

USTRANSCOM Personal Property Advisory #23-0036

Date: 3 February 2023

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

To: Department of Defense (DoD) Approved Transportation Service Providers (TSPs)

Subject: Recalculation of Performance Scores for the 2nd Performance Period (PP) 15 May – 31 July 2023

- 1.** The data pull for 2nd PP is, 1 April 2022 – 31 December 2022, IAW Advisory 23-0017, 0017A, 0017B, and BVS Mechanics Presentation (8 Dec 22).
- 2.** TSPs have been encouraged to identify shipments in advance of this appeals advisory for all three (3) categories (CSS, On-Time Performance (OTP) and Claims).
- 3.** The window to submit CSS appeals will run from receipt of this advisory through 14 February 2023, 23:59, CST and any appeal(s) received after this date will NOT be considered.
- 4.** TSPs that are NOT statistically valid will continue to receive a supplemental survey score(s) equivalent to the mean (average) value of the market (calculated each PP) as needed to achieve statistical validity.
- 5.** CSS Mean Scores (for statistical validity) will be provided on or about 8 February 2023.
- 6.** As indicated in Advisory 23-0017A, the MPS for the 15 May 2023 PP 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.
- 7.** Appeal Process for all three categories (CSS, OTP and Claims):
 - 7.1.** Additional information may be found in the attached BVS Mechanics slides and BVS Q & A Tracker.
 - 7.2.** Submitter must be listed on the TSP's Electronic Tender of Service Signature Sheet or appeal will not be accepted.
 - 7.3.** TSP's submitting an appeal(s) should do so for all SCAC(s) represented in each category and in a single email.
 - 7.4.** TSPs should note appeals due to Non-Temp Storage Release (NTSR)/Storage In-Transit Release (SITR), Reshipment, Exceeds Delivery Date and Conversion to Member Expense have been removed already from all three (3) categories. TSPs should only appeal when the shipment(s) has been identified in the CSS module which contains all BVS 2.0 performance information.
 - 7.5.** The subject line of the email must identify the category (CSS, OTP and/or Claims) and the type of appeal: NTSR/SITR – Reshipment, Date and/or Conversion.

- 7.5.1. NTSR/SITR: Submit an appeal(s) only when the shipment pickup address has been identified as a NTSR/SITR and the survey or shipment score is in the CSS Tab. When one of the pickup addresses (primary or additional) is a NTSR, an appeal(s) should not be submitted. A single successful NTSR/SITR appeal will result in removal from three categories (CSS, OTP and Claims)
- 7.5.2. Reshipment: Submit an appeal(s) when the origin and destination TSP is different. When they are the same no need to send an appeal.
- 7.5.3. For CSS, submit an appeal(s) only when a survey has been identified exceeding the 12 months from delivery date and/or more than 24 months from pickup date and is in the CSS tab.
- 7.5.4. For OTP, do not submit an appeal for lack of timely update of DPS or if actual pickup is after planned pickup or >3 GBD before planned pickup. We will only accept appeals for delays not the fault of the TSP. These would show TSP Actual Pickup Date was outside the spread and was due to a customer or government request, and the TSPs disagrees with PPSO determination on root cause and where TSP can provide evidence that the customer contacted the PPSO directly IAW USTRANSCOM Advisory 22-0038B. Reference advisory 23-0035 on 7-day spread enabled on 2 December in DPS.
- 7.5.5. For OTP Direct Delivery, do not submit an appeal for shipments that went into SIT or for lack of timely update of DPS. Appeals must be limited to delays caused by the government or otherwise deemed excusable (e.g. Act of God) and not the fault of the TSP (e.g. where Air Mobility Command was responsible for the delay.)
- 7.5.6. For Claims, do not submit appeals for Customer Satisfaction for Claims Settlement, unless for reasons previously considered for CSS appeal or when loss/damage exceeds 180 days from delivery date and/or the claim filed date within two (2) years from the delivery date. For Claims payment, we will not accept appeals because the data is based on timely update of DPS as referenced in Advisory 23-0017B.
- 7.5.7. Conversion to Member's Expense: Submit an appeal(s) only when the delivery date exceeds the conversion date and is in the CSS module. When delivery date and conversion date are on the same day, an appeal should not be submitted.
- 7.6. All appeal(s) must be submitted in Microsoft Excel workbook or a similar spreadsheet program in the attached format and heading.
- 7.7. CSS appeal(s) must be submitted in Microsoft Excel workbook or a similar spreadsheet program in the below format and heading. The format is as follows:

TSP POC	TSP EMAIL	TSP COMPANY	SCAC	GBL#	Mark / COS	APPEAL TYPE	CSS APPEAL REASON	P/U Date	Del Date	Conv Date	Sur Date	DPS Score	Sur Sub	In CSS Tab	Score in the CSS Tab
Jane Doe	jane.doe@aol.com	ABC Moving & Storage	ABCD	JEAT0000001	4	CSS	Add - Missing	4/5/2021	7/19/2021	8/1/2021	10/7/2021	100	Y	N	N/A
John Doe	john.doe@aol.com	EFI Moving & Storage	EFGH	BGAC0000001	OTO	Convert	Remove - Shipment converted	3/9/2021	3/25/2021	3/24/2021	5/18/2021	0	Y	Y	0
Kid Doe	kid.doe@aol.com	UK Moving & Storage	IJKL	AGFM0000001	2	Date	Add - Shipment is inside date range	8/12/2021	8/31/2021	10/1/2021	9/21/2021	94	Y	N	0
Girl Doe	girl.doe@aol.com	NOP Moving & Storage	MNOP	BGNC0000001	D	NTS	Remove - PU address is a NTS shipment	9/14/2021	9/30/2021	9/30/2021	10/1/2021	10	Y	Y	10
Deer Doe	deer.doe@aol.com	Deer Moving & Storage	MNOP	HAF0000001	iUB	CSS	Remove - Reshipment	11/14/2021	12/20/2021	2/28/2022	12/31/2021	100	Y	Y	100

- 7.8. OTP Pickup and Delivery appeals must be submitted in Microsoft Excel workbook or a

similar spreadsheet program in the below format and heading. The format is as follows:

OTP for Pickup: 7-Day Spread; PU Date within the two (2) GBDs and/or Date/Time Stamp within three (3) GBDs from PU Date

TSP POC	TSP EMAIL	TSP COMPANY	SCAC	GBL#	COS	APPEAL TYPE	On Time Performance APPEAL REASON	1st Date of Spread	Last Date of Spread	Planned Pickup Date	Actual Pickup Date	Date/Time Stamp PU Date Entered into DPS	Override Reason
						OTP	Pickup date within 7 day spread	1-Jun-22	8-Jun-22	3-Jun-22	4-Jun-22	8-Jun-22	Customer Conv

OTP for Delivery: Shipment in SIT and Date/Time Stamp within three (3) GBDs from Delivery Date

TSP EMAIL	TSP COMPANY	SCAC	GBL#	COS	APPEAL TYPE	On Time Performance APPEAL REASON	In Storage In-Transit (Y/N)	Required Delivery Date	Actual Delivery Date	Date/Time Stamp Delivery Date Entered into DPS	Denied/Approved	DPMO Reason for Denial/Approval
					OTP	Date/Time Stamp within 3 GBDs	N	8/1/2022	7/31/2022	7/31/2022		

7.9. Claims appeals must be submitted in Microsoft Excel workbook or a similar spreadsheet program in the below format and heading. The format is as follows:

Late Payment

TSP POC	TSP EMAIL	TSP COMPANY	SCAC	GBL#	COS	APPEAL TYPE	Claim APPEAL REASON	NTS (Y/N)	Reship Same TSP (Y/N)	Delivery Date	Settlement Date in DPS	Payment Date
USTC	ustc@mail.r	USTC	CTSU	GGGG00111	4	te Payme	NTS	Y	N	4/3/2022	6/4/2022	7/6/2022

Claim Satisfaction

TSP POC	TSP EMAIL	TSP COMPANY	SCAC	GBL#	COS	APPEAL TYPE	Claim APPEAL REASON	NTS (Y/N)	Reship Same TSP (Y/N)	Exceed 180th Days Date	Claimed Filed exceed 2yr timeframe
USTC	ustc@mail.r	USTC	CTSU	GGGG00111	4	atisfactio	NTS	Y	N	9/30/2022	

8. Submit appeals to transcom.scott.tcj9.mbx.pp-css@mail.mil. USTRANSCOM will use all facts to verify if an appeal meets criteria and the deadline date. It is recommended TSPs use email delivery and read receipt when submitting an appeal. TSPs must have evidence that email was sent and received during the appeal window.

9. Questions or/and concerns reference this advisory to transcom.scott.tcj9.mbx.pp-css@mail.mil.

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



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USTRANSCOM

UNITED STATES TRANSPORTATION COMMAND



Defense Personal Property Program (DP3) Best Value Score (BVS) 2.0 Mechanics

*Updated 3 Feb 2023
& December 2022*

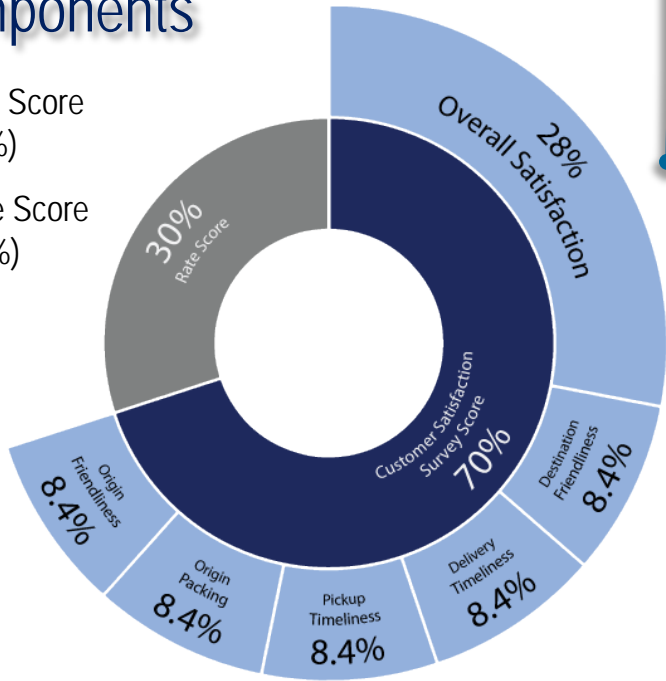


BEST VALUE SCORE (BVS) 2.0 OVERVIEW

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Current BVS Components

- CSS Score (70%)
- Rate Score (30%)



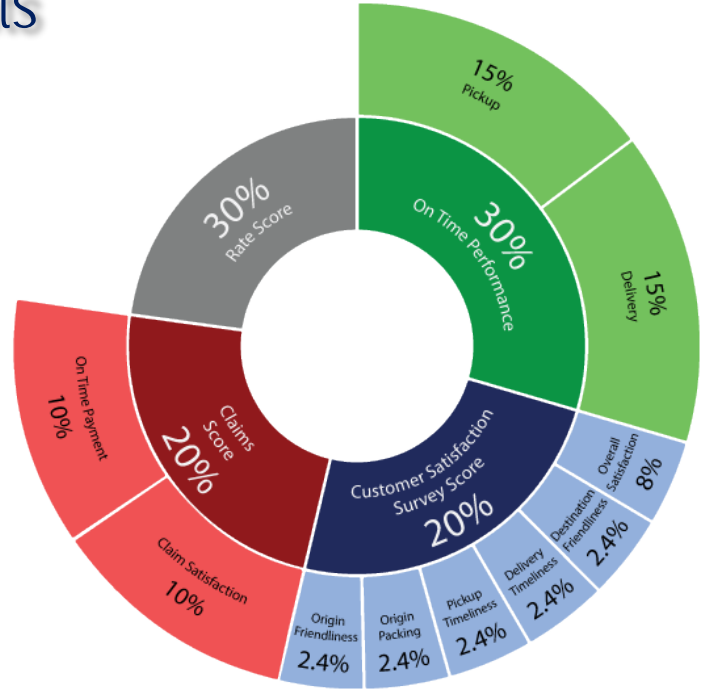
- BVS is the determining factor in the booking and selection of TSPs.
- Better performing companies are awarded more shipments.

Timeline

- July 2022 Share Details with Industry
- Advisories 22-0097 (29Jul); 0097A (12Aug); 0097B (4Oct);
- Aug- Sep 2022 System Discovery/Dev
- Fall/Winter 2023 DPS Update
- Dec Advisory 23-0017 (2Dec); BVS slides (8 Dec)
- Jan/Feb 2023 TSP Rate Filing

2023 BVS Components

- On Time Score (30%)
- CSS Score (20%)
- Rate Score (30%)
- Claims Score (20%)



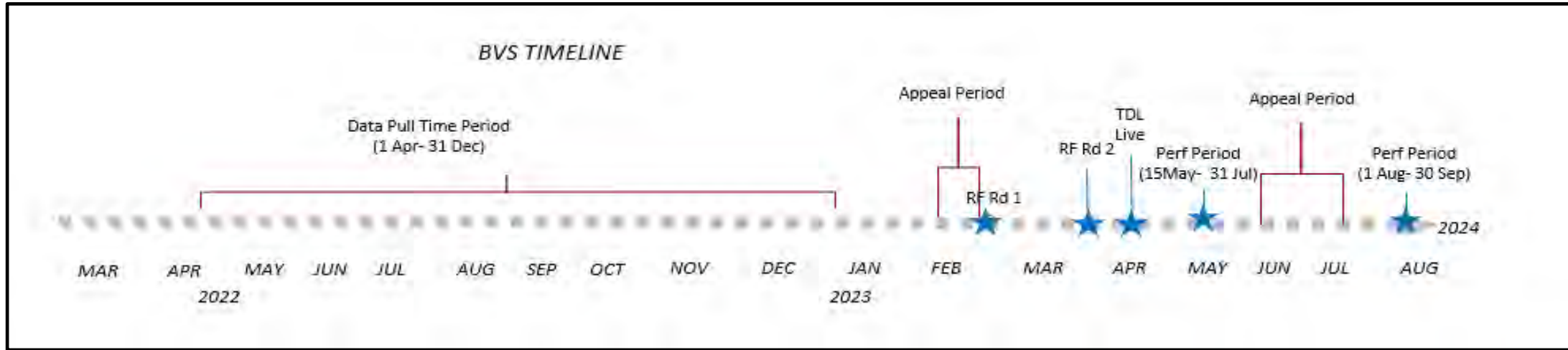
Takeaways:

- Customer voice is critical to BVS and satisfaction survey remains foundation of BVS. Changes reflect analysis on customer pain points
- Addition of on time performance measure **amplifies** customer survey questions – needed based on historical industry performance
- Addition of **claims score** measure addresses key GAP completely missing from today’s program! Claims is a major pain point in PCS process
- Diversified BVS components focuses industry on Service at Curb and reduces potential for bad actors to game the system

Update increases industry accountability and help set performance standards required under Global Household Goods Contract



BVS 2.0 – Appeals



Appeals window follow Table 403-6

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 February- 31 October	1 November-31 December	1 January- 14 May
1 Apr - 31 December	Appeal 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

Highlights

-Appeals taken by J9-OH (transcom.scott.tcj9.mbx.pp-css@mail.mil)

-TSP Scores **only** based on SCAC

-No MMC or Claims Manager scores at this time (postponed)

Not appealable:

- Customer satisfaction
 - DPMO continues to remove NTS releases
- Claim amount filed
 - Like legacy DD1840, customer's estimate used to score

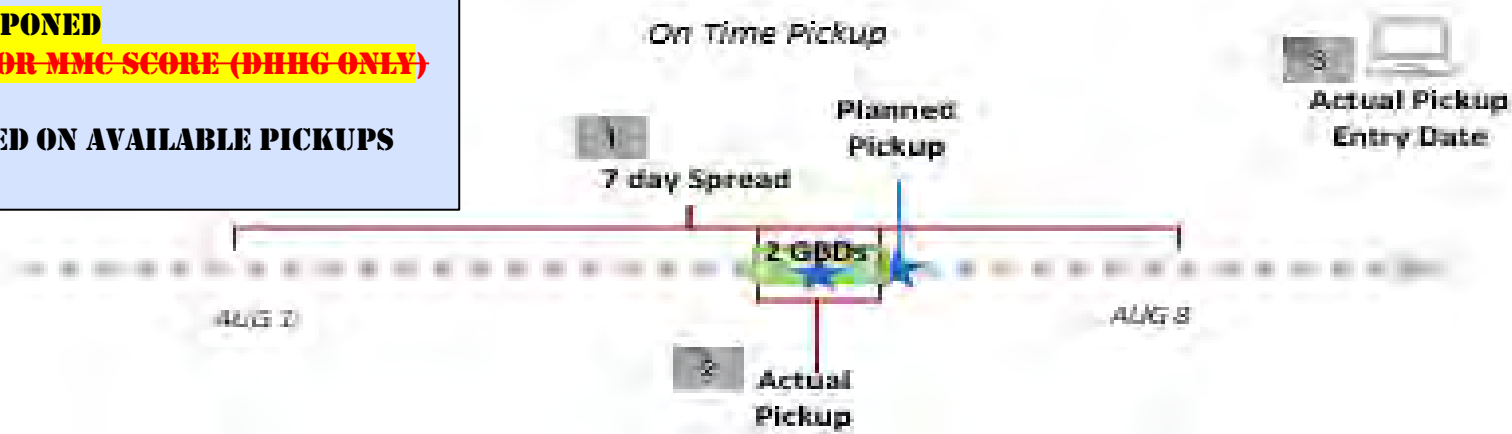
Appealable

- AMC delays causing missed RDD must be identified in appeal
- Loss/Damage Reports (LDRs) filed 181 days after delivery or Claims without LDR filed 181 days after delivery or Claims without LDR filed >2 years after delivery
- NTS releases (if not already removed)



BVS 2.0- On Time Pickup

-SCAC
POSTPONED
AND/OR MMC SCORE (DHHG ONLY)
 -BASED ON AVAILABLE PICKUPS



* Override Reasons

- Select -
- Select -
- Customer Requested/Government Convenience
- TSP Convenience
- NTS TSP Release Non-Availability



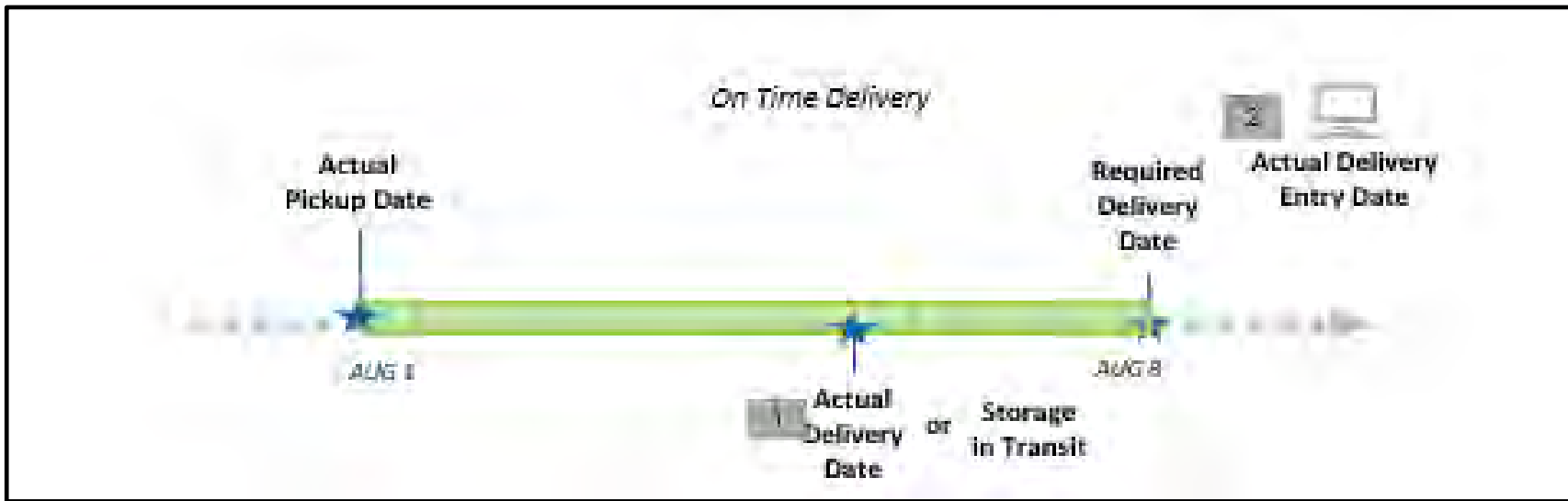
On Time Performance

Description	Pts	Key Highlights	Appeal Notes
Definition: Percent of on time pickups for all shipments picked up during the time period Universe: All shipments picked up <u>in DPS</u> during the previous nine months by market (dHHG, iUB, iHHG). Calculation: Determine on time pickup points earned, divide by total possible on time pickup points could be earned.			
1. Actual Pickup inside customer 7 day Spread	50	Reason codes to account for Customer request (even if outside spread) included with BVS 2.0	Reason codes ETD early 23
2. Meeting on time pickup	25	Actual Pickup must be 0-2 GBD prior to Planned Pickup	No appeals if actual pickup <u>after</u> planned pickup or ≥ 3 GBD before planned
3. Timely update of DPS	25	≤ 3 GBD difference (between Actual Pickup and Actual Pickup Entry Date)	None, system captures date/time

Percent on time earned	Awarded Points
0-100%	0-100



BVS 2.0- On Time Delivery



**-SCAC
POSTPONED
AND/OR MMC SCORE (DHHG ONLY)**

-BASED ON AVAILABLE DELIVERIES

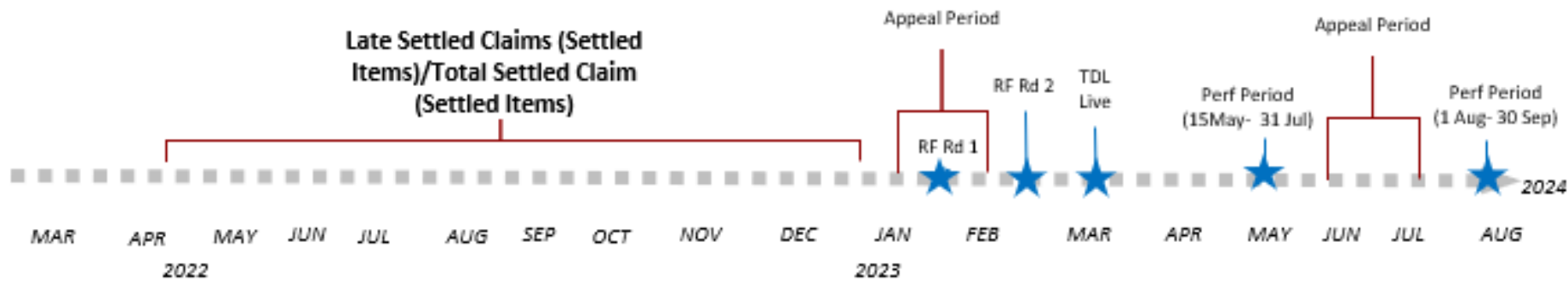
On Time Performance

Description	Pts	Key Highlights	Appeal Notes
<p>Definition: Percent of on time deliveries for all <u>direct deliveries</u> during the time period</p> <p>Universe: All shipments direct delivered in DPS during the previous nine months by market (dHHG, iUB, iHHG).</p> <p>Calculation: Determine on time delivery points earned, divide by total possible on time deliver points could be earned.</p>			
1. Meeting on time delivery	75	Shipments into SIT excluded from both points met and possible points earned	None unless late due to Air Mobility Command fault
2. Timely update of DPS			



BVS- Late Claims Payment

Claims Score Timeline



**-SCAC
POSTPONED
AND/OR CLAIMS MANAGER
SCORE**

**-BASED ON CLAIMS AND
PAYMENT DATE**

On Time Performance

Description	Pts	Key Highlights	Appeal Notes
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Definition: Percentage of claims with one or more line items in a “Settled” Status (settled date and amount) but with “Payment Entry Date” that is blank or that exceeds 30 calendar days from the DPS “Settled Date”. **Universe:** All claims settled during the previous nine months except for those with settled items within the last 30 days by market (dHHG, iUB, iHHG). **Calculation:** Take # of claims with a Payment Entry Date that is greater than 30 days from “Settled Date” or “Blank”, divide by # claims with a settled line item(s) within the previous nine months where the Settled date is greater than 30 days prior to last date of the data pull period

Late Payment Claims with Timely update of DPS component

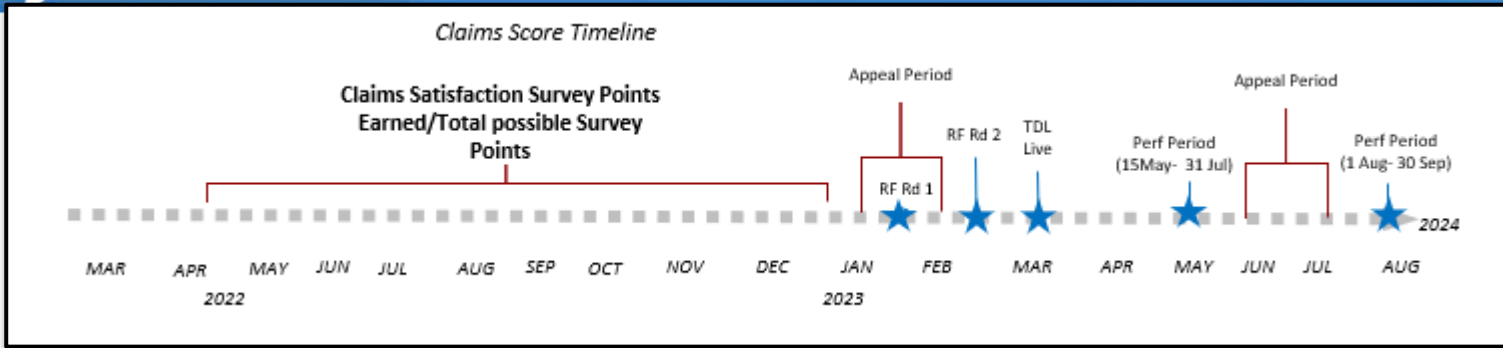
% Late Payments	Award
0	100
> 0 - < 0.5	85.75
> = 0.5 - < 1.0	71.4
> = 1.0 - < 1.5	57.15
> = 1.5 - < 2.0	42.85
> = 2.0 - < 2.5	28.6
> = 2.5 - < 3.0	14.25
> 3.0	0

< 30 day **between Settled Date Payment Date and Payment Create/Entry Date required to earn points**
 -Relies on DPS Status of “Settled” for each line item and TSP “Payment Entry date”
 -A single “Settled” line item means claim is treated as “Settled” for purposes of calculation
 - Date settled is the date the customer accepts the TSPs offer and is resident in DPS.

~~-Loss/Damage > 180 days after delivery~~
 -Claim Filed > 2 years
 -Note: MCO adjudication **not** considered
 - The “Payment Date” field is populated by the TSP on the “Make Payment” screen. [Non-responses will be treated as negative responses (i.e., check not received within 30 days)].



BVS- Claims Satisfaction



-SCAC POSTPONED AND/OR CLAIMS MANAGER SCORE

-LIMIT 1 SURVEY / GBL

-BASED ON RECEIVED CLAIMS SATISFACTION SURVEYS

On Time Performance

Description	Pts	Key Highlights	Appeal Notes
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Definition: Satisfaction of customers with TSP Claims Process

Universe: All shipments responding to two part TSP Claims questions by market (dHHG, iUB, iHHG).

Calculation: Determine satisfaction points earned, divide by total possible satisfaction points could be earned. If no surveys full points earned.

Percent Claims Satisfaction

Avg Claims Satisfaction earned	% Satisfied for TSPs	Award
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

Claims surveys based on avg score (no stat validity), mix of SCAC & Claims Manager

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

-Loss/Damage >180 days after delivery

-Claim Filed > 2 years

-Note: MCO adjudication not considered



Backups

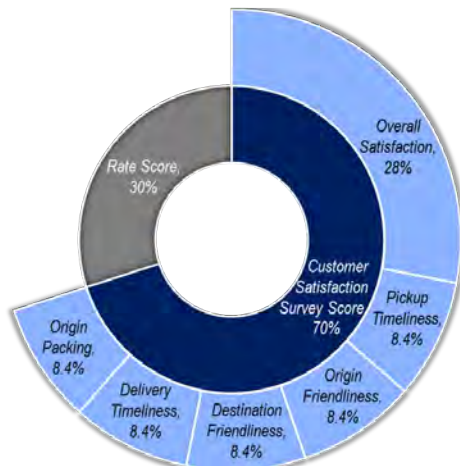


BVS 2.0 Way Ahead

Courses of Action - 14 variations developed; reduced to 5 for final consideration

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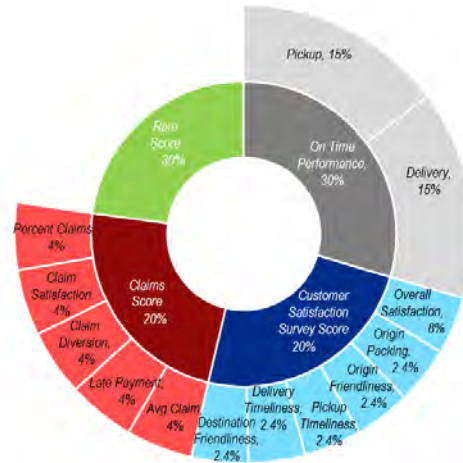
Current Performance Score Composition



As Is Performance Score

- ✓ Rate Score – 30%
- ✓ CSS Score – 70%

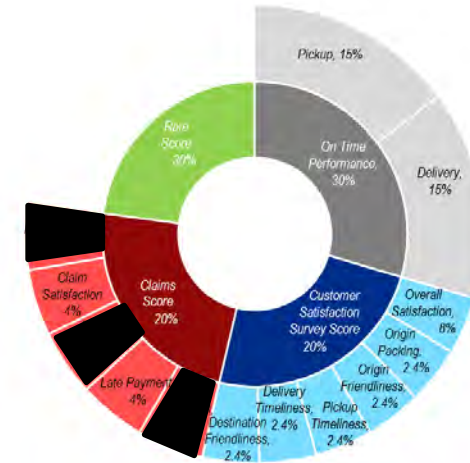
Full BVS 2.0 Concept



Full BVS 2.0

- ✓ Rate Score – 30%
- ✓ CSS Score – 20%
- ✓ On Time Score – 30%
- ✓ Claims Score (5 of 5) – 20%
- ✓ Move Manager Combined Score
- ✓ Claims Manager Combined Score

Partial BVS 2.0

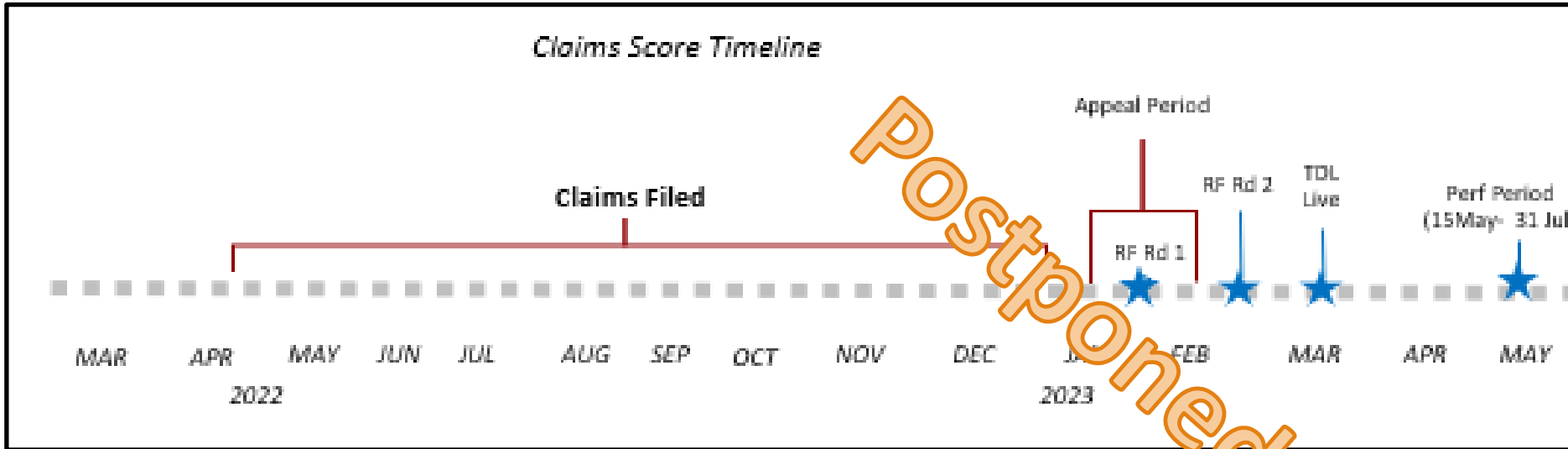


Partial BVS 2.0

- ✓ Rate Score – 30%
- ✓ CSS Score – 20%
- ✓ On Time Score - 30%
- ✓ Claims Score (2 of 5) – 20%
- NO Move Manager Combined Score
- NO Claims Manager Combined Score



BVS- Average Claim



-SCAC AND/OR MMC SCORE (DHHG ONLY)

-BASED ON TOTAL CLAIMS

Postponed

On Time Performance

Description	Pts	Key Highlights	Appeal Notes
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Definition: The average dollar value of all individual claims submitted against a TSP

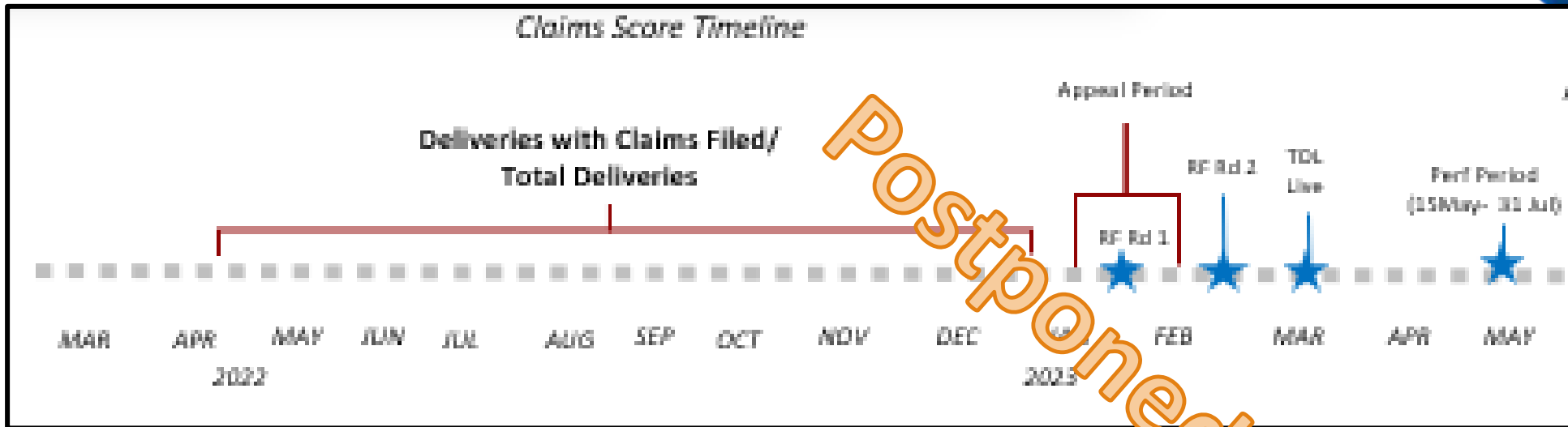
Universe: All claims submitted in DPS during the previous nine months by market (dHHG, iUB, iHHG).

Calculation: Determine Total Claim Value for all claims filed during the previous nine months and divide by number of claims.

Average Claim	Average Filed Claim	Awarded Points	<ul style="list-style-type: none"> -Follows subjective customer 'guesstimate' used for decades under TOPS legacy DD1840 -Customer claims up to two years after delivery counted (if LDR filing met) included -NTS Release claims filed by customer not included -Note: MCO adjudication not considered 	<ul style="list-style-type: none"> -Loss/Damage >180 days after delivery -Claim Filed > 2 years -Not eligible: Appeals for outlier claims (Claimed amount)
	0	20		
	> 0 - < \$1,000	13.34		
	> = \$1,000 - < \$5,000	6.68		
	> = \$5,000	0		



BVS- Percentage of Claims



-SCAC AND/OR MMC SCORE (DHHG ONLY)

-BASED ON CLAIMS AND TOTAL SHIPMENTS

On Time Performance

Description	Pts	Key Highlights	Appeal Notes
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Definition: Percent of shipments with claims during the time period

Universe: All shipments delivered with at least one submitted claim by market (dHHG, iUB, iHHG).

Calculation: Take # of shipments delivered within the data pull period (denominator). Take # of those same shipments with at least one submitted claim in all statuses (numerator) and divide by # of shipments delivered (denominator) within the data pull period

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

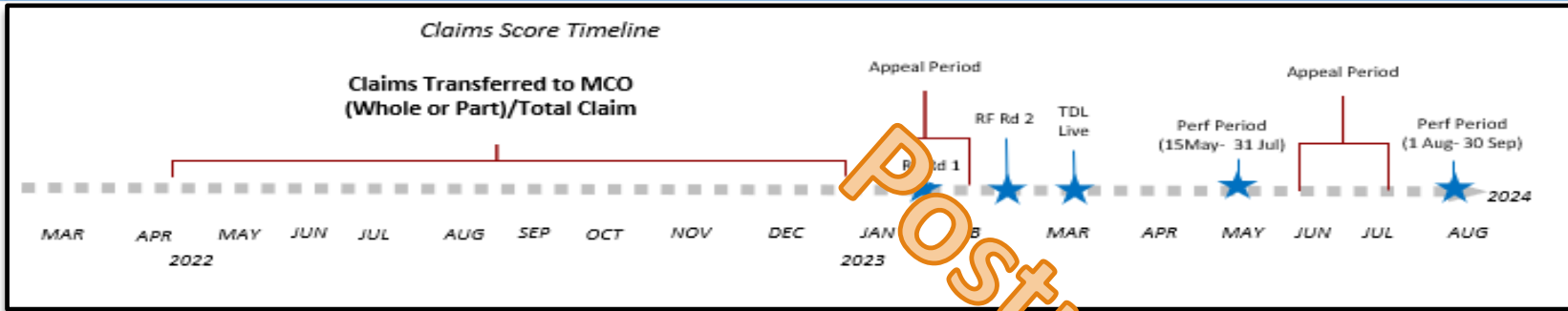
Percentage of Claims	Percent of Shipments with Claims	Awarded Points
	0	20
	1%-10%	10
	11-25%	5
	25%+	0

-Customer claims up to two years after delivery counted (if LDR filing met) included
 -NTS Release claims filed by customer not included

-Loss/Damage >180 days after delivery
 -Claim Filed > 2 years
 -Note: MCO adjudication **not** considered



BVS- Avoiding Transfer to MCO



-SCAC AND/OR CLAIMS MANAGER SCORE

-BASED ON CLAIMS AND TRANSFERRED TO MCO FREQUENCY

On Time Performance

Description	Pts	Key Highlights	Appeal Notes
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Postponed

Definition: The percent of claims (whether all or a portion of claim) transferred to a Military Claims Office.

Universe: All claims submitted in DPS during the previous nine months by market (dHHG, iUB, iHHG).

Calculation: Take # of Claims (whole or part) transferred to the MCO (numerator) and divide by total number of claims submitted over the previous nine months.

Percent Claims Transferred to MCO

% 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

-Note: MCO adjudication **not** considered
-Exception: Reverted claims

-Loss/Damage >180 days after delivery
 -Claim Filed > 2 years
 -Note: MCO adjudication **not** considered

Item	Category (BVS/TOS/IT/CLBR/400NG)	BVS Category	BVS Sub Category	Pg	Para	Request	Response
1	BVS 2.0	All	Appeals (DPS)			DPS is down on a regular basis. How will these outages be taken into consideration when grading the required time limit for TSP data entry?	DPS uptime is over 98%, with rare sporadic access issues, especially for industry who generally relies on web bots to queue their data and update DPS whenever their web bots deem able to do so. TSP who believe latency affected ability to meet timely entry will have to appeal. Known outages are limited and will be considered in scoring.
2	BVS 2.0	All	Appeals/exclusion			If during the 9-month data collection period for a Performance Period, a SCAC has no pickups and or no deliveries, would that SCAC receive the full amount of points in those categories?	Depends on the variable in play, because claims could still be filed. It depends on which metric we are looking at, but if the metric itself comes up blank then the existing rules apply (e.g., carry over score previous score, utilization of average score for new categories, etc.).
3	BVS 2.0	All	General (all)			The customer survey return rate is still very low. Too low to adequately determine and reward those TSP's who are performing at the levels our mutual customer deserves. In our case, the data shows just a 4% return rate (new collection process/contractor) which has drastically and negatively impacted our January BVS rankings. Even when adding in the legacy collection data the rate is just still 12%. Clearly, this is a disservice to the customer since they can longer be assured, they will receive the best service from the most deserving TSP's or Move Managers. The change from 70% CSS value to only 20% seems to indicate Transcom has either given up on collecting a valid survey sample and deprioritized the customer's opinion of their relocation experience. For 70 years Suddath has served this market at the highest levels making continuous investment and process improvements along the way. We have adapted to every business rule change along the way. My team and I have considered it an honor to provide services on multiple levels. As a TSP, a nationwide asset service provider through 21 branch locations and over 200 drivers, the largest international TSP, logistics and liftvan/containerized services, flatbed hauling and brokering and more. Military household goods business accounts for approximately 40% of our total volume/revenue. And now, because of these program changes and the sheer randomness and probable inaccuracy of the data collection, we find ourselves trying to figure out a very unpredictable future with no way to forecast business volume. How are we to retain and recruit drivers under this scenario? How are we to continue to invest in equipment, liftvans, human capital, technology, and training and the list goes on. Frankly, the result is a revised corporate strategy that may very well lead to a much different mix of business for our organization. Not only as a TSP but as importantly, as an asset-based provider. Today, approximately 50% of our regional and long-distance hauling fleet is dedicated to military business. Without improved transparency and visibility to the road ahead and adjustments to these ever-changing business rules we are forced to re-evaluate how we will keep those assets optimized, drivers and labor compensated and facilities full. This is not exclusive to Suddath. Providers across the industry both large and small are discussing the same.	The GHC has resulted in lots of fast moving plans to revise corporate strategy that may very well lead to a much different mix of business for organizations, but it's possible BVS 2.0 may expedite that. TSPs control much of the road ahead (post GHC), and TSP decisions play a large role on the road ahead, even greater than 2023 rule changes. 2023 changes are transparent and will be even more visible on 7 Feb, but we are in the business of improving service first and foremost, and levels of uncertainty will always exist for industry.
4	BVS 2.0	All	General (all)			So many unanswered questions and uncertainty-how will we be provided access to the various and complicated data components so we can audit for accuracy and/or appeal of that data that so dramatically impacts our business levels? And ensures the highest quality and most capable TSPs are properly ranked and providing services to our military customers.	The intent of BVS 2.0 was to diversify scoring and encourage industry to focus on service at the curb. By diversifying, we wish to discourage industry from developing business practices to optimize ONLY management of scores and instead focus on improving service at the curb across multiple areas. We've strived for transparency with BVS 2.0 since July 2022.
5	BVS 2.0	All	General (all)			To date, most of the Transcom staff who have been tasked with implementing these new requirements cannot answer questions on how this is going to work. If they cannot explain it to industry, how can they explain it to customers or base level personnel?	Slide presentations and several advisories dating to July 2022 reflect our efforts to be transparent and provide responses to questions. BVS 2.0 does not need to be explained to customers by TSPs, and base level personnel will award shipments based on BVS (no change) and no training needed or explanation for them to perform effectively outside of on time pickup reason code use which Services have helped build into DPS.
6	BVS 2.0	All	General (all)			Honestly, I do not expect Transcom to fully understand the impact of each of these changes on our industry which is why it is critical for us to continue the evaluation/vetting process of these business rules before implementation. Last face it. Eventually all the customers and families get moved but, if we truly believe customers are the priority, then why marginalize their voices through low and inaccurate data collection and totally random surveys?	We strive to continuously improve the survey collection process, and believe random collection is an important improvement to ensure we remove positive or negative bias.
7	BVS 2.0	All	General (all)			While I understand the desire for continuous program improvement and enhanced customer experience, why make such dramatic changes at this point in the life of DP3?	Customers deserve it- Hundreds of thousands of customers. There are other reasons: 1) Industry performance will be better making potential subcontractors to GHC higher quality, 2) Gov will be better postured to measure variables associated with BVS 2.0 which are generally included in the KPIs for the GHC, 3) Customers will be better informed regarding the DoDs' CPI efforts and understand our efforts to expect better quality movers in general and 4) Our data will serve as a baseline to continue measuring industry performance regardless of what provider/program is used
8	BVS 2.0	All	General (all)			As we attempt to navigate these changes, industry is also attempting to deal with what will be an industry changing event, GHC. As a former GHC contract winner, I know what an enormous undertaking this will be. Both the new contractor and Transcom will need the entire industry's full support and buy-in. At a time when steps should be taken to keep and attract capacity and to help ensure GHC is implemented successfully FOR ALL STAKEHOLDERS, the opposite is happening.	BVS 2.0 is centered on improving performance, which may mean removing opportunities for poorer performers. Our goal is to keep quality capacity, not just capacity. BVS 2.0 presents an opportunity for quality providers to benefit and thrive, and with the GHC rollout HomeSafe will be able to utilize additional quality providers as they deem necessary to continue CPI efforts.
9	BVS 2.0	All	MPS			Under BVS 2.0, is the MPS still only based on CSS scores, or will it include the other elements of the best value scoring such as on time delivery, etc?	No, the Performance Score is now inclusive of all BVS variables, therefore the MPS would be the same.

Item	Category (BVS/TOS/IT/CLBR/400NG)	BVS Category	BVS Sub Category	Pg	Para	Request	Response
10	BVS 2.0	All	Reporting			Can you provide insight on exactly how TSPs can use DPS to pull each of the BVS components out of DPS	DPS can be used directly and in a number of ways. For example, the Claims Module has built in date range searches that will support searching. Same is true for existing DPS Analytics reports relating to Shipment Management, or the Shipment Management queue itself for research on active shipments.
11	BVS 2.0	All	Reporting			I was hopeful you might be able to provide guidance on where exactly a TSP can locate the items that are critical to BVS2.0 within DPS Analytics. We are specifically looking for the data that will fuel the scoring which includes DPS recorded on-time pickup date, DPS recorded on-time delivery date, and all claims scoring metrics. The attached report was pulled down on one of our SCACs for the claims metric but based on the output I have to imagine I am doing something very wrong because there is nothing associated to a specific GBL.	Claims metrics post Jan 2022 are only available in the Claims Modern module itself. The other data lives in the appropriate module (e.g. Shipment Management or SM analytics). Once we deploy BVS 2.0, it will be much easier to see precise information on how DPS data fuels the scoring for all variables, but until then you'd want to use SM or Claims Modern.
12	BVS 2.0	Claims Score	Reporting/Claims Survey (Measure E)			Measure E: Customer Satisfaction; Measure E Detail a. DPS Claims Analytics currently only lists one score under "Claims Satisfaction" Excellent=100 points, Good=75 points, etc. Where can we find the breakdown of the claims scores received for the 2 specific questions?	Will be available when BVS 2.0 deploys.
13	BVS 2.0	Claims Score	Transfer to MCO (Measure D)			b. Are these for all claim filed 1 Apr through 31 Dec? or all Claims Closed 1 Apr through 31 Dec?	From BVS slide, all claims filed Universe: All claims submitted in DPS during the previous nine months by market (dHHG, iUB, iHHG). Calculation: Take number of Claims (whole or part) transferred to the MCO (numerator) and divide by total number of claims submitted over the previous nine months.
14	BVS 2.0	Claims Score	Appeal or exclusion (All measures)			Are reships included in this measurement? Under current rules they are treated as NTS	Reshipments with a different TSP will be treated the same way, all reshipments are appealable.
15	BVS 2.0	Claims Score	Appeal or exclusion (All measures)			What if the filed claim(s) was subsequently denied and TSP was not responsible. Does the claim still count? Or does any claim filed apply regardless of whether it is found to be substantiated or not.	All Claims are counted, regardless of final adjudication status. This follows the same subjective customer process used under the TOPS legacy program.
16	BVS 2.0	Claims Score	Appeal or exclusion (All measures)			Are reships included or excluded as they are in CSS?	Reships will likely be handled as in the current process and will be appealable.
17	BVS 2.0	Claims Score	Appeal or exclusion (All measures)			What about claims that were subsequently denied?	Other than Timely Payment or Transfer to MCO, adjudication of filed claims is not considered under any of the Claims score metrics.
18	BVS 2.0	Claims Score	Appeal or exclusion (Measure C)			If the date is blank, is it considered a negative response... how long has this been a requirement and how can a TSP correct by 31 Dec?	Negative response requirement was announced with Advisories and listed on slides, in accordance with the Claims and Liability rules and DTR requirement to update DPS within 3 GBD which has been in place for years. TSP has always been required to update DPS, including the claims module. Since the points for this are based on timely update of the system, any update made at this point forward will not count towards Timely Payment.
19	BVS 2.0	Claims Score	Appeals (all)			What about pre-existing damage that may not be the fault of the TSP and later denied? How is that considered in the score?	Final Adjudication of a claim will not be considered
20	BVS 2.0	Claims Score	Appeals (Late Payment)			Non-payment of claims also are ripe for typos by the customer and therefore penalized the TSP through no fault of their own. Dates not entered correctly or at all.	TSPs control their destiny here. Claims payment scores will be based on TSP data entry and updates, with customer claim of non payment playing a very small role at most (if they complain or update DPS to indicate non payment).
21	BVS 2.0	Claims Score	Late Payment (Measure C)			Late Payment; Definition – Percentage of claims where "Payment Date Entry Date" exceeds 30 days from Settled Date. a. "Payment create Date" and "Settled create Date" are not fields currently available in DPS Answers Claims Analytics subject area. Where can a TSP find the correct date in DPS? Or advise what date a TSP should use and location within DPS?	Payment Create Date is captured in the DPS Database, and is not visible to TSPs. Settled create Date is a typo and should state "Settled Date." This is available in the Claims Modern Module in DPS.

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22	BVS 2.0	Claims Score	Late Payment (Measure C)			d. What specific shipment data set will be used? (i.e. the % late payments only for the shipments that had a 'settled create date' or for all claims received during the data pull or ??)	There is no settled create date. Measure will be (as stated previously), percentage of late payments for all claims settled during the previous nine months except for those with settled items within the last 30 days by market (dHHG, iUB, iHHG). Calculation from BVS slide is below Calculation: Take number of claims with a Payment Entry Date that is greater than 30 days from "Settled Date" or "Blank", divide by number claims with a settled line item(s) within the previous nine months where the Settled date is greater than 30 days prior to last date of the data pull period
23	BVS 2.0	Claims Score	Late Payment (Measure C)			In BVS 2.0 TSPs are awarded more points when customers receive their payment within 30 days of claims settlement. 1.Since TSPs will enter the "sent" date in DPS this is an opportunity for an unscrupulous TSP or individual to enter data that isn't accurate rate. 2.The bands used to award points to the TSP are arbitrary . Establishing a perfect late payment record as the only way to earn maximum points creates an incentive for an unscrupulous TSP or individual to cheat or game the system.	Goes back to ethics and controls in place. This data point was originally set to operate based on how many customers come back into DPS and mark shipments as not paid; but change provides for a much larger data set and is subject to audit by government users (and customer).
24	BVS 2.0	Claims Score	Reporting (Claims)			Where is this data located In DPS? Currently in DPS Answers Claims Subject Area & DPS Claims Analytics there are no records after January 2022. In DPS Answers, Claim Analytics there is a "Creation Date" or "Submission Date" – which date should we be using?	DPS Answers does not reflect Claims post 1 January 2022. Claims reporting for Claims Modern is only accessible through the Claims Modern module. TSPs can access their previously entered claims information through the Claims Modern landing page, should they wish to validate information (e.g., against internal or third party systems) and DPS will use claim submission date.
25	BVS 2.0	Claims Score	Reporting/Late Payment (Measure C)			As a TSP how can we tell if member selected the non-payment button in DPS? Where is the data located?	Customer will have the ability to select in the DPS Claims Modern Module under any Settled Claim. TSPs can see this field in the Claims Module, Claim Item and there is an "Offer panel" that allows TSP to expose "Accepted Date" from the customer along with a "Payment log". Audit button also shows System Entry Date for Payment. TSP will also see any such claims by reviewing any claim listed in a Non Payment Status.
26	BVS 2.0	Claims Score	Reporting/Transfer to MCO (Measure D)			c. In DPS Claims Analytics there is a field that shows "Transfer to MCO flag", however, we question the accuracy of this field as there are shipments found that showed transferred to MCO but they were not flagged as such. How would a TSP confirm the data and the accuracy?	The TSP must review the DPS Claims Modern module, not the legacy Analytics report which does not include claims post 1 Jan 2022.
27	BVS 2.0	Claims Score	Satisfaction (Measure E)			Customer Satisfaction; Measure E Detail b. Can you provide an example of how this is calculated? i. If a TSP has 5 claim surveys totaling 60 points – if we take 60 divided by 100 = .60 - what is the % Satisfaction for this TSP? ii. OR... do we take 60 points divided by 5 surveys = 12 therefore the % Satisfaction for TSP is 60%?	As shown on BVS Mechanics slide, it is % Satisfied or 60% (60 points divided by 5 surveys=12 points average)
28	BVS 2.0	Claims Score	Satisfaction (Measure E)			d.Can you clarify for a claims score that if under the following scenario, a TSP moves 100 shipments; has no claims filed against them on 99 shipments. But on the one claim they did receive, the member is dissatisfied...then the TSP's claims CSS score is reflective of the one claims CSS received, even when in this case, 99% of the shipments handled did not have a claim? Could the TSP receive a zero overall for this metric if the member gives them a "1" on the claims CSS? Or do the other 99 shipments receive the full score and so all are added in for the average in this metric?	That is correct, Claims satisfaction Metric (one of five) is based on satisfaction for claims handled. A TSP receiving a "1" on the survey will reflect 0 points for this metric. TSPs are not given positive surveys for shipments where there was no claim filed and are instead scored based on actual survey results.
29	BVS 2.0	CSS	Appeals			How are we to be confident the manually entered customer survey scores are accurate? With thousands of entries, clearly, there will be errors an impact on TSP's and customers alike.	We have used internal reports to validate entry and third party surveyor results, and can identify discrepancies. DPS also provides for an automated survey upload feature which will make it unnecessary to rely on manual input of survey scores.
30	BVS 2.0	On Time Performance	Appeals/exclusion (delivery)			g. Will USTC accept TSP data that shows when the TSP updated DPS during the appeal period?	No, DPS captures information on when action was taken (e.g. audit log, database, etc.)
31	BVS 2.0	On Time Performance	Appeals/exclusion (delivery)			h. It is well-known that DPS has latency issues from time to time. How will TSPs be able to appeal timely entry of pick-up or delivery data if there are issues being able to sign in to DPS.	TSP who believe latency affected ability to meet timely entry will have to appeal. Known outages are limited and will be considered in scoring.
32	BVS 2.0	On Time Performance	Appeals/exclusion (pickup)			i. Will USTC accept TSP data that shows when the TSP updated DPS during the appeal period?	No, DPS captures information on when action was taken (e.g., audit log, database, etc.)
33	BVS 2.0	On Time Performance	Appeals/exclusion (pickup)			b. How will USTC handle shipments that have never had a Spread Date in DPS? Will these be scored as meeting the spread date requirement?	Any such shipments in the 1 April – 31 December data period 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

Item	Category (BVS/TOS/IT/CLBR/400NG)	BVS Category	BVS Sub Category	Pg	Para	Request	Response
34	BVS 2.0	On Time Performance	Appeals/exclusion (pickup)			The data pull timeframe for May 2023 is 1 Apr through 31 Dec and shipments will NOT have a reason code. How can a TSP handle appeal of these shipments?	TSPs have had the opportunity to continuously work to make this accurate all Summer since we deployed spread dates in DPS, and additionally once we announced 7 day spread and BVS 2.0. They can be appealed if not addressed previously. In addition, with Reason Codes in DPS effective 2 Dec, DPS also restricts editing of pre move survey dates after TSP inputs pre move survey. This prevents inaccurate On Time Delivery points by preventing manipulation of the RDD. Once entered into DPS, the Pre Move Survey cannot be edited by the TSP. Changes are restricted to PPSO users who will ensure any changes are agreed to by the customer, and ensure impact to the customer's RDD is based on agreement by the customer.
35	BVS 2.0	On Time Performance	Delivery			Measure B: On time Delivery f. How can TSP tell when delivery was entered in DPS? How does USTC know when a delivery is entered?	DPS captures the Actual Delivery Entry Date. TSPs will see this post deployment of DPS BVS module, but it's available now to USTRANSCOM via database in DPS and in the Audit log.
36	BVS 2.0	On Time Performance	Delivery			f.Are shipments with direct deliveries the only shipments being counted for a TSP's on-time delivery score? It would seem that the entire universe of shipments should be counted. If a shipment is delivered to the member or into SIT ahead of the RDD, then that shipment should count towards the TSP's on time delivery score. In this above scenario, if the intent is that all shipments are counted, regardless of whether they are direct delivered or into SIT, TSPs should be given credit for on-time delivery into SIT based on the arrival or offered date; not on the when the SIT # is issued, as TSPs state that they sometimes wait days or even weeks in the peak season for a SIT #.	Yes, only shipments with direct deliveries the only shipments being counted for a TSP's on-time delivery score. We decided to exclude those going into SIT from both the numerator and denominator because we did not want to create an incentive for shipments to go into SIT unnecessarily.
37	BVS 2.0	On Time Performance	Delivery			For on-time direct deliveries, quite often the member is not available or cannot be contacted or isn't responding timely to the TSP or service provider when arranging delivery. Yet, if it is delivered even one day later, the TSP is in effect "dinged" for late delivery if the member then elects to opt for s.i.t.	Incorrect, if a member elects to opt for SIT the shipment will not be considered in the overall on time delivery score for the TSP.
38	BVS 2.0	On Time Performance	Pickup			On Time Performance (OTP) Measure A: On Time Pickup: Definition Percent picked up on-time, within 7-day spread, and updated timely in DPS a. How can a TSP tell when the pickup was entered? How does USTC know when a pickup is entered?	DPS captures the Actual Pickup Entry Date when the Pick-up date is entered as part of the pick-up event. TSPs will see this post deployment of DPS BVS module, where the "Pickup Entered" date will be provided in the OTP Scoring Details where the calculation of scores is displayed. The Pickup Entered date is in Analytics as the 'PKP' row in PPSHPMT_EVTNT's CRTD_DT depending on user role and is available now to USTRANSCOM via database in DPS as well as in the DPS Audit log.
39	BVS 2.0	On Time Performance	Pickup			TSPs are required to enter weight information in DPS within 4 government business days of the shipment pick up. During the data entry process, the TSP also enters the actual shipment pick up date. There is nothing to prevent an unscrupulous TSPs or individual from entering any date they'd like in this field. Indeed, the sheer ease of entering the wrong date would create not only the opportunity to cheat, but a great temptation to those TSP's that are unscrupulous. The system doesn't have the appropriate process and validations to use this field to confirm if the TSP picked up the shipment on the agreed upon date .	Solution: The drive for TSPs to enter an incorrect "Actual Pickup Date" was to place it inside the spread. We have solved concerns by honest TSPs that they would be unfairly penalized by providing PPSOs "reason codes" that would allow a TSP to enter an actual pickup outside of the spread but still receive points for meeting spread. Regarding what would stop an unscrupulous TSP from cheating, answer is signed documentation from the customer showing their property was picked up. This documentation is currently received by JPPSOs and reviewed as part of the payment process and they would be able to identify discrepancies.
40	BVS 2.0	On Time Performance	Pickup			a. If a TSP has one late pickup, the TSP is awarded zero points that for shipment?	TSP would lose 25 points for a late pickup
41	BVS 2.0	On Time Performance	Reporting (pickup)			c. For "Spread Date" "Measure of Success" "Actual Pickup inside spread or Valid Reason Code" – As noted reason code will not be available until "BVS 2.0 is Released", however, to understand the Performance Scores for the May Performance Period and file rates we need to know the impact for shipments loaded April thru December of this year.	Spread dates will be scored based on the Actual Pickup Date and whether or not it is inside the spread. Reason Codes only apply if the JPPSO uses them, in which case DPS will use PPSO reason code and allow them to also edit planned date to account for compliance with spread Effective 2 Dec DPS provides a "Reason Code" for PPSOs, in the event a TSP believes they should receive credit for on time pickup, even though the Actual Pickup is outside the 7-day spread, to document that a change was not the TSPs fault (e.g., Customer/Government convenience or NTS TSP non availability). 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. If PPSO receives a TSP claim that they should receive credit for on time pickup, PPSO users can update DPS Planned Dates using specific Reasons Codes which allow them to record whether TSP should or should not receive points for being inside spread. PPSOs can edit Planned dates to match more accurate dates, but only the PPSO user can make these edits. Reason Codes and associated points explanation follow: i. TSP Convenience (TSP still allowed to enter Actual Pickup date outside spread AND this choice marks record as not having earned points for spread) ii. Customer/Government Convenience (TSP still allowed to enter Actual Pickup date outside spread BUT this choice marks record as having earned points for being inside spread based on editing of Planned Pack or Pickup Date outside of spread) iii. NTS TSP non-availability (TSP still allowed to enter Actual Pickup date outside spread BUT this choice marks record as having earned points for spread)

Item	Category (BVS/TOS/IT/CLBR/400NG)	BVS Category	BVS Sub Category	Pg	Para	Request	Response
42	BVS 2.0	On Time Performance	Reporting (pickup)			e. Can spread dates also be added to DPS Answers DPS Shipments?	Spread date information will be visible in DPS post BVS deployment, and is also available in Shipment Management. No further development is planned at this time.
43	BVS 2.0					This metric also fails to measure the significance of impact to a customer when the TSPs fails to meet the agreed upon pick-up date, but the pick-up is still made within the seven-day pick up spread. For example, if the spread dates are November 1st to 7th and we've agreed to a November 3rd pick up, but don't show up until November 4th. That customer is significantly inconvenienced, and that should be counted against the TSP that caused it. Solution: Make the necessary programming and workflow updates to DPS so that the system can capture accurate data. Identify the processes and procedures for appeals so that they can be addressed as they come up rather than having them all happen at once during an appeal period. Delay the implementation of this metric until DPS has nine months' worth of accurate data available for review.	This is incorrect. Solution: Our metric has accounted for this. TSP must pickup 0-2 Government Business Days prior to the planned pickup, so in this scenario TSP would lose 'on time' pickup points. Programming is complete, and appeals process has been announced as consistent with existing appeals process in Chapter 403.
44	BVS 2.0					It's clear that industry data and DPS is not harmonized in any way and that when the BVS on-time delivery numbers are initially published there will be a significant number of appeals. None of the stakeholders, TSPs, PPSOs, or TRANSCOM have the infrastructure to process or adjudicate these additional appeals. Solution: Make the necessary programming and workflow updates to DPS so that the system can capture accurate data. Identify the processes and procedures for appeals so they can be addressed as they come up rather than having them all happen at once during an appeal period. Delay the implementation of this metric until DPS has nine months' worth of accurate data to pull from. Don't penalize a TSP when a shipment delivers into SIT when the customer wasn't ready for delivery. Initiate system changes so that those shipments count as being delivered on-time. That will help maximize available industry capacity by prioritizing direct deliveries over shipments bound for storage.	The proposed solution is already part of the design- we are not penalizing TSPs for shipments that go into SIT.
45	BVS 2.0					Acknowledging that the response was too low, SDDC/TRANSCOM began awarding "neutral" survey scores to help get TSPs to a level of 'statistical validity'.	This is incorrect. Statistical Validity was ALWAYS part of the CSS process, and not implemented in response to low return rates. This is a matter of public record
46	BVS 2.0					A high return is the best way for TRANSCOM to find which TSPs are providing responsive service to members. We know that TRANSCOM is concerned about TSPs gaming and/or cheating the survey collection process.	We agree and that's why we have shifted to the 3rd party surveying process
47	TOS			10	3.f	Per the TOS, pg 10, para 3.f., industry members are confused over what the intent of this paragraph is. Brokers are not approved DOD TSPs. The term double brokering has a meaning in the CFR that seems different than what is provided here. A TSP who accepts a shipment is fully responsible for every aspect of managing that shipment. Does this paragraph impact a MMC's ability to get shipments hauled within their network as they currently do? Does it impact a TSP's ability to "crate and freight" a shipment...have an origin agent pack and move a shipment to their warehouse and then have a freight company pick the shipment up and deliver it to a destination agent, who then delivers it to destination? There is a good deal of confusion and questions on this topic based on how this paragraph is written.	DPMO understands the language provided for double brokering is likely broader than was intended. A meeting has been established to review this language with USTRANSCOM Legal to ensure we provide an accurate update to industry. The language is not new to the program as the intent was to provide what the law and other policies state. Even though brokers are not allowed in the program, brokering can still happen in practice.
48	TOS			10	3.g	2. TOS, pg 10, para 3.g. This paragraph is also causing confusion as to exactly what is being addressed here in terms of what it is telling TSPs in the program. First, it says, "I can only be registered as a motor carrier, freight forwarder, motor carrier." I'm assuming the highlighted words should say "broker", but I'm not certain, as brokers are not authorized to be approved DOD TSPs. Can you clarify? Additionally, where it says, "I understand that I may only act in one capacity..." what does that mean for an individual SCAC? Is there a change, per this wording, to how the program has traditionally worked that TSPs need to be aware of? Are you telling TSPs something new here? I've received a number of questions as to the interpretation of this language. 49 USC Chapter 139 allows a company to operate under multiple authorities as long as the company is properly registered in each. Is that what you're saying here, as opposed to the statement "I can only act in one capacity"?	A meeting has been established to review this language with USTRANSCOM Legal to ensure we provide an accurate update to industry. However, it is likely due to how the program is structured we will likely revise to state "...motor carrier or freight forwarder..."
49	TOS			18	16.e	3. TOS, pg 18-19, para 16.e., can you explain where it says, "In the event...I select a carrier other than a U.S.-flag air carrier for international air transportation, I shall include a statement on vouchers..." What is meant by "on vouchers"? What kind of vouchers are being referred to here?	This language is not new and is contained in IT 22 and previous international tenders. Purpose and intent of this language remains the same.
50	TOS			19	16.f	4. TOS, pg 19, para 16.f., what is meant by "subcontracts or purchase" in the sentence, "I shall include the substance of this clause, including this paragraph, in each subcontract or purchase under this contract that may involve international air transportation."	This language is not new and is contained in IT 22 and previous international tenders. Purpose and intent of this language remains the same.

Item	Category (BVS/TOS/IT/CLBR/400NG)	BVS Category	BVS Sub Category	Pg	Para	Request	Response
51	TOS				B.3.f B.3.g	<p>1. There were new paragraphs B.3.f and B.3.g added to the Tender of Service. These paragraphs outline a prohibition on 'double brokering' and limits activity in DP3 to on role.</p> <p>a. Can you explain the intent of this paragraph? What specific current program activity is TRANSCOM seeking to prevent with this addition?</p> <p>b. There wasn't any similar paragraph in the draft rules and there isn't an explanation of the intent. As result, industry has not had an opportunity to comment on this completely new rule.</p> <p>c. Brokers are not allowed in the program as far as we know.</p>	<p>Response to a. and b. DPMO understands the language provided for double brokering is likely broader than was intended. A meeting has been established to review this language with USTRANSCOM Legal to ensure we provide an accurate update to industry. The language is not new to the program as the intent was to provide what the law and other policies state.</p> <p>Even though brokers are not allowed in the program, brokering can still happen in practice.</p>
52	TOS				B.6.c	<p>2. TOS paragraph B.6.c prohibits a TSP from using agents in non-use.</p> <p>a. TRANSCOM approves agents for SIT/NTS and has the ability/responsibility to put an agent in non-use.</p> <p>b. Will TRANSCOM publish and maintain a list of all providers in non-use so that TSPs can ensure they have accurate records?</p> <p>c. Will TRANSCOM, when publishing the non-use also identify whether the non-use agent is allowed to continue handling shipments already booked, already in SIT, or already en-route?</p>	<p>USTRANSCOM will use Personal Property Advisories to quickly provide updates to the enterprise on agents who are in non-use. They will also publish on the DP3 Portal that can be referenced. At this current time, please reference PP Advisory #23-0015A as an example. As a reminder DPMO also publishes a list of TSPs that have been disqualified or revoked. TSPs appearing on the disqualified or revoked lists shall not to be used by other approved TSPs</p>
53	TOS				B.9.(1)	<p>TOS paragraph B.9.(1) regarding the use of constructed weights in lieu of weight tickets</p> <p>a. What does a TSP do if they request approval from the PPSO, but do not get a response? Industry has experienced cases where we cannot get a response from the PPSO.</p>	<p>If a PPSO is non-responsive the issue may be elevated to the PPSO Director.</p>