



News "U" Can Use



Peak Season is Upon Us... Getting the Word Out to Our Customers!

During the 19-23 March designated "PCS Week", SDDC strived to get our some basic reminders and helpful tips to the members who will relocate this coming busy season. Following are just a few links to those media clips:

"How to make your PCS move go smoothly" (on Army.mil):

http://www.army.mil/article/75715/How_to_make_your_PCS_move_go_smoothly/

"Official Offers Tips to Beat Summer Moving Rush" (on Defense.gov):

<http://www.defense.gov/news/newsarticle.aspx?id=67628>

"PCS What you need to know...an Interview with SDDC" (on the Pentagon Channel and YouTube):

http://www.youtube.com/watch?v=1eOhVs1Mn2Y&feature=player_embedded#

DP3 Reminders and Clarifications... to Prepare for a Successful Peak Season!

Claims: The Military Claims Office (MCO) is a customer's main contact for answering claims/liability rules.

Clarifying Regular –vs–

Immediate Suspensions: In January, SDDC issued an email message to all PPSOs to clarify the QA suspension action. In follow-up, a recorded  presentation has been posted on www.army.mil/sddc. Click Personal Property, then click the **"QA Punitive Action Video"** link (under Online Education Series). A PDF handout is available if your computer does not have audio capabilities.

Privately Owned Vehicle (POV) Storage:

When counseling members on POV entitlements for storage, it is imperative the member is advised to provide a good contact number, forwarding address, and/or e-mail, which is used to notify the member of their storage entitlement expiration dates. Expiration notices are sent out 45 days prior to expiration, 90 days after expiration and if necessary prior to the abandoned vehicle process. Members should have this information available when their vehicle is turned into the Vehicle Processing Center (VPC).

Peak Season Refusals: TSPs are reminded to ensure they review shipment offers and refuse them (versus accept and turnback shipments) under the peak season refusal rule. Turnbacks result in movement delays, inconvenience members, and are subject to punitive action in DP3.

SDDC Pacific's 2012 Personal Property Training Workshop

will take place October 28- November 1, 2012 in Honolulu, Hawaii. The agenda, hotel, workshop registration information and FAQs will be released soon.

Debris removal: TSPs are responsible for debris removal at time of delivery. Any offers to return at a later date and provide debris removal are a responsibility of the TSP. Debris removal is only authorized for invoicing when requested by a PPSO for unusual circumstances (i.e., wounded warrior, widowed spouse).

Change to Alcohol, Tobacco, Firearms (ATF) Form 6 Process.

Effective 26 Mar, the DPS generated blank ATF Form 6 is obsolete due to the Department of Justice not allowing unsecured release of this form. DPS users must visit www.atf.gov and follow their forms guidance for Part I (civilians) or Part II (military), ensuring they print, sign, and mail their ATF Form 6 per the form's instructions.

DPS Volume Moves (VM):

Effective February 2012, DPS VM functionality is active in DPS. PPSOs should not use the VM capability until an actual volume move requirement is necessary.

SDDC Announces Acting DP3

Program Director: Mr. Daniel Martinez, our Rates Division Chief, will be Acting Director of Personal Property while we await the arrival of our new Director.

SDDC Welcomes New

Division Chief: Ms. Jill Smith was selected as Chief, Business Processes and Systems Division. She joined SDDC in August 2011 as the Rates Team Lead. Prior to that Ms. Smith worked as the NAVSUP HHG Program Analyst and is a retired USMC Distribution Management Officer.

Thank you for making SDDC's 2012 Learning Symposium a success.

Symposium surveys provided helpful feedback. We look forward to seeing you again this fall in conjunction with the 2012 SDDC Traffic Management Workshop. Once this workshop is confirmed, look for date/location details on the SDDC website!



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Domestic Rates:

USARMY.Scott.SDDC.mbx.omb-for-pp-rates-dom@mail.mil
(618)220-5256,5454

Operations:

USARMY.Scott.SDDC.mbx.omb-for-pp-ops@mail.mil
(618)220-5484

Business Processes and Systems:

USARMY.Scott.SDDC.mbx.omb-for-ppcf@mail.mil
(618)220-6244

International Rates:

USARMY.Scott.SDDC.mbx.omb-for-ppi-internal-rates@mail.mil
(618)220-5774; OTO:(618)220-5481; SS:(618)220-5408

Quality Assurance:

USARMY.Scott.SDDC.mbx.omb-for-pp-perf@mail.mil
(618)220-5411 / 6840 / 5413 / 5404

Storage and POV:

USARMY.Scott.SDDC.mbx.omb-for-pp-ptty@mail.mil
NTS: (618)220-5153, POV: (618)220-5449



DPS Special Solicitation Singapore and Thailand Pilot Effective 15 May 2012



Effective pickups of 15 May 2012, Special Solicitation shipments moving CONUS to/from Singapore and Thailand to CONUS will be moved in DPS and not TOPS. JPPSO Pearl Harbor Hawaii will assume responsibilities for these shipments, available for movement as code 4 and code 8. POCs are the HQ SDDC International rates team at 618-220-5408/5774, DSN 770-xxxx, email sddc.safb.ppintlrate@us.army.mil or SDDC Pacific at 808-656-3741, 3141/3331; DSN 315-456-xxxx, email usarmy.wheeler.sddc.list.sddc-pac-pp@mail.mil

Standard Carrier Alpha Code (SCAC) Reminder

TSPs are reminded to keep their unique four-digit alpha code from the National Motor Freight Traffic Association current to remain a DOD approved carrier. During our annual review, we found some SCACs had expired and were not renewed.

DPS Item Codes Requiring Pre-Approval

When a PPSO approves an accessorial service requiring pre-approval, that charge is billable – unless the authorized service was not performed. Questions regarding pre-approvals should be directed to the Domestic or International Rates Team as applicable (see contact information on Page 1).

Code 3 Rates End 14 May 2012

Due to TSP inability to consolidate Code 3 and Code 4 shipments and to increase efficiencies, SDDC is recommending Services discontinue booking of HHG Code 3 shipments with pickups later than 13 April 2012. TSPs are advised to make business decisions reference blacking out by “Code of Service” to mitigate consolidation challenges. TSPs that choose not to blackout and subsequently accept a Code 3 shipment will be responsible for onward movement and will not be authorized a change of Code of Service, which circumvents Best Value Score shipment distribution.

Forthcoming Government Owned Containers (GOC) Inventory Management

A GOC Inventory Management Plan is being constructed with input from PPSOs and TSPs. We look forward to working together with you to better support management of our GOCs.

NTS Release

We received several questions on SIT for NTS release shipments and offer the following guidance:

- Personal Property Offices should counsel members directly (either in person, by phone, email or fax) to ensure members understand they must have a delivery address and are prepared to take direct delivery of their NTS shipment before requesting release from NTS. NOTE: This includes members who are transitioning from an administrative weight limited area to an unrestricted weight area (i.e., Japan to Hawaii).
Overseas returnee NTS shipments should be released once member is at destination and/or has a valid delivery address to avoid unnecessary SIT.
If NTS release shipment requires SIT, the PPSO will automatically process the request in DPS then consult each Service policy to determine payment responsibilities for members who are not authorized SIT.

SDDC Booster Club 2012 Spring Classic Golf Tournament (May 17th) in Fairview Heights, IL. The SDDC Booster Club is a private organization; it is not part of the Department of Defense or any of its components and it has no governmental status. Proceeds from this event will support the SDDC Booster Club and a portion will be donated to a charity as well. If you are interested in playing/sponsoring, please contact Lisa.A.Fister.Civ@mail.mil



These tips were provided to customers via multiple military media channels during PCS week.

- GO ONLINE FOR RESOURCES: www.militaryhomefront.dod.mil/moving is a DoD website that offers customizable checklists and planners. www.move.mil provides information about your household goods move such as instructions, tips, claims and contact information.
SCHEDULE A PRE-MOVE SURVEY: Preferably at least a week before your pick-up date. Pre-move surveys assess the types and number of boxes needed, as well as any additional special packing materials needed to pack your household goods.
FOLLOW UP TO CONFIRM DATES: Don't assume your dates are set after you have requested them. If you have not heard from the moving company within a week of your request or moving date, contact your personal property office.

Acronyms

Table with 2 columns: Acronym and Full Name. Includes CONUS, DoD, DP3, DPS, DTR, GBL, GBLOC, JPPSO, MCO, NTS, PPSO, RSMO, SCAC, SDDC, SIT, TO, TOPS, TSP, and TRANSCOM.

