



News “U” Can Use



Peak Season is Here!

2012 Peak Season Message:
(Below are excerpts from the 2012 message)

- SDDC will conduct weekly telecons with services and industry.
- PPSOs will counsel members moving during the summer surge to book early, be flexible in arranging dates, and to schedule outside Peak if possible. Maintaining valid contact info in DPS is mandatory.
- DPS is stable, Peak rates were available 29 Mar, and there are no TDL issues.
- Code 2 should be used for shipments destined to storage and those under 5,000 lbs.
- The 70% SIT rule is suspended thru 31 Dec 2012.
- Origin SIT is still an option to utilize when a member knows destination storage is required and/or line haul capability is not available.
- PPSOs should make every effort to conduct on-site or telephonic QA inspections.
- Members are required to file claims in DPS. Direct them to www.move.mil How-to video.

Announcing DP3 Online Education Series

SDDC Personal Property is creating audio/visual training guides to assist the PPSO and TSP communities in effectively managing our service member’s household goods relocations. The recordings are self-paced, available 24x7 and are an extension of last year’s webinar series. Checkout the initial guides below:



- QA Punitive Actions – Guidance for PPSOs (and information for TSPs).
- DPS Analytics – Helpful hints to querying the data contained in DPS.
- Converting SIT to Member’s Expense – A step-by-step guide.

They will help standardize business process and DTR interpretation, as well as provide DPS helpful hints. Visit the SDDC website to view: www.sddc.army.mil/PP/default.aspx (scroll to lower-right corner). New topics will be published as they become available.



DP3 Reminders and Clarifications...

Shipment Refusals:

TSPs are allowed to refuse shipments starting 15 May for shipments with a requested pick up date between 15 May-31 Jul. Beginning on 15 May, TSPs refusing shipments are asked to do so quickly (2-4 hours) in order for the shipment to move down the TDL and be awarded. Shipment refusals do not apply to volume move shipments.

Enhanced Blackout Function:

Since Sept 2011, TSPs can now blackout by Market, Channel, Code of Service, GBLOC, Zip3 or 17 combinations of these types. Blackouts also have sortable queues and the ability to mass delete. TSPs are utilizing this function which should help them match their available capacity with DOD shipments and reduce turnbacks.

Requesting Accessorial:

PPSOs are required, per DTR Part IV, Ch 402, to approve or disapprove accessorial service requests within three Government Business Days (GBDs) and/or prior to the date the service is being performed, whichever is earlier.

TSPs must enter accessorial service requests and items requiring PPSO pre-approval prior to the first pack and/or pick-up date.

DPS confirmation email to member: Some DPS auto-generated e-mails to customers have the same pack and pickup dates and are not including all packing days. PPSO should remind members to confirm all dates with their TSP and if they have any questions, members should contact the PPSO for assistance. An SPR was identified to correct this issue.

DPS Arrival Dates:

Effective with DPS Release 1.4.09 (16 Mar 2012), DPS no longer allows a TSP to enter a previous date for arrival/delivery. If TSP is unable to update a shipment’s arrival status for delivery on the actual arrival date, the TSP will enter a note in shipment management while still in an “intransit” status. The note shall indicate the actual date/time of delivery and a short explanation. After the note has been entered, the TSP shall update shipment status to “arrived” and “delivered complete”. Performing these actions eliminates need for TSP to contact the PPSO to request a date correction.

FYI - TVs in Unaccompanied

Baggage (UB): The JFTR/JTR does not limit the size of a television. UB is limited by overall weight in accordance with service regulations (see UB information rank-based JTR, Cpt.5 (U5012, Part D) and DTR, Appendix K at: http://www.transcom.mil/dtr/part-iv/dtr_part_iv_app_k_1.pdf.)

2012 DPS Training

Date	Location / Host
8-10 May	MCAS Yuma AZ / Marine Corps
7-10 Aug	Camp Zama, Japan / Army



<p>Domestic Rates: USARMY.Scott.SDDC.mbx.omb-for-pp-rates-dom@mail.mil (618)220-5256,5454</p>	<p>International Rates: USARMY.Scott.SDDC.mbx.omb-for-ppi-internal-rates@mail.mil (618)220-5774/5408; OTO:(618)220-5457/5481</p>
<p>Operations: USARMY.Scott.SDDC.mbx.omb-for-pp-ops@mail.mil (618)220-5484/5479/6690/5998</p>	<p>Quality Assurance: USARMY.Scott.SDDC.mbx.omb-for-pp-perf@mail.mil (618)220-5411 / 6840 / 5413 / 5404</p>
<p>Business Processes and Systems: USARMY.Scott.SDDC.mbx.omb-for-ppcf@mail.mil (618)220-6244</p>	<p>Storage and POV: USARMY.Scott.SDDC.mbx.omb-for-pp-ppty@mail.mil NTS: (618)220-5153, POV: (618)220-5449</p>
<p>Billing and Invoicing: USARMY.Scott.SDDC.mbx.billing-issues@mail.mil</p>	



Personally Procured Move (PPM) Costing Discrepancies: PPM shipments having planned move dates on/after 15 May 2012 may reflect inaccurate estimate payments. This is due DPS's design (not to an unpublished traffic distribution list (TDL) or Best Value Score (BVS) methodology malfunction). A member's incentive estimates are calculated using the #1 BVS TSP functionality that each DP3 Performance Period. PPM costing uses the 'move date' to search for a TDL. When the counseling and 'move date' cross a performance period, it will affect estimated PPM incentive payments at counseling and after the close-out process.

Table with 3 columns: Actual PPM Planned "Move Date", Counseled for PPM Shipment, Workaround Date Range PPM Planned "Move Date". Rows include date ranges like 15 May - 31 July and corresponding move dates.

Table with 2 columns: Performance Period. Rows include date ranges like 1 Jan - 14 May, 15 May - 31 Jul, 1 Aug - 30 Sep, 1 Oct - 31 Dec.

PPSOs are advised to counsel PPM shipments accordingly and to prepare members for potential excess cost situations. Members should understand they are given ESTIMATES only, and that final payments/re-payments may be significantly different than expected.

Common Questions and Solutions from the System Response Center

Q: I am unable to locate a city in city finder.

Solution: The city name which is listed in DPS can be found by going to https://tools.usps.com/go/ZipLookupAction!input.action and entering the pickup or destination zip code.

Q: My screen freezes in the counseling module.

Solution: To proceed through the screen freeze, increase your screen resolution to 150%.

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

Solution: You can leave the street address field blank and enter your phone number and destination city/duty station. You will be able to update your delivery address at a later time.

SDDC Personal Property – Pacific's 2012 Training Workshop:

'Personal Property: Moving Forward as DoD Regionalizes' is our theme for the Oct/Nov 2012 workshop, which will be held at the Sheraton Waikiki Hotel in Honolulu, Hawaii (make reservations early at https://www.starwoodmeeting.com/StarGroupsWeb/). Additional information on workshop registration, hotel accommodations, and workshop agenda will be available soon on the SDDC Personal Property website.

- Service meetings scheduled for Monday, 29 Oct and Thursday, 1 Nov.
• A mandatory Global POV Contract Specific COR training (for CORS/VPC staff member attendees only) is scheduled for Thursday, 1 Nov.

This workshop is an excellent opportunity to network with other transporters, meet our Industry partners, and speak to the experts from SDDC Scott. At the workshop you will obtain the latest information about DP3/DPS programs, DoD Regionalization updates, and the way ahead for Personal Property. Please email questions to usarmy.wheeler.sddc.list.sddc-pac-pp@mail.mil.

Test Your DP3 Knowledge... Questions and Answers:

- (1) How many days does the TSP have to submit weight tickets to the origin PPSO?
(2) In what Chapter of the DTR Part IV will you find information on Counseling?
(3) What action changes a shipment's status to "In transit"?

(1) Within seven working days after the shipment pickup. (2) Chapter 40L (3) When the TSP enters the shipment weight information in DPS.



As of April 26, the DPS User ID for DoD Service Members and Civilians has changed from the customer's social security number (SSN) or Employee Identification Number (EIN) to a unique ETA User ID. This new User ID will consist of the first four letters of the user last name plus a 4-digit number sequence. Transition of existing accounts will take up to 90 days to be completed.

Additionally, all DPS users (excluding DoD customers) will be required to complete additional data fields when logging into the system. This requirement will support the 1 May 2012 deadline to comply with the DoD Information Assurance Certification and Accreditation Process.

Note: Industry users should type "Civilian" in the Rank/Grade field and type your company's name in the Division/Office Symbol field.

Questions regarding the new DPS User ID changes and system compliance requirements should be referred to the SDDC System Response Center (SRC) by sending an email to sddc.safb.dpsd@us.army.mil or calling SRC's toll free telephone line at 1-800-462-2176, option 5.

Acronyms

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

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