Together, we deliver.

USTRANSCOM
UNITED STATES TRANSPORTATION COMMAND

Defense Personal Property Program
Personal Property Forum

18 September 2019
DP3 Division Chief Welcome and Program Overview

COL Marshanna Gipson, TCJ4-H
Chief, Personal Property Division
18 September 2019
Agenda

0700-0800: Doors Open / Registration Begins
0800-0830: DP3 Division Chief Welcome
0830-1030: 2019 DP3 Initiative and Peak Season Review
1030-1045: Break
1045-1100: 2020 DP3 Initiatives
1100-1110: Non Temporary Storage Update
1110-1120: Direct Procurement Method (DPM) & POV Program Updates
1120-1130: Q&A from Audience
1130-1245: Lunch On Your Own
Agenda

1245-1330: DP3 Systems
1330-1340: Break in Place
1340-1440: Services Panel
   Sequence: Army, Navy, Air Force, Marine Corps
1440-1450: Break
1450-1520: Military Claims Office Round Table
   Sequence: Army, Navy, Marine Corps, Air Force, Coast Guard
1520-1600: Industry Panel
   Sequence: American Moving and Storage Association, International Association of Movers, National Defense Transportation Association HHG Subcommittee, National Council of Moving Associations
1600-1625: Wrap Up
1625-1630: Closing Remarks
<table>
<thead>
<tr>
<th>TASK</th>
<th>LEAD</th>
<th>NOTES</th>
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<tbody>
<tr>
<td>Drive standardization efforts across Services – streamline expectations by focusing on counseling and key responsibilities for members</td>
<td>USTRANSCOM J4-H</td>
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<td>Collaborate with JPPSOs to better manage interpretation of regulations and standardization enforcement actions</td>
<td>USTRANSCOM J4-H</td>
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<td>Look into reviewing the current Customer Satisfaction Survey (CSS) wrt impacts/risks to raising minimum performance score (MPS).</td>
<td>USTRANSCOM J4-H</td>
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<td>Review minimum weights across the different codes of service for special solicitation</td>
<td>USTRANSCOM J4-H</td>
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<td>Ensuring more effective distribution of USTC Advisories - filtering down information to the lowest levels – targeting JPPSOs and PPSOs</td>
<td>USTRANSCOM J4-H</td>
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<td>Look at opportunities/risks of consolidated Best Value Scores (BVS) for all move management companies, regardless of the # of SCACs owned</td>
<td>USTRANSCOM J4-H</td>
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<td>Look into shipments moving in/out of hard to service areas (focusing on Korea and Turkey)</td>
<td>USTRANSCOM J4-H</td>
<td>Brought to attention by the Air Force PPA</td>
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<td>Base access (request standardization)</td>
<td>OSD</td>
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<td>Assess ways to simplify DP3 to drive optimization across the network</td>
<td>USTRANSCOM J4-H</td>
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<td>TASK</td>
<td>LEAD</td>
<td>NOTES</td>
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<tr>
<td>Assess alignment and functionality across DP3 government structure</td>
<td>USTRANSCOM J4-H</td>
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<tr>
<td>Assess DP3 processes that don’t add value (zero value to customer experience)</td>
<td>USTRANSCOM J4-H</td>
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<tr>
<td>Consider developing small working groups that focus on domestic &amp; international challenges</td>
<td>USTRANSCOM J4-H</td>
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Defense Personal Property Program (DP3) Overview

POV Program – GPC Program
• 65k vehicles annually to worldwide locations
• 35 global vehicle processing centers (VPC)
  – Hard lift locations with 7 CORs CONUS (USTRANSCOM)
  – 30+ CORs OCONUS (Services)
• POV support: Bluebark, medical, wounded warrior
• Customer Support: Customers, IAL, IG, Congressionals

Storage Program - Non-Temp/Retrograde
• 60k NTS lots in 2,000 warehouses
• TSP qualifications & financials
• NTS retrograde contract
• Customer support: Customers, IG & Congressionals
• Warehouse inspections
• Management of “unusual occurrences” - hurricanes, floods, sink holes, fires, mold

Household Goods Program (DP3)
• Manage 430k shipments globally at $2.2B annually
• TSP qualifications & financials
• Business rules management
• Customer support
  – TSPs, PPSOs, Service HQs, MCOs, customers, IG, Congressionals
• Functional support for systems (DPS, MilMove, TOPS)
• Special requirements and rates
• Quality assurance and claims support

Peak Season: 15 May – 31 August
Peak of the Peak: ~15 June – 15 July
2019 & 2020 Initiatives

• **2019 Initiatives**
  – Expanded containerized moves (Code 2)
  – Refusals initiative
  – Personally Procured Moves (PPM) in MilMove
  – Inconvenience claims for delayed deliveries
  – 24-7 call center
  – Customer-focused pamphlets
  – Full replacement valuation increase

• **2020 Initiatives (Pre-Decisional)**
  – Special solicitations for hard-to-service locations
  – Increase TSP minimum performance score (MPS)
  – Inconvenience claims
  – Agent pass-through items
• **DP3 Governance and Battle Rhythm**
  – Personal Property Relocation Advisory Panel (PPRAP)
    • Spouse inputs on hot topics/questions – key information exchange
  – Open Discussion with Industry
    • Rotating Industry members

• **Weekly DP3 Peak Season Calls (May – Aug)**

• **DP3 Advisories** – addressing topic concerns/questions

• **DP3 Outreach Products/Pamphlets**
  – Code 2
  – Mold mitigation
  – Inconvenience claim guidance
  – Why & “how to” complete Customer Satisfaction Surveys
  – Personally Procured Moves – **coming soon!**
2019 Initiatives and Peak Season Review

Mr. Daniel Martinez
Chief, Business Processes
18 September 2019
• **2019 Peak Recap**
  – Initiatives overview and impact on analysis
  – Peak season data summary
    • PPM and DPM
  – Customer satisfaction summary

• **Refusals and Code 2 Initiatives**
  – Goals and timelines
  – Common themes (after-action inputs)
  – Preliminary assessments

• **Successes and Challenges**
  – Blackout overall use
  – Short fuse analysis
  – Offer handling time
  – Access to capacity
  – Code 2 utilization
  – Code 2 storage
## 2019 Initiatives

<table>
<thead>
<tr>
<th>Initiatives</th>
<th>Notes</th>
<th>Goal</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 400NG Domestic Tariff</td>
<td>27% increase to 41 Geo locations--Made military more lucrative ($$$)</td>
<td>Increase capacity</td>
</tr>
<tr>
<td>2 International Tender</td>
<td>Changed appendices, increased international baseline rates using different international inflation variables, other increases</td>
<td>Increase capacity</td>
</tr>
<tr>
<td>3 Competitive rate flexibility</td>
<td>Accepted more rates than ever with historic low rate rejections</td>
<td>Increase capacity</td>
</tr>
<tr>
<td>4 Agent pass through requirements added</td>
<td>Crating/uncrating, shuttle, labor, Florida Keys charge, FSC passed to subcontractor who performs the service</td>
<td>Maintain/Increase capacity</td>
</tr>
<tr>
<td>5 Refusals</td>
<td>Optimize industry capacity by allowing last load match (without a decrease in customer satisfaction)</td>
<td>Increase capacity</td>
</tr>
<tr>
<td>6 Claims rule updates</td>
<td>Increased FRV to $6.00 x net weight</td>
<td>Improve service</td>
</tr>
</tbody>
</table>

Measuring the impact of each change to the overall program
<table>
<thead>
<tr>
<th>Change</th>
<th>Notes</th>
<th>Goal</th>
</tr>
</thead>
<tbody>
<tr>
<td>7</td>
<td>Minimum Performance Score</td>
<td>Announced all time high 2020 MPS to drive improvement versus SCAC management</td>
</tr>
<tr>
<td>8</td>
<td>Tender of Service updates</td>
<td>Use commercial practices, added inconvenience claim for delivery out of SIT</td>
</tr>
<tr>
<td>9</td>
<td>Inspections/TSP Scorecard</td>
<td>Manage expectations/inform customers</td>
</tr>
<tr>
<td>10</td>
<td>Transit Time updates</td>
<td>Manage expectations/inform customers</td>
</tr>
<tr>
<td>11</td>
<td>Containerization (Code 2)</td>
<td>Reduce handling on shipments going into SIT, increasing customer satisfaction and optimizing industry capacity</td>
</tr>
</tbody>
</table>

Measuring the impact of each change to the overall program
2019 Peak Season Summary

DoD volumes remain consistent...ongoing evaluation of quality and peak season initiatives
## PPM 2019 vs. 2018

<table>
<thead>
<tr>
<th>BOS</th>
<th>2018 Full PPM</th>
<th>2019 Full PPM</th>
<th>% Change Full PPM</th>
<th>% Change Partial PPM</th>
</tr>
</thead>
<tbody>
<tr>
<td>Army</td>
<td>38,088</td>
<td>36,205</td>
<td>-5.20%</td>
<td>-4.49%</td>
</tr>
<tr>
<td>Air Force</td>
<td>23,235</td>
<td>24,063</td>
<td>3.44%</td>
<td>2.46%</td>
</tr>
<tr>
<td>Marines</td>
<td>11,781</td>
<td>12,298</td>
<td>4.20%</td>
<td>-8.38%</td>
</tr>
<tr>
<td>Navy</td>
<td>12,044</td>
<td>11,248</td>
<td>-7.08%</td>
<td>-7.10%</td>
</tr>
<tr>
<td>Coast Guard</td>
<td>3,661</td>
<td>3,852</td>
<td>4.96%</td>
<td>-1.62%</td>
</tr>
<tr>
<td>Total</td>
<td>88,809</td>
<td>87,666</td>
<td>-1.30%</td>
<td>-2.54%</td>
</tr>
</tbody>
</table>

* Full PPM is used when member only shows a PPM move

- USMC and USCG historically complete approximately 30% of moves as full PPMs
- USMC, USCG, and USAF did more full PPMs in 2019
- USA and USN full PPMs down

**Overall Full and Partial PPMs down for 2019**
Together, we deliver.

**Direct Procurement Method (DPM) Shipments**

- **2019 vs. 2018**
  - Overall: 4% increase (171)
  - CONUS JPPSOs: Avg 388 shipments
    - CNNQ (JPPSO SE)- 27% increase (636)
    - AGFM (JPPSO NE) - 105% decrease (121)

- **DPM Over 1,000 Lbs**
  - Overall 6% increase (32)
  - CONUS JPPSOs: Avg 52 shipments
    - CNNQ (JPPSO SE)- 35% increase (132)
    - BKAS (PPSO Ft Bragg) - 131% decrease (13)
Customer Satisfaction Trends

3 Yr Monthly CSS Satisfaction Trends

% Surveys Returned by Delivery Date

Satisfaction decreases during peak season
• 90% of surveys received ~127 days from delivery
• Average return rate of 30%
• Last 10% of surveys usually reflect positive bias

<table>
<thead>
<tr>
<th>Surveys</th>
<th>Days</th>
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<tbody>
<tr>
<td>90%</td>
<td>127</td>
</tr>
<tr>
<td>80%</td>
<td>65</td>
</tr>
<tr>
<td>70%</td>
<td>41</td>
</tr>
<tr>
<td>60%</td>
<td>27</td>
</tr>
<tr>
<td>50%</td>
<td>21</td>
</tr>
</tbody>
</table>

2019 Peak Season surveys are lagging
• Too Early to Assess CSS Results for Refusals

• 21,541 Refusal GBLs
  – 13,156 delivered (61% eligible GBLs)

• Only 1,851 Surveys Returned (8.6%)

2019 peak season data not sufficient for 4-6 more months
Refusals Initiatives

• **Refusals Goal**
  – Optimize industry capacity

• **Peak Season Assessment**
  – Weekly refusals 83,698 vs. 56 (2018)
  – Accepted shipments 10,834 vs. 11,349 (2018)

• **JPPSOs Reported Fewer Shipments Booked**
  – Capacity harder to obtain

• **TSPs Reported Better Optimization**

• **Customer Satisfaction Results Pending**

Offer handling peaked at 18hrs
Refusals Timeline

- 26 April: Advisory 19-0057 Announced Start of Shipment Refusals
- 16 May: Advisory 19-0067, Updates to Auto Reoffer
  - 72 to 48 hours; 50 reoffers to 350
- 22 May: Advisory 19-0070, Shipments Stuck in “Offer Rejected”
  - Contact prohibited
- 30 May: Advisory 19-0071, Short Fuse Expansion for 2019 Peak Season
- 7 June: Advisory 19-0074, Manual Booking
  - Resolve refusal/server backlog
- 12 June: Advisory 19-0079, 15 Day Short Fuse Expansion
  - Extended manual booking to 3 July
- 23 Aug: Advisory 19-0110, Ramping Down of Refusals

Goals: Optimize DoD access to capacity, reduce claims, increase CSS, leverage unutilized DPS auto reoffer ability
Refusals Initiative - Common Themes

• **JPPSOs**
  - Indirect costs surged to handle increased workload, hours, staffing
  - Reliant on “manual booking” processes, short fuse expansion, DPM, and NTS
    • Manual booking processes did NOT work, recommend DPS changes to allow booking across TDL
  - Concern over number of forced PPMs (JPPSO SC offered work-around)

• **Industry**
  - More bookings over CY18, despite overall program number decreases
  - Refusals “very useful” to match existing capacity against requirements
  - Agent pickups down across several networks
    • Decreases in handling and damage
  - Strategy shift from blackout management to refusals and servicing short fuse
  - Fewer agent turn-backs
    • Manual booking processes negatively impacted/held up capacity
  - Desire to contact customers as part of “accept/refuse” decision matrices
## Refusals Initiative – CONOPS Measures

**Pre-decisional, *Hotwash discussion**

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<th>Status</th>
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</thead>
<tbody>
<tr>
<td>1 Customer Satisfaction</td>
<td>Better curbside service, fewer complaints</td>
<td></td>
</tr>
<tr>
<td>2 Blackout usage</td>
<td>No overreliance on refusals, TSP still use blackouts to manage capacity</td>
<td></td>
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<tr>
<td>3 Refusal type*</td>
<td>No selective refusals (e.g. weight, destination Region, etc)</td>
<td></td>
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<tr>
<td>4 Short Fuse percentage</td>
<td>Keep under 10% during peak</td>
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<td>5 Offer handling time</td>
<td>Keep under 4 hrs</td>
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<tr>
<td>6 Short Fuse expansion</td>
<td>Eliminate need for 10 day SF expansion</td>
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<tr>
<td>7 Capacity</td>
<td>Access more capacity</td>
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</tbody>
</table>
• Blackout Application by TSPs
  – Changed with refusals
  – Overall decrease of 13.5%

• 2018 Comparison
  – Increase in one 3-way blackout (most granular)
  – Increase in two 2-way blackouts

• Additional Analysis of Refusal by Type Ongoing
  – Location, TSP, weight, COS*

**TSPs used a mix of blackouts and refusals to manage capacity**
**1.8% - 3.0% Decrease in Peak Season Volume 19 vs. 18**
- Depending on timeframe
- Less if add in PPM/DPM

**Since Refusals Start to 7 Sep**
- 4,112 fewer bookings
- 3,903 fewer pickups
- Avg -7% awards, -3% pickups
- Capacity proportionally harder to access

**Demand Smoothing!**
- Weeks 37-47 Avg +20 % Awards
- Variance + 15%-+28 % Awards

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### 2018 vs 2019 Refusals - Capacity

<table>
<thead>
<tr>
<th>Week</th>
<th>2018 Pickups</th>
<th>2019 Pickups</th>
<th>2018 Awarded</th>
<th>2019 Awarded</th>
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<tbody>
<tr>
<td>10</td>
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**Less access to capacity and shift to off peak (demand smoothing)**
• **All Time High, 37.1% at Week 26**
  • Cost/quality impact to DP3

• **SF Expansion to 10 Days**
  • 30 May - 9 July

• **First Ever 15 Day SF Expansion**
  • 12 June - 19 July
  • Caused in large part due to workload backlog reported by JPPSOs

• **Month of June 2019**
  • 30% SF shipments (9,760 ttl)

• **Customer Satisfaction Surveys Pending**

*Shipments Awarded as Short Fuse*

After Years of Concern Over High SF Percentages, DoD Shows Steady Decline
- Proactive JPPSO/PPSO queue management
- Industry blackout management/capacity

Concerns Include
- SF customer satisfaction survey results
- Cost impact
- Not rewarding customer service (best value score)
• Expected to Remain Below DPS “Auto Reoffer” Handling Times
  – Avoids negative customer impact

Offer Handling Peaked at 18hrs

• Extended longer than 2012-2014 periods with long tail

• DPS Auto Reoffer Capability Resulted in Very Large Number of Reoffers/Refusals (Bot to Bot Communications)
Biggest contributor to long offer handling times was domestic shipments, (CONOPs required ≤ 4 hrs to accept/refuse)

TSP had more success with meeting CONOPs timelines for OCONUS (≤ 12 hrs to accept/refuse)

Opportunity for closer surveillance of domestic shipments due to DPS timeout setting at 12 hours
**Storage In Transit (SIT) = More Code D Claims**

- Claims up ~42% when Code D shipment goes into SIT
- 52% of Code D shipments go into SIT
- 6% difference between code D and code 2 claims

### 5 Year Claim Rate

<table>
<thead>
<tr>
<th></th>
<th>SIT</th>
<th>No SIT</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>21%</td>
<td>21%</td>
</tr>
<tr>
<td>D</td>
<td>27%</td>
<td>19%</td>
</tr>
</tbody>
</table>

**Containerization (Code 2) Goals:**

- Target 12% utilization
- Reduce claims
- Optimize industry capacity
**JPPSOs**
- Customers often underestimating weight, sometimes by large amounts
- Seasoned customers request Code 2, especially after overseas assignments
  - Higher ranks shipping >11,000 still wanted Code 2 in spite of the criteria
- Customers declined after finding out the RDD was extended and not direct delivery

**Industry**
- Positive impact on operations as many pack and crate majority of dHHG's, increase in Code 2 fits existing business model; increase Code 2 did not present major issues
- Less warehouse space required/consumed; less handling, requires forklift driver instead of additional labor to unload and load shipment into SIT
- Claims/Customer Satisfaction (claims frequency and severity down/CSS no change)
- Liftvans are a reusable asset, found OAs ship the worst ones out first on military and hope the ones they receive are better so they can use them for their own bookings
- Higher SIT rate for Code 2 (expected)
- Code 2 shipments should originate from residence only, not out of NTS
- A key criteria DoD does not recognize is DESTINATION, Code 2 use does not make sense without consideration of operational challenges at destination
# Code 2 Initiative – CONOPS Measures

## Pre-decisional, *Hotwash discussion*

<table>
<thead>
<tr>
<th>Measures</th>
<th>Goal</th>
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</thead>
<tbody>
<tr>
<td>1 Customer Satisfaction</td>
<td>Better curbside service, fewer complaints</td>
<td></td>
</tr>
<tr>
<td>2 Claims Freq/Severity</td>
<td>Fewer claims and smaller amounts</td>
<td></td>
</tr>
<tr>
<td>3 SIT Rates</td>
<td>Should be high based on criteria</td>
<td></td>
</tr>
<tr>
<td>4 Percent booked</td>
<td>Goal was 12%</td>
<td></td>
</tr>
</tbody>
</table>
• Code 2 and SIT usage increased in 2019 over similar period in 2018
  – Most Code 2 shipments met criteria

• No appreciable difference in claim rate and average severity ($ claimed by customer) between same periods of 2018 and 2019. The gap in June and July likely due to lag in claim filing for 2019. Will continue to monitor post-peak season

• Customer Satisfaction (Raw CSS Score) Results appear to have slightly improved between same periods of 2018 and 2019, but results are based on early and incomplete returns
Code 2 Awards and Pickups

**Code 2 Awards**

- Peak Season
- 5-Yr Avg Awards
- 2019

**Code 2 Pickups**

- Peak Season
- Code 2 3-Yr Avg
- Code 2 2019
- This Week

Peak = weeks 20-35

TOGETHER, WE DELIVER.
Code 2 Initiative

Code 2 Criteria

- Shipment is < 7,500 lbs (peak) or < 3,000 lbs (non-peak)
- Shipment is traveling > 800 miles
- No delivery address at booking and/or storage planned
- No extra-large items which cannot fit in a normal Type II container

Target 12%
• **Customer Satisfaction (Raw CSS Score)**
  - Results appear to have slightly improved between same periods of 2018 and 2019
  - Results are based on early and incomplete returns
• No appreciable difference in claim rate and average severity ($ claimed by customer) between same periods of 2018 and 2019

• The gap in June and July likely due to lag in claim filing for 2019

• Will continue to monitor post-peak season
## 2018 SIT Shipments by Code of Service (COS)

<table>
<thead>
<tr>
<th>% COS</th>
<th>Code of Service</th>
<th>No SIT</th>
<th>SIT</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>5%</td>
<td>2</td>
<td>2,358</td>
<td>3,616</td>
<td>5,974</td>
</tr>
<tr>
<td>95%</td>
<td>D</td>
<td>50,594</td>
<td>54,703</td>
<td>105,297</td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td>52,952</td>
<td>58,319</td>
<td>111,271</td>
</tr>
</tbody>
</table>

**% SIT by COS**

- 61%
- 52%

**% Overall SIT**

- 52%

## 2019 SIT Shipments by Code of Service (COS)

<table>
<thead>
<tr>
<th>% COS</th>
<th>Code of Service</th>
<th>No SIT</th>
<th>SIT</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>8%</td>
<td>2</td>
<td>2,820</td>
<td>6,144</td>
<td>8,964</td>
</tr>
<tr>
<td>92%</td>
<td>D</td>
<td>47,061</td>
<td>52,119</td>
<td>99,180</td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td>49,881</td>
<td>58,263</td>
<td>108,144</td>
</tr>
</tbody>
</table>

**% SIT by COS**

- 69%
- 53%

**% Overall SIT**

- 54%

*Jan – Jul of 2018 and 2019 by Pickup Date*
• Booking Offices Utilization Varied

• Considerations:
  – Excess Costs
  – Industry Capability
  – Overall Costs
  – Services Direction

• DP3 CONOPS Compliance Was High
  – 90% of Peak Code 2 moved ≥ 800 miles
  – 89% of Peak Code 2 ≤ 7,500 lbs

<table>
<thead>
<tr>
<th>GBLOC</th>
<th>Location</th>
<th>BOS</th>
<th>Code 2 Shpmts</th>
<th>Rank</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>JEAT</td>
<td>JPPSO-Northwest (JBLM)</td>
<td>USA</td>
<td>1,836</td>
<td>1</td>
<td>21.25%</td>
</tr>
<tr>
<td>HAFC</td>
<td>JPPSO-Southcentral (JBSA)</td>
<td>USAF</td>
<td>1,501</td>
<td>2</td>
<td>17.37%</td>
</tr>
<tr>
<td>KKFA</td>
<td>JPPSO-Northcentral (C Springs)</td>
<td>USAF</td>
<td>1,420</td>
<td>3</td>
<td>16.43%</td>
</tr>
<tr>
<td>BGAC</td>
<td>JPPSO-MidAtlantic (Belvoir)</td>
<td>USA</td>
<td>1,157</td>
<td>4</td>
<td>13.39%</td>
</tr>
<tr>
<td>CNNQ</td>
<td>JPPSO-Southeast (Jax)</td>
<td>USN</td>
<td>620</td>
<td>5</td>
<td>7.18%</td>
</tr>
<tr>
<td>BGNC</td>
<td>CPPSO-Norfolk</td>
<td>USN</td>
<td>583</td>
<td>6</td>
<td>6.75%</td>
</tr>
<tr>
<td>LKNQ</td>
<td>JPPSO-Southwest (San Diego)</td>
<td>USN</td>
<td>544</td>
<td>7</td>
<td>6.30%</td>
</tr>
<tr>
<td>JENQ</td>
<td>FLC-Puget Sound</td>
<td>USN</td>
<td>403</td>
<td>8</td>
<td>4.66%</td>
</tr>
<tr>
<td>HBAT</td>
<td>CPPSO-Ft Hood</td>
<td>USA</td>
<td>221</td>
<td>9</td>
<td>2.56%</td>
</tr>
<tr>
<td>MBFL</td>
<td>JPPSO Alaska</td>
<td>USAF</td>
<td>131</td>
<td>10</td>
<td>1.52%</td>
</tr>
<tr>
<td>BKAS</td>
<td>PPSO Ft Bragg</td>
<td>USA</td>
<td>78</td>
<td>11</td>
<td>0.90%</td>
</tr>
<tr>
<td>AGFM</td>
<td>JPPSO Northeast</td>
<td>USA</td>
<td>64</td>
<td>12</td>
<td>0.74%</td>
</tr>
</tbody>
</table>
### Shipment Distribution (by weight)

<table>
<thead>
<tr>
<th>Service 2019 COS 2 CONOPS Distribution by Weight</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;500</td>
</tr>
<tr>
<td>Air Force</td>
</tr>
<tr>
<td>Army</td>
</tr>
<tr>
<td>Coast Guard</td>
</tr>
<tr>
<td>Marines</td>
</tr>
<tr>
<td>Navy</td>
</tr>
<tr>
<td>Total</td>
</tr>
</tbody>
</table>

**Goal**

- Average Shipment Weight: 3,376 Lbs

**COS 2 for period 16 Jan - 14 May 19 (Pickup Date)**

- Total Shipments: 3,827
# Code 2 Weight Details - Peak

## Shipment Distribution (by weight)

<table>
<thead>
<tr>
<th>Weight Range</th>
<th>Air Force</th>
<th>Army</th>
<th>Coast Guard</th>
<th>Marines</th>
<th>Navy</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;500</td>
<td>551</td>
<td>1038</td>
<td>90</td>
<td>144</td>
<td>517</td>
<td>2,340</td>
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<tr>
<td>&lt;1000</td>
<td>76</td>
<td>109</td>
<td>45</td>
<td>11</td>
<td>65</td>
<td>283</td>
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<tr>
<td>&lt;2000</td>
<td>129</td>
<td>237</td>
<td>54</td>
<td>40</td>
<td>148</td>
<td>599</td>
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<tr>
<td>&lt;3000</td>
<td>161</td>
<td>277</td>
<td>50</td>
<td>40</td>
<td>144</td>
<td>698</td>
</tr>
<tr>
<td>&lt;4000</td>
<td>137</td>
<td>263</td>
<td>50</td>
<td>40</td>
<td>144</td>
<td>629</td>
</tr>
<tr>
<td>&lt;5000</td>
<td>129</td>
<td>197</td>
<td>46</td>
<td>30</td>
<td>124</td>
<td>491</td>
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<tr>
<td>&lt;6000</td>
<td>88</td>
<td>186</td>
<td>44</td>
<td>30</td>
<td>95</td>
<td>404</td>
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<tr>
<td>&lt;7000</td>
<td>69</td>
<td>130</td>
<td>16</td>
<td>24</td>
<td>45</td>
<td>306</td>
</tr>
<tr>
<td>&lt;8000</td>
<td>66</td>
<td>111</td>
<td>16</td>
<td>24</td>
<td>32</td>
<td>241</td>
</tr>
<tr>
<td>&lt;9000</td>
<td>47</td>
<td>65</td>
<td>16</td>
<td>18</td>
<td>28</td>
<td>169</td>
</tr>
<tr>
<td>&lt;10000</td>
<td>34</td>
<td>68</td>
<td>11</td>
<td>10</td>
<td>13</td>
<td>140</td>
</tr>
<tr>
<td>&lt;11000</td>
<td>31</td>
<td>35</td>
<td>2</td>
<td>11</td>
<td>11</td>
<td>89</td>
</tr>
<tr>
<td>&lt;12000</td>
<td>22</td>
<td>33</td>
<td>1</td>
<td>11</td>
<td>11</td>
<td>75</td>
</tr>
<tr>
<td>&lt;13000</td>
<td>15</td>
<td>24</td>
<td>1</td>
<td>11</td>
<td>11</td>
<td>48</td>
</tr>
<tr>
<td>&lt;14000</td>
<td>5</td>
<td>19</td>
<td>1</td>
<td>11</td>
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<td>30</td>
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<td>&lt;15000</td>
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<td>15</td>
<td>1</td>
<td>11</td>
<td>11</td>
<td>23</td>
</tr>
<tr>
<td>&lt;16000</td>
<td>5</td>
<td>8</td>
<td>1</td>
<td>11</td>
<td>11</td>
<td>21</td>
</tr>
<tr>
<td>&lt;17000</td>
<td>3</td>
<td>13</td>
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<td>11</td>
<td>11</td>
<td>7</td>
</tr>
<tr>
<td>&lt;18000</td>
<td>12</td>
<td>3</td>
<td>1</td>
<td>11</td>
<td>11</td>
<td>29</td>
</tr>
</tbody>
</table>

### Service 2019 COS 2 CONOPS Distribution by Weight

- **Air Force**: 551
- **Army**: 1038
- **Coast Guard**: 90
- **Marines**: 144
- **Navy**: 517

## Average Shipment Weight: 3,100 Lbs

- **# Ship'ts < 7,500**: 5,885
- **# Ship'ts > 7,500**: 760

### COS 2 for period 15 May - 4 Sep 19 (Pickup Date)

- **Goal**: 7500 lbs
- **Total Shipments**: 6,647
# Shipment Distribution (by distance)

<table>
<thead>
<tr>
<th></th>
<th>&lt;100</th>
<th>&lt;250</th>
<th>&lt;500</th>
<th>&lt;750</th>
<th>&lt;1000</th>
<th>&lt;1250</th>
<th>&lt;1500</th>
<th>&lt;1750</th>
<th>&lt;2000</th>
<th>&lt;2250</th>
<th>&lt;2500</th>
<th>&lt;2750</th>
<th>&gt;2750</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Air Force</strong></td>
<td>12</td>
<td>21</td>
<td>79</td>
<td>165</td>
<td>432</td>
<td>339</td>
<td>327</td>
<td>402</td>
<td>210</td>
<td>153</td>
<td>159</td>
<td>121</td>
<td>334</td>
</tr>
<tr>
<td><strong>Army</strong></td>
<td>28</td>
<td>16</td>
<td>115</td>
<td>211</td>
<td>531</td>
<td>497</td>
<td>507</td>
<td>479</td>
<td>297</td>
<td>274</td>
<td>163</td>
<td>176</td>
<td>1211</td>
</tr>
<tr>
<td><strong>Coast Guard</strong></td>
<td>12</td>
<td>3</td>
<td>10</td>
<td>26</td>
<td>66</td>
<td>46</td>
<td>27</td>
<td>34</td>
<td>40</td>
<td>44</td>
<td>42</td>
<td>232</td>
<td></td>
</tr>
<tr>
<td><strong>Marines</strong></td>
<td>0</td>
<td>7</td>
<td>10</td>
<td>9</td>
<td>37</td>
<td>68</td>
<td>18</td>
<td>31</td>
<td>44</td>
<td>57</td>
<td>236</td>
<td>40</td>
<td></td>
</tr>
<tr>
<td><strong>Navy</strong></td>
<td>2</td>
<td>12</td>
<td>41</td>
<td>53</td>
<td>141</td>
<td>127</td>
<td>193</td>
<td>102</td>
<td>171</td>
<td>140</td>
<td>590</td>
<td>247</td>
<td></td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>54</td>
<td>59</td>
<td>255</td>
<td>464</td>
<td>1,189</td>
<td>1,066</td>
<td>1,141</td>
<td>1,028</td>
<td>743</td>
<td>651</td>
<td>595</td>
<td>1,165</td>
<td>2,064</td>
</tr>
</tbody>
</table>

## Service 2019 COS 2 CONOPS Distribution by Distance

- **Air Force**
- **Army**
- **Coast Guard**
- **Marines**
- **Navy**

<table>
<thead>
<tr>
<th>Distance</th>
<th>Air Force</th>
<th>Army</th>
<th>Coast Guard</th>
<th>Marines</th>
<th>Navy</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;100</td>
<td>10%</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>&gt;800</td>
<td>90%</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**COS 2 for period 16 Jan -4 Sep 19 (Pickup Date)**

- Minimum Distance: 800 miles
- Total Shipments: 10,474

UNCLASSIFIED
Questions?
Quality Assurance

Mr. David Jones
Operational Support and Quality
18 September 2019
Met RDD consistently suffers during peak season and is affected by software limitations.
• Slight Decrease in Missed RDDs
• Reduction in Average Days Late
  – Still tracking high for both
• Continue Working with Industry
  – Additional 5 days for Code 2
  – Advisory #19-0038 (New Domestic Transit Times) 5 Mar 19
  – Advisory #19-0078 (Australia and Turkey New Transit Times) 12 Jun 19
  – Advisory #19-0117 (Singapore and Guam New Transit Times) 6 Sep 2019
Quality Assurance Actions - 2018 Vs. 2019

### 2018 Letter of Suspension

<table>
<thead>
<tr>
<th>Category</th>
<th>April</th>
<th>May</th>
<th>June</th>
<th>July</th>
<th>August</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Refusals/Timeouts</td>
<td>7</td>
<td>46</td>
<td>11</td>
<td>3</td>
<td>3</td>
<td>70</td>
</tr>
<tr>
<td>Missed RDD</td>
<td>36</td>
<td>35</td>
<td>16</td>
<td>40</td>
<td>35</td>
<td>162</td>
</tr>
<tr>
<td>Turnbacks</td>
<td>6</td>
<td>36</td>
<td>45</td>
<td>19</td>
<td>5</td>
<td>111</td>
</tr>
<tr>
<td>Left at Origin Warehouse</td>
<td>1</td>
<td>0</td>
<td>38</td>
<td>107</td>
<td>53</td>
<td>199</td>
</tr>
<tr>
<td>Missed Pickup</td>
<td>13</td>
<td>16</td>
<td>57</td>
<td>67</td>
<td>39</td>
<td>192</td>
</tr>
<tr>
<td>Various Other</td>
<td>79</td>
<td>25</td>
<td>45</td>
<td>62</td>
<td>51</td>
<td>262</td>
</tr>
</tbody>
</table>

### 2019 Letter of Suspension

<table>
<thead>
<tr>
<th>Category</th>
<th>April</th>
<th>May</th>
<th>June</th>
<th>July</th>
<th>August</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Refusals/Timeouts</td>
<td>17</td>
<td>8</td>
<td>1</td>
<td>0</td>
<td>4</td>
<td>30</td>
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<tr>
<td>Missed RDD</td>
<td>10</td>
<td>43</td>
<td>9</td>
<td>55</td>
<td>14</td>
<td>131</td>
</tr>
<tr>
<td>Turnbacks</td>
<td>2</td>
<td>12</td>
<td>23</td>
<td>4</td>
<td>1</td>
<td>42</td>
</tr>
<tr>
<td>Left at Origin Warehouse</td>
<td>1</td>
<td>1</td>
<td>2</td>
<td>2</td>
<td>2</td>
<td>8</td>
</tr>
<tr>
<td>Missed Pickup</td>
<td>4</td>
<td>19</td>
<td>57</td>
<td>31</td>
<td>19</td>
<td>130</td>
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<tr>
<td>Various Other</td>
<td>65</td>
<td>129</td>
<td>75</td>
<td>112</td>
<td>58</td>
<td>439</td>
</tr>
</tbody>
</table>
Administrative Actions – 2018-2019

Year-to-Year Total Punitive Actions

- Various Other
- Missed Pickup
- Left at Origin Warehouse
- Turnbacks
- Missed RDD
- Refusals/Timeouts

Overall number of suspensions down in 2019
Quality Assurance Actions – 2019 Breakout

Various Other Letter of Suspension

- REWEIGH: 88
- UPDATE DPS: 42
- INVENTORY: 40
- IMPROPER PACKING: 35
- SUBMIT DOCUMENTS: 22
- SMOKING: 19
- UNETHICAL ACTS: 16
- TRACING: 12
- THEFT: 9
- ABUSIVE LANGUAGE: 9
- FRAUDENT STATEMENT: 8
- FAILURE TO PROTECT FROM THE ELEMENTS: 8
- FAILURE TO UNPACK: 4
- FAILURE TO SUBMIT WEIGHT TICKETS: 3
- UNAUTHORIZED SIT: 3
- MISSED RRD NOTIFICATIONS: 3
- PRE-MOVE: 2
- MOLD: 2
- FIGHTING: 2
- DRUGS: 2
- ALCOHOL: 2
- UNQUALIFIED PERSONNEL: 1
- CLAIMS PROCESS: 1
- DELIVERY ISSUE: 1

Overall number of suspensions down in 2019
- USTC 4500.01 Policy for TSP Participation in the Defense Personal Property Program
  - SDDC Reg 55-4 (TSP Qualifications)
  - SDDC Reg 15-1 (Procedure for Disqualifying and Placing TSPs in Non-Use)
  - USTC DTR4500.01 (Policy for TSPs Participation in Defense Personal Property Program), Part IV, Chapter 403 (Best Values Score)
Questions?
15 Minute Break
Future Initiatives

Ms. Rosia Lindsey
Special Requirements and Rates Team
18 September 19
• **Inconvenience Claim Changes**
  - Change to a daily reduction/payment when late or miss agreed upon pickup
    - Receipts collection obstacle
    - Resource drain for industry
    - Government not involved, unless appealed and then time consuming

• **Special Solicitation Additions Under Review (UB, to/from CONUS)**
  - Turkey
  - Japan
  - Korea
  - Norway
• **FRV Increase (Minimum Weight)**  
  - Update $5,000 to $7,500  
    - File claim within nine (9) months of delivery  
    - Liability not to exceed $7,500  
    - Or $6.00 time either the net weight of HHG and gross of UB in pounds not to exceed $75,000

• **Agent Pass Through Items:**  
  - SIT/delivery/FSC

• **Updating Channel Control List:**  
  - 53% of the channels changed from standard to one-time-only
• **Current DP3 TOS (Move.mil/sme and USTC Personal Property Website):**
  - Effective for shipments with a pickup date on or after 15 May 19
  - Seals no longer required
  - Crating required at residence, unless waived by customer or PPSO
  - DD Form 619:
    • Both origin and destination services
    • SIT no longer required
    • Customer is still required to sign the document
    • Customer is required to initial off on pre-approval services
    • TSP must provide a signed copy to origin and destination PPSO, even if there were no pre-approval accessorial

• **Old TOS (DTR, Part IV, Appendix B):**
  - Effective for shipments with a pickup date on or before 14 May 19
  - Seals are required
  - Crating required at residence, unless waived by customer or PPSO
  - DD Form 619 (origin) and DD Form 619-1 (destination)
Questions?
15 Minute Break
Non-Temporary Storage (NTS) Update

Mr. Robert Hauert
Storage Program Manager
18 September 19
Full Replacement Value (FRV) Increase

- **NTS FRV Increase for New Lots Effective 1 October 2019**
  - Liability coverage for new non-temporary storage (NTS) will increase
  - NTS TSP maximum liability
    - Greater of $7,500 per shipment or $6.00 times the net weight of the shipment (in pounds) NTE $75,000

- **NTS FRV Increase for Lots Prior to 1 October 2019**
  - TRANSCOM SMO will contact each NTS TSP to address liability increases
  - Each NTS TSP will receive an individual effective date for the increase

- **Revision Coming with Next Defense Transportation Regulations Part IV Update**
### NTS Saturation Rates

- The JPPSO/CPPSO contacts the SMO for assistance due to NTS saturation within their AOR.
- The SMO solicits saturation rates from NTS TSPs outside of the saturated area.
- Saturation rates are special rates that terminate at the end of peak season (30 Sep).
  - Results in reduced non-peak workload.
• **NTS Saturations Rate Success**
  - This process gains access to capacity in lower volume areas
  - Saturation Rates were first implemented during Peak Season 2017
  - 800 customers serviced in saturated areas in 2018
  - 1,112 customers serviced in saturated areas in 2019
• Reconciliation Team Established to Settle 100% of Aged NTS Invoices Claimed as Unpaid

- Received
  - 187 NTS TSPs
  - 6,351 invoices
  - $3,893,906.09

- Settled
  - 75 NTS TSPs
  - 4,825 invoices
  - $3,164,608.52

- Project Status
  - 18.7%
  - 81.3%
Questions?
Direct Procurement Method (DPM) Update

Ms. Janice Griffin
Storage and PDV Team
18 September 19
• DTR IV Requires Electronic Billing & Payment for Transportation Services via TPPS
• DPM Line Haul Billing & Payment Not in Compliance
• Transition Process
  – USTC - Coord with Services, SDDC, TSPs, DFAS and US Bank
  – Services - ensure PPSO personnel receive TPPS training; conduct tests
  – SDDC - Manage freight TSPs; inform commercial Industry of change/updates
  – Freight TSPs - provide transportation services IAW Freight rules
  – DFAS - ensures audit compliance w/ financial policy & procedures
  – US Bank - provides DoD approved TPPS; provide user training
• Loss & Damage Liability Coverage Increase Effective 1 October 2019
  - $7,500 per shipment, or $6.00 times either the net weight of the HHG shipment, or the gross weight of the UB shipment (in pounds) not to exceed $75,000

✓ USTC – Personal Property Advisory to Services & PPSOs
✓ USTC – DTR IV update (Attachment G6)
✓ SDDC - Customer Advisory to commercial freight Industry
✓ SDDC - Military Freight Traffic Unified Rules Pub-1 update
Questions?
Global POV Contract (GPC) Update

Mr. Michael Dobbs
Storage and POV Branch
18 September 19
Global POV Program Good News

Together, we deliver.

GPC III

GPC IV

GPC TRANSITION
GPC IV: 1 OCT START DATE

Ready
Get set
GO
POV Program

Together, we deliver.

Three NEW VPCs

DENVER
Colorado

Orlando

NY/NJ Metro

Ready to accept customers
1 October 2019
POV Program Challenges

• Abandoned POVs
  – May be converted to commercial account at member’s expense if not picked up in a timely manner

• Customers Should Ensure Contractor Has Accurate Contact Info
  – POV abandonment procedures begin approximately 90 days of no contact from customer
POV Program Challenges

- **Too Much Gas in Tank**
  - Must be ¼ tank or less
- **Incorrect/Incomplete Documents**
- **Vehicle Not Clean, Inside and Out**

Reminder: Please counsel customers to read DTR IV Attachments K3 and K4 Shipping or Storing Your POV
Questions?
Q & A from the Audience

Facilitated by Lt Col Rayna Lowery
DP3 Chief of Operations
18 September 19
Lunch On Your Own
Systems Update
Defense Personal Property System

Mr. Dale Shelton
DPS Program Manager, Acquisition Directorate
18 September 2019
Defense Personal Property System Plan

- **Continuing with Weekly Maintenance Windows for Patching and Releases**
- **Security, Stability, and Compliance**
  - Continue upgrading or replacing expired COTS products
    - Siebel upgrade (complete)
    - Solaris upgrade, new database servers in production (complete)
    - Kodo replacement (will take another year to avoid collision with 2020 peak season)
    - Gentran replacement (In final testing)
    - iPlanet replacement (In progress, new servers provisioned)
  - ETA plug-in replaced, TSP connection pool encrypted
  - Security findings (front and back – always ongoing)
  - Replaced database and analytics servers
- **ETA Moving to the Cloud as TEAMs, DPS Will Update Authentication**
- **Moving TOPS to DECC-Ogden to Live with DPS, No Major Changes Anticipated**
- **BOT User Agreements Being Planned**
Recent Releases (as of 11 September 2019)

- 3.28 Defects, progress on Kodo & GENTRAN/B2Bi replacement (5 Apr)
- 3.29 Upgrade Siebel 2013 to 2016 (12 Apr)
- 3.30 Release targeting more Kodo and GENTRAN/B2Bi and a change to Refusal timing (3 May)
- 3.31 Defects (returned PPCIG Edits), refactored Rate Filing to Java 8 to remove Kodo reliance (3 May)
- 3.31.0a Feature flagged-off Data Nucleus for Invoicing (9 May)
- 3.32 Encrypted TSP connection pool, deactivated TLS 1.0 (17 May)
- 3.33 Installed OBIEE (Removal of Win 2008) and B2Bi (requires configuration), Defects (31 May)
- 3.34 Updated Table Names in Data Nucleus, OTO Rates pages, and Rate Filing to Java 8 (28 Jun)
- 3.35 Data Nucleus Tracking Module, OTO to Java 8, Defects (28 Jun)
- 3.36 OTO Refactor and Rate Filing to Java 8 (16 Aug)
- 3.37 GENTRAN/B2Bi parallel processing, Data Nucleus invoicing date defect, flagged-on (16 Aug)
- 3.38 Counseling runtime Data Nucleus feature flag, OTO and Rate Filing progress (6 Sep)
- 3.39 OTO, Rate Filing, and Volume Move refactoring progress (6 Sep)
- 3.40 Rate Filing, OTO, and Volume Move progress, activate new analytics server, defects (13 Sep)
MilMove Update

Mr. Shannon Switts/TrussWorks
18 September 2019
Personally Procured Move (PPM) Status Update

- **Number of PPMs Done to Date**
  - Air Force – 14 moves in 2018
  - Marines – 38 moves since July 2019
  - Army – 1 moves since August 2019

- **Training Provided**
  - Onsite training at 3 sites
  - Remote video training Marine Corps 15+ DMOs

- **Future PPM Training Plans to expand use of PPMs**

- **New PPM Capabilities to be added**
  - Service Members Can Request Advances
  - Service Members Can Submit Supplemental Requests
• Expanded Pilot to include:
  • U.S. Marine Corps
  • U.S. Army
• Trained PPPOs & DMOs at the following locations:
  • Fort Bragg – 30 July
  • Fort Belvoir – 6 August
  • Fort Hood – 8 August
  • Remote Training with 15+ DMOs -- 28 June

New PPM Capabilities to be added:

• Service Members Can Request Advances
• Service Members Can Submit Supplemental Requests
Break in Place

(Panel Transition)
Services Panel

Mr. Robert Haverback, USA
Mr. Jay Yerkey, USN
Col Craig Punches, USAF
Mr. Brian Imler, USMC

18 September 2019
USTRANSCOM
Personal Property Forum
18 September 2019

Robert Haverback
Army Sustainment Command
SPO Services-Personal Property
Traffic Management Specialist
2019 Code 2 Initiative-12%
- Army views the initiative a success story for 2019 Peak Season
- Army consistently achieved 12% goal
- Several shipments requested exceeded 7,500 lbs. threshold, which may have burden TSPs
- Initial feedback is a decrease in claims
- Very few Code 2 shipments offered as Short Fuse were accepted
- Customers under estimating weight to qualify Code 2
- Need for standardized excess cost handout
Refusal Comments

- Overall input from PPSO/CPPSO/JPPSOs were negative
- Slight increase in capacity did not out weigh extra burden on management oversight
- JPPSO MA estimated 1285 additional manhours
- Redundant to offer/award to same TSPs just to refuse again
- Lack of visibility of blackouts hindered ability to award shipments
- Manual booking process was cumbersome and of little help
- PPSO/CPPSO/JPPSO need ability to manually book shipment
- TDL access in DPS award queue must be available for JPPSOs
- Increase in cherry picking larger shipments versus small volume
- Estimate 25% increase in PPMs, DPMs, and NTS
PPSO/CPPSO/JPPSO in concurrence to expand short fuse window earlier or throughout Peak Season

DPS outages in May and June caused issues and increased man hours at all levels in the Transportation Offices

Significant International shipment booking issues

Need for TSPs to manage inbound and outbound queues better

QA/QC inspectors noting increase in Mold shipments this year
Navy Personal Property
USTRANSCOM Fall 2019 ~
Peak Season PPF

Presented by:
Jay Yerkey
NAVSUP HQ HHG

Sep 2019
Overview

- Peak Season Concerns
- Future Peak Seasons Changes
- Navy Lines of Communications
Peak Season Concerns

- **Missed Pickups:**
  - TSPs fail to communicate problems to both the customers and our offices prior to pickup date
  - TSP would string customer along with plan to service shipment and then turn back the shipment just prior to pickup or at pickup

- **Communications with TSPs:**
  - Difficulty in reaching TSP to resolve issues when needed

- **Customer Communications:**
  - Standard process and timeframes for letting customers know when their shipment cannot get serviced
  - Nonresponsive to requests from customers

- **Inconvenience Claims:**
  - TSPs are quickly to deny claims without an explanation as to the reason for denial
  - Low Ball offers for claims hoping customers will accept
TSP Peak Season Concerns

- **TSPs Updates to DPS:**
  - Timely updates to DPS
  - Correct Origin Agent information

- **Refusal Impacts on JPPSOs & Customers:**
  - Unable to confirm availability of dates
  - Unable to see true shipment status of where application in refusal process
  - Additional workload to track shipments offers
  - Auto Re-offer – Management Nightmare

- **Code J shipments:**
  - Channels consistently blacked out during Peak Season
  - Impact to customer
    - Customers consolidated baggage with HHG shipment (Loss of entitlement)
    - Shipped as DPM if channel was available.
    - Shipped as PPM via US Mail
Future Peak Seasons Changes

- **Updates to DPS:**
  - No Functional Service Requested updates since 2016
  - SCR 7822 – Shipment Allocation Error
  - SCR 7904 – Counseling Office Queue
  - SCR 7593 – Cosmetically Consolidate Key Invoice and Approval Information

- **If Refusal will be allowed during Future Peak Seasons:**
  - Only allow refusals until 21 days prior to pickup date
  - Under 21 days, TSP must accept an offer or be blacked out
  - Or, start out Peak Season with a 15 days Short Fuse window
  - This will allow the JPPSO/PPSO to better manage customer expectations

- **Code J Shipments:**
  - Change Allocation process, to give 90% of shipments to BVS TSP for channel
  - Create a Special Solicitation rate for all Code J channels
  - Accept TSP’s higher rates so shipments can be serviced
Navy Issues/Resolution

- First option, contact is the servicing PPPO QA or JPPSO/PPSO back office depending on issue
- Second option, contact the Responsible JPPSO/PPSO Director
- Third option, when unable to resolve with PPSO/JPPSO Director contact NAVSUP HHG HQ

Note: When contacting NAVSUP HQ please do not send PII information. Please provide detailed synopsis and if documentation containing PII is required we will reach out.

NAVSUP HQ Email: NAVSUPHQHHGS.fct@navy.mil

- Navy Call Center Number: 1-855-HHG-MOVE (444-6683)
Air Force Topics

- **Reweigh Performance**
  - CY 2019 61% of Reweighs Requested were performed
    - Up 8% from same time last year - GOOD
    - 39% of reweighs requested not performed - BAD

- **Communication**
  - Lack of timely responses to customers by Movement Coordinators
    - Customers frustrated with TSPs due to no call backs or 24 hour delayed responses
    - Customers need JPPSO intervention with management groups for up-to-date information

- **Air Force Quality Assurance Program (Jan – Jul 19)**
  - 19,063 LOWs, 1,118 LOSs of 145,355 Shipments for 13.9 punitive action rate, up .9% with 11,656 less shipments from last year
Peak Season 2019 Top 5 Issues

- Lack of capacity for Unaccompanied baggage (UB) shipments throughout CONUS. This resulted in many instances where Marines were instructed to ship everything with the Code 4 shipment, therefore denying the entitlement of a UB shipment. USMC offered commercial air (Code 8) for UB in certain instances with minimal success.

- Lack of capacity in and out of Eastern North and South Carolina, which has been an ongoing theme for the last several peak seasons. What can industry do to mitigate this problem in Peak Season 2020? Is industry filing realistic rates in these areas and/or adequately compensating their supply chain?

- Poor packing/handling of shipments at origin and unfair claims settlement practices alleged. The claims process is too laborious and time consuming (both inside and outside of the DPS). PCSing is already stressful enough without the added layer of stress, frustration, and anger associated with filing and then fighting to get a fair market value for family heirlooms and common items.

- Delays in awarding shipments based on unlimited refusals for several weeks in May and June created a bad start to the Peak Season.

- DPS unavailability and latency issues resulted in unproductive man-hours across DoD! Our customers, who did what we told them to do by submitting applications early, had to wait for weeks before their shipment was awarded and they felt like they were being punished by the “system” that was supposed to be “first come, first served!”
Break in Place

(Panel Transition)
Military Claims Office Roundtable

Mr. Keith Well, USA
Ms. Virginia Eilmus, USN
Mr. J.D. Reese, USAF
Ms. Melody Taylor-Fain, USCG
18 September 2019
Break in Place

(Panel Transition)
Industry Panel

Mr. John Becker, AMSA
Mr. Dan Bradley, IAM
Mr. Steve Weitencamp, NCMA
Mr. Kevin Myers, NDTA

18 September 2019
Wrap Up / Action Items

Facilitated by Lt Col Rayna Lowery
18 September 2019
Closing Remarks

COL Marshanna Gipson
Chief, Personal Property Division
18 September 2019