of Oct 2011
- Currently building DPS Requirements

## – Current Program Status

- 2011 Peak Season DP3 limitations prompted a surge in DPM shipments over 1,000 lbs.



## – Way Ahead

- Investigating additional alternatives



# NTS ELECTRONIC BILLING AND PAYMENT

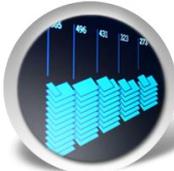
Presented by:  
Cheryl Garcia, US Bank

# Discussion Topics

- NTS Implementation Overview
- Rollout Schedule
- TSP Onboarding
- Training



# NTS Invoice/Payment Process



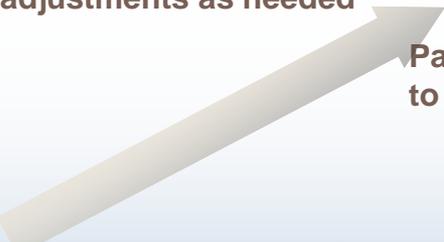
858 Order is sent to U.S. Bank for processing. Once order is received, U.S. Bank will auto create the TSP invoice



DoD and TSP review transactions and make adjustments as needed



TSP updates Notice Status to "Delivered" and DoD approves transaction for payment



Payment initiated to TSP



Federal Reserve posts funds to TSP's bank account

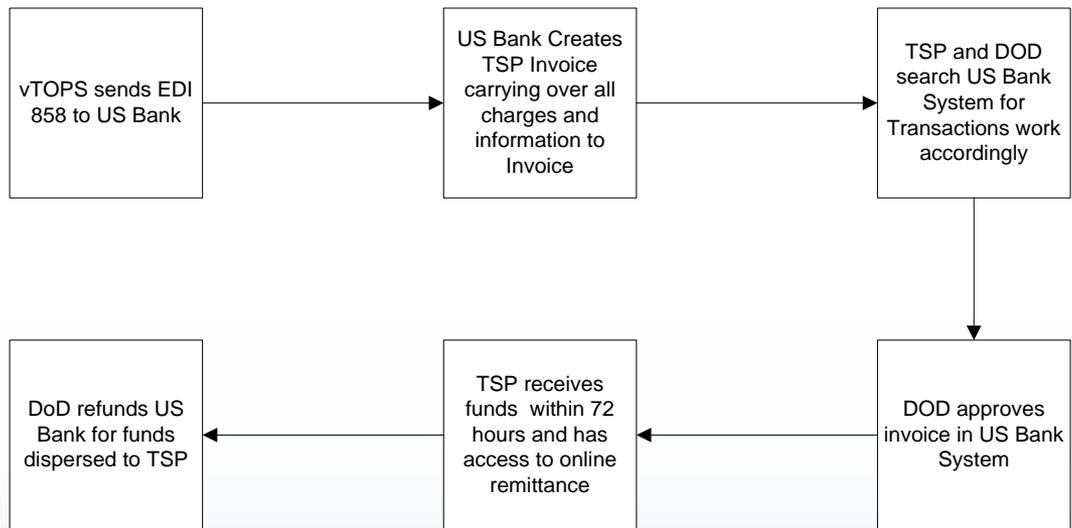


TSP reviews daily statements of deposits made. DoD reviews Summary Invoice



Data available in U.S. Bank Freight Payment for reference and analysis

# High Level Process Review



# Responsibilities

- TSP

- Searches for “Approval Required” invoices with a Notice Status of “Not Complete”
- Verifies charges are correct (Update charges when needed)
- Update notice status to “Complete”
- TSP searches for transactions in “Audit Exception” and resolves disputes via Notes with PPSO.
- Monitor Statement for payments

- DoD

- Submits “Order” to U.S. Bank
- PPSO searches for transactions in “Approval Required” status with a notice status of “Complete” and approves transactions
- PPSO searches for transactions in “Audit Exception” status with a notice status of “Complete” and resolves disputes with TSP via Notes
- DoD/DFAS verifies LOA information via the Summary Invoice and makes updates accordingly
- DoD certifies monthly invoice for payment back to U.S. Bank

# NTS Item Codes

- **CONUS NTS (Handle in) Charges**

- 134a Packing Cost
- 134b Wardrobe Cost
- 134c Expensive Item Charge (per carton)
- 139a Drayage In
- 188a Handle-in Cost
- 188c Re-handle Cost
- 226a Miscellaneous/Additional Services

- **CONUS NTS (Handle out) Charges**

- 189a Accrued Storage
- 139b Drayage Out
- 188b Handle Out
- 138a Unpacking Charge

- **CONUS NTS (Quarterly) Charges**

- 226a Miscellaneous/Additional Services
- 189a Accrued Storage

- **OCONUS NTS (Handle in) Charges**

- 534a Packing Cost
- 534b Wardrobe Cost
- 534c Expensive Item Charge (per carton)
- 539a Drayage In
- 588a Handle-in Cost
- 588c Re-handle Cost
- 533a Miscellaneous/Additional Services

- **OCONUS NTS (Handle out) Charges**

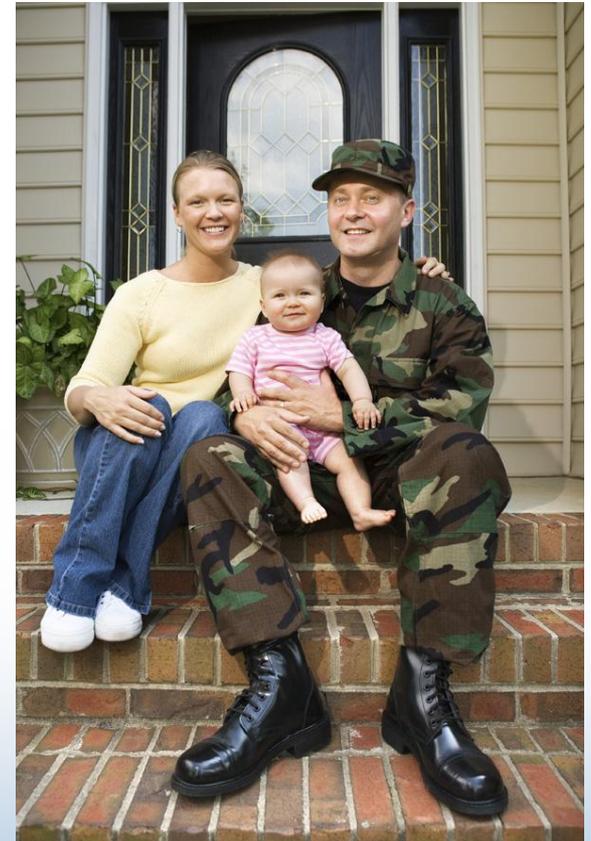
- 589a Accrued Storage
- 539b Drayage Out
- 588b Handle Out
- 538a Unpacking Charge

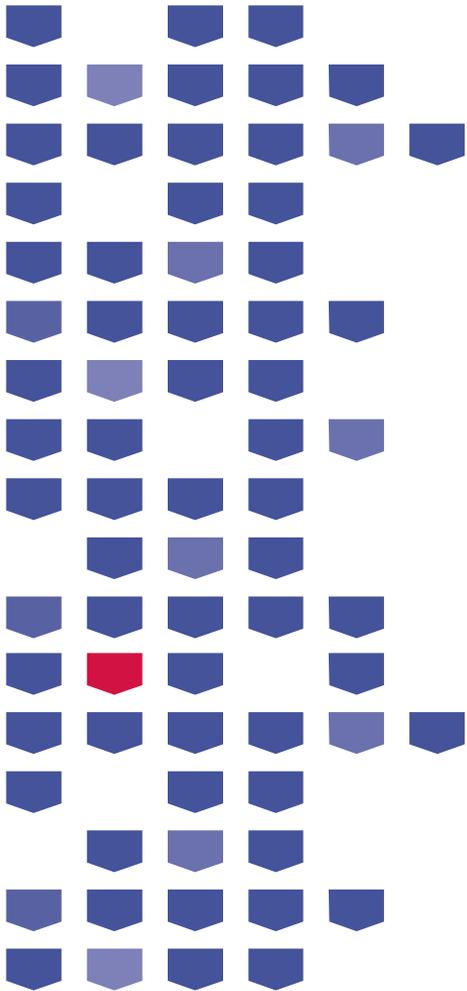
- **CONUS NTS (Quarterly) Charges**

- 226a Miscellaneous/Additional Services
- 189a Accrued Storage

# Additional Benefits

- Reduced Average Days to Pay
- Individual Electronic Invoices –
  - No Delays Due to LoA Issues between DFAS and PPSO
- Online Collaboration –
  - Elimination of Paper Chase
  - Real Time Dispute Resolution
- Electronic Payment
  - Online Statements
- Electronic Remittance Detail
- Data Mining – Business Intelligence
- Data Analysis
  - Standard Reports
  - Ad Hoc Reports





# Rollout Schedule

# Project Timeline

- November - Launch pilot of select TSPs for NTS at JPPSO COS
- December- Dates for online training sessions will be determined once launch dates are finalized
- NLT January- Launch phase 1 of NTS implementation
- First calendar quarter 2012 – Launch Phase 2
- NLT Second calendar 2012 – Launch Phase 3

# Rollout Schedule

## ■ Phase 1

- **JPPSO COS**
- **CG ISC, Miami FL;  
NTSCLPK**
- **CG ISC, Ketchikan, AK;  
NTSMAPK**
- **CG ISC, Kodiak, AK;  
NTSMAPS**
- **CG ISC, Alameda, CA;  
NTSLHNQ**

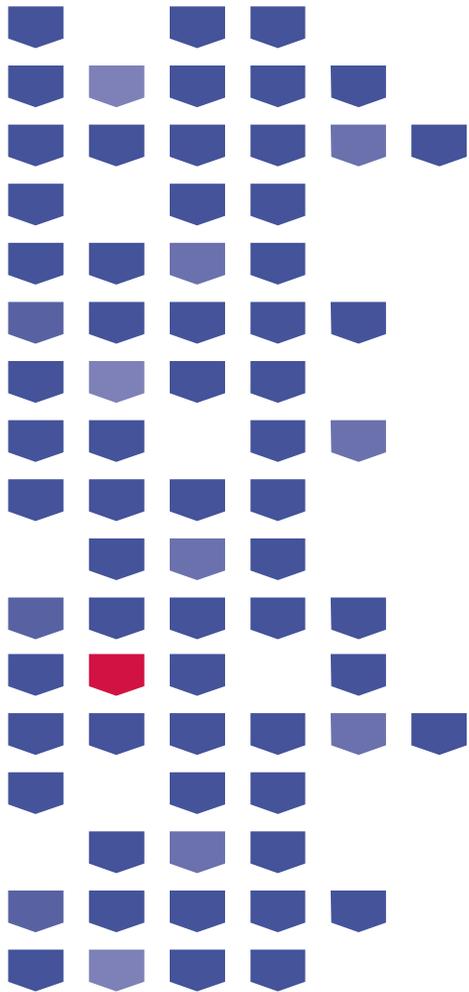
## ■ Phase 2

- **Remaining Air Force  
Shipping Locations and  
Marine Corps are  
proposed for Phase 2**



## ■ Phase 3

- **All remaining sites**

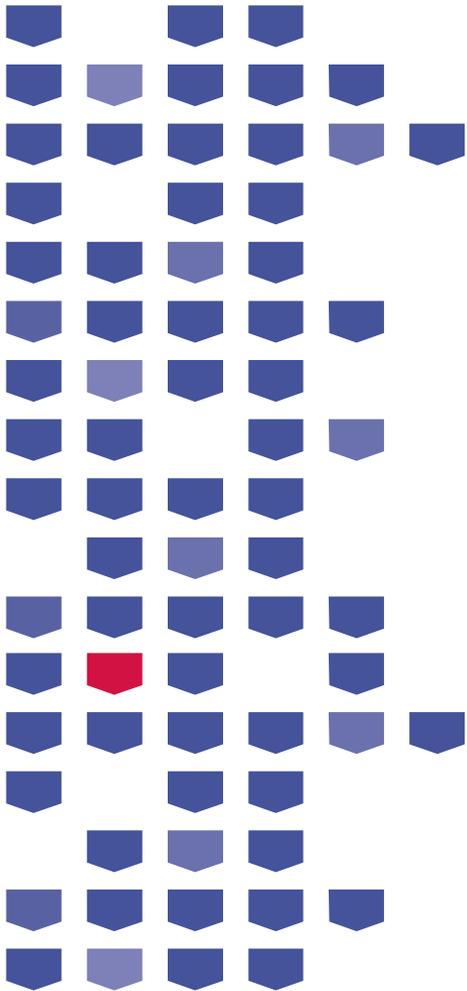


# TSP

## Onboarding

# What do I need to do to get payment?

- Get your organization set up in U.S. Bank Freight Payment
  - New TSPs must fill out a contract and W-9 form and return to U.S. Bank before receiving payments
  - Existing TSPs will not be required to fill out new contracts if one already exists for that organization. TSPs can update banking information and account information as needed
  - If your organization is already using U.S. Bank Freight Payment but has additional locations (e.g., storage lots) please ensure U.S. Bank is aware of all locations
  - Advise U.S. Bank if a third party will be managing NTS transactions
- Attend training
  - Once go live date is determined training schedules will be published
- Log into U.S. Bank Freight Payment System and familiarize yourself with the system

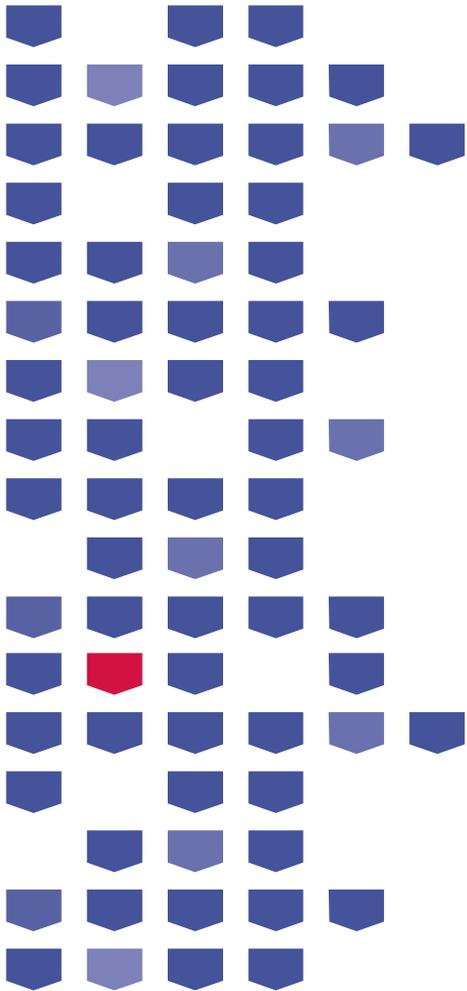


# Training

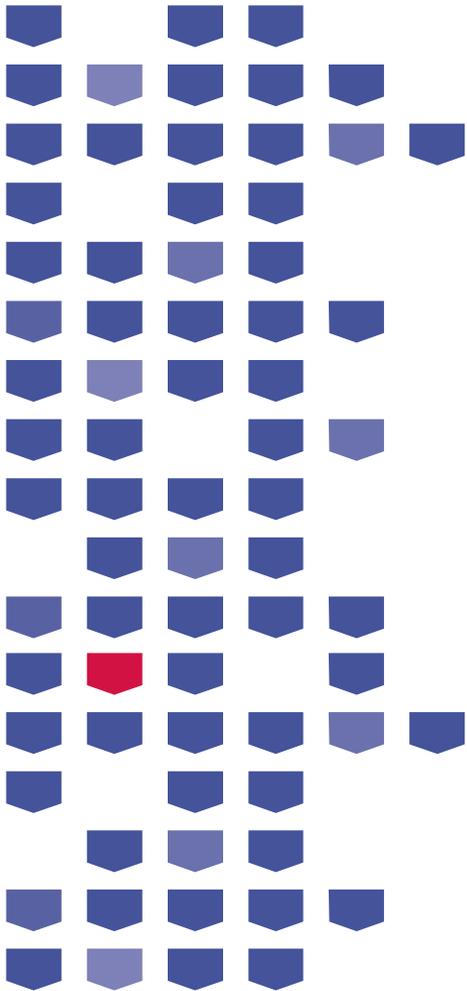
# NTS Training

- Web-based training (webinars)
  - Instructor-led sessions with live question/answer forum
- Training invitations will be sent via email or you may register from [usbpayment.com](http://usbpayment.com)
- Choose a time/ date that work best for you





# Questions?



# Thank you!

**Eric Schoo**

**U.S. Bank Implementation Consultant**

**Telephone: 630-512-8059**

**Email: [eric.schoo@usbank.com](mailto:eric.schoo@usbank.com)**

**Customer Service**

**Toll-free: 800-417-1844, option 2**

**Email: [Customer.support@usbank.com](mailto:Customer.support@usbank.com)**



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# BREAK





# DP3/PEAK SEASON

Presented by:

Mr. John Johnson

Mr. Danny Martinez



# BUSINESS CASE ANALYSIS



- Business Case Analysis (BCA)
  - OSD-directed study for logistics efficiencies
  - Purpose is to assess whether a third party logistics (3PL) concept is better value
  - SDDC's role is providing data/information



# ALASKA RATE STRUCTURE



- 400NG does not accurately reflect a TSPs rate score (BVS)
- Current options
  - Utilize SFR
  - Replace waterhaul accessorial table with statute miles for water movement
- Present industry with new process and solicit feedback
- Implement no later than 2013 rate filing



# CLAIMS



- Is DPS claims process effective?
  - Claims module
  - Length of time to adjudicate
  - Negotiation process
  - Catastrophic loss
    - Fires, wet/moldy shipments, accidents



# DP3 CLARIFICATIONS



- Re-packing items out of NTS
- Preapproval process
- Conversion to member's expense
- Defining Diversions
- Long delivery out of SIT
- Requirement to provide GBL to member
- Date changes crossing a rate cycle
- Minimum number of CSS returns



# ON THE HORIZON



- 2012 Rate filing
- DOD PPSO regionalization
- SDDC Symposium (5-8 Mar Denver)
  - 2 Functional Breakouts/PPF



# PEAK SEASON ACTIONS



## PREPARATORY EFFORTS

1. Earlier rate availability (Mar 2011)
2. Weekly stakeholder telecon/report
3. Volume Moves

## ADJUSTMENTS

1. Allowed refusals
2. Waived 70% transit time prerequisite for SIT
3. Encouraged use of Origin SIT

## HOT WASH

1. Peak Season 2011 review
2. Feedback & recommendations
3. Software Change Requests for 2012

## ACTION ITEMS

1. Recommendation on peak season adjustments
2. Support SCR & requirements process
3. Update/simplify business rules



# PEAK SEASON DASHBOARD



- DPS Analytics used to populate a dashboard with lead/lag indicators
- Dashboard consolidated key Peak Season indicators
- Drove business rule decisions—early warning of potential problems
- Shared during weekly Peak Season telecons

### Volume to Capacity As of 8/8/11

TSP Availability		8/12	8/19	8/26	9/2	9/9	9/16	9/23	9/30
Origin	Destination	Total							
US25	REGION 6	763	340	390	545	581	609	627	655
US25	REGION 2	758	342	322	478	600	619	635	654
US88	REGION 10	770	395	465	584	601	618	634	657
US25	REGION 12	763	342	389	538	576	606	625	652
US45	REGION 8	763	305	442	558	574	605	624	653

Anticipated Shipments		8/12	8/19	8/26	9/2	9/9	9/16	9/23	9/30
Origin	Destination	Shps							
US25	REGION 6	196	55	44	43	24	11	7	6
US25	REGION 2	189	63	41	42	26	3	6	2
US88	REGION 10	183	54	48	32	26	9	7	4
US25	REGION 12	151	51	33	35	17	6	5	0
US45	REGION 8	131	40	44	24	12	6	3	1

Shipments per Available TSP		8/12	8/19	8/26	9/2	9/9	9/16	9/23	9/30
Origin	Destination	Shps							
US25	Region 6	196	0.162	0.113	0.079	0.041	0.018	0.011	0.009
US25	Region 2	189	0.184	0.127	0.088	0.043	0.005	0.009	0.003
US88	Region 10	183	0.137	0.109	0.055	0.048	0.015	0.011	0.008
US25	Region 12	151	0.149	0.085	0.065	0.030	0.010	0.008	0.006
US25	Region 11	131	0.130	0.073	0.047	0.027	0.013	0.011	0.006

### Offer Responses

TOP Active GBLOCs			Top Admin-to-Accepted GBLOCs				
GBLOC	Accepted	Admin to Accepted	Admin	GBLOC	Accepted	Admin to Accepted	Admin
KKFA	618	0.61	377	LENL	1	7.00	7
AGFM	602	1.15	693	KDML	2	6.50	13
HAFC	578	0.88	506	BANT	4	4.25	17
QXAK	483	0.18	89	DMAC	23	3.35	77
WKAS	406	0.09	35	EBAK	32	2.97	95
BGAC	345	1.12	385	GONM	9	2.89	26
FAAT	273	1.57	428	FONT	8	2.50	20
MLNQ	263	0.06	17	GLAM	13	2.46	32
LKNO	243	0.59	144	FIAM	32	2.31	74
BKAS	188	1.01	190	KOAT	48	2.04	98

Total Admin/Award is 0.83.

#### This Week

#### Last Week

### Quality Assurance

Week ending Aug 5		Most Turnback SCACs	
Turnbacks	15	SCAC	Turnbacks
Refusals	514	ABFA	1
		ARWF	1
		ASCW	1
		DERV	1
		HANI	1
		JTCP	1
		KVNL	1
		MVUS	1
		OKMO	1
		SEPA	1
		Grand Total	213

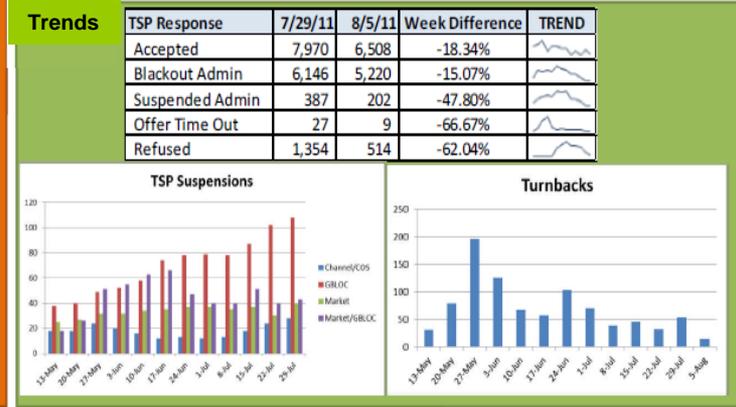
  

### PreMove Survey Analysis

Percent of Shipments with Premove Survey Pending				
Pick-up Date	dHHG	iHHG	iUB	Grand Total
8/3/2011	4.43%	2.70%	0.00%	3.41%
8/4/2011	4.60%	2.88%	0.74%	3.50%
8/5/2011	4.72%	4.36%	1.92%	4.18%
8/6/2011	0.00%	0.00%	0.00%	0.00%
8/7/2011	0.00%	0.00%	0.00%	0.00%
8/8/2011	9.15%	11.74%	3.91%	8.64%
8/9/2011	17.12%	19.79%	14.52%	17.44%
8/10/2011	24.38%	29.22%	33.20%	27.07%
8/11/2011	38.26%	48.99%	41.46%	41.98%
8/12/2011	49.08%	52.79%	50.00%	50.27%

Premove Survey Pending 8/3 - 8/7					Premove Survey Pending 8/8 - 8/12				
SCAC	dHHG	iHHG	iUB	TOTAL	SCAC	dHHG	iHHG	iUB	TOTAL
AHGF	2	5	1	8	BMOV	73			73
CQVL	6			6	AIFD		26	39	65
CENP	5			5	AHGF	2	47	4	53
DFWG		1	4	5	DFWG	9	9	43	52
RDBF		3		3	ABVJ	4	44		48
GRNF	3			3	FODF		2	44	46
FOSO	3			3	BMBF	4	4	35	43
ASFO		3		3	CMAC				38
HLFI	2	1		3	WSBN		6	29	35
BMOV	3			3	AASH		9	25	34





# PEAK SEASON ADJUSTMENTS



- Shipment refusals
- Relaxation of 70% Rule
- Origin SIT
- Use of Code 2



# DPS HIT COUNTS



Monitoring of the DPS System is necessary to serve our customers and protect the system.

- 40,925 TSP User Roles
  - *TSP Users Roles: TSP Master, TSP Operation Roles, Claims and Quality Assurance*
- 883 DPS TSP Agent User IDs
  - *TSP Representative/Business Partner/Agent: Shipping Agent, Rate Filing Rep, Financial Rep, Insurance Rep and Bond Rep*
- NOTE: The above stats do not include Government Roles and Customer User (Service Members and DOD Civilians).



# DPS HIT COUNTS



The DPS “HITS” are monitored in 3 areas.

- Login Attempts: SDDC/ETA monitors and implements logon controls (number of times a user attempts a logon to DPS).  
**LIMIT:** 100 in 24 hr time period.
- HITS Per Page: SDDC PP-IC monitors and controls the overall number of “HITS” to all/any given page/module of the DPS per hour/per User ID.  
**LIMIT:** 200 per hour/per User ID
- Shortfuse Page/Module: SDDC-PP-IC monitors and controls the number of “HITS” to the Shortfuse Page/Module. The monitoring is implemented per “SCAC”. The only “HITS” that are counted for the Shortfuse Page/Module are visits to the Shortfuse Queue/Page.  
**LIMIT:** 50 per hour/per SCAC
- NOTE: HIT: Any “Click” , “Submit” , View and “Page Refresh”  
Shortfuse HIT: Visiting the shortfuse queue



# DPS SHORT FUSE ENFORCEMENT



- First Shortfuse Page violation: All users from the violating SCAC will not have access to the Shortfuse Page for 7 days. The violating User ID/Account will be locked.
- Second Shortfuse Page Violation: All users from the violating SCAC will not have access to the Shortfuse Page for 30 days. All user ID/Accounts from the violator will be locked.
- Subsequent Violations: May result in additional suspensions, account deletions and a Transportation Review Board.
- NOTE: Any SCAC that is in a VIOLATION status cannot obtain new User Accounts/IDs until the suspension is complete and/or a letter or e-mail submitted by the company president detailing a remedy is submitted to SDDC-PP-IC or [sddc.safb.dpsmaxtsp@us.army.mil](mailto:sddc.safb.dpsmaxtsp@us.army.mil).



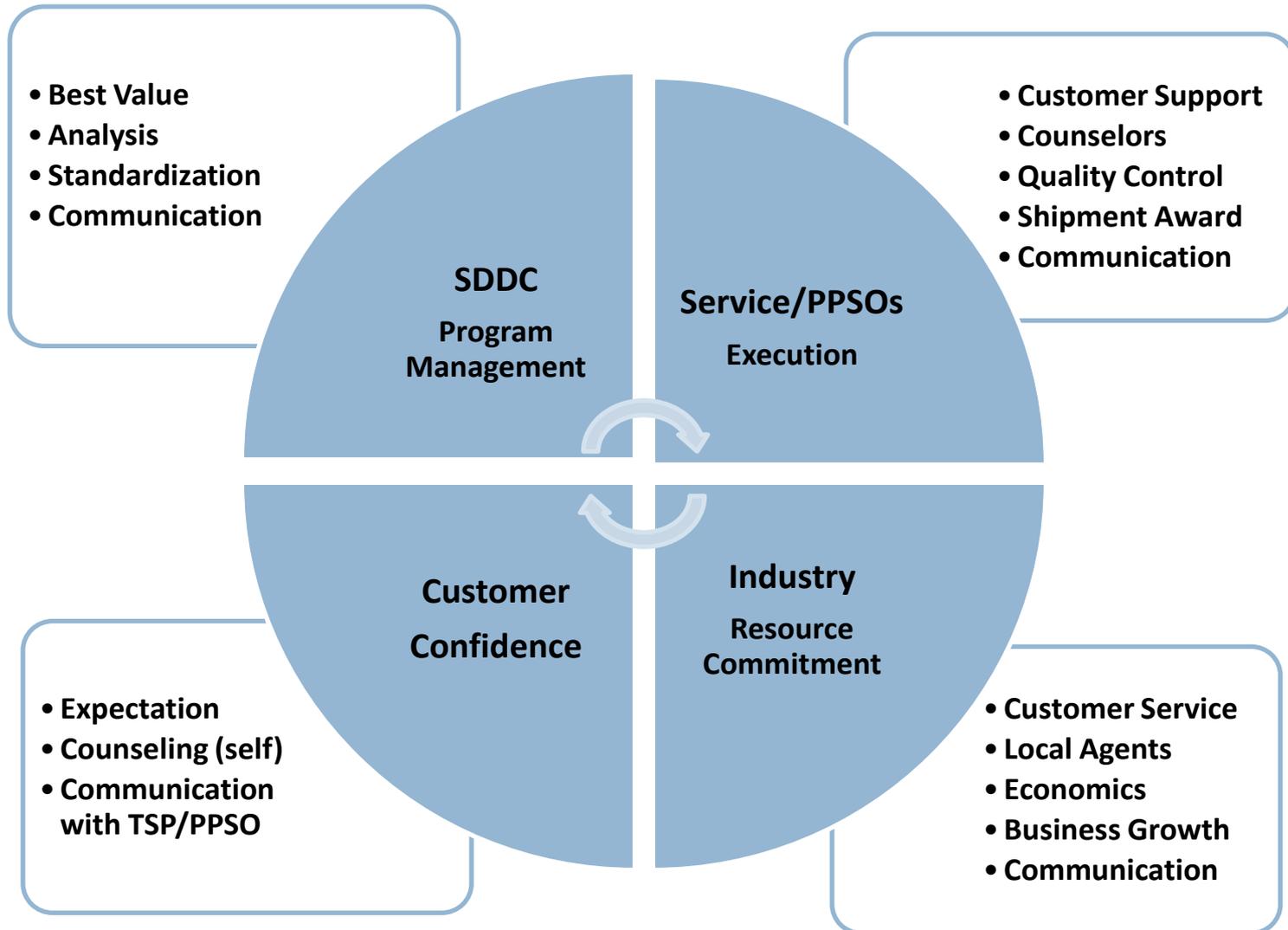
# LUNCH



# PROGRAM MANAGEMENT REVIEW

Presented by:  
Mr. John Johnson

# PROGRAM MANAGEMENT REVIEW



# PROGRAM MANAGEMENT REVIEW



## Program Management

- DP3
  - Recommendations
  - Business rules
- STANDARDIZATION
  - SOPs
  - Approvals
  - Accessorials
- ADMINISTRATION
  - Number of Authorities
  - Shipment Distribution
  - Bad actors



## QUALITY

- MEASUREMENTS
  - BVS
  - CSS
- ANALYSIS
  - Code 3
  - Peak season
  - Alaska
- SERVICE
  - TSP
  - Local agent
  - Claims
  - PPSO



## COMMITMENT

- PROGRAM HEALTH
  - DOD shipment priority
- PREDICTABILITY
  - DOD
  - Industry
- COMMUNICATION
  - Forums
  - Site visits
  - Daily interactions
- RELATIONSHIPS
  - Trust/Confidence



# PROGRAM MANAGEMENT REVIEW

- TSPs declaring CFAC cannot compete in the same rate channel in the same code of service in the **Domestic** or International Programs. Domestic and International TSPs must declare CFAC on the ETOSSS. A TSP failing to disclose CFAC, or failing to accurately state CFAC, may be disqualified and removed from the program for a period of up to two years. (SDDC PAM 55-4)

DTR 4500.9R Part IV: As required on the ETOSSS, I agree to either certify I am not under common financial and/or administrative control with any other Transportation Service Providers (TSPs) or I will provide a list of the TSP(s) with which I have a common financial and/or administrative control relationship. As used herein, the term “common financial and/or administrative control” (CFAC) means the power, either actual or legal, to influence the management, operations, direction, or functioning of a business organization. Circumstances surrounding organization or operation that may, but do not always, result in a common financial and/or administrative control relationship include (but are not limited to) the following:

- (a) Ownership (includes both majority or minority interests).
- (b) Familial relationships
- (c) Voting of stock, securities, and any other financial interest.
- (d) Common directors, officers and/or stockholders.
- (e) Voting on behalf of, or holding, trusts **or other interests**.
- (f) Associations with other TSPs.
- (g) Contract or debt relationships.
- **(h) Under, or exercising, administrative control of other TSPs.**



# CLOSING REMARKS

Lt Col Derek Oliver



# Q&A BREAKOUT SESSION

Please visit the tables located around the meeting room.