



News "U" Can Use

Director's Note:

As we reflect on 2011, we can all appreciate the continued growth and maturation of the Defense Personal Property Program. We took definitive actions to mitigate risk over the 2011 Peak Season, and we are still committed to making improvements which will increase the overall efficiency of the program. Our Program Management Review (PMR) will continue to focus on raising quality for our service members and their families, while reducing non-value added activities.

The 2011 Personal Property Forum drew 225 participants to the local Scott Air Force Base area on 1 November. This year's event provided updates on a wide variety of household goods topics for industry and the Military Services, as well as in-depth discussions on key adjustments for the future.

Going forward, we will continue to relax the 70% Destination Storage-in-Transit (SIT) rule, allow shipment refusals, and encourage the use of Code 2 shipments during Peak Season 2012. These adjustments, along with the use of SIT at Origin, will continue to help us maximize the scarce capacity we typically see during the very busy summer months.

Ultimately, we are fully committed to our vision... "We're on a journey to transform the personal property enterprise to produce outstanding customer support each and every day."

I sincerely thank you all for what you do as we work together to achieve that objective... Happy Holidays!

*Take care,
LtCol Derek Oliver*

Mark Your Calendar for the

2012 SDDC Training Symposium

Please prepare to join us for our annual gathering of PPSOs, TSPs, and program stakeholders this coming March 5-7 in Denver, Colorado.

The annual symposium offers a full program aimed at discussing current issues, programs and policies pertaining to all DoD transportation modes. The agenda includes informative general sessions, outstanding guest speakers and thought-provoking panel discussions. Attendees will also have the opportunity to attend subject-specific, functional breakout training sessions. The theme for this year's symposium is "Delivering Trust."

SDDC-Personal Property will present two functional breakout sessions to benefit PPSO and Industry personnel:

1. The Defense Personal Property Program (DP3) session will provide the latest updates and points of emphasis on the program as we head into the 2012 rate cycle to include: 400NG/International Tender, peak season adjustments, claims process and more.
2. The Life Cycle of a Personal Property Shipment session will focus on how shipments move from pick up to delivery and provide information on containers, temporary storage, deliveries, drivers, customer service, peak season challenges.

To register and view event details, visit the symposium website at <http://www.sddcsymposium.org>. Early Bird Registration is \$250 before February 1, or \$300 after. The attendee registration fee includes:

- Welcome Social on Monday (Mar 5) and Awards Banquet on Wednesday (Mar 7)
- Admission to General Sessions, Guest Speaker Presentations, and the Exhibit Hall
- Service Tack-On and Functional Breakout Training Sessions

Hotel reservations can be made at the Sheraton Denver Downtown Hotel (Government rate \$149, Non-government rate \$186). We look forward to seeing you there!

New Security Requirements Took Effect on 01 October 2011

This DoD-mandated change requires a Public Key Infrastructure (PKI) Certificate to access DoD networks/systems via Electronic Transportation Acquisition (ETA) for commercial users that don't have a government-provided Common Access Card (CAC) or Transportation Worker Identification Credential (TWIC). The high volume of certificate requests in late-September required a 45-day pass for approximately 700 accounts and these extensions have a firm expiration on Jan 1, 2012.

(User IDs and Passwords are no longer allowed for frequent users. Those seeking PKI Certification can purchase an External Certificate Authority (ECA) from one of three commercial providers. Further details and certificate provider contact information can be found at <https://eta.sddc.army.mil/ETASSOPortal/default.aspx> by clicking on "ECA Instructions." You may also contact the System Response Center (SRC) for assistance, or email SDDC.SAFB.PKI@us.army.mil. DPS currently has about 235,000 accounts in ETA, of which 95,000 are military accounts.)

As a reminder: Service members and DoD/DHS employees accessing DPS from home or commercial locations are NOT required to use an ECA or Common Access Card (CAC) to log into DPS via ETA. These **infrequent users (customers)** must log in using their user ID/password and click "Login". If these users receive a screen directing them to use a digital certificate, they should contact SDDC SRC at 1-800-462-2176, Option 6, before proceeding with login.



DPS Release 1.4.07 deployed on 30 Sept and 1.4.08 on 09 Dec 2011 !

The Joint Program Management Office (JPMO) for DPS has recently installed two significant software updates. Details on the added/enhanced functionality and software corrections can be found in the DPS Smart Book (page 22), located on <http://www.move.mil> . Stakeholders should report issues to the DPS SRC in one of three ways:

1. By submitting a ticket on-line at <https://www.SDDC-SRCHelpME.com/>
2. By emailing SDDC.SAFB.DPSHD@us.army.mil , or
3. By calling (800) 462-2176, Option 5.

Rates Corner

USARMY.Scott.SDDC.mbx.omb-for-pp-rates-dom@mail.mil

PPSOs: Please do not select GBLOCs AOA, BOAH and LMAQ as destination points, as they are specific NTS locations for Guardian Moving and Storage Co., Inc. There are instances where shipments moving to facilities in MD, VA, or CA show these GBLOCs as destinations. When this occurs, Item 135B (destination service charge) cannot be approved.

TSPs: To facilitate proper billing, please ensure that GBLOCs AOA, BOAH and LMAQ are not listed as GBL destinations prior to accepting the shipments. For technical issues, please contact SDDC SRC Help Desk

SDDC.SAFB.DPSHD@us.army.mil

Operations Corner

USARMY.Scott.SDDC.mbx.omb-for-pp-ops@mail.mil

SDDC-Operations is reviewing the procedures and documentation for diversion, reshipment, and termination as they relate to Domestic and International shipments. Stay tuned for further details.

Qualifications Corner

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SDDC has revised and streamlined the CSS appeals process, which will be executed before each performance period. The quarterly CSS appeals message is sent to all TSPs before each performance period was revised to include additional guidance and instructions on how to send CSS Appeal requests.

The Appeals period for the 1 Jan – 14 May, 2012 performance period ended on 25 Nov, 2011. Decisions for all TOPS & DPS appeals are final and all affected TSPs were notified of appeal decisions.

Storage and POV Corner

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SDDC is considering alternatives to the planned elimination of our current Direct Procurement Method (DPM) move capability. We are currently reviewing business rules and alternative options to best address DoD's shipping needs.

REMINDER: DPS Volume Move (VM) capability was recently added to DPS online solution, replacing our dependency on TOPS. All true VM shipments should utilize DPS.

SDDC requests that PPSO's refrain from submitting "test" VM information. If you need assistance leveraging the VM feature within DPS, please contact SDDC:

Domestic Rates Team

USARMY.Scott.SDDC.mbx.omb-for-pp-rates-dom@mail.mil

or

International Rates Team

USARMY.Scott.SDDC.mbx.omb-for-pp-international-rates@mail.mil

Acronyms Reference

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



Claims Refresher: Counseling, Roles, and Responsibilities

Understanding the claims filing process for lost and damaged household good items is critical for SDDC's customers – the service members and civilian employees. We continue to find customers who do not know how to file their claim in DPS or understand the negotiation process with a TSP/moving company, which dramatically impacts our objective to improve the warfighter's quality of life. This article is meant to reduce confusion and clarify roles.

With the evolution of our DP3 program and full replacement value (FRV), the claim filing process changed from members filing with a Military Claims Office (MCO) to filing directly with their TSP/moving company. Additionally, the responsibility for negotiating a claim is now between the customer and TSP, not the customer and MCO. A customer's primary responsibility is to file a claim in DPS and to negotiate directly with their moving company, or TSP, to reach a mutually agreeable settlement. The customer can engage their MCO at any point in the process (e.g., to get advice on negotiating) or if negotiation breaks down they can transfer their claim (e.g., when a final offer is not accepted or 30 days has passed since the initial filing of their claim).

The PPSO has a crucial role in shaping member/civilian employee expectations during the counseling session, and then ensuring the customer leverages the MCO if problems are brought to their attention. The TSP is responsible for addressing customer claims in a timely and fair manner, to ensure a "good move" doesn't turn into a "bad move".

Counselors should:

- Inform customers of where to locate information (www.move.mil) and of claim filing time lines.
- Ensure members know that MCOs are their expert resource and provide them with MCO contact information.
- Explain a quick claim (under \$500 and within 5 days of delivery). Quick claims are not filed in DPS, and are at the discretion of the TSP. Filing a quick claim does not restrict the customer from filing a "regular" claim if they find additional items missing or damaged within the 75 days of delivery.
- Explain inconvenience claims, which occur when a TSP fails to pick up/deliver on the mutually agreed-upon date that results in out-of-pocket expenses (e.g. as lodging, food, household necessities, etc.).
- Property damage that occurs to the customer's residence during packing, pick up, or delivery is not a Government responsibility. PPSOs should advise customers to note the damages, and ensure the TSP's representative is made aware, signing all documents. The customer must seek restitution for property damages directly from the TSP.

The claims process today:

1. A customer visits www.move.mil to view the "Claims - How to (video)" and additional resources.
2. Items discovered missing or damaged after delivery must be recorded in DPS. The customer must create a "Notification of Loss and Damage" report within 75 days of delivery. Alternatively they can submit their "Notification of Loss and Damage" report via email (or fax, or mail) to their TSP, TO, or their MCO. Remind them to retain proof of submission (DPS screen print, fax transmission, certified mail).
 - NOTE: In extenuating circumstances (hospitalization, TDY, deployment), the MCO is the approval authority for any waivers to the 75 day deadline.
 - NOTE: For non-DPS moves, customers should use the DD-1840/1840R form which TSPs supply at delivery (or the form can be obtained from their nearest TO/MCO).
3. Submission of the "Notification of Loss and Damage" report does NOT constitute filing a claim. The customer needs to submit a claim in the DPS system within 9 months of delivery to remain eligible for FRV. A claim filed between 9 months and 2 years of delivery is only eligible for depreciated value. Customers must ensure they click the "SUBMIT" button or the claim process does not start.
 - NOTE: The MCO is the approval authority for any filing deadline extensions.
 - NOTE: For non-DPS moves, the claim is filed directly with the TSP.
4. The TSP will acknowledge the claim and begin negotiating with the customer in DPS.
5. The TSP has 60 days to agree to pay, deny, or otherwise settle the claim from the date the claim is filed.
6. The customer accepts a full or partial settlement, or escalates their claim to the MCO.
 - NOTE: If a TSP fails to acknowledge the claim within 30 days, remit payment, or if the negotiations break down at any point in the process, or for any other reason, the customer can escalate the issue to their Branch of Service's MCO for claims adjudication, negotiation, or settlement.
7. TSPs are required to complete repair of items or offer payment to the customer within 30 days of notice that the customer has accepted a full or partial settlement.

Helpful Hints from The Help Desk... contributions from System Response Center (SRC)

Following are some of the most common questions received by SRC. As you are counseling members, please keep the answer in mind.

Q: Why can't I see my shipment in Claims when I try to create a claim?

A: If the status of your shipment has not been updated to "Delivered Complete," it will not appear in the Claims module. You can check the status of your shipment by clicking the "Shipment(s) and Status" link on the right side of the page in the Shipment Management module.

Q: I am having trouble logging into DPS.

A: Make sure your pop-up blocker is turned off. You can turn off the pop-up blocker by going to the Tools menu on the Internet Explorer browser. Then click on the "Defense Personal Property System (DPS)" link on the left side of the ETA page.

Q: What should I do if I am setting up my shipment in DPS but do not have a delivery address?

A: You can leave the street address field blank and enter your destination city. You will be able to update your delivery address at a later time.

Q: I am filling out the self-counseling information, but my screen keeps freezing.

A: If you change the zoom on your screen to 150% (bottom right corner of the browser window or on the browser View menu), it will keep your screen from freezing. The other option is to leave the browser magnification at 100%, but have the screen at a non-expanded view.



DID YOU KNOW? The Joint Federal Travel Regulations (JFTR) defines a utility trailer as *“h. A utility trailer, with or without a tilt bed, with a single axle, and an overall length of no more than 12 feet (from rear to trailer hitch), and no wider than 8 feet (outside tire to outside tire). Side rails/body no higher than 28 inches (unless detachable) and ramp/gate for the utility trailer no higher than 4 feet (unless detachable).”*

Appendix A: Definition of HHGs

Note that if the member's trailer exceeds any of said dimensions, it cannot be moved as part of the household goods shipment. Members will be responsible for moving the trailer.



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