

**USTRANSCOM Personal Property Advisory #22-0038C, Supersedes USTC PP Advisory #22-0038B, Dated 8 April 2022**

**Date:** 16 May 2022

**From:** USTRANSCOM Defense Personal Property Management Office (DPMO), (TCJ9), Scott AFB, IL 62225

**To:** All Military Service Headquarters Representatives, Worldwide Personal Property Shipping Offices (PPSOs), Personal Property Processing Offices (PPPOs), and Department of Defense (DoD) Approved Transportation Service Providers (TSPs)

**Subject:** **Update #3** 7-Day Spread Dates New Functionality in Defense Personal Property System (DPS)

1. These advisory addresses the updated Business Rule “Pickup Spread Dates.”
2. Customers who have completed counseling in DPS, prior to the update, will not benefit from this capability. The customer and assigned TSP should follow previous guidance issued in USTC Advisory #21-0030B.
3. Effective 10 March 2022 at 0800 CST, DPS will launch new functionality enabling the 7-day spread window in the DPS counseling module.
4. Pickup spread dates do not apply to NTS Handling In, NTS release or Direct Procurement Method shipments. TSPs will pick up all NTS release shipments by the “Desired Pickup Date”.
5. For short fuse shipments, the customer will be required to use the same process detailed in paragraph 6.
6. Customers will be counseled on how the pickup spread-date process works. At the Customer Counseling Screen in DPS, the new functionality will require the PPPOs/PPSOs/DoD customers to:
  - 6.1. First: Enter the LAST day of the pickup date in the “Latest Pickup Date” field. The “Earliest Pickup Date” field will be grayed out to avoid entry.
  - 6.2. Second: DPS will calculate the 7-day spread window automatically and enter the *earliest pickup date accordingly*, in the “Earliest Pickup Date” Field.
  - 6.3. Third: Enter the “Desired Pickup Date”, which is a date between the Earliest and Latest date. DPS will not allow entry of a pickup date on a Saturday, Sunday, or Holiday
    - 6.3.1. PPSOs located in Bahrain, Jordan, Kuwait, and Saudi Arabia must advise customers that DPS will not allow entry of a “Desired Pickup Date” on a Saturday, Sunday, or holiday.
    - 6.3.2. Workaround:
      - 6.3.2.1. Enter the Friday before the Saturday pick up date in DPS **and list actual desired pick update in the remarks area.**

6.3.2.2. Enter the Monday after the Sunday pick up date in DPS and list actual desired pick update in the remarks area.

6.3.2.3. TSP will adjust the shipment record to indicate the applicable Saturday or Sunday pick up date during the “Pre-Move Survey”.

6.4. Finally: TSP will confirm with the customer the “Agreed Upon Pickup” date within the spread dates with the customer within three (3) calendar days from date of shipment acceptance. The TSP will determine the number of days required for packing during the pre-move survey.

### 6.5. Customer Pickup and Delivery Screen:

Please enter the dates for your move. The dates you enter here are only a request. Your actual pack and pickup dates will be based on the availability of the Transportation Service Provider to handle your shipment.

\*Is this a Local Move?  Yes  No

Dates	
*Latest Pickup Date	<input type="text"/>
*Desired Pickup Date	<input type="text"/>
Earliest Pickup Date	<input type="text"/>
*Desired Delivery Date	<input type="text"/>

Click on the to display the list of addresses or add an Address. From your address list select your primary pickup and delivery address and select the name of the person acting on your behalf with a Power of Attorney and/or Letter of Authorization if applicable. You will also be able to indicate if you have additional pickup or delivery locations and if you are using a releasing and receiving agent for your shipment.

To add an address to your list click on the ; enter the address information and select 'Save Address'.



7. New 7-day Spread Functionality: Counselors will be required to explain to the customer how the new pickup spread date process works.

7.1. Customer and TSP may negotiate the pickup date; however, the TSP must accommodate a pickup date within the spread date window. After the pickup date has been established, the pickup date cannot be changed without the customer’s approval.

7.2. Customer should be advised the pack dates could be outside of the 7-day spread window.

7.3. Counseling Offices will advise customers of their responsibility to be available during the 7-day spread window, excluding weekends or holidays. TSP will not receive an administrative allocation or punitive action if the customer is not available for pick up during the 7-day window.

7.4. Counseling Offices will advise the customer, although the pickup date is inside the pickup spread-date window, pack date(s) will be scheduled by the TSP before the pickup

date and may be before the pickup spread-date window.

- 7.5. TSPs may offer services on a weekend or holiday Customers have the option to accept or decline weekend or holiday pack-days. If it is determined a TSP led the customer to believe they must accept weekend service, punitive actions may be appropriate.
- 7.6. If weekends or holidays are agreed upon by customer, the Counseling Offices will advise the customer whether there will be a government representative available during weekend and holidays.
- 7.7. Counseling Offices should advise the customers, DPS will email them when their shipment has been accepted by a TSP. The TSP will contact customers within three (3) calendar days to confirm scheduled pickup date within the spread date window. This confirmation will be in writing to customers.
- 7.8. Counseling Offices will document customers' DPS records with the following statement in the DD FORM 1299 remarks section, "Customer has been advised of the spread date requirements".
- 7.9. Multiple Shipments: If the customer elects to use the same spread-dates for multiple shipments, the PPSO/PPSO will advise the customer to ensure the correct TSP packs the correct shipment and "not to overlap shipment pickup or pack dates", which could result in excess cost to the customer.
- 7.10. Blackouts: DPS will continue to use the "Requested Pickup Date" (renamed "Desired Pickup Date") and associated "Pack days" when determining TSP availability. This date will continue to reflect on the existing DD Forms as Requested Pickup Date.
- 7.11. Applicable rate: DPS will continue to use the "Requested Pickup Date" (renamed "Desired Pickup Date") when determining the applicability of peak or non-peak rates. This date will continue to reflect on the existing DD Forms as Requested Pickup Date.
- 7.12. **Effective 17 May 2022**, TSPs can view the customer's 7 day spread **prior to** shipment acceptance at which time the spread serves to allow the TSP additional flexibility based on the customer's updated expectations coming out of DPS counseling.
- 7.13. Date changes: TSP requesting date changes outside of the 7-day spread should be the exception and the intent of this capability and rule is that customer's expectations on spread are met. **With this DPS change, there should be a significant decrease or complete elimination of date change requests as TSPs should accept or refuse based strictly on the provided spread information**
  - 7.13.1. If a change is determined, the TSP will instruct the customer to email the JPPSO and the TSP the request for the date change.
  - 7.13.2. **TSPs must promptly** respond to all addresses with a confirmation email stating they can service the new requested date.
  - 7.13.3. Once JPPSO receives the confirmation email from the TSP, they will update DPS with the agreed upon date. **PPSOs must take prompt action to update the spread and desired dates as DPS is designed to prevent date changes into the past.**
- 7.14. **How to change dates:**

- 7.14.1. Review/validate new pickup date is outside the 7-day spread window
- 7.14.2. After validation, proceed to update “Latest Spread Pickup Date” using the following step:
  - 7.14.2.1. Go to Shipment Management
  - 7.14.2.2. Select Outbound Management
  - 7.14.2.3. Select Pre-move Surveys Pending
  - 7.14.2.4. Select Pre-move Surveys
  - 7.14.2.5. Type in BL hit enter or click filter
  - 7.14.2.6. Select “Update Presurvey”
  - 7.14.2.7. Select “Latest Spread Date Pickup” and make the update and submit

**8. TSPs will:**

- 8.1. Confirm scheduled pickup dates within three (3) calendar days from date of shipment acceptance.
- 8.2. Document the agreed pickup date and the customer’s acceptance in DPS within three (3) calendar days or 24 hours prior to the shipment pickup date, whichever is sooner.
- 8.3. Print the Bill of Lading no earlier than two (2) Government Business Days prior to the first pack date.
- 8.4. Not schedule pickup or delivery on Saturdays, Sundays, and holidays unless there is a mutual agreement between the customer, PPSO, and the TSP. Agreement by the TSP and customer for weekend or holiday service does not authorize extra labor and overtime.

**9.** Please send questions and concerns regarding this advisory to [transcom.scott.tcj9.mbx.pp-ops@mail.mil](mailto:transcom.scott.tcj9.mbx.pp-ops@mail.mil).

**10.** This message was approved for release by the Deputy Director for Operations, Defense Personal Property Management Office, TCJ9-O.