

USTRANSCOM Personal Property Advisory #23-0035

Date: 3 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: 7-Day Spread Fix and Shipment Pre-Move Survey Edit Controls

1. DPS Release v3.118 (2 Dec) included a feature that allows for more accurate On-Time Pickup measures and prevents TSPs from editing the Pre-Move Survey once completed. This was programmed as part of our efforts to improve shipment data accuracy in conjunction with Best Value Score 2.0. Prior to 2 Dec, TSPs requesting credit for meeting spread were instructed to advise customers to email the JPPSO and the TSP requesting the date change (reference USTRANSCOM Advisory 22-0038B issued 8 April 2022).
2. DPS restricts TSPs from editing pre-move survey and spread dates, requiring TSPs who have planned or Actual Pickup dates outside the spread, and believe they should still receive credit for meeting spread dates, to contact PPSOs for assistance. PPSOs will be able to assess and update DPS to accurately reflect whether TSP met on-time pickup, and customers caused a change outside the spread, or whether the change was for TSP convenience. To account for on-time pickup accurately, DPS now provides a “Reason Code” for PPSOs, in the event a TSP believes they should receive credit for an Actual Pickup inside the 7-day spread that was not their fault (e.g., Customer/Government convenience or NTS TSP non-availability).
3. PPSO users have no restriction on this ability based on Shipment Status and can add Reason Codes to shipments in any status. Shipments in the 1 April – 31 December Data Pull Period without spread dates will be awarded full points for the spread portion of the pickup score (50 pts), regardless of what Reason Code may have been applied or whether a Reason Code exists. However, DPS will score the on time pickup and timely update of DPS portions.
4. If PPSO user does not use a reason code, DPS will determine whether TSP met spread dates based on the “Actual Pickup Date” entered as compared to the spread.
 - 4.1. TSPs are required to confirm in writing the agreed upon pickup date within three (3) GBDs of shipment acceptance but should not input this in the DPS Pre Move Survey step. TSPs must confirm the pickup date in writing to the customer within three (3) GBDs of acceptance via email and/or note in DPS; however, should not attempt to update the DPS Pre Move Survey until that has actually taken place. When the pre move survey is completed later, TSPs can update pack and pickup dates as needed. TSPs are required to complete a Pre-Move Survey that includes communication with the DOD customer and agreed upon dates (e.g., including packing materials, accessorial, etc.)

5. If PPSO receives a TSP appeal that they should receive points for an Actual Pickup inside the 7-day spread, due to a change that was not their fault (e.g., Customer/Government convenience or NTS TSP non-availability), PPSO users can update DPS Planned Dates after selecting a specific Reasons Codes, which allows them to record whether TSP should or should not receive points for being inside spread. Only the PPSO user can make these edits. Reason Codes follow:

- 5.1. TSP Convenience (this Reason Code marks record as not having earned points for spread, regardless of TSP entered Actual Pickup date)
- 5.2. Customer/Government Convenience (this Reason Code marks record as having earned points for being inside spread based on code selected and allowing PPSO to edit Planned Pack or Pickup Date to match Actual dates outside of spread based on TSP entered Actual Pickup date being outside spread)
- 5.3. NTS TSP non-availability (this Reason Code marks record as having earned points for being inside spread, regardless of TSP entered Actual Pickup date being outside spread)

6. In addition, this release restricts editing of pre-move survey dates after TSP inputs pre-move survey, which exposes shipments to inaccurate On-Time Delivery through manipulation of the RDD.

7. TSPs are required to complete a Pre-Move Survey that includes communication with the DOD customer and agreed upon dates (e.g., including packing materials, accessories, etc.).

8. With this change, once entered into DPS the Pre-Move Survey cannot be edited by the TSP. TSPs initiating changes to dates must contact the PPSO and provide justification to authorize the change, to ensure no impact to the customer's RDD. For customer-initiated date change requests, customers should be referred to the responsible PPSO.

9. Report DPS technical issues (e.g., accessing DPS, uploading rate files, etc.) to the Systems Response Center (SRC):

9.1 Email: usarmy.scott.sddc.mbx.g6-src-dps-hd@army.mil

9.2 Telephone: Toll free (800) 462-2176; Commercial (618) 577-0969, Option 2

9.3 Internet: <https://src.servicenow.com/src>

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