

## Important Rate Filing Updates

### Rate Filing Dates and Times:

Round 1: 06 Feb 11 (07:00 PM EST) - 14 Feb 11 (07:00 PM EST)

Round 2: 23 Feb 11 (07:00 PM EST) – 02 Mar 11 (07:00 PM EST)

Questions regarding rate filing can be sent to the following email address:  
[sddc.safb.dpsratefil@us.army.mil](mailto:sddc.safb.dpsratefil@us.army.mil)

### DPS Shipment Volumes

Did you know that Channel/Shipment Volume Spreadsheets by Market/Performance Period are now available at <http://tinyurl.com/6g8qg53> (or [sddc.army.mil](http://sddc.army.mil) ,Site Path: Personal Property>Rates - Domestic>DPS Public File)? This Shipment history is made available to provide a look at historical shipment volumes.

All transportation service providers and representatives are responsible for computing their own rates and should be familiar with the 400NG baseline files and international tender rates which are located at [www.sddc.army.mil](http://www.sddc.army.mil)

SDDC will solicit a new code of service for the domestic market, Code 2 or containerized household goods. These rates are filed in the same manner as code of service D shipments (as a line-haul and SIT discount off of the 400ng baseline files) but require containerization of the shipment. This new code of service does not change the current Code D definition that allows TSPs to move either loose loaded or containerized. Code 2 shipments will be awarded off a separate TDL by the PPSO and always moved in containers. See the TSP rate filing user guide at <http://tinyurl.com/63brmf> for the proper rate filing formats (the "D" is replaced by a "2" in Bulk Rate Filing). Only current dHHG approved TSPs are eligible to file rates for code 2.

Digital certificates (CAC/ECA) will become mandatory when the DOD fully implements the public key infrastructure (PKI) program on 1 October 2011. To ensure continued access to the DPS, TSPs are responsible for complying with the ETA digital certificate policy. If you have any further questions, go to <https://eta.sddc.army.mil> then click "help" or contact the ETA administrator at [sddc.safb.etaadminhd@us.army.mil](mailto:sddc.safb.etaadminhd@us.army.mil).

## System Response Center (SRC)

The function of the System Response Center, commonly referred to as the "Help Desk", is to address and resolve system related issues such as logins, passwords, applications, or connection issues. If you encounter problems using programs such as TOPS, DPS, CWA or ETA you can contact the SRC by phone, e-mail or use the Customer self-service web site <https://www.sddc-srchelpme.com> to submit a Service Request "help desk ticket". When submitting a request please keep in mind that the SRC is not there for entitlement, business rules, or DPS training questions.

You will find the customer self-service web site very informative. On the home page there is list of SRC supported systems, e-mails and phone numbers that can be used to connect the customer with the appropriate support teams. If calling, make sure to listen to ALL options before making a selection. Selecting the wrong option may cause a delay in getting help since each menu option is supported by a team that handles that particular menu item. The phone is staffed 24x7 at: (800) 462-2176; 618-220-7332; DSN 770-7332. Other helpful features on the web site enable you to check the status of your service requests and to browse frequently asked questions.

## Webinar Schedule

|                              |           |
|------------------------------|-----------|
| DPS Edit Capabilities        | 7/9 Feb   |
| Storage in Transit (SIT)     | 8/10 Feb  |
| Short Fuse Process           | 15/17 Feb |
| Blackout Functionality       | 22/24 Feb |
| 10 Things a TSP Should Know  | 1/3 Mar   |
| 10 Things a PPSO Should Know | 1/3 Mar   |
| Capacity                     | 8/10 Mar  |
| DTR Part IV Overview         | 15/17 Mar |
| OTO/SS Training              | 22/24 Mar |
| Counseling Do's and Don'ts . | 29/31 Mar |

## Implementing Offset Payment Process

DOD is currently testing household goods offset procedures in accordance with provisions outlined in the 400NG, International Tender, international and domestic solicitations. The test is scheduled to run for 60 days and if successful it will be implemented throughout the Department.

