

USTRANSCOM Personal Property Advisory #22-0097

Date: 29 July 2022

From: USTRANSCOM Defense Personal Property Management Office (DPMO), 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: Review and Request Comments on the 2023 Defense Personal Property Program (DP3) Business Rules Proposed Changes and Updates to the following documents: Household Goods (HHG) Tender of Service (TOS), 400NG Tariff (400NG), International Tender (IT), and Claims and Liability Business Rules (CLBR)

1. The 2023 HHG TOS, 400NG, IT, and CLBR are attached for review and comments and will be posted as soon as possible to <https://www.ustranscom.mil/dp3/pdfs.cfm> under heading “2023 Business Rules.” All comments must be submitted prior to **1630 CDT, 22 August 2022** to be considered.

2. USTRANSCOM will review all comments and post approved (final) documents on <https://www.ustranscom.mil/dp3/pdfs.cfm> on or about **4 November 2022**.

3. Document changes are highlighted in the “List of Changes” section of each document. Further explanation of the changes is detailed in the documents under the item numbers and/or sections with posted page number(s).

4. Document Changes (HHG TOS, 400NG, IT, CLBR): All changes and updates are in red text for additions and strikethrough with yellow highlight for deletions.

4.1. HHG TOS (DTR IV, Appendix B): This document has updates for review and comment.

4.2. 400NG and IT: These Business Rules documents do not have any updates; but are provided for review and comment.

4.3. CLBR: This Business Rules document has updates for review and comment.

4.4. Best Value Score Changes (DTR IV, Chapter 403): Changes are listed in this advisory for review and comment, updated Chapter will be posted at a later date once finalized.

5. 2023 Business Rules Effective Date: 2023 Business Rules will be in effect beginning 15 May 2023.

6. Additional Program Updates:

6.1. Move Management Company (MMC) Customer Satisfaction Score (CSS): Assign an

average MMC score to individual shipments for performance management to improve program accountability. An average customer satisfaction survey score will be computed for all shipments moved by an individual MMC. The customer satisfaction score for all shipments moved by an MMC will be adjusted to equal the MMCs average score. TSPs Customer Satisfaction Score will be calculated using a combination of scores for shipments self-hauled and MMC CSS for shipments moved by an MMC.

6.2. **Revised Best Value Score (BVS):** A revision of BVS to include additional objective measures to the Performance Score, as well as shortening of the Data Collection Periods to encourage focus on service at the curb. Under the proposed update the BVS will still be comprised of Rate Score (30%) and Performance Score (70%), with the Rate Score continuing to function as is, but the Performance Score will include additional variables beyond the CSS as detailed below.

6.2.1. Currently the BVS is recalculated four times a year based on 12 months of CSS results, in line with the 12-month period previously allowed for survey collection. The proposed reduction of data collection from 12 to 9 months better aligns to the new 90-day survey collection period, allowing for more accurate and automated measure of true service at the curb. The updated period is below:

Table 403-6. Revised DPS Data Pull Periods/Performance Periods		
Data Pull Time Frame (9-month duration)*	Appeal/BVS/TDL Build Period	Performance Period
1 March- 30 November	1-31 December	1 January- 14 May
1 July - 31 March	1-30 April	15 May - 31 Jul
1 October- 30 June	1-31 July	1 August- 30 September
1 December- 30 August	1-30 September	1 October - 31 December
*Considering 6-month duration alternative		

6.2.2. The CSS will remain a subjective survey with no change to scored questions or relative weighting between questions. The only changes to CSS include: 1) Reduction of the overall weighting from 70% of BVS to 20% and 2) Implementation of the MMC score process outlined in Paragraph 6.1.

6.2.3. Institute a Claims Score (CS) weighted at 20% of BVS. Factors that will constitute the CS will be equally weighted and include average claimed amount, percentage of shipments with claims, on time settlement, claims referred to MCO, and customer satisfaction with claims (currently being collected under the new survey process). CS is computed by market (e.g., dHHG, iHHG and iUB), with details below:

Measure	Title	Definition	Metric	Value	% of BVS
A	Average amount of filed claim	Dollar amount of initial claim filed by DoD customer	Average Amount Claimed	20 points	4%

B	Percentage of Claims	Overall percent of claims filed	Percentage of Shipments with Claim	20 points	4%
C	Late Payment	Percent reporting payment not received within 30 days	% Late	20 points	4%
D	Success in Diverting Claims from Services (MCO)	Percent of Total Claims Submitted to Military Claims Office	% Not Diverted	20 points	4%
E	Customer Satisfaction	Measure of "how satisfied" customers are with each TSP's handling of claims prior to payment.	Average Satisfaction Score	20 points	4%
Total				100 points	20%

Measure A: This value is the metric for Average Filed Claim amount for that TSP [except we will replace the TSPs CS with the Third-Party Claims Company CS in the same fashion as we will replace the CSS with the MMC Score]. A TSP with zero claims filed will receive the full 20 points. Points are awarded using the following table based on a nine-month period.

Average Filed Claim	Awarded Points
0	20
> 0 - < \$1,000	13.34
> = \$1,000 - < \$5,000	6.68
> = \$5,000	0

Measure B: This value measures Percent of Shipments with Claims filed in DPS the previous nine months, with points awarded as follows.

Percent of Shipments with Claims	Awarded Points
0	20
1%-10%	10
11-25%	5
25%+	0

Measure C: This value measures timely payment on settled claims (Percentage of Late Payments), tracking payments only (i.e., issued checks). Repairs or replacements are not tracked in this metric. This will include all claims settled during the previous nine months except for those settled within the last 30 days by market. The DPS data will be based either on 1) the number of customers who select the Non-Payment button in DPS Claims for total number of claims settled during the previous nine months. Non-responses will be treated as positive responses (i.e., check received within 30 days) or 2) Payment Date input by the TSP. Points are awarded using the following table based on a nine-month period.

% Late Payments	Award
0	20.00
> 0 - < 0.5	17.15

>= 0.5 - <1.0	14.28
>= 1.0 - <1.5	11.43
>= 1.5 - <2.0	8.57
>= 2.0 - <2.5	5.72
>= 2.5 - <3.0	2.85
>3.0	0.00

Measure D: This value measures claims, when all or a portion of it, (Percentage of Claims to Services) is not processed/settled by TSPs and therefore subsequently transferred to the MCO for processing/settlement. Points are awarded using the following table based on a nine-month period.

% Claims to Services	Award
0%	20
>0 % - <= 2.5 %	18.18666667
> 2.5 % - <= 5 %	16.36
> 5 % - <= 7.5 %	14.54666667
> 7.5 % - <= 10 %	12.73333333
>10 % - <= 12.5 %	10.90666667
>12.5 % - <= 15 %	9.093333333
>15 % - <= 17.5 %	7.266666667
> 17.5 % - <= 20 %	5.453333333
>20 % - <= 22.5 %	3.64
> 22.5 % - <= 25%	1.813333333
>25%	0

Measure E: This value measures Customer Satisfaction with Claims using the existing external CSS questions sent to customers 30 days after they file a claim in DPS. Each question will be 10 points (questions 1 and 2). Survey details are below and points are awarded using a nine-month period:

CSS 5 If Applicable (Claims Services)

1. Rate your satisfaction with the mover's responsiveness in resolving your claim?



2. Rate your overall satisfaction with the claims settlement offered by the mover?



3. Have you, or will you, transfer claim items to the Military Claims Office? Y or N.

Please tell us what went well and how we can improve

Comments:

Thanks for your feedback! Our goal is to improve our future services.

6.2.4. On-time delivery weighted at 15% and pickup within the 7-day spread date window weighted at 15%. Implementation of the MMC score process outlined in Paragraph 6.1 will be included in the calculations for dHHG. Points are awarded using a nine-month period and result in zero points for missed RDD or pickups outside of spread.

Section	Measure	Definition	Metric	Value	% of BVS
A	Late Pickups	Percent not picked up within 7-day spread	% Late or Missed	100 points	15%
B	Late Delivery	Percent not delivered on or before RDD	% Late	100 points	15%
Total				200 points	30%

7. All inputs are important. DPMO encourages comments to proposed updates in red for 2023. Although DPMO will focus on comments for the 2023 proposed updates, DPMO will consider all comments, but replies will not be sent.

8. All comments must be annotated on the Comments Resolution Matrix (CRM) Excel file.

8.1. The CRM Instructions are the first tab in the CRM Excel file and provide details to each column's input.

8.2. There are five subsequent tabs (HHG TOS, 400NG, Int'l Tender, Claim & Liability, and Advisory) that relate to the document that is being commented on. Please use the appropriate tab so full consideration can occur.

8.3. Worksheets have been formatted to only allow changes in necessary cells. The Instructions tab cannot be changed at all. The other five tabs cannot have changes be made to rows 1-3 and column J.

- 8.4. When inputting information into column D, you must use the dropdown to select the “Type” of change (see instructions for details).
- 8.5. Do not take screenshots or pictures and paste into the Excel file. These submissions **WILL NOT** be considered.
- 8.6. If you are a TSP and your company manages multiple SCACs, submit only **ONE (1)** CRM for all SCACs. Use column C, to list out all SCACs managed by your company, **DO NOT** submit multiple CRMs and/or emails for each SCAC. DPMO considers all comments based on content not quantity (more comments does not equal more consideration).
9. Submit CRMs for the 400NG Tariff and IT to the Special Requirements and Rates Team at transcom.scott.tcj9.mbx.pp-rates@mail.mil.
10. Submit CRMs for the Claims and Liability Rules to the Operational and Quality Assurance Team at transcom.scott.tcj9.mbx.pp-claims@mail.mil.
11. Submit CRMs for the HHG TOS and Advisory to the Operational and Quality Assurance Team at transcom.scott.tcj9.mbx.pp-ops@mail.mil.
12. This message was approved for release by the Deputy Director for Operations, Defense Personal Property Management Office, TCJ9-O.