

USTRANSCOM Personal Property Advisory #21-0062

Date: 30 April 2021

From: USTRANSCOM Defense Personal Property Management Office (DPMO), Scott AFB, IL 62225

To: All Military Service Headquarters Representatives, Worldwide Personal Property Shipping Offices (PPSOs), and Personal Property Processing Offices (PPPOs)

Subject: 2021 Customer-Facing Business Rule Changes Training

- 1.** A significant number of customer-facing changes to the DP3 Business Rules are now in effect for shipments being picked up on or after 15 May 2021, as reflected in the *2021 DP3 Tender of Service (Change 1, 30 Mar 2021)* and *2021 Claims and Liability Business Rules (Change 1, 30 Mar 2021)*. Both documents are posted at <https://www.move.mil/sme> under the heading “2021 Business Rules.”
- 2.** To ensure a consistent understanding of 2021 rule changes across the DP3 Government Enterprise, the DPMO has developed a training module regarding key rule and process changes for the 2021 Moving Season. While any DP3 stakeholder will benefit from the training, we are specifically targeting installation-level counselors to ensure customers are armed with accurate information for their move.
- 3.** An updated version of the training has been posted to milTube at <https://www.milsuite.mil/video/42768> and is accessible by anyone with a CAC. This video supersedes an earlier version published on 22 Mar and incorporates updates reflected in Change 1 to the *2021 DP3 Tender of Service* and *2021 Claims and Liability Business Rules*. Organizations and personnel unable to access milTube should contact the DPMO Training Team at transcom.scott.tcj9.mbx.t-division@mail.mil and request a copy.
- 4.** Please direct questions about changes to the Business Rules to transcom.scott.tcj9.mbx-pp-ops@mail.mil. Questions about the training should be addressed to transcom.scott.tcj9.mbx.t-division@mail.mil.
- 5.** This message was approved for release by the Deputy Director for Operations, Defense Personal Property Management Office, (TCJ9-O).