

**USTRANSCOM Personal Property Advisory #23-0019D, Supersedes USTC PP Advisory #23-0019C, Dated 22 February 2023**

**Date:** 23 February 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 2023 Defense Personal Property Program (DP3) Rate Filing Event Notice

1. Certificate of Independent Pricing (CIP) and Certificate of Responsibility (COR): TSPs participating in the 2023 Rate Filing event must update their CIP and COR information in the Defense Personal Property System (DPS) no later than 17 December 2022, per USTC PP Advisory #23-0003, dated 13 October 2022.
2. All appeals have been completed and the mean performance scores have been updated for the 15 May 2023 Performance Periods are listed below. **Round1 (Rd1) has been extended.**
3. Customer Satisfaction Survey (CSS) Mean Scores (for statistical validity):
  - 3.1. dHHG 80.65; iHHG 85.10, iUB 88.56; OTO 81.88
4. On Time Performance (OTP) Mean Scores:
  - 4.1. Pickup: dHHG 86.89; iHHG 91.30 iUB 95.13; OTO 79.52
  - 4.2. Delivery: dHHG 79.69; iHHG 77.46 iUB 71.59; OTO 61.26
5. Claims Performance Mean Scores:
  - 5.1. Late Payment: dHHG 37.58; iHHG 33.24; iUB 48.98; OTO 38.08
  - 5.2. Claim Satisfaction Survey: dHHG 51.91; iHHG 56.26 iUB 78.14; OTO 78.02

Note: DPMO is working an update to ensure that all Claims Satisfaction Surveys are properly accounted for, and another update will be sent once complete. This update will include updated Claims Satisfaction Survey mean scores for the 16 May 2023 Performance Period.
6. Rate Filing Dates/Times:
  - 6.1. Round 1 (Rd1): 19 February 23 (6:00 PM CST) - **27 February 23 (6:00 PM CST)**
  - 6.2. Round 2 (Rd2): 19 March 23 (6:00 PM CDT) - 24 March 23 (6:00 PM CDT)

Note: DPMO plans to release another advisory when the appeals are done, before Rd1 close, if the advisory is not released before Rd1 close, DPMO will extend Rd1.
7. Rates filed during this event will cover the period of 15 May 2023 – 14 May 2024.

## 8. Filing Rates in DPS:

### 8.1. Using Workbench:

- 8.1.1. TSP can preview their authorized Market, Channels, and Codes of Service (COS) prior to Rd1 opening. The preview window will open on 15 February 2023 and remain open until Rd1 starts. If a TSP believes their authorizations contain errors, they should *immediately* contact the Special Requirements and Rates Team no later than 17 February 2023, 1200, CST. See #16 for contact information.
- 8.1.2. TSPs can view their accepted bids after Rd1 Rejection Notices have been sent. They are viewable until the start of Rd2.
- 8.1.3. Error and Rate Rejection Codes: Descriptions are available in the DPS Rate Filing User Guide (TSP Edition).

### 8.2. Special Solicitation Rates in Rates TSP Analytics:

- 8.2.1. Accepted Special Solicitation (SS) rates will ***not*** be visible in Rates TSP Analytics at the end of Rd1. Please utilize the “Export” capability in Workbench, as well as your rate rejection notifications to aid in determining your SS acceptance.
- 8.2.2. All fully accepted SS rates will be visible in Rates TSP Analytics at the conclusion of the Rate Filing event.

## 9. Bid Component Data Retention Process:

- 9.1. TSPs filing bids for Domestic channels must file four (4) complete bid components. All four (4) components must be accepted by the end of Rd2 in order for the bids to be considered a valid discount for that Channel/COS:
  - 9.1.1. Peak Linehaul
  - 9.1.2. Peak SIT
  - 9.1.3. Non-Peak Linehaul
  - 9.1.4. Non-Peak SIT
- 9.2. TSPs filing bids for International channels must file two (2) complete bid components. Both components must be accepted by the end of Rd2 in order for the bids to be considered a valid Single Factor Rate (SFR) for that Channel/COS:
  - 9.2.1. Peak SFR
  - 9.2.2. Non-Peak SFR
- 9.3. TSPs filing in both Domestic and International markets using the *Bulk Rate File* method must submit a *separate* Bulk Rate File for each market.

## 10. Using Workbench during Rd2:

- 10.1. *TSPs will not be allowed to refile any rate component that was accepted in Rd1.*

- 10.2. TSPs receiving a rate rejection on any rate component on a Channel/COS must refile the rejected component prior to Rd2 closure in order for the Channel/COS to be evaluated for acceptance.
- 10.2.1. Domestic Example: If a TSP receives a Rd1 “Error Code 6” rate rejection for the *Peak Linehaul* bid “Domestic discount is lower than the acceptable low for this channel and code of service”, TSP cannot change the accepted *Non-Peak Linehaul*, the *Peak SIT*, or the *Non-Peak SIT* bid for the same Channel/COS in Rd2. However, the TSP must adjust the *Peak Linehaul* bid during Rd2 for this Channel/COS to be evaluated for acceptance.
- 10.2.2. International Example: If a TSP receives a Rd1 “Error Code 16” rate rejection for the *Peak SFR* “International Single Factor Rate is higher than the acceptable high for this channel and code of service”, TSP cannot change the accepted *Non-Peak SFR* for the same Channel/COS in Rd2. However, the TSP must adjust the *Peak SFR* bid during Rd2 for this Channel/COS to be evaluated for acceptance.

## 11. TSP’s Responsibilities:

- 11.1. TSPs, or their representatives, are responsible for computing their own rates and must be familiar with the 2023 business rules: 400NG, 400NG Baseline Rates, International Tender, Tender of Service, and Claims and Liability Business Rules, which can be found at <https://www.ustranscom.mil/dp3/pdfs.cfm>.
- 11.2. The latest TSP Rate Filing User Guide can be found in the Rate Filing Workbench (when Rd1 opens) by clicking on the “Rates Workbench User Guide” link. The User Guide provides details on functionality.
- 11.3. TSPs are responsible for establishing quality controls and procedures to ensure they have the necessary operating authorities to file rates.
- 11.4. TSPs will not file rates on a Channel/COS where they do not have USTRANSCOM and/or state approval (reference 400NG, Item 8, Para 3 and International Tender, Item 200, Para 9).
- 11.5. TSPs must ensure all Bulk Rate files are upload successfully.
- 11.5.1. When Bulk Rate Files are uploaded by a TSP/agent, the status for each upload will be shown in the “Bulk Rate File Status” section.
- 11.5.2. Upon upload of a Bulk Rate File, TSP will receive an email notification stating the file was processed successfully with no rejections or the file was processed with rejections.
- 11.5.3. It is *imperative* the TSP monitor receipt of the email notification(s). If the TSP does not receive either of these messages, *TSP must open a help desk ticket* with the SRC, see #15 below.

## 12. 2023 Best Value Score (BVS) 2.0 Minimum Performance Score (MPS):

- 12.1. DPMO has reviewed industry concerns regarding the complexities of BVS 2.0 and the potential impact on industry. In light of this, DPMO has determined it is in the best

interest of the program to conduct additional analysis prior to announcing an MPS for the 15 May 2023 Performance Period.

- 12.2. Further analysis will be used so the Performance Score (PS) protects both the integrity of the program, as well as TSPs that strive for higher performance standards.
- 12.3. Appeals received after 14 February 2023 23:59 hrs CST will not be considered. Mean Performance Scores above reflect latest data, to include updated Late Payment Point values and change to On Time Pickup scores (reference Advisory 23- 0017C).
- 12.4. USTRANSCOM reserves the right to adjust the MPS each subsequent performance period to ensure quality capacity is available and protect the integrity of the program. This means we may lower, or increase the MPS based on customer's feedback, performance measures, and other variables that we deem to be in the best interest of the program.

### **13. Channel Updates for 2023:**

- 13.1. For a list of all channels, see the 2023 Channel Control Listings which will be posted on <https://www.ustranscom.mil/dp3/pdfs.cfm>.
- 13.2. **Saudi Arabia:** TSPs filing COS 6/8 Special Solicitation rates to/from Saudi Arabia will include origin/destination agent service charges in their SFR.
- 13.3. **Israel:** TSPs filing COS 8 Special Solicitation rates to/from Israel will include origin/destination agent service charges in their SFR.
- 13.4. **New Special Solicitation Groups:**
  - 13.4.1. Class 1:
    - 13.4.1.1. COS 8 CONUS to/from Guam (GQ) - Volume (3-yr avg): 3
    - 13.4.1.2. COS 8 CONUS to/from Israel (IS) - Volume (3-yr avg): 164
    - 13.4.1.3. COS 8 CONUS to/from Portugal (PO) - Volume (3-yr avg): 15
    - 13.4.1.4. COS 8 CONUS to/from Turkey (TU) - Volume (3-yr avg): 4
    - 13.4.1.5. COS 8 CONUS to/from United Kingdom (UK) - Volume (3-yr avg): 6
  - 13.4.2. For more information see IT-23, Item 1003.
- 13.5. **Conversion of Standard Channels to One-Time-Only Channels:**
  - 13.5.1. COS T CONUS to/from Sicily (IT10) - Volume (3-yr avg): 0
  - 13.5.2. COS T CONUS to/from Netherlands (NL) - Volume (3-yr avg): 0
  - 13.5.3. COS 7 CONUS to/from Japan-Central (JA01) - Volume (3-yr avg): 0
  - 13.5.4. COS 7 CONUS to/from Japan-North (JA03) - Volume (3-yr avg): 0
  - 13.5.5. COS 7 CONUS to/from Portugal (PO) - Volume (3-yr avg): 0
  - 13.5.6. COS 7 CONUS to/from Turkey (TU) - Volume (3-yr avg): 0
  - 13.5.7. COS 7 CONUS to/from United Kingdom (UK) - Volume (3-yr avg): 0
- 13.6. **Channel Removal (No AMC lift available; rates will not be solicited):**

13.6.1. COS T CONUS to/from Puerto Rico (RQ) - Volume (3-yr avg): 0

- 14.** By filing DP3 Rates under this solicitation, TSPs agree to the following statement:
  - 14.1. I understand the DoD will continue moving shipments utilizing DPS and the electronic Transportation Operational Personal Property Standard System (TOPS) for 2023.
- 15.** Report DPS technical issues (e.g., accessing DPS, uploading rate files, etc.) to the Systems Response Center (SRC):
  - 15.1. Email: [usarmy.scott.sddc.mbx.g6-src-dps-hd@army.mil](mailto:usarmy.scott.sddc.mbx.g6-src-dps-hd@army.mil)
  - 15.2. Telephone: Toll free (800) 462-2176; Commercial (618) 577-0969, Option 2
  - 15.3. Internet: <https://src.servicenowservices.com/src>
- 16.** Rate Filing questions can be e-mailed to: [transcom.scott.tcj9.mbx.pp-rates@mail.mil](mailto:transcom.scott.tcj9.mbx.pp-rates@mail.mil)
- 17.** This message is approved for release by the Deputy Director of Operations, Defense Personal Property Management Office, TCJ9-O.