

SUBJECT: GUIDANCE ON CORRECTIVE ACTIONS FOR SHIPMENT REFUSALS AND TURNBACKS

1. IMMEDIATE SUSPENSIONS

JPPSO/PPSOS ARE REMINDED SHIPMENT REFUSALS WARRANT AN IMMEDIATE SUSPENSION OF THE TSP. SUSPENSIONS SHOULD BE FOR 30 DAYS AND PLACED ON THE GBLOC/MARKET IN WHICH THE SHIPMENT WAS REFUSED. A TSP'S 2nd SHIPMENT REFUSAL FROM THE SAME GBLOC WARRANTS AN ADDITIONAL 60 DAY SUSPENSION AND A 3rd SHIPMENT REFUSAL WARRANTS THE TSP'S REMOVAL FOR THE REMAINDER OF THE ANNUAL RATE CYCLE OR 90 DAYS, WHICHEVER IS LONGER.
(REF: U.Q. E.2.c (1))

2. TURNBACKS

TURNBACKS, SHIPMENTS THAT HAVE BEEN AWARDED AND CAN NO LONGER BE SERVICED BY THE TSP, SHOULD BE PULLED BACK FROM THE TSP. JPPSO/PPSOS ARE ASKED TO EXHAUST ALL RESOURCES TO REAWARD IN DPS, AS REBOOKING IN TOPS SHOULD BE DONE AS A LAST RESORT. JPPSO/PPSOS SHOULD NOTIFY SDDC OF ANY TURNBACKS SO SDDC CAN PLACE THE TSP IN NON-USE FOR THE SPECIFIC WORLDWIDE MARKET. AT A MINIMUM, PLEASE FORWARD THE GBL NUMBER, SCAC, GBLOC, MEMBER NAME/SSN, PACK/PICKUP DATES ALONG WITH ANY OTHER SUPPORTING DOCUMENTATION TO SDDC.SAFB.PPPERF@US.ARMY.MIL WITH THE SUBJECT TURNBACKS. (REF U.Q. E3c)

3. PULLBACKS (NO FAULT OF THE TSP)

NO PUNITIVE ACTION IS TAKEN ON PULLBACKS DUE TO NO FAULT OF THE TSP.

4. JPPSO/PPSOS SHOULD NOT PLACE TSPS ON SUSPENSION FOR THE ENTIRE WORLDWIDE MARKET (dHHG, iHHG or iUB). REQUESTS FOR WORLDWIDE MARKET SUSPENSIONS SHOULD BE FOWARDED TO SDDC FOR APPROPRIATE ACTION.

THIS MESSAGE IS APPROVED FOR RELEASE BY MR. JOHN E. JOHNSON JR., PERSONAL PROPERTY BRANCH CHIEF

Classification: UNCLASSIFIED

Caveats: FOUO