

USTRANSCOM Personal Property Advisory #23-0017D; Supersedes USTC PP Advisory #23-0017C, Dated 17 February 2023

Date: 31 March 2023

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: **Update #4 (Changes to BVS 2.0 Process and Procedures and Claims and Liability Business Rules)** 2023 Defense Personal Property Program (DP3) Business Rules Final 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. **Summary of Changes:** This advisory provides updates for Claims and Liability Business Rules Change 1. Additionally, this advisory clarifies performance scoring for TSPs who do not have sufficient Performance information during the Data Pull Time Period.

2. **2023 Business Rules Effective Date:** 2023 Business Rules will be in effect for shipments awarded for pickup beginning 15 May 2023.

3. The 2023 HHG TOS, 400NG, IT, and CLBR were added to <https://www.ustrancom.mil/dp3/pdfs.cfm> under heading “2023 Business Rules.”

4. **Document Changes (HHG TOS, 400NG, IT, CLBR):** All changes and updates are in red text. Deletions have been removed completely.

4.1. 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).

5. **Best Value Score Changes (DTR IV, Chapter 403):** Changes are listed in this advisory and will be updated in Chapter 403 at a later date once coordinated.

5.1. **Minimum Performance Score (MPS):**

5.1.1. DPMO has reviewed industry concerns regarding the complexities of BVS 2.0, reduced CSS return rates, and the potential impact on industry. In light of industry’s concerns, DPMO has determined it is in the best interest of the program to gather additional data in order to establish a firm MPS.

5.1.2. Further analysis of all data that will be used for the Performance Score (PS) to protect both the integrity of the program as well as TSPs that strive for higher performance standards.

5.1.3. The MPS for the 15 May 2023 Performance Period will be provided prior to Round 1 of Rate Filing and adjusted each subsequent performance period to ensure industry is not negatively impacted during the transition.

5.2. **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 approved BVS 2.0, 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 including additional variables beyond the CSS are detailed below.

5.2.1. Data collection will be conducted every 9 months, which along with survey collection up to 120-days from service, allows for a more accurate automated measure of true service at the curb. The updated period is below:

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

5.2.2. 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%.

5.2.3. A **Claims Score (CS) is instituted**, weighted at 20% of BVS. Factors that will constitute the CS will be equally weighted and include on time settlement 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	Late Payment	Percentage of claims where "Payment Date Entry Date" exceeds 30 days from Settled Date	% Late	100 points	10%
B	Customer Satisfaction	Measure of "how satisfied" customers are with each TSP's handling of claims prior to payment.	Average Satisfaction Score	100 points	10%
Total				200 points	20%

Measure A: This value measures timely payment on claims with at least one settled claim line items (Percentage of Late Payments), tracking payments only (i.e., issued checks) based on with

“Settled Date” and “Payment Date.” This includes claim line items settled during the previous nine months except for those settled within the last 30 days of data pull period and tracked by market. A “Settled” line item occurs where the Customer and TSP agree on the claim settlement amount (settled date) in DPS. The DPS data will be based on 1) Payment Date input by the TSP and compare “Payment Create Date” (not Payment Date) to “Settled Date.” Payment is considered late if either 1) Payment Create Date exceeds 30 days from “Settled Date”, or b) Payment Date is blank. TSP failure to update Payment Date in a timely manner and with accurate Payment Date will be treated as negative responses (i.e., payment not made within 30 days) and points will not be earned. If customers select the Non-Payment button in DPS Claims, these will be treated as Late payment. Repairs or replacements are not tracked in this metric. Points are awarded using the following table based on a nine-month period.

% Late	Award						
0	100	>= 24 - <25	75	>= 49 - <50	50	>= 74 - <75	25
> 0 - <1	99	>= 25 - <26	74	>= 50 - <51	49	>= 75 - <76	24
>= 1 - <2	98	>= 26 - <27	73	>= 51 - <52	48	>= 76 - <77	23
>= 2 - <3	97	>= 27 - <28	72	>= 52 - <53	47	>= 77 - <78	22
>= 3 - <4	96	>= 28 - <29	71	>= 53 - <54	46	>= 78 - <79	21
>= 4 - <5	95	>= 29 - <30	70	>= 54 - <55	45	>= 79 - <80	20
>= 5 - <6	94	>= 30 - <31	69	>= 55 - <56	44	>= 80 - <81	19
>= 6 - <7	93	>= 31 - <32	68	>= 56 - <57	43	>= 81 - <82	18
>= 7 - <8	92	>= 32 - <33	67	>= 57 - <58	42	>= 82 - <83	17
>= 8 - <9	91	>= 33 - <34	66	>= 58 - <59	41	>= 83 - <84	16
>= 9 - <10	90	>= 34 - <35	65	>= 59 - <60	40	>= 84 - <85	15
>= 10 - <11	89	>= 35 - <36	64	>= 60 - <61	39	>= 85 - <86	14
>= 11 - <12	88	>= 36 - <37	63	>= 61 - <62	38	>= 86 - <87	13
>= 12 - <13	87	>= 37 - <38	62	>= 62 - <63	37	>= 87 - <88	12
>= 13 - <14	86	>= 38 - <39	61	>= 63 - <64	36	>= 88 - <89	11
>= 14 - <15	85	>= 39 - <40	60	>= 64 - <65	35	>= 89 - <90	10
>= 15 - <16	84	>= 40 - <41	59	>= 65 - <66	34	>= 90 - <91	9
>= 16 - <17	83	>= 41 - <42	58	>= 66 - <67	33	>= 91 - <92	8
>= 17 - <18	82	>= 42 - <43	57	>= 67 - <68	32	>= 92 - <93	7
>= 18 - <19	81	>= 43 - <44	56	>= 68 - <69	31	>= 93 - <94	6
>= 19 - <20	80	>= 44 - <45	55	>= 69 - <70	30	>= 94 - <95	5
>= 20 - <21	79	>= 45 - <46	54	>= 70 - <71	29	>= 95 - <96	4
>= 21 - <22	78	>= 46 - <47	53	>= 71 - <72	28	>= 96 - <97	3
>= 22 - <23	77	>= 47 - <48	52	>= 72 - <73	27	>= 97 - <98	2
>= 23 - <24	76	>= 48 - <49	51	>= 73 - <74	26	>= 98 - <99	1
Score Based on Timely Update of DPS 0-30 Day Difference between Settled Date and Payment Entry Date (Not Payment Date)				>= 99		0	

Measure B: This value measures Customer Satisfaction with Claims using the existing third-party Claims Satisfaction Survey questions sent to customers approximately 75 days after they file a claim in DPS or as determined by the DPMO. Each question will be worth up to 10 points each (questions 1 and 2). Survey points are awarded by taking total satisfaction points earned, divided by total possible satisfaction points could be earned (average survey result). If no surveys are received, full points are earned. Details below:

Q1: Rate your satisfaction with your mover's responsiveness in resolving your claim

Q2: Rate your overall satisfaction the claims settlement offered by your mover

Likert response points for each question: 1= 0 pts, 2= 12.5 pts, 3= 25 pts, 4= 37.5 pts, 5= 50 pts

Avg Claims Satisfaction earned	Award	% Satisfied for TSPs
0	0	0%
> 1	5	5%
>=1 - <2	10	10%
> = 2 - <3	15	15%
>=3 - <4	20	20%
> = 4 - <5	25	25%
>=5 - <6	30	30%
> = 6 - <7	35	35%
>=7 - <8	40	40%
> = 8 - <9	45	45%
>=9- <10	50	50%
> = 10 - <11	55	55%
>=11- <12	60	60%
> = 12- <13	65	65%
>=13 - <14	70	70%
>=14 - <15	75	75%
> = 15 - <16	80	80%
>=16 - <17	85	85%
> = 17- <18	90	90%
>=18 - <19	95	95%
> = 19 - <20	100	100%

5.2.4. An **On Time Performance (OTP) Score** is instituted, weighted at 30% of BVS. Factors that will constitute the OTP Score will be equally weighted and include timely pickup (withing 7 day spread), on time pickup (averting missed pickup), timely delivery (on or before the RDD for those not going into Storage in Transit), and timely update of DPS. OTP Score is computed by market (e.g., dHHG, iHHG and iUB), with details below:

Section	Measure	Definition	Metric	Value	% of BVS
A	On Time Pickup	Percent picked up on-time, within 7-day spread, and updated timely in DPS	% On Time	100 points	15%
B	On Time Delivery	Percent delivered on or before RDD and updated timely in DPS	% On Time Delivery	100 points	15%
Total				200 points	30%

Measure A: On Time Pickup: This value measures three components. Points are earned based on: 1) Actual Pickup Date falls between the requested earliest and latest spread pickup date. 2) Difference between Actual Pickup Date Entry Date and Actual Pickup Date meets threshold below, and 3) Actual Pickup Date Entered is equal to or NTE threshold below:

Pickup Variable	Measure of Success	Awarded Points
On Time Pickup	Actual Pickup 0-2 GBD before planned pickup date	25
Timely DPS Update	0-4 GBD Difference between <u>Actual Pickup Date Entry Date</u> and <u>Actual Pickup Date</u>	25
Spread Date	Actual Pickup inside spread or Valid Reason Code*	50

Note: Reason codes available only for shipments after BVS 2.0 is released. If Actual Pickup Date is outside spread, points may still be earned if the PPSO provides the appropriate reason code in DPS [choices will fall into two categories i. Customer/Government Convenience (points earned), ii. TSP Convenience (no points earned)].

Points are awarded using a nine-month period and determined by measuring total shipments for TSP where the Actual Pickup Date falls within the current data pull period, which will provide the maximum points TSP can earn.

Measure B: On time Delivery: This value measures two components. Points are earned based on: 1) Actual Delivery Date is on or before RDD and the shipment was not placed into SIT and 2) Difference between Actual Delivery Date Entry Date and Actual Delivery Date is equal to or NTE threshold below:

Delivery Variable	Measure of Success	Awarded Points
On Time Delivery	On or before Required Delivery Date	75
Timely DPS Update	0-3 GBD Difference between <u>Actual Delivery Date Entry Date</u> and <u>Actual Delivery Date</u>	25

Points are awarded using a nine-month period and determined by measuring total shipments delivered by TSP within the current data pull period, which will provide the maximum points TSP can earn or the denominator.

- 5.2.5. DPMO reserves the right to apply the MS when TSPs do not have sufficient Performance information during the Data Pull Time Period.

5.3 Mean Scores (MS):

5.3.1. The MS for the 15 May 2023 Performance Period:

5.3.1.1 Customer Satisfaction Survey (CSS) for non-statistical validity

5.3.1.1.1 dHHG 80.65; iHHG 85.10; iUB 88.56; OTO 81.88

5.3.2.1 On Time Performance (Pickup and Delivery)

5.3.2.1.1 Pickup: dHHG 86.89; iHHG 91.30; iUB 95.13; OTO 79.52

5.3.2.1.2 Delivery: dHHG 79.69; iHHG 77.46; iUB 71.59; OTO 61.26

5.3.3.1 Claims Performance Mean Scores (Late Payment)

5.3.3.1.1 dHHG 37.65; iHHG 33.24; iUB 48.98; OTO 38.08

5.3.4.1 Claim Satisfaction Survey

5.3.4.1.1 dHHG 50.50; iHHG 55.79; iUB 83.41; OTO 80.61

6. Any comments or questions should be submitted to the Operations Team at transcom.scott.tcj9.mbx.pp-ops@mail.mil.

7. This message was approved for release by the Deputy Director, Defense Personal Property Management Office.