



News "U" Can Use



DP3 Reminders and Clarifications...

Managing Peak Season

We made it through the Memorial Day weekend and are now at our busiest peak in the annual cycle of moving DOD household goods. The available capacity for June is quickly being filled up, and we know you are all working hard using DPS to its fullest capability to book shipments. This newsletter has items that have surfaced lately that you may find useful as we move forward through the summer.

SDDC has been hosting weekly Peak Season teleconferences with HQ Services, JPPSO/PPSOs and Industry to review program data and discuss how best to find remaining capacity to move the most members through the remainder of peak. The shipment refusal policy, while slowing down the award process in some already challenging areas, is providing PPSOs the greatest ability to get shipments awarded in DPS. Without this policy, we would see a significant increase in overall blackouts as we did in 2010 and early 2011. In this newsletter, PPSOs will find a copy of an email sent to TSPs asking them to "tighten up" their blackouts in order to reduce offer rejects and get shipments awarded quicker. We also know that as we get closer to July 4th, there will be further reduced ability to award shipments not already booked today.

We appreciate everyone's support and feedback on how the processes and policies are working in the field. Please continue sending questions to the Ops Team org box (USARMY.Scott.SDDC.mbx.omb-for-pp-ops@mail.mil) and we'll assist wherever we can.

Origin SIT: PPSOs are reminded that use of Origin SIT is an option to consider for customers who will require destination SIT or when line haul capability is not available on their requested pickup date. TSPs must notify PPSOs prior to pickup. Customers MUST be notified that their shipment will be stored at origin and to allow for transit time once requested for delivery.

Printing the Bill of Lading (BL): PPSOs should brief customers to ask for an electronic or hard-copy of the BL, which the TSP should provide at the time of pickup.

PPPOs: Prompt submission of shipping documentation after the application is signed off will ensure the best probability of a TSP being able to meet the customer's requested pickup dates. It's very important that documents are forwarded to the responsible JPPSO daily (especially during the peak season) to get shipments awarded and ensure the smoothest move for our members.

Pre-move Survey Clarification: TSPs are required to perform a pre-move survey on every shipment they are awarded and there is no separate payment for performing a pre-move survey.

Shipment Refusal Pending Suspensions: Some PPSOs may be experiencing a large swell in their pending suspension queue due to the ongoing refusal policy effective during peak season. PPSOs may either remove the pending suspension by clicking the "Remove" button, or they can let the pending suspension drop out of the queue after 30 days by not taking any action.

Reweigh/Witness Reweigh: Upon request of the PPSO or member/employee to witness the reweigh, the TSP must provide reweigh date and time with reasonable opportunity for the interested parties to be present at the weighing. The shipment will be reweighed, whenever possible, before being placed in SIT. TSPs, per the Tender of Service, agree to provide the ordering PPSO a legible copy of the weight tickets within seven working days after the reweigh is performed.

Customs Requirement to Clear Shipments: For all OCONUS shipments moved in TOPS and destined to CONUS, it is very important to include the member's COMPLETE social security number AND their date of birth on the DD 1252 form. This can be typed or handwritten.

Experiencing trouble while using DPS? No matter how big or small, please take a screen shot (Shift+PRINTSCREEN) of a DPS problem or error that you can email to the System Response Center (SCR) Help Desk when opening a trouble ticket. This information is vital for the support staff/engineers to trouble-shoot issues and can reduce resolution time. Our goal is to improve the user experience in DPS.

TSPCONTACT.COM is a new website developed by TSPs that has phone number and email addresses for customer service, claims, NTS, billing, etc. and can be searched by SCAC or full name. This quick reference tool is for PPSOs and TSPs. (Note: Cut/paste email addresses as "live links" are not used due to spamming concerns.) This is not a Government website and we are not responsible for its content or accuracy. This site was compiled by TSPs and they voluntarily provided the information.

Inconvenience Claims: Unfortunately, all moves do not go as planned and some inconvenience is borne by our members. Because of this, PPSOs should counsel members on the importance of working with their TSP and saving all receipts for items purchased due to the inconvenience. Specific guidance is located in the DTR, Part IV, Appendix B, pg 6 <http://www.transcom.mil/dtr/part-iv/dtr-part-4-app-b.pdf>.

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Refusal Policy Update

This message is to request TSPs to tighten up their blackouts for the remainder of the peak season. While the refusal policy is an effective tool to get shipments awarded, we are seeing an increase in the number of "offer rejects" that is causing delays in getting shipments awarded. We ask all TSPs to blackout areas they are leaving open just to view the shipment and leave open ONLY those areas where they actually have some capability. This will reduce the number of offer rejects, lead to shorter award times and less rework for the PPSO communities. In those areas left open, TSPs are reminded to make any refusals as soon as possible and within 4 hours of the shipment award.

DPS System Performance Issues

Since early May, the JPMO HHGS has worked closely with DISA and the DPS developer in troubleshooting network and system performance issues which escalated with the onset of peak season. To date, minor configuration changes on network devices have resulted in a decrease of network errors to insignificant levels. Unfortunately, system performance continues to be slow.

JPMO HHGS is working with the DPS developer to make additional near-term performance improvements. Specifically, they will implement a new default Web page as the Counseling home page. The new page will display the People Finder Filter screen rather than run the Shipment Queue back end query that results in very slow load times for the page display. Similarly, the Shipment Management Main Queue page will be displayed as a static page. This will eliminate the back end queries that currently run to display the total counts for each shipment queue. Once implemented, we expect JPPSOs and PPSOs to see response times improve for these key pages.

... from the System Response Center (SRC)

Common Questions	Solutions
"I self-counseled and submitted my shipment, but did not hear from the respective office."	Ensure that the counseling office selected on the shipment has a copy of member's orders in order to process the shipment.
"I am having trouble accessing DPS once I log into ETA."	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 and click on "Pop-up Blocker". Then click on the "Defense Personal Property System (DPS)" link on the left side of the ETA page

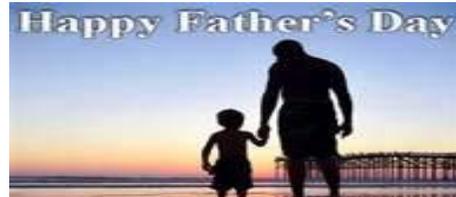
DPS Service Requests (SRs) as of 6 June 2012	Tier 1	Tier 2	Tier 3
Opened Today	865	n/a	n/a
Escalated by Today	26	28	n/a
De-escalated by Today	n/a	37	23
Closed Today	884	n/a	n/a
Currently Open	22	22	71
Oldest SR	05-12-2012	04-17-2012	05-23-2012

Maintaining Updated Forms in DPS

According to TSP Qualifications, SDDC Pamphlet 55-4, if a TSP's qualification file is not maintained and/or kept up to date/edited by or on behalf of the TSP, this will be grounds for revocation from the DP3 program. It is the TSPs responsibility to ensure all documents are updated in DPS. TSPs should be checking with their Bond Representatives, Insurance Representatives and Financial Representatives to ensure they have applied for the External Certificate Authority and to ensure they are keeping their DPS passwords active. Insurance and Bond representatives should be going into DPS to cancel policies upon expiration or termination of services. TSPs should also disassociate these representatives in DPS under the TSP Agents/ Reps tab when services are terminated.

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



2012 SDDC Personal Property Office Pacific Training Workshop Registration Opening Soon!

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

POV Storage Expirations

When conducting counseling, PPSOs should advise members who store their POV that their entitlement to store at government expense ends based on the orders provided at time of storage. Members are responsible to ensure their stored POV is removed, or provide extension orders supporting the new entitlement no later than the time the initial entitlement expires.

Additionally, members must be advised that a Consecutive Overseas Tour (COT) does not constitute an entitlement to continued storage of a POV absent of receipt of new orders indicating the new entitlement. Members are responsible to ensure updated contact information is maintained with the Vehicle Processing Center at all times. Members should be advised that they may update their contact information at whereismypov.com.

