## Agenda - 31 Mar (Day One Morning Session)

<table>
<thead>
<tr>
<th>Time</th>
<th>Topic</th>
<th>POC</th>
</tr>
</thead>
<tbody>
<tr>
<td>0700 CST</td>
<td>Attendee Acceptances</td>
<td>Mr. Sinclair/Ms. Varner</td>
</tr>
<tr>
<td>0815 CST</td>
<td>TCJ9 Director- Welcome / Update on Stop Movement</td>
<td>Mr. Rick Marsh</td>
</tr>
<tr>
<td>0830 CST</td>
<td>2020 Peak Season Preparation / Expectations</td>
<td>Mr. Danny Martinez and HHG Ops Team</td>
</tr>
<tr>
<td></td>
<td>Reweighs</td>
<td></td>
</tr>
<tr>
<td></td>
<td>DPM Update</td>
<td></td>
</tr>
<tr>
<td></td>
<td>USTRANSCOM Europe</td>
<td></td>
</tr>
<tr>
<td>1000 CST</td>
<td>Break</td>
<td>ALL</td>
</tr>
<tr>
<td>1015 CST</td>
<td>Q&amp;A Session</td>
<td>Lt Col Rayna Lowery</td>
</tr>
<tr>
<td>1115 CST</td>
<td>Wrap Up / Closing Remarks</td>
<td>COL Marshanna Gipson</td>
</tr>
<tr>
<td>Time</td>
<td>Topic</td>
<td>POC</td>
</tr>
<tr>
<td>---------</td>
<td>------------------------------------------------------------</td>
<td>------------------------------------------</td>
</tr>
<tr>
<td>1700 CST</td>
<td>Attendee Acceptances</td>
<td>Ms. Bradley/Mr. Uhde</td>
</tr>
<tr>
<td>1815 CST</td>
<td>TCJ9 Director- Welcome /Update on Stop Movement</td>
<td>Mr. Rick Marsh</td>
</tr>
<tr>
<td>1830 CST</td>
<td>2020 Peak Season Preparation / Expectations</td>
<td>Mr. Danny Martinez and HHG Ops Team</td>
</tr>
<tr>
<td></td>
<td>Reweighs</td>
<td></td>
</tr>
<tr>
<td></td>
<td>DPM Update</td>
<td></td>
</tr>
<tr>
<td></td>
<td>USTRANSCOM Pacific</td>
<td></td>
</tr>
<tr>
<td>2000 CST</td>
<td>Break</td>
<td>ALL</td>
</tr>
<tr>
<td>2015 CST</td>
<td>Q&amp;A Session</td>
<td>Lt Col Rayna Lowery</td>
</tr>
<tr>
<td>2115 CST</td>
<td>Wrap Up/Closing Remarks</td>
<td>COL Marshanna Gipson</td>
</tr>
</tbody>
</table>
TCJ9 Director Welcome

SES Rick Marsh, TCJ9
Director, Personal Property Directorate

31 March 2020
DP3 – What’s Changed
DOD updates to Stop Movement Orders:

- 11 Mar 2020 - DOD issued Stop Movement for certain overseas locations
- 13 Mar 2020 - DOD Stop Movement Order thru 11 May
- 19 Mar 2020 - Shelter in Place actions in effect for NY, CA, & IL
- 20 Mar 2020 - Host Nations Closes select OCONUS VPCs for POV shipments
- 24 Mar 2020 - DOD issued directive updating restrictions on PCSs for DOD military and civilian personnel thru 25 May 2020
On XX 2020, DOD will issue directive lifting or continuation of the Stop Movement for all Permanent Change of Station moves for DOD military and civilian personnel.

DP3 Communication & Collaboration

- Coordinate on Movement Triggers with Services
  - Synchronize timelines, balance requirements, and capacity
- Draft & Release timely USTRANSCOM Advisories
- Bi-Weekly DP3 Industry Calls
- Routine Governance Sessions
- Updates to Move.mil and FAQs
DP3 EWG Action Items

COL Marshanna Gipson, TCJ9-0
Deputy Director, Personal Property Directorate
31 March 2020
### 17 Sep 2019 EWG Due Outs

<table>
<thead>
<tr>
<th>TASK</th>
<th>LEAD</th>
<th>NOTES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Drive standardization efforts across Services - streamline expectations by focusing on counseling and key responsibilities for members.</td>
<td>OSD</td>
<td>Personal property relocation strategy document (staffing 2/12) will provide common guidance to services.</td>
</tr>
<tr>
<td>Work to standardize application of secretarial process across services where possible.</td>
<td>OSD</td>
<td>Included in Relocation Improvement Strategy (submitted for staffing 2/12).</td>
</tr>
<tr>
<td>Review the current minimum number of CSS returns - should they be increased from 20 to 100? Evaluate impacts/risks of raising the MPS to 59.5 percent across all markets.</td>
<td>TCJ9</td>
<td>Completed. Cursory modeling was done to confirm action has negative impact on quality. Impacts could push low performing TSP above the MPS. J9 decision is to hold the MPS for IHHG at 56, and increase the dHHG to 57.16 and IUB to 59.5 for 2020.</td>
</tr>
<tr>
<td>Review minimum weights for unaccompanied baggage shipments.</td>
<td>TCJ9</td>
<td>Completed. Effective 15 May 20, UB minimum weights in the International Tender increased from 300 to 350 lbs.</td>
</tr>
<tr>
<td>Ensure more effective distribution of DP3 advisories.</td>
<td>TCJ9</td>
<td>Recommend Completed. Advisories are distributed to the relevant community, on a need to know basis. The users based comes from email addresses loaded into DPS. DPS users are updated quarterly ICW the SRC to ensure effective and widest distribution.</td>
</tr>
<tr>
<td>Perform analysis on 2019 peak season Code 2 and Refusal data to find viable target goals for Code 2 and/or optimal use for Refusals going into 2020.</td>
<td>TCJ9</td>
<td>Ongoing. For 2019, analysis on refusal impact shows a 2 % lower overall satisfaction for refused shipments than for “all shipments,” but overall better CSS scores. Refusal is Industry’s number one request for years. Code 2 analysis shows fewer and less severe claims, and increased CSS scores.</td>
</tr>
<tr>
<td>Look at opportunities/risks of consolidated Performance Scores for move management companies.</td>
<td>TCJ9</td>
<td>Ongoing. Action helps improve accountability in DP3. Requires Federal Register Notice. USTC is postured to implement and enforce, looking at DPS processes uses manual updates of scores, no system change required. for future years. Existing</td>
</tr>
<tr>
<td>Look into shipments moving in/out of hard to service areas (focusing in on Korea and Turkey).</td>
<td>TCJ9</td>
<td>Completed. J9 made changes to hard to service locations, particularly for unaccompanied baggage. Effective 15 May 2020, added 27 (22 unaccompanied baggage) new groups covering 16 countries/rate areas to improve access to capacity. Locations includes Turkey, Korea, and others- Germany, Australia, Guam, Poland, Bahrain, Belgium, Norway, Netherlands, Puerto Rico, Romania, United Kingdom, United States.</td>
</tr>
<tr>
<td>Base access (request standardization)</td>
<td>OSD</td>
<td>Continuing to work cross service standardized disqualification standards.</td>
</tr>
<tr>
<td>Continue to assess DP3 process that do not add value to the overall customer experience. Look for ways to simplify business rules or modify to model after commercial like processes. Assess that the current metrics being reviewed are the right ones for peak &amp; non peak season.</td>
<td>TCJ9</td>
<td>Ongoing. The DP3 Household Goods Tender of Service underwent an overhaul in 2019, in partnership with NDTA and industry, to better adopt commercial practices and streamline requirements. That said, TCJ9 continues to review our business rules for opportunities to simplify as well as review our program metrics to ensure the right ones for peak &amp; non peak season.</td>
</tr>
<tr>
<td>Consider developing small working groups focused on domestic and international challenges.</td>
<td>TCJ9</td>
<td>Ongoing. While we are always receiving inputs and adjusting rules based on domestic and international program challenges, we have not developed small working groups for this purpose.</td>
</tr>
</tbody>
</table>
2019 Peak Season Preparation

Mr. Danny Martinez, TCJ9-0, Chief, Household Goods Operations
31 March 2020
DP3 OPERATIONS HHG UPDATE

- Household Goods Overview:
  - DP3 HHG Peak Season & Pickup Summary
  - Customer Satisfaction Survey Update
  - Differences in 2020
  - Changes to Annual Battle Rhythm
  - Refusals and Code 2 Analysis
  - Key DPS feature (Auto Reoffer)
- Reweighs Deep Dive
- DPM Update
- Europe/Pacific Update
**DP3 HHG Pickup Summary**

TOGETHER, WE DELIVER.

---

### Pie Chart

- **dHHG**: 60%
- **iHHG**: 25%
- **IUB**: 15%

Pie chart depicts Weeks 20-35

---

### Table: Weeks 20-35 Pickups

<table>
<thead>
<tr>
<th>Market</th>
<th>Total</th>
<th>COS</th>
<th>Shipments</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>dHHG</td>
<td>6,111</td>
<td>2</td>
<td>269</td>
<td>4.4%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>0</td>
<td>5,842</td>
<td>95.6%</td>
</tr>
<tr>
<td>IHHG</td>
<td>2,569</td>
<td>4</td>
<td>2,491</td>
<td>97.0%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>6</td>
<td>4</td>
<td>0.2%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>7</td>
<td>74</td>
<td>2.9%</td>
</tr>
<tr>
<td>IUB</td>
<td>1,001</td>
<td>7</td>
<td>32</td>
<td>2.0%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>8</td>
<td>157</td>
<td>10.1%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>J</td>
<td>1,372</td>
<td>87.9%</td>
</tr>
<tr>
<td>Total</td>
<td>10,241</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3-Yr Historical Average</td>
<td>8,175</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

---

### Table: Week 12

<table>
<thead>
<tr>
<th>Process Segment</th>
<th>3-Yr Avg</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Members Counseled</td>
<td>10,496</td>
<td>5,457</td>
</tr>
<tr>
<td>Shipments Awarded</td>
<td>8,400</td>
<td>3,221</td>
</tr>
<tr>
<td>Shipments Picked Up</td>
<td>5,323</td>
<td>1,152</td>
</tr>
</tbody>
</table>

---

### Chart: Pickups and Booking Queue

Current Week = 13

---

DPS Peak Season Shipments

Hist. Avg. | This Year

- 347,000
- 327,308
- 350,000

---

TOGETHER, WE DELIVER.
% Met RDD by Branch of Service (All Deliveries)

Current Week = 13

Depicts 2-week lag
Customer Satisfaction Trends

Satisfaction decreases during peak season

3 Yr Monthly CSS Satisfaction Trends

% of Surveys Returned by Delivery Date
Differences in 2020

- 2019 focus was on streamlining rules & restructuring rates
- 2020 focus was primarily on changes with a direct customer impact
  - Industry or capacity changes were focused on improving performance or access to capacity as indicated below:
    - 27 New Special Solicitation Groupings (added 16 countries and 2,862 lanes to a “winner takes all” filing)
    - Minimum Performance Score (continued to increase and set out year “targets” to drive performance)
    - 16% minimum weight increase to all unaccompanied baggage shipments (up to 350lbs)

- Global Household Goods Contract insights and requirements used in tender program
<table>
<thead>
<tr>
<th>2020 Change</th>
<th>Details</th>
<th>Old Standard</th>
<th>Targeted Impact</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Background Checks</td>
<td>- Require background check on all personnel whose role involves interacting with a DoD customer and/or handling or transporting DoD shipments</td>
<td>Prison labor prohibition</td>
<td>Improve Service</td>
</tr>
</tbody>
</table>
| 2 Better Communication | - Single POC, NTE 30 min wait 0800-1700  
- 24-hour notice before delivery, no storage (SIT) w/out customer approval                                                              | -No POC  
-2 hrs notice, SIT auto appr    | Improve Service          |
| 3 Claims timelines  | - 140% increase, customers has 180 days after delivery to identify loss/damage  
- TSP settlement suspense of 30 days for all claims valued at $1000 or less                                                                    | -75 days after delivery  
-60 days                  | Improve Service          |
| 4 Simplified Inconvenience Claims | - Transformed to a no hassle process based on per diem (meals and incidentals only), with no receipts required (capped at 7 days). Note: Customers can still claim additional amounts with receipts | No baseline, receipts required    | Improve Service          |
| 5 Claims enhancements | - Customer choice to repair or receive full repair costs  
- Increased minimum coverage to $7,500  
- Real Property (residence) damage, TSP responsible if identified in 5 GBD                                                              | -TSP choice  
-$5,000  
-None                      | Improve Service          |
<p>| 6 In Transit Visibility | - ITV via DPS note and email within one business day of major nodes; includes time, status and ETA at destination                                                                                                      | System generated statuses         | Improve Service          |
| 7 Shipment Reweigh   | - Penalty for not reweighing ($160-$400), increased reweigh fee ($50-$125), require auto reweighs within 10% of allowance and other triggers                                                                 | None                             | Improve Service          |</p>
<table>
<thead>
<tr>
<th>2020 Change</th>
<th>Details</th>
<th>Old Standard</th>
<th>Targeted Impact</th>
</tr>
</thead>
<tbody>
<tr>
<td>8 Altering Govt Documents</td>
<td>- Forbid altering government documents</td>
<td>- No standard enforced</td>
<td>Increase Capacity</td>
</tr>
<tr>
<td></td>
<td>- Increase transparency in the supply chain</td>
<td></td>
<td></td>
</tr>
<tr>
<td>9 Special Solicitation</td>
<td>- Added 27 new groups covering 16 countries/rate areas</td>
<td>- Less award flexibility</td>
<td>Increase Capacity</td>
</tr>
<tr>
<td>Additions</td>
<td>- Provides one TSP as “winner takes all” – leverages competition</td>
<td></td>
<td></td>
</tr>
<tr>
<td>10 Unaccompanied Baggage</td>
<td>- Increased minimum weight to 350 lbs.</td>
<td>-300 lbs.</td>
<td>Increase Capacity</td>
</tr>
<tr>
<td>Increases</td>
<td>- Increased several accessorail services, between 30-100%</td>
<td>- antiquated rates</td>
<td></td>
</tr>
</tbody>
</table>
2020 Annual Battle Rhythm

Goal – 45 days prior to Round 1, post Final annual business rule changes

- **Post Approved 2020 Business Rules**
  - 9 Dec 19

- **Set Minimum Performance Score (MPS)**
  - 25 Nov 19

- **Review Competitive Range & Update DPS**
  - 21 Nov – 18 Dec 19

- **Review CRM's & Mtg with Mgmt**
  - 19 Nov – 6 Dec 19

- **Post 2020 Business Rules CRM**
  - 6 – 19 Nov 19

- **GPA Baseline Rates**
  - 4 – 12 Nov 19

- **TDL Rankings built - TSPs**
  - 9 Mar 20

- **Rate Filing Round 1**
  - 19 – 27 Jan 20

- **CSS Appeals & Upload Corrected Appeals**
  - 3 – 17 Jan 20

- **Deadline for TSP's CIP/COR Renewed**
  - 19 Dec 19

- **Rate Filing Advisory & set Rate Cycle in DPS**
  - 10 Dec 19

- **Post 2020 Business Rules**
  - 9 Dec 19

- **Rate Filing Round 2**
  - 16 – 21 Feb 20

- **Review CRs and Adjust as needed**
  - 27 Jan – 14 Feb 20

- **Business rule vetting – Received over 6,000 CRM comments**

- **TDL Goes Live**
  - 5 – 8 Mar 20

- **Renewed Deadline for TSP's CIP/COR**
  - 4 – 12 Nov 19

- **6 – 19 Nov 19**
Tentative 2021 Annual Battle Rhythm

- **2021 Business Rules Posted** Move.Mil/SME 1 Sep 20
- **Remove Rules from Move.mil SME** 16 Sep - 5 Oct 20
- **Consolidate Comments from Services/TSPs** 16 Sep 20
- **Qualifications Cut Off CIP/COR** 3 Dec 20
- **TSP Submit CSS Appeals** 5 - 8 Jan 21
- **Send Rate Filing Advisory** 3 Dec 20
- **Rate Filing Round 1 Opens** 17 Jan 21
- **Rate Filing Round 1 Closes** 22 Jan 21
- **Rate Filing Round 2 Opens** 14 Feb 21
- **Rate Filing Round 2 Closes** 19 Feb 21
- **Traffic Distribution List (TDL) Goes Live** 8 Mar 21
- **DP3 Post Business Rules** 17 Dec 20
- **78 days to consolidate and staff comments prior to Final business rules**

**Earlier and Longer business rule vetting**
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, recommended DPS changes to allow booking across TDL
  - Concern over number of forced PPMs
• Industry
  – Some reported 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

<table>
<thead>
<tr>
<th>Measures</th>
<th>Goal</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Customer Satisfaction</td>
<td>Better curbside service, fewer complaints</td>
</tr>
<tr>
<td>2 Blackout usage</td>
<td>No overreliance on refusals, TSP still use blackouts to manage capacity</td>
</tr>
<tr>
<td>3 Refusal type*</td>
<td>No selective refusals (e.g. weight, destination Region, etc)</td>
</tr>
<tr>
<td>4 Short Fuse percentage</td>
<td>Keep under 10% during peak</td>
</tr>
<tr>
<td>5 Offer handling time</td>
<td>Keep under 4 hrs</td>
</tr>
<tr>
<td>6 Short Fuse expansion</td>
<td>Eliminate need for 10 day SF expansion</td>
</tr>
<tr>
<td>7 Capacity</td>
<td>Access more capacity</td>
</tr>
</tbody>
</table>
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 are mixed but overall positive*

**Offer handling peaked at 18hrs**
Refusals and Customer Satisfaction

CSS Comparison of Refusals with Peak Season 2019

<table>
<thead>
<tr>
<th>Question</th>
<th>Refusals</th>
<th>Peak Season 2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>4: Packing</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5: Loading</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6: Pickup</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7: Unloading.Unpacking</td>
<td></td>
<td></td>
</tr>
<tr>
<td>8: Delivery Timeliness</td>
<td></td>
<td></td>
</tr>
<tr>
<td>9: Overall</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Shipments</th>
<th>Deliveries</th>
<th>Surveys</th>
<th>Return Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Peak Season Non-Refusal Shipments</td>
<td>114152</td>
<td>115673</td>
<td>25425</td>
<td>21.98%</td>
</tr>
<tr>
<td>Refusal Initiative Shipments</td>
<td>21543</td>
<td>20022</td>
<td>4860</td>
<td>24.27%</td>
</tr>
</tbody>
</table>
Despite *mixed feedback*, we acknowledge waiving the “no refusal” DTR Business rule around which blackouts and DP3 capacity management was built is near the top of industry’s list of requests.

- Refusals may not bring more capacity but, it *allows industry to better match their capacity against DOD’s requirement*.

- Challenge: Improve DPS auto reoffer (aka DPS bot) capabilities to avoid delayed shipment awards, service failures and negative customer impacts.
• **New in 2020:** JPPSOs can make a Traffic Management Decision to award bookings to any TSP on the Traffic Distribution list in 2 scenarios
  • Shipment cycles through TDL (NTE 2,000 shipment offers or 72 hours) with no award
  • No Capacity Screen (all TSPs blacked out)

• JPPSOs can send refused shipments back to DPS for auto reoffer (DPS Bot) OR or use new Manual Booking feature
  • New feature allows selection from all eligible TSPs
  • Does not count against shipment allocation

• **2020 Goal:** Leverage DPS automation to make the HHG/UB refusal process more efficient
DPS Auto Re-Offer Process Flow Diagram

TOGETHER, WE DELIVER.

PPSO

Avail. TSP >= 1

Route for Award

Manual Offer

DPS

Offer Shipment to Next TSP

Auto Re-Offer

Counseling Submitted

Check Auto Re-Offer Constraints

N O

Apply Admin Shipment

Constraints Met?

Send Notice of Non-Response

TSP Accepts?

Contact TSPs & Offer

YES

NO

Alternate Booking Complete

TSP

Accepts?

YES

Escalate: ACR, DPM, NTS P/U

Create GBL

Shipment Booked

TSP

Enter Acceptance

NO

RESPONSE

REFUSE

Receive Shipment Offer

Response?

ACCEPT

Note 1: “Auto Re-Offer Constraints”= 48 hrs; OR 2,000 offers attempts before moving to Manual Offer process

Note 2: Administrative shipments applied to blacked-out TSPs in TDL

Note 3: Short Fuse can be applied to shipment when within window

Note 4: Allocation errors (new feature)...if either “constraints met” OR allocation error, manual booking is now an option

Note 5: Notices of non-response will still be sent for domestic shipments when a response is provided after 4 hours, even if shipment is accepted.
• Example 1: Auto reoffer failed; PPSO given option to manually award to TSP

• Example 2: List of authorized TSP available for manual award for channel selected.
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
Industry (cont’d)

- 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

<table>
<thead>
<tr>
<th>Measures</th>
<th>Goal</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Customer Satisfaction</td>
<td>Better curbside service, fewer complaints</td>
</tr>
<tr>
<td>2 Claims Freq/Severity</td>
<td>Fewer claims and smaller amounts</td>
</tr>
<tr>
<td>3 SIT Rates</td>
<td>Should be high based on criteria</td>
</tr>
<tr>
<td>4 Percent booked</td>
<td>Goal was 12%</td>
</tr>
</tbody>
</table>
## SIT Usage by Code of Service (CoS)

### 2018 SIT Shipments by Code of Service (COS)

<table>
<thead>
<tr>
<th>Code of Service</th>
<th>No SIT</th>
<th>SIT</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>3,506</td>
<td>5,147</td>
<td>8,653</td>
</tr>
<tr>
<td>D</td>
<td>83,000</td>
<td>83,940</td>
<td>166,940</td>
</tr>
<tr>
<td>Total</td>
<td>86,506</td>
<td>89,087</td>
<td>175,593</td>
</tr>
</tbody>
</table>

% SIT by COS: 59%  
% Overall SIT: 51%

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

<table>
<thead>
<tr>
<th>Code of Service</th>
<th>No SIT</th>
<th>SIT</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>4,271</td>
<td>10,388</td>
<td>14,609</td>
</tr>
<tr>
<td>D</td>
<td>74,997</td>
<td>79,168</td>
<td>154,165</td>
</tr>
<tr>
<td>Total</td>
<td>79,268</td>
<td>89,506</td>
<td>168,774</td>
</tr>
</tbody>
</table>

% SIT by COS: 71%  
% Overall SIT: 53%

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
  – 91% of Code 2 moved > 800 miles
  – 86% of Code 2 ≤ 7,500 lbs
Frequency of Claims

Comparison of Code 2 and Code D Shipments with Claims by Pickup Month
Severity of Claims

Comparison Code 2 and Code D Monthly Average Claims

- Code 2 Average Claim
- Code D Average Claim
**Code 2 Initiative – Assessment**

- Code 2 and SIT usage increased in 2019 over similar period in 2018
  - Most Code 2 shipments met criteria

- Customer Satisfaction (Raw CSS Score) Results improved by ~6% for all Domestic shipments between same periods of 2018 and 2019

- Claim rate difference between Code 2 and Code D shows a similar reduction in overall Code 2 claims vs Code D during same periods of 2018 and 2019

- The average severity ($ claimed by customer) for Code 2 is 20% less than Code D during Peak Season and 17% less than Code D for the entire year
Reweighs

Ms. Sherri Snow, TCJ9-OH, Operational Support and Quality
31 March 2020
Automatic Reweigh

- **Requirement**
  - To “Perform” a reweigh on shipments that meet or exceed the net weight based on “Reweigh Table”
  - Perform all reweighs when requested by Customer or PPSO within DPS
  - Reweigh request is not needed from PPSO, for automatic reweighs

- **Pre-approval**
  - Not needed to actually “perform” the reweigh
  - Item Code 4B or 505A/B is needed to invoice the $125.00 reweigh charge
    - TSP note must include “Auto Reweigh Performed or (ARP)”
    - Allows USTRANCOM to track ARPs

- **Weight and Weight tickets**
  - Enter reweigh weight into DPS within four (4) GBDs
    - TSPs reweigh queue, search for GBL to enter reweigh weight
  - Weight tickets provided to the origin transportation office within seven (7) GBDs
• **Authorized the $125.00 Reweigh Charge**
  • Not all “automatic or requested reweighs” authorized the reweigh charge
  • **Reweighs within tolerance**
    • When the reweigh net scale weight is equal to or greater than the initial net scale weight; or
    • When the net weight is less than initial net weight and within the following tolerances;
      • Shipments weighing 5,000 pounds or less; the initial net scale weight minus reweigh net scale weight
        is less than 100 pounds; or
      • Shipments weighing more than 5,000 pounds; the initial net scale weight minus reweigh net scale
        weight is less than 2% of the lower net scale weight

• **Invoicing Reweigh Fee**
  • PSSO approval of Item Code 4B or Item Code 505A/B
  • Electronic Data Interchange (EDI) reflecting “Reweigh Fee”
  • Item Code 226A Miscellaneous for Domestic shipments
Automatic Reweigh Cont.

• Non-Performance of Reweigh
  • $160.00 fee for iUB
  • $400.00 fee for dHHG and iHHG
  • Possible punitive action

• Invoicing Non-Performance Fee
  • Miscellaneous item code used for both markets with EDI notes stating “Reweigh Refund, Failure to Perform Reweigh”

• Automatic Reweighs Criteria (pre-approval not required)
  • TSPs will be required to automatically reweigh shipments that meet any of the following criteria in the 400NG and IT:
    • Domestic shipments weighing 12,500 pounds or more
    • International household weighing 7,000 pounds or more OCONUS to CONUS
    • International unaccompanied weighing 500 pounds or more
    • Meet or exceed the weights in the table below, based on Grade and Dependent status displayed on the BL
Direct Procurement Method (DPM)

Ms. Janice Griffin, Operational Support and DPM

31 Mar 2020
• DPM Contracts Transition to TPPS
• DPM Line Haul Shipments Transition to TPPS
• National Motor Freight Traffic Classification (NMFTC) Commodity Description Change
• Loss and Damage Liability Coverage Increase
• OSD requires electronic billing & payment for DPM contracts by December 2019
• DTR requires electronic billing & payment of transportation services via TPPS
• Transition Process
  • USTC - Coord with Services, SDDC, TSPs, DFAS and US Bank
  • Services - ensure PPSO personnel receive TPPS training; conduct tests
  • SDDC – Notify Commercial Freight Industry of change/updates
  • Freight TSPs - Provide transportation services IAW Freight rules
  • DFAS - ensures audit compliance IAW financial policies & procedures
  • US Bank - provides DoD approved TPPS and user training
TOGETHER, WE DELIVER.

DPM Line Haul Shipments Transition To TPPS

- DTR requires electronic billing & payment of transportation services via TPPS
- Pilot test scheduled for Mar 2020 at Fort Bragg PPSO
- Transition process
  - USTC - Coord with Services, SDDC, TSPs, DFAS and US Bank
  - Services - ensure PPSO personnel receive TPPS training; conduct tests
  - SDDC – Notify Commercial Freight Industry of change/updates
  - Freight TSPs - Provide transportation services IAW Freight rules
  - DFAS - ensures audit compliance IAW financial policies & procedures
  - US Bank - provides DoD approved TPPS and user training
- Challenge – line haul shipments from NTS Retrograde locations
• 11 Feb 2020 – DPM Program Manager delivered remarks to the NMFTA Commodity Classification Standards Board (CCSB)

• Purpose: Advocated inclusion of Full Replacement Value (FRV) language in NMFTC Commodity Code description to ensure freight TSPs filed tenders citing the correct Commodity Code for transporting DPM shipments

• CCSB concurred to include FRV language in DPM Commodity Code description, published 14 Feb 2020

• Commodity Code description change will reduce freight tenders citing incorrect commodity codes for DPM shipments and eliminate confusion regarding liability in instances of loss or damage
Effective 1 Oct 2019 Contractor Loss & damage liability coverage increased
- USTC - PP Advisory to Services & commercial HHG Industry
- USTC - DTR update (Appendix G and Attachment G6)
- SDDC - Customer Advisory to commercial freight Industry
- SDDC - Military Freight Traffic Unified Rules Pub-1 update

Contracting Officers delay in incorporating liability coverage increase in current contracts
Send questions to:
transcom.scott.tcj9.mbx.ppty@mail.mil
What Do We Do?

**Task**
- Train, Advise, Facilitate, & Assist DP3 Operations
- Coordinate & synchronize DP3 efforts with component service staffs
- Facilitate & Assist PPSOs with DP3 processes
- Conduct Staff Assisted Visits

**Core Capabilities**
- Full DP3 Expertise
- Unusual Occurrences (Natural Disaster, Loss shipments, Mold, etc.)

**Purpose**
- Provide DP3 Operations Support
  - Business Rules Management
  - RFI Support (TSPs, PPSOs, Service HQs, MCOs, Customers, IG/Congressional Inquires)
- Functional Support for Systems (DPS, TOPS)
- Special Requirements and Rates
- Quality Assurance and Claims Support

**Operating Environments**
- USEUCOM
- USAFRICOM
- USCENTCOM
Who We Support
Current Initiatives:
- New Special Solicitation Groupings
- PPO Outreach
- MCO-PPSO/PPO Claims Coordination

• Europe Chief
  – Mr. Jason Middleton
    • Comm’l (from Germany): 0611-143 552 5330/DSN 552-5330
    • Comm’l (from OCONUS): 0049 611 143 5525330
    • Comm’l (from CONUS): 011 49 611 143 552 5330
    • jason.l.Middleton.civ@mail.mil

• Traffic Management Specialist
  – Vacant
US INDO-PACOM

PPSO/JPPSO/PPPO

- Hawaii
- Japan
- Okinawa
- Korea
- Australia
- Singapore
- Guam
- Kwajalein
- Diego Garcia
• PPCIG VALIDATIONS
  - All Country Instructions for Pacific sites current as of 11-Jul-2019 as well as re-formatted for ease-of-use (no longer one large paragraph) as of 10-Mar-2020
  - All Installation (GBLOC) pages current as of 17-Jun-2019
  - All DoD-Approved SIT warehouses validated as of 18-Sep-2019
  - The IT20 requires TSPs use either DoD- or DoS-Approved SIT facilities for OTO shipments. All DoS-Approved SIT warehouse addresses (not the company’s address) validated and current as of 20-Feb-2020
• **Pacific Chief**
  – Ms. Mae Ohori
    • Comm’l: (808) 787-3741, DSN: (315) 437-3141
    • mae.s.ohori.civ@mail.mil

• **Traffic Management Specialist**
  – Mr. Roger Badua
    • Comm’l: (808) 787-3141, DSN: (315) 437-3141
    • roger.a.badua.civ@mail.mil

• **Lead Contracting Officer’s Representative-Pacific Region, Honolulu VPC COR**
  – Ms. Dianalee Naputi
    • Comm’l Only: (808) 670-3949
    • dianalee.b.naputi.civ@mail.mil
Break
Q&A Session

Lt Col Rayna Lowery
Chief, Strategic Engagements Division
Closing Remarks

COL Marshanna Gipson
Chief, Personal Property Division
31 Mar 2020
Back Up Slides
**Personal Property Counseling:**

- Prompt shipment creation/flexibility (Peak of the Peak) 15 June – 15 July
- Confirmed Moving Dates & Supporting Documents: Do not process request w/o documents
- Spread Dates:
  - Requested pickup date must be within the 7 calendar days spread dates
    - Customer requested pickup date is 18 April 20. The requested date must fall within the 7 calendar days spread dates provided (i.e., 16 – 21 Apr)
    - Enter the first day (16 Apr) of the spread dates in the ‘Requested Pickup Date’ field in DPS
    - Will enter the last day (21 Apr) of the date spread provided on the DD Form 1299 in the ‘Requested Latest Pickup Date’ field in DPS
    - Advise customers against overlapping pack/pickups, which may result in two different companies in their residence at the same time (i.e., HHG and UB agents arrive on same day to pack)
- Counselors must add the following statement to the DD Form 1797: **Spread dates are not guaranteed. If spread dates are not available, the PPSO will contact the customer and discuss move options**
- Any RDD changes must be agreed upon between the customer and TSP during the pre-move survey. Any changes to this date without the customer or PPSOs approval is not authorized. The government-approved transit times are located on [https://move.mil/sme](https://move.mil/sme)
• **Code 2 Initiative:**
  – Implemented 6 Jan 19: goal to increase the current usage from historical average of 4% to 12%
  – Specific criteria's for Peak and Non-Peak usage
  – Excess Cost/Excess Charges: See JTR, Ch.5 Section 051306
    • DPS does not calculate excess cost or charges

• **Refusal Initiative:**
  – 1 May 2020, USTRANSCOM will allow the TSP to refuse shipments with pickup dates between 15 May and 17 July without punitive action, (exception for Special Solicitation Group 1 and Volume Moves)
  – Special Solicitation:
    • Class 1: TSPs may not blackout (in any combination) or refuse shipments on any channels that comprise the SS group once selected as the primary (winner)
    • Class 2: TSPs may not blackout (in any combination) but may refuse shipments on channels that comprise the SS group once their capacity is exhausted, and PPSOs may select from the lower ranked BVS TSPs in those cases
  – Selective refusals or permanent loss of capacity in one or more channels that comprise the SS Group may result in the next highest ranked TSP being named the primary (winner) for the duration of the peak or non-peak period
Peak Season Tools (Con’t)

- **Code 2 Initiative:**
  - Implemented 6 Jan 19: goal to increase the current usage from historical average of 4% to 12%
  - Specific criteria's for Peak and Non-Peak usage
  - Excess Cost/Excess Charges: See JTR, Ch.5 Section 051306
    - DPS does not calculate excess cost or charges

- **Refusal Initiative:**
  - 1 May 2020, USTRANSCOM will allow the TSP to refuse shipments with pickup dates between 15 May and 17 July without punitive action, (exception for Special Solicitation Group 1 and Volume Moves)
  - Special Solicitation:
    - Class 1: TSPs may not blackout (in any combination) or refuse shipments on any channels that comprise the SS group once selected as the primary (winner)
    - Class 2: TSPs may not blackout (in any combination) but may refuse shipments on channels that comprise the SS group once their capacity is exhausted, and PPSOs may select from the lower ranked BVS TSPs in those cases
  - Selective refusals or permanent loss of capacity in one or more channels that comprise the SS Group may result in the next highest ranked TSP being named the primary (winner) for the duration of the peak or non-peak period
Peak Season Tools (Con’t)

• **Blackouts:**
  – TSPs are expected to use blackouts when they no longer have capacity
  – DPS does not recognize a blackout that starts and stops on the same day
  – DPS also looks at pack and pickup dates to determine a TSP’s availability and provides concurrent pickup and pack dates to the TSP based on the desired pickup date and the weight of a shipment

• **No Capacity Reports:**
  – PPSOs shall provide feedback on capacity in the program using the No Capacity Report (attached). Please send weekly reports to transcom.scott.tcj9.mbx.pp-ops@mail.mil NLT Wednesdays at 1300L CDT

• **Short Fuse Window Expansion:**
  – Used to offset a capacity shortage, TCJ9 will expand the SF window, if needed

• **Origin Storage In-Transit (SIT):**
  – TSPs must submit pre-approval request via DPS for origin SIT through the PPSO prior to the pickup date
  – Approve origin SIT, but consider the customer entitlement for storage not to assist TSP with capacity
  – Shipments remaining in TSP origin facilities on or after the RDD are grounds for an “immediate suspension” (Ref, DTR, Part IV, Ch. 405, Par. D.2.c.)
  – Origin SIT will normally not apply for direct deliveries
• **Punitive Actions Based on the CSS:**
  – PPSOs may take punitive action based on validated CSS comments (DTR, Part IV, Ch. 405)

• **Turn-Backs:**
  – Occurs when the TSP notifies the origin PPSO that they are unable to service a shipment previously accepted (DTR, Part IV, Ch. 402, C.6)
  – PPSOs shall issue an “30-day BLOC-Suspension”

• **Pull-Backs:**
  – Occurs as a result of a TSPs actions or inactions or when the PPSO determines that a shipment must be pulled back in the interest of the Government (DTR, Part IV, Ch. 402, C.6)
  – If TSP request PPSO pull-back (unable to service) PPSOs shall issue an “30-day BLOC-Suspension”

• **Required Delivery Date (RDD):**
  – RDDs are established based on the customer’s requirements
  – should be no earlier than the government approved transit times located at [https://move.mil/sme](https://move.mil/sme)
  – RDD may be changed if agreed upon between the customer and the TSP during the Pre-move survey
• **NTSR:**
  - TSPs shall invoice for an inspection fee of $3.00 CWT and not for a full pack, as indicated in the 2020 400NG, Item 105J and the 2020 IT, Item 533A.
  - PPSOs shall enter “NTSR” to the beginning of the NTS warehouse address. This informs the TSP that the pickup address is a storage facility and will assist USTRANSCOM in identifying NTSR CSSs.
  - PPSOs shall comply with Service regulations before a NTSR is placed into SIT at destination

• **Shipment Status Update:**
  - TSPs shall immediately update shipment status as it changes
  - TSPs shall “Arrive” shipments in DPS immediately after they have physically arrived at destination.
  - TSPs must input a first available delivery date (FADD) during the arrival process in DPS.
  - TSPs shall coordinate delivery directly with the customer when a shipment arrives at the destination
  - TSPs entering shipment arrival when shipment is not at destination may be subject to punitive action

• **Destination SIT:**
  - **SIT First Day:** SIT cannot begin prior to the arrival date or before the “FADD.” If the customer can accept delivery on or before the FADD, SIT is not authorized
• **NTSR:**
  - TSPs shall invoice for an inspection fee of $3.00 CWT and not for a full pack, as indicated in the 2020 400NG, Item 105J and the 2020 IT, Item 533A.
  - PPSOs shall enter “NTSR” to the beginning of the NTS warehouse address. This informs the TSP that the pickup address is a storage facility and will assist USTRANSCOM in identifying NTSR CSSs.
  - PPSOs shall comply with Service regulations before a NTSR is placed into SIT at destination.

• **Shipment Status Update:**
  - TSPs shall immediately update shipment status as it changes.
  - TSPs shall “Arrive” shipments in DPS immediately after they have physically arrived at destination.
  - TSPs must input a first available delivery date (FADD) during the arrival process in DPS.
  - TSPs shall coordinate delivery directly with the customer when a shipment arrives at the destination.
  - TSPs entering shipment arrival when shipment is not at destination may be subject to punitive action.
2020 CLAIMS UPDATES

- Increased minimum coverage to $7500 (no longer $5,000)
- Customer choice to repair or receive full repair costs (no longer TSP option)
- Mold assessment testing included in remediation cost
- TSP is not liable for high risk/high value items in locked safes (or other locked storage containers)
- To retain FRV TSP must notify customers at 60 and 150 days after delivery NOLD
- Real property (residence) damage, TSP responsible if identified in five (5) GBD (no previous standard)
- TSP must notify customer at 60 and 150 days after delivery point of the date the NOLD and the date the claim is due in order to retain FRV. Notification must include TSP contact information
2020 Claims Updates cont.

- Claims timelines:
  - Customers have 180 days after delivery to identify loss/damage (changed from -75 days)
  - TSP settlement suspense of 30 days for claims valued at $1000 or less
  - Shipments scheduled for pick up on or after 15 May 2019
  - Increased FRV to $6.00 x either the net weight of HHG shipment or the gross weight of the UB. (TSP) maximum liability will be the greater of $7,500 per shipment or $6.00 times the net weight of the shipment, in pounds, not to exceed $75,000
Inconvenience claims

- Simplified Inconvenience Claims 2020 process
- No hassle process based on per diem (meals/incidentals only), no receipts required (capped at seven days) at 100% for the DoD customer based on the govt. per diem rate at ([https://www.defensetravel.dod.mil/site/perdiemCalc.cfm](https://www.defensetravel.dod.mil/site/perdiemCalc.cfm))
- Added inconvenience claims for delivery out of SIT
- Limited lodging and meals may be considered on a case by case basis
- TSP must make customers aware that cases where meals/lodging are approved should be reasonable and based on a short period of time

**Note:** Customers can still claim additional amounts *with receipts/itemized lists* of ALL expenses for out-of-pocket expenses beyond the per diem baseline payment amount.
Direct Procurement Method (DPM) Update

Ms. Janice Griffin
Operational Support and DPM
• Non-Temporary Storage (NTS) Invoice Reconciliation Project
In 2015, The Reconciliation Team was established to address aged NTS invoices

Received: 6,351 invoices, from 187 TSPs, totaling $3,893,906.09

Status:

- 77 NTS TSPs settled in full
- 4,825 invoices settled
- $3,164,608.52 settled

Project Status

- 16.5% Settled
- 83.5% Unsettled
Send questions to:
transcom.scott.tcj9.mbx.ppty@mail.mil
Refusals Initiative 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
Customer Satisfaction (Scores, Complaints, Feedback)

CSS Comparison of Refusals with Peak Season 2019

<table>
<thead>
<tr>
<th>Question</th>
<th>Refusals</th>
<th>Peak Season 2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Question 4: Packing</td>
<td>88%</td>
<td>87%</td>
</tr>
<tr>
<td>Question 5: Loading</td>
<td>93%</td>
<td>93%</td>
</tr>
<tr>
<td>Question 6: Pickup Timeliness</td>
<td>94%</td>
<td>94%</td>
</tr>
<tr>
<td>Question 7: Unloading.Unpacking</td>
<td>94%</td>
<td>94%</td>
</tr>
<tr>
<td>Question 8: Delivery Timeliness</td>
<td>93%</td>
<td>92%</td>
</tr>
<tr>
<td>Question 9: Overall</td>
<td>89%</td>
<td>89%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Category</th>
<th>Shipments</th>
<th>Deliveries</th>
<th>Surveys</th>
<th>Return Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Peak Season Non-Refusal Shipments</td>
<td>114152</td>
<td>115673</td>
<td>25425</td>
<td>21.98%</td>
</tr>
<tr>
<td>Refusal Initiative Shipments</td>
<td>21543</td>
<td>20022</td>
<td>4860</td>
<td>24.27%</td>
</tr>
</tbody>
</table>
Refused Claims Submitted vs All Claims Submitted

Comparison of GBLs with Claims Submitted by Delivery Month

- % Claims for Refusal Initiative Shipments
- % Claims for All 2019 Shipments
• Blackout Application by TSPs
  - Changed with refusals
  - Overall decrease of 13.5%

• 2018 Comparison
  - Increase in one 3-way blackout (most granular)

TSPs used a mix of blackouts and refusals to manage capacity.
Percent Refused by Destination

UNCLASSIFIED

Together, we deliver.

Percent of Refused Shipments by Destination
• **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)
• 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