



News "U" Can Use



Director's Corner

I recently completed my first 90 days as Director, SDDC Personal Property and I am proud of the level of effort our community commits to improve DP3. We communicate within the DOD, our customers, and Industry with the goal of improving our service. Our Peak Season Hotwash showed we have made advancements in service, but it also provided lessons learned on which we can capitalize and use to provide further improvements throughout the year. The Annual National Defense Transportation Association's Forum and the International Association of Movers conference provided me opportunities to engage with the people who make this worldwide machine turn. As we head into the future, my staff will continue to develop webinars on pertinent topics and possibly develop an onsite training program.

I wish to thank all of you for welcoming me into the Personal Property community.

Respectfully, Lt Col Michael Erhardt



DP3 Reminders and Clarification:

New Alaska Rate Structure

The compensation for shipments moved between CONUS and Alaska is being adjusted starting with the 2013 rate filing to one method using Tacoma, WA as the single port. TSPs must bill all shipments between CONUS and Alaska using the Tacoma water-haul table as the CONUS Point of Embarkation/Point of Debarkation. Bunker Surcharge (BSC) is authorized when accompanied with the appropriate ocean bill. Ocean carriers compute BSC differently, and we are working to standardize the billing so PPSOs can more easily compute and validate the charges.

New ETA Account Access Timeline

To comply with information security requirements, users logging into DPS via the Electronic Transportation Acquisition (ETA) are required to log into DPS once every 30 days to avoid being locked out for inactivity. Individuals with more than one account must log into DPS using each user ID. DPS accounts will be deleted after 90 days if no user activity is associated with a particular user role. Warning emails will be sent to account holders seven days prior to locking inactive accounts.

Privately Owned Vehicle (POV) Reminders:

- CONUS POV shipment authorizations must be approved by the Military Service Headquarters or their designated representative(s).
- Members and employees who have two last names may experience U.S. Customs delays if the name on the shipper's orders, vehicle registration, and/or personal identification documents do not match. Personal property counselors should make every effort to advise customers of this requirement to avoid POV shipping delays.

Regionalization

Look for details in the Domestic 400NG- 2012 Tariff and International Tender 2012 Change 4, for new GBLOC regionalization changes effective 01 January 2013:

- **JPPSO NORTHEAST, Chelmsford, MA (AGFM) assumes:**
(GLAM, APAT, DMAC [currently handled by APAT], DOAQ)
- **JPPSO NORTH CENTRAL, Colorado Springs, CO (KKFA) assumes:**
(FAAQ, GBAC)
- **JPPSO SOUTH CENTRAL, San Antonio, TX (HAFC) assumes:**
(HOAM, HBAQ)
- **JPPSO SOUTHEAST, Jacksonville, FL (CNNQ) assumes:**
(CAAT)
- **JPPSO SOUTHWEST, San Diego, CA (LKNQ) assumes:**
(LFNT)



Online Education

PPSOs and TSPs are encouraged to view and use our ON LINE EDUCATION SERIES to assist with Quality Assurance (QA) analytics, QA punitive actions, and SIT conversion to owner's expense. Presentations are located on the SDDC Personal Property website (lower right hand corner.) Look for more topics coming soon.

Defense Connect Online (DCO) Training

SDDC will be conducting live DCO training for PPSOs and TSPs. We will send out a notice in the next few weeks with dates, times, and topics.

TSP Contact Website

The TSPContact™ website provides accurate, up-to-date contact information for TSPs participating in DP3. The TSP contact information from this website is provided and maintained by TSPs, and should not be confused with the DPS TSP listing posted on the SDDC Personal Property website.

<http://www.tscontact.com>

Domestic Rates:

Army.SDDC.SAFB.PPRatesDOM@mail.mil
(618) 220-5256 / 5454

Operations:

Army.SDDC.SAFB.PPOPS@mail.mil
(618) 220-5484 / 5998 / 5193

Business Processes & Systems Integration:

Army.SDDC.SAFB.PPCF@mail.mil
(618) 220-6244

International Rates:

Army.SDDC.SAFB.PPIRate@mail.mil
(618)220-5774; OTO: (618) 220-5481; SS: (618) 220-5408

Quality Assurance:

Army.SDDC.SAFB.PPQual@mail.mil
(618) 220-5411 / 6840 / 5413 / 5404

Storage and POV:

Army.SDDC.SAFB.PPTY@mail.mil
NTS: (618) 220-5153, POV: (618) 220-5449

Personal Property Billing and Invoicing: Army.SDDC.SAFB.BILLING@mail.mil



Reporting Unusual Occurrences and Events

TSPs are reminded to identify and report unusual occurrences and/or events not later than the first working day upon discovery. Examples of unusual occurrences and events include, but are not limited to: strikes; damage or delays resulting from strikes or civil unrest; port congestion; fires; pilferage; theft; vandalism; or incidents of major significance producing significant loss.

TSPs will also provide all other information in accordance with DTR Part IV (Personal Property), Appendix B paragraph B.20. Notification will be via e-mail to AMSSD-PPP-PO, and must be sent within five (5) working days after the incident or discovery thereof.

Inconvenience Claims

PPSOs are in the best position to review an affected shipment's entire history, and to explain to their customers that inconvenience claims are a TSP's compensation to the member/employee for reasonable out-of-pocket expenses to relieve definite hardships incurred due to personal property movement delays.

Inconvenience claims packages must include the following supporting documentation as applicable:

- (1) Customer's initial claims demand letter or notification;
(2) List of items claimed, with dates and times (similar to filing a travel voucher);
(3) Receipts of all items claimed;
(4) TSP's reply to the member/employee for settlement offer or inconvenience claim status;
(5) PPSO's appeal to the TSP for resolution; and/or
(6) TSP's reply to PPSO.

Please email questions to SDDC QA: usarmy.scott.sddc.mbx.omb-for-pp-perf@mail.mil.

Point of Emphasis

We've seen an increase in the number of CSS comments where customers reported that TSPs would not reassemble their beds or furniture, place items where requested, or perform unpacking or debris removal services. TSPs, please remind your drivers and agents to comply with the Tender of Service (TOS) requirements contained in DTR Part IV-Personal Property.

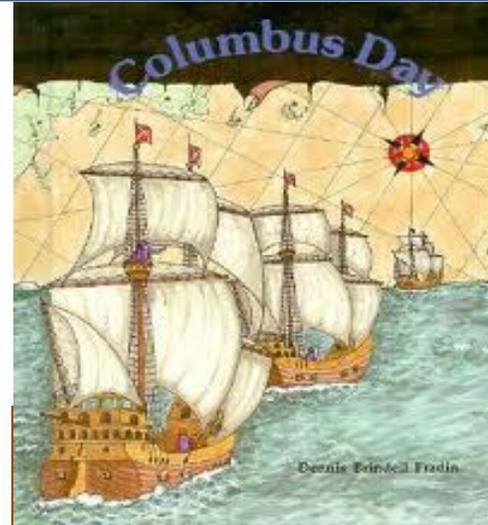
Common Service Member Questions from the DPS System Response Center

Q1: "I am unable to see my current claim, or am unable to begin a new claim."
A: Customer should scroll their screen to the right to view the margin needed to display "current claims/loss/damage report" or "begin a new claim".

Q2: "I am unable to pick my shipment in the claims module to begin the claims process."
A: Click "Shipment Management" and select "manage shipments" to view your shipments. If the shipment status reflects any status other than "delivered complete", you will need to follow up with your local transportation office or the TSP to have them change the status to "delivered complete" (claims cannot be started until the DPS status reflects "delivered complete".) If you are unable to view your shipment, please contact the SRC DPS Tier 1 Helpdesk at 800-462-2176, option 5 or email sddc.safb.dpsdhd@us.army.mil.

Acronyms

Table with 2 columns of acronyms and their full names: CONUS, DoD, DP3, DPS, DTR, GBL, GBLOC, JPPSO, MCO, NTS, OSD, POV, PPSO, RSMO, SCAC, SDDC, SIT, TO, TOPS, TSP, USTRANSCOM.



1814

When a PPSO initiates a suspension, the TSP should receive an e-mail prompting them to log into DPS to view and/or print the DD form 1814. Many times the DD Form 1814 does not appear in the TSP's queue and the PPSO is no longer able to retrieve a copy in DPS.

One-Time-Only (OTO) Shipments

OTOs must be monitored under the same quality assurance rules as all other international and domestic shipments. When a PPSO is aware of any substantial violation of the Tender of Service or Rate Solicitation, they should initiate a Letter of Warning (DD Form 1814) and forward a copy to SDDC Quality Assurance Team (usarmy.scott.sddc.mbx.omb-for-pp-perf@mail.mil).

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