



News "U" Can Use



Reminders and Clarifications...

2012 SDDC Pacific PP Training Workshop Registration is Open!

The dates are 28 Oct - 1 Nov and you can find more information at www.sddc.army.mil/PP/default.aspx.

2013 SDDC Training Symposium:

The annual training symposium originally scheduled for March 4 - 6 in Dallas, Texas is postponed as we determine the way ahead in accordance with new DoD conference policies/regulations.

Foreign Flag Waiver Requests

TSPs are reminded that per the US Cargo Preference Act and International Tender, they are required to request a Foreign Flag Waiver for any movement of household goods not on US flag vessels. These requests must comply with guidance in the International Tender Item 221 and will not be approved solely for the purpose of missing the Required Delivery Date (RDD) or due to higher costs for utilizing a US flag vessel. Any requests missing information or not properly completed will be rejected immediately and after the fact requests will not be considered for any reason. Failure to obtain a Foreign flag waiver will be grounds for post audit action. All requests for authorization to use a submitted to HQ SDDC G9 via email at usarmy.scott.sddc.mbx.omb-for-ffw-team@mail.mil



Destination SIT and Delivery

Out: The demands of peak season require proactive efforts on the coordination of deliveries. TSP's can greatly assist by pre-coordinating deliveries with their destination agents prior to arrival, especially regarding SIT. TSPs invoice delivery out of SIT charges based on the GBL's Block 18 to the delivery address. When a TSP places a shipment in a DOD-approved warehouse facility they must submit a **pre-approval** request to the PPSO for any delivery address located more than 50 miles outside of Block 18.

Excess Cost Collections: TSPs must NEVER collect money directly from a service member for any government arranged move (i.e. 210C/520B-excess distance, etc.). The PPSO/JPPSO is the POC and will determine if there is any excess cost and will make collections directly from the member, then pay the TSP through a DPS invoice.

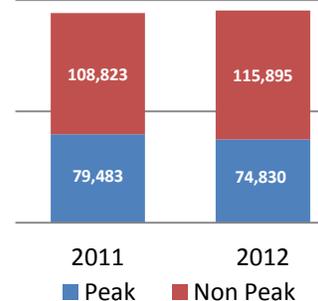
ETA 4.10 to load 31 July: A change to the ETA software will lock users after 30 days of inactivity. Users can unlock their account by:

1. Go to <https://eta.sddc.army.mil>
2. Login with your credentials
3. Answer Security Questions
4. Upon questions being answered correctly, your account will become unlocked and your access will be restored.



Shipment Volume: A snapshot of our year-to-date shipment volume indicates that members began relocations earlier this year than last, while overall volume is up about 1% (based on actual pick-up date before or after May 15).

Actual Shipments Picked-up (Jan 1st thru July 8th)



Short Fuse Shipments

SDDC is adjusting the temporary increase of short fuse days that became effective on 25 June 2012 so that the increased short fuse period is phased out and ends with pickups on 31 July. This interim rule reduced booking times and allowed PPSOs to notify members sooner when hard to book shipments could not be awarded.

Beginning 19 July, the number of short fuse days will gradually decrease from "shipments picking up within 10 Government Business Days" (GBDs) to those picking up within "5 GBDs (excluding offer date)." On 19 July, DPS will begin reducing the short fuse range from 10 to 5 days, one day at a time (19 July- 9 days, 20 July- 8 days, etc), so that on 24 July we are at 5 GBDs for short fuse shipments, excluding the offer day, which is the DP3 standard.

After peak season, SDDC will analyze this change to determine effectiveness and whether or not to use this strategy in future years. Please send any questions you may have to the Operations Team at USArmy.Scott.SDDC.mbx.pp-ops@mail.mil.

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Reminder of Definition of a Bunker Surcharge

Bunker Surcharge (BSC) is an extra charge, also known as Bunker Adjustment Factor (BAF) or Fuel Adjustment Factor (FAF), sometimes added to ocean TSP rates to offset for the additional cost of the ships' bunker fuel beyond the normal cost included in the ocean freight rate. This surcharge is allowed as a pass through charge when supported by an ocean bill documenting bunker fuel charges as paid by the TSP for fuel that powers the engine of a ship.

... from the System Response Center (SRC)

| Common Questions | Solutions |
|--|---|
| What's the difference between a loss/damage report and a claim? | The loss/damage report is just the notification of loss and damage. It does count for the notification within 75 days to be eligible for full replacement value; however you will need to file a claim as well. The claim is where you're actually asking for the claimed amount (the amount to replace/repair your items) and once this is settled you will be reimbursed. |
| What do I put down for the Intransit address? | The Intransit address is an address that the TSP uses to contact you while your shipment is in transit. If this is not applicable, you do not have to fill it out. |
| What should I put down for the question "are you storing your HHG in lieu of an HHG shipment?" | What this question is referring to is an NTS (Non-Temporary Storage) shipment, which is long term storage. If you are planning on putting your HHG in storage for a year or more, say yes to this question. If you are planning on shipping your HHG to your new duty station or a home of record, say no. If you are unsure of what type of shipment you are doing, please contact your local transportation office. |

| DPS Service Requests (SRs) as of 16 July 2012 | Tier 1 | Tier 2 | Tier 3 |
|---|----------|----------|----------|
| Opened Today | 866 | n/a | n/a |
| Escalated by Today | 13 | 17 | n/a |
| De-escalated by Today | n/a | 28 | 27 |
| Closed Today | 877 | n/a | n/a |
| Currently Open | 9 | 41 | 82 |
| Oldest SR | 06/26/12 | 06/13/12 | 06/14/12 |

Volume Moves

Volume Moves became active in DPS in May 2012 and have provided PPSOs and Industry a process to effectively plan volume and capacity while utilizing DPS. Currently PPSOs have planned, submitted and successfully awarded 8 Domestic and International Volume Move shipments via DPS. As a reminder, PPSOs should submit VM requests 90 Days prior to the requested start date; this increases planning and participation by the DOD Approved TSP communities. Note that all Volume Moves Movement in DPS is from one origin (75 mile Radius) to one destination (75 mile Radius) and are executed per the Domestic Tariff (400NG) and the International Tender (IT) standards. Please refer to our Personal Property Homepage (www.sddc.army.mil/PP/default.aspx) for the current CONUS and OCONUS Volume Move guidelines.

External International Tender Tables

Recently HQ SDDC Personal Property has developed and published external tables historically included within the International Tender. As a continued effort to streamline efficiency and customer service, the following International Tender Tables are now individually highlighted in our PP Home Page website: Item 500 (State GBLOC Table), Item 520 SIT Pickup & Delivery Rate Schedule, Item 526 (Diversion Table), and Item 530 (Linehaul Schedule). Please visit our PP Home Page: www.sddc.army.mil/PP/default.aspx go to LINKS and click on "International", then International Tables, and select the applicable table and/or schedule.

Acronyms

| | | | |
|-------|---|----------|--|
| CONUS | Continental United States | POV | Privately Owned Vehicle |
| DoD | Department of Defense | PPSO | Personal Property Shipping Office |
| DP3 | Defense Personal Property Program | RSMO | Regional Storage Management Office |
| DPS | Defense Personal Property System | SCAC | Standard Carrier Alpha Code |
| DTR | Defense Transportation Regulations | SDDC | Surface Deployment & Distribution Command |
| GBL | Government Bill of Lading | SIT | Storage-in-Transit |
| GBLOC | Government Bill of Lading Office Code | TO | Transportation Office/Officer |
| JPPSO | Joint Personal Property Shipping Office | TOPS | Transportation Operational Personal Property Standard System |
| MCO | Military Claims Office | TSP | Transportation Service Provider |
| NTS | Non-Temporary Storage | TRANSCOM | US Transportation Command |



Member Feedback

SDDC supplements normal DPS communications by sending weekly emails with helpful information to members who were just counseled or had a shipment delivered. Based on responses from this outreach effort, the following feedback is provided:

- Please inform members if their shipment is delayed and let them know who to contact.
- When inputting a member's personal information into DPS, ensure the accuracy of the information (SSN, email, address, GBLOCs, etc)
- Incorrect email addresses have delayed information getting to members

Misconsigned Shipments to Japan:

We've seen an increase in trouble tickets for incorrect GBLOC selection for Japan. PPSO/JPPSOs please ensure counselors review the Pickup/Delivery screen in DPS for all shipments inbound to JAPAN and validate the correct "Destination GBLOC" is selected before submitting to Shipment Management for Routing and Award.

"Delivery Complete" Status

Not Updated: We've seen a trend with shipments being converted to member's expense where following PPSO conversion in DPS, the TSP has not gone into DPS to add the delivery date.

Please ensure **ALL** shipments that are converted are first 'delivered' in DPS and put into "delivered complete" status by adding the delivery date. Our member's will not receive an email link to complete their CSS nor be able to file a claim without this action being taken.