



Greetings from SDDC!

Welcome to the second issue of our newsletter. If you have any comments, concerns or suggestions for article topics please contact us at:

sddc.safb.news@us.army.mil

Help Desk Self Service Website

For important information and references, please consult the SDDC Help Desk Self Service for questions on TOPS/DPS and CWA at <http://bit.ly/8YI474SELFSEVICE>. The self-help website allows one to create individual tickets and upload applicable screenshots.

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SDDC
Personal
Property



Personal Property Forum

As SDDC enters the fall season, we are looking forward to the November Personal Property Forum. Please see the announcement at <http://bit.ly/PPFAnnouncement>. Among the many topics for discussion is a comprehensive review of the 2010 Peak Season. Slides will be posted by 29 Oct for attendees to print out copies prior to arriving. There has been a great response to attend this event and there are still a few seats remaining. If you are interested in attending or have any questions regarding this event, please contact us at sddc.safb.ppcf@us.army.mil.

TOPS Rate Filing Schedule

This message is to advise that SDDC will not solicit rates for the International/Domestic summer 2011 rate cycles. The IW10 (1Oct2010-31Mar2011) and DW10 (1Nov2010-30Apr2011) rate cycles will be the final standard TOPS rate cycles solicited by SDDC. Personal Property Shipping Offices (PPSOS) should continue processing shipments IAW the latest military services and DPS Smart Book guidance.

Transportation Service Providers (TSPS) and PPSOS should continue to comply with the applicable business rules and processes for moving shipments in TOPS (e.g. inspections, letters of warning/suspension, invoice payment in CWA, DTR guidelines, etc) through the lifecycle of the TOPS shipment. TQAP scoring will no longer be required by PPSOs effective immediately.

In addition to other shipment types listed in the DPS Smart Book, the following nonstandard shipments will continue processing in TOPS until further notice:

- One-Time-Only Shipments (including boats, mobile homes, etc, see the International Rate Solicitation Chapter 7)
- Volume Moves (See the Domestic Rate Solicitation Chapter 5 and International Rate Solicitation Chapter 7)
- Special Solicitation Shipments (note: special solicitation rate filing will continue to be performed via ETA, see the International Rate Solicitation Chapter 10)

DPS Rating Issues for 513A Fuel Surcharge (FSC)

After release 1.4.03 posted on 8 Sept 10, DPS stopped rating item 513A (origin FSC) correctly. When a PPSO approves the item, DPS rates the charge at \$0.00 and an error message is posted in the Costing Notes column stating "ICE11 Rating Area US** is neither origin, dest, SIT, or Alt Port." JPMO-HHGS validated DPS was unable to find the rate area for the port used, forcing the system to deny the charge and post the error message. On 13 Oct 10, SDDC sent out an interim billing message through DPS informing TSPs to bill Item Code 513A (origin FSC) using the MISC item code (533A) with a note stating the charge is for 513A. The fix is identified in SPR 6375 to be released in a future DPS software update.



When to utilize TOPS

The following shipment types are moved using TOPS:

- All One-Time-Only
- All Special Solicitations
- All Volume Moves
- All Domestic Alaska shipments with destinations in AK OTO areas as shown in the PPCIG
- See the DPS Smartbook on www.move.mil for complete list

OTO Reminders

Please ensure accurate data is provided on OTO shipments, especially:

- Weight estimates (NOT just entitled weight)
- Correct duty station (Embassy duty or not)
- Information on special items (firearms, motorcycles)

Above information needs to be entered in the "Origin Street Address" in TOPS

Questions? Email us at

sddc.safb.rates@us.army.mil



Inconvenience Claims

There were many inconvenience claims filed recently and we wanted to remind everyone of the responsibilities on how to handle this type of claim. Inconvenience claims stem from either the TSP missing a pick up date or delivering personal property after the required delivery date (RDD).

The TSP is required to acknowledge receipt of an inconvenience claim filed by a member, employee or Transportation Officer within 15 calendar days from the date of receipt. The TSP will respond to the member/employee within 30 days from receipt of claim and will reimburse member for reasonable out-of-pocket expenses and other items needed by a member/employee while awaiting the delivery of his or her personal property as specified in DTR Paragraph C.3 IV-410-3. The TSP is not responsible for these costs if the delay was caused by acts of God, acts of the public enemy, acts of the government, acts of the public authority, violent strikes, mob interference, or with delays of Code 5, Code J, or Code T shipments caused by the government in which TSP negligence did not contribute to the delay.

Volume Moves

Volume moves are the movement of DOD sponsored household goods shipments with a common origin, destination and with an estimated tonnage totaling 200,000 pounds or more over a 90 day window. When the above criterion exists, PPSOs should contact SDDC to request a volume move. PPSOs must reference the Personal Property Rate Solicitation (D-19, Ch 5) and send request via e-mail to sddc.safb.ppratesdom@us.army.mil. Reference pages 133-151 at http://bit.ly/D_19 for more information.

Quality Assurance

Personal Property Shipping Offices are responsible for reviewing Customer Satisfaction Survey comments as a means for quality assurance. CSS comments provide insight on TSP and PPSO performance to ensure we continue providing quality service to customers.

One-Time-Only (OTO)

PPSO(s) Responsibility

We have seen a trend in receiving OTO requests with inaccurate information leading to delays that impact the customer. SDDC requests all PPSOs review data prior to submitting a request for OTOs. The most common errors are inaccurate destinations according to PCS/retirement orders, weight estimates based on a member entitlements and not their weight entitlement, special items (motorcycle/firearms/alcohol) not listed, and accurately identifying whether member is assigned to an embassy or another duty location. These recurring discrepancies negatively impact both the member and the process for awarding OTOs. We highly recommend reviewing the legacy Personal Property Consignment Instruction Guide (PPCIG) at www.sddc.army.mil for all OTO shipments prior to submitting requests.

TSP(s) Responsibility

Recurring trends in OTO bids received are stating US Flag carriers use when some legs actually contain a foreign flag carrier, accurate routing information and proper requests for rate revisions. We ask all OTO approved TSPs to review International Solicitation (I-25) change1 Chapter VII for the latest information on OTO shipment guidelines.