

**USTRANSCOM Personal Property Advisory #23-0057C; Supersedes USTRANSCOM PP Advisory #23-0057B, dated 2 June 2023**

**Date:** 29 June 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 #3 Use of Refusals for the 2023 Peak Season

1. Effective release of this advisory, USTRANSCOM is allowing TSPs the ability to refuse shipments without punitive action for requested pickups 15 May through 6 June 2023.
2. **Refusal Guidance:**
  - 2.1. TSPs can refuse shipments (except for Special Solicitation Class 1 and Volume Moves) with requested pickup dates 15 May or later and up to 21 government business days (GBDs) out with pickup through **7 August**, without punitive action. The refusal window is a sliding 31 calendar days from 6 June, ending on **7 August**, unless updated by USTRANSCOM advisory.
  - 2.2. This use of refusals “does not” authorize TSPs to turnback any previously accepted shipment with pickup dates through **7 August**.
  - 2.3. This use of refusals “does not” allow selective refusals.
  - 2.4. PPSOs should monitor queues to ensure that shipments with pickup dates beyond **21** government business days or **7 August** are not refused.
  - 2.5. If TSPs refuse shipments with pickup dates 21 GBDs (31 calendar days) and greater or **8 August** and forward, TSPs are subject to the appropriate punitive action.
  - 2.6. The Refusal window is based on local time at each JPPSO to permit TSPs to refuse.
  - 2.7. We will review the applicable dates and consider changes, either extending or curtailing the end date based on the effectiveness of refusals and needs of the program.
3. PPSOs are required to monitor their “Route,” “Award,” and “Shipment Reoffer” queues and route/award all shipments as quickly as possible to minimize short-fuse shipments and maximize use of the DPS Auto Reoffer capability.

**4. Domestic Shipments:** TSPs have four (4) hours to accept or refuse a shipment. Since auto-reoffer on the shipment will not occur until refused or until the 12-hour timeout window, refusals after the four (4) hours or allowing the shipment to timeout may be grounds for punitive action.

**5. International Shipments:** TSPs have 12 hours to accept or refuse a shipment. After the 12 hours has lapsed, DPS will timeout, assign the TSP an administrative shipment allocation and auto-reoffer to the next TSP.

**6. DPS Refusal parameters are set to the following values for domestic and all international markets**

6.1. Shipment Timeout: 12 hours

6.2. Auto-Reoffer Queue: 48 hours

6.3. Number of Refusals: 3,000 refusals

**7. PPSOs shall ensure the reoffer functionality is enabled in DPS for their GBLOC.**

**8. Prohibited Customer Contact:** TSPs are **not authorized** to contact customers during the 4-hour (domestic) or 12-hour (international) window to negotiate dates and then determine whether to accept/refuse shipments. TSPs should review their capacity during requested date(s) and accept/refuse in accordance with their capacity.

**9. Date Negotiation:**

9.1. After shipment acceptance it is understood TSPs and customers may negotiate date changes for extenuating circumstances; however, customers are **not required** to accept date changes except as noted below.

9.2. If a customer cannot change dates from what was offered and accepted in DPS, TSPs are not authorized to advise customers they are unable to service them on their requested dates with no options. *This is not considered a negotiation and TSPs doing this are creating a turnback scenario and subject to punitive action.*

9.3. **Standard Awards:** TSP is allowed to negotiate the pickup date within the 7-day spread window, once the initial pickup date is finalized, no additional date changes are authorized for TSP's convenience.

**10. Blackouts:** TSPs are expected to use blackouts when they no longer have capacity. DPS does not recognize a blackout that starts and stops on the same day. DPS also considers pack and pickup dates to determine a TSP's availability and provides concurrent pickup and pack dates to the TSP based on the desired pickup date and the weight of a shipment.

**11. Short Fuse (SF) Window Expansion:**

11.1. To offset a capacity shortage, USTRANSCOM has the option to expand the SF shipment window, if needed, typically from 5 to 10 days. However, preference is to keep the SF window at the normal 5 days to be able to award the maximum number of shipments using the Best Value Score process.

11.2. USTRANSCOM will monitor capacity issues and expand the SF window, if needed. Additional guidance will be provided later if necessary.

**12.** Please report technical issues to the DPS Systems Response Center (SRC); via:

12.1. Email: [usarmy.scott.sddc.mbx.g6-src-dps-hd@army.mil](mailto:usarmy.scott.sddc.mbx.g6-src-dps-hd@army.mil);

12.2. Toll free: (800) 462-2176 or commercial (618) 577-0969, Option 2

12.3. Internet: <https://src.servicenowservices.com/src>

**13.** Direct questions to the Operations Team at [transcom.scott.tcj9.mbx.pp-ops@mail.mil](mailto:transcom.scott.tcj9.mbx.pp-ops@mail.mil).

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