

USTRANSCOM Personal Property Advisory #24-0021

Date: 9 November 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 1st Performance Period (PP) 1 January – 14 May 2024

- 1.** The data pull for 1st PP is, 1 February 2023 – 31 October 2023.
- 2.** TSPs were encouraged to identify shipments in advance of this advisory for all three (3) categories of BVS (Customer Satisfaction Survey (CSS), On-Time Performance (OTP) and Claims).
- 3.** The window to submit BVS appeals will run from receipt of this advisory through 18 November 2023, 23:59, CST. Any appeals received after this date will NOT be considered.
- 4.** TSPs who are NOT statistically valid for CSS will continue to receive supplemental survey scores equivalent to the mean (average) value of the market (calculated each PP) as needed to achieve statistical validity. The Mean Score (MS) will not be provided until after all appeals have been adjudicated.
- 5.** Only approved appeal(s) will be viewable no later than (NLT) 15 December 2023. If appeal(s) has not been approved by this date, the TSP can conclude that the appeal(s) has been denied.
- 6.** The PP MPS and BVS 2.0 MS advisory will be emailed NLT 19 December 2023. The MPS will be adjusted each subsequent PP to ensure industry's capacity to meet DoD relocation requirements is not negatively impacted.
- 7.** Appeal Process for all three (3) categories (CSS, OTP, and Claims):
 - 7.1.** Submitter must be listed on the TSP's Electronic Tender of Service Signature Sheet or appeal will not be accepted.
 - 7.2.** TSP's submitting an appeal should do so for all SCACs represented in a single email, for each category.
 - 7.3.** Appeals due to Non-Temp Storage Release (NTSR)/Storage In-Transit Release (SITR), Reshipment, CSS Outside of Date Range, and Conversion to Members Expense have been removed from all three (3) categories. TSPs should only appeal when the shipment is identified in the CSS module.

7.4. The subject line of the email must identify the category (CSS, OTP PU, OTP Delivery, Claims Late Payment, and/or Claims Survey) and the type of appeal being submitted: for example, NTSR/SITR, Reshipment, Outside Date Range, Conversion, OTP (PU or Del), Late Payment and/or Claims Survey.

7.4.1. NTSR/SITR: Submit an appeal only when a shipment pickup address has been identified as a NTSR/SITR and the survey is in the CSS Tab. Appeal should not be submitted when there are two pickups, and one of the pickups is a NTSR/SITR

7.4.2. Reshipment: Submit an appeal when the origin and destination TSPs are different and when the TSP is the same, no need to submit an appeal

7.4.3. CSS Outside Date Range: Submit an appeal only when a survey has been identified as exceeding the nine (9) months from delivery date and/or more than 18 months from pickup date and is in the CSS tab

7.4.4. Conversion to Member's Expense: Submit an appeal only when the delivery date exceeds the conversion date and is in the CSS tab

7.4.5. OTP PU: Submit appeals when:

7.4.5.1. The Reason Code: Date changes at Customer Requested/Government Convenience and the Reason Code has not been updated in DPS Shipment Management. TSP must provide the email from the customer that was sent to PPSO requesting the date change. Do not send an appeal when date changes are for the TSP Convenience

7.4.5.2. The Actual Pick-up Date is less than or equal to two (2) Government Business Days (GBD) before the Planned Pickup Date as shown in DPS Shipment Management

7.4.5.3. The Actual Pickup Date and Actual Pickup Entry Date is equal to or less than four (4) GBD excluding holidays and weekends as shown in Shipment Management

7.4.5.4 The Actual Pickup Date is within the Seven (7) Day Spread as shown in DPS Shipment Management

7.4.6. OTP Del: Submit appeals when:

7.4.6.1. Late delivery or missed Required Delivery Date is caused by the government or Air Mobility Command and is not the fault of the TSP

7.4.6.2. The shipment is scored for Destination SIT

7.4.6.3. The shipment was setback to a previous status and Audit shows more than one (1) Delivery and Delivery Entry Date and when the Actual Delivery and Actual Delivery Entry Date is equal to or less

than three (3) GBDs excluding holidays and weekends. Appeal spreadsheet should show Actual Delivery Date in DPS Shipment Management, not what is shown in Additional Remarks. Appeal Reason should state shipment was reset

7.4.7. Claims Late Payment: Submit an appeal when:

7.4.7.1 Entry Date for payment is less than or equal to 30 days from any single Settled Item Date on all line-items. If one Settled Line-Item Entry Date for payment is greater than 30 days from settled date, the BL it is **not** appealable

7.4.7.2. Claim filed greater than two (2) years from Delivery Entry Date

7.4.7.3. Claims transferred to the Military Claims Office (MCO) are not appealable

7.4.7.4. Do not send in an appeal when Payment Date is less than or equal to 30 days from Settled Date

7.4.8. Claims Satisfaction Survey: Submit an appeal when:

7.4.8.1. Loss/Damage is greater than 180 days from the date the status changed to delivered complete

7.4.8.2. Claim filed greater than two (2) years from the date the status changed to delivered complete

7.4.8.3. Claims transferred to the Military Claims Office (MCO) are not appealable

7.4.8.4. Do not submit an appeal for no Loss/Damage Notification/Report (LDr) received in DPS

Note: Invoicing will be used to assist in validating appeals

7.5. Appeals must be submitted in Microsoft Excel workbook or a similar spreadsheet program using the applicable format and headings below. OTP Pickup and Delivery spreadsheet has changed, review before sending in appeal(s). If all data is not entered in the appropriate cell, USTRANSCOM reserves the right to reject appeals(s) until corrected.

Customer Satisfaction Surveys

TSP POC	TSP EMAIL	TSP POC Phone Number	SCAC	GBL#	MARKET	APPEAL TYPE	CSS APPEAL REASON	P/U Date as shown in DPS Shipment Management	Del Date as shown in DPS Shipment Management	Converted Date as shown in DPS Shipment Management	Sur Date as shown in CSS Tab	DPS Score	Is Score in the CSS Tab
John Doe	john.doe@mover.com	xxx-xxx-xxx	ABCD	QXAK0000001	iHHG	Conversion	Ship covered before delivery	8/14/2020	10/16/2020	10/15/2020	12/28/2022	85	Y
John Doe	john.doe@mover.com	xxx-xxx-xxx	ABCD	WKAS0000001	OTO	Dates	Shipment outside date range	7/30/2020	11/10/2020	N/A	9/29/2022	50	Y
John Doe	john.doe@mover.com	xxx-xxx-xxx	ABCD	WKAS0000002	dHHG	NTSR	This was a NTS release and score included	10/3/2022	10/19/2022	N/A	12/19/2022	9	N

OTP PU

TSP POC	TSP EMAIL	TSP Phone Number	SCAC	GBL#	MARKET	APPEAL TYPE	On Time Performance APPEAL REASON	Final Earliest Spread Pickup Date as Shown in DPS Shipment Management	Final Latest Spread Pickup Date as Shown in DPS Shipment Management	Final Planned Pickup Date as Shown in DPS Shipment Management	Actual Pickup Date in DPS Shipment Management	Date/Time Stamp PU Date Entered into DPS from Audit Trail	Override Reason in DPS Shipment Management	Did customer request a date change? (Y/N)	What code reason did the PPSO enter?	On Time Pickup Score 0-2 GBDs prior Final Planned PU Date (25 pts)	Timely Entry of Pickup Score 0-4 GBDs from Actual PU Date (25 pts)	Total Pickup Spread Score PU Date within the Spread Dates (50 pts)	Total Pickup Score
Jane Doe	jane.doe@aol.com	xxx-xxx-xxxx	JDID	BGAC0000001	dHHG	OTP-NTS		7/12/2023	7/18/2023	7/18/2023	7/18/2023	7/27/2023	N/A	N		25	0	50	75
Jane Doe	jane.doe@aol.com	xxx-xxx-xxxx	JDID	BGAC0000002	iHHG	OTP-PU	Holiday requested pickup outside the 7 day spread	6/29/2023	7/5/2023	6/30/2023	6/30/2023	7/1/2023	N/A	N		25	0	50	75
Jane Doe	jane.doe@aol.com	xxx-xxx-xxxx	JDID	BGAC0000003	iUB	OTP-PU	requested date change	6/14/2023	6/20/2023	7/28/2023	7/28/2023	8/4/2023	N/A	Y	N/A	25	0	0	25
Jane Doe	jane.doe@aol.com	xxx-xxx-xxxx	JDID	BGAC0000004	OTO	OTP-PU	requested date change	6/17/2023	6/23/2023	6/23/2023	6/9/2023	6/26/2023	Convenience	Y	Convenience	0	0	0	0

OTP Delivery

TSP POC	TSP EMAIL	TSP POC Phone Number	SCAC	GBL#	Mark	APPEAL TYPE	On Time Performance APPEAL REASON	Storage Type	Pickup Date as shown in DPS Shipment Management	AMC Delay Appeals - Proof of Acceptance date to AMC	AMC Delay Appeals - Proof of delivery date from AMC	AMC Delay Appeals - Arrived at Destination Agent	Original Arrival Date as shown in DPS Shipment Management	Original Arrival Date as shown in DPS Shipment Management	Additional Arrival Date/Date Time as shown in DPS Analytics (multiple Arrival Date Stamp Time)	First Available Delivery Date (FADJ) as shown in DPS Shipment Management	Required Delivery Date as shown in DPS Shipment Management	Actual Delivery Date as shown in DPS Shipment Management	Original Delivery Date Stamp Time from DPS Analytics	Additional Date Stamp Time as shown in DPS Analytics (Data Rx/Shipments Set back to Intransit status)	On Time Delivery Score (Date on or before RDD (75) (25)	Timely Entry of Delivery Score (Date <3 GBDs (25)	Total Delivery Score
Jane Doe	jane.doe@aol.com	xxx-xxx-xxxx	JDID	BGAC0000001	dHHG	OTP Del	Customer requested date change, which pushed the RDD Delivered earlier than GBL RDD 1/6/23.	N/A	11/4/2022	N/A	N/A	1/24/2023	1/24/2023	1/24/2023	N/A	2/17/2023	2/14/2023	2/17/2023	2/17/2023	N/A	0	25	25
Jane Doe	jane.doe@aol.com	xxx-xxx-xxxx	JDID	BGAC0000002	iHHG	OTP Del		N/A	11/18/2022	N/A	N/A	12/23/2022	12/23/2022	12/23/2022	12/30/2022	12/30/2022	11/8/2022	12/30/2022	1/1/2023	N/A	0	25	25
Jane Doe	jane.doe@aol.com	xxx-xxx-xxxx	JDID	BGAC0000003	iUB	OTP Del	AMC Delay Delivered on the GBL RDD 1/3/23.	N/A	2/23/2023	3/29/2023	4/6/2023	4/12/2023	4/19/2023	4/19/2023	4/28/2023	4/28/2023	4/27/2023	4/28/2023	5/2/2023	N/A	0	25	25
Jane Doe	jane.doe@aol.com	xxx-xxx-xxxx	JDID	BGAC0000004	OTO	OTP Del		N/A	10/24/2022	N/A	N/A	12/28/2022	12/28/2022	12/28/2022	1/3/2023	1/3/2023	1/2/2023	1/3/2023	1/5/2023	N/A	0	25	25

Claims Late Payment

TSP POC	TSP EMAIL	TSP POC Phone Number	SCAC	GBL#	Loss/Damage Report (Ldr) Number	Mark	APPEAL TYPE	Claim APPEAL REASON	NTS (Y/N)	Reship Same TSP (Y/N)	Delivery Date as shown in Shipment Management	Settlement Date in DPS Claims Module or CSS Tab	Late Payment Ind	Payment Create Date/Stamp Time in Claims Module	Payment Date in Claims Module or CSS Tab
Jane Doe	jane.doe@movers.com	xxx-xxx-xxxx	JDID	BGAC0000001	1-48CW6TR	dHHG	Late Payment	NTS	Y	Y	12/19/2022	12/22/2022	Y	5/12/2023	3/6/2023
Jane Doe	jane.doe@movers.com	xxx-xxx-xxxx	JDID	BGAC0000002	1-47CW6TR	iHHG	Late Payment	Claim filed in excess of 2 yrs	Y	Y	12/15/2022	12/12/2022	Y	3/25/2023	3/24/2023
Jane Doe	jane.doe@movers.com	xxx-xxx-xxxx	JDID	BGAC0000003	1-46CW6TR	iUB	Late Payment	Payment create date less than 30 days from settled date	Y	Y	12/22/2022	9/20/2020	Y	5/23/2023	3/24/2023
Jane Doe	jane.doe@movers.com	xxx-xxx-xxxx	JDID	BGAC0000004	1-45CW6TR	OTO	Late Payment	Payment create date less than 30 days from settled date	Y	Y	12/19/2022	12/22/2022	Y	5/10/2023	3/4/2023

Claims Satisfaction Survey

TSP POC	TSP EMAIL	TSP POC Phone Number	SCAC	GBL#	Loss/Damage Report (Ldr) Number	Mark	APPEAL TYPE	Claim APPEAL REASON	NTS (Y/N)	Reship Same TSP (Y/N)	Transferred to MICO (Y/N)	Loss/Damage Report received from customer	Was a Loss/Damage Report Submitted at delivery with at least one item noted (Y/N)	LDR Notification	Arrival Date	Conversion Date	Delivered Date	Delivered Date Time	Claimed Filled exceed 2yr timeframe	Claims Survey Date	Claims Survey Score	
Jane Doe	jane.doe@movers.com	xxx-xxx-xxxx	JDID	AGFM0000001	2L-2B11B	dHHG	Claim Satisfaction	Loss Damage >180 Days	N	N	N	N/A	N	N/A	1/19/2023	1/18/2023	1/20/2023	1/20/2023	N	1/19/2023	0	
Jane Doe	jane.doe@movers.com	xxx-xxx-xxxx	JDID	AGFM0000002	2L-2CQP8	iUB	Claim Satisfaction	NTSR	Y	N	N	1/5/2022	Y		7/2/2022	6/30/2022	N/A	1/5/2022	1/6/2022	N	9/15/2022	0
Jane Doe	jane.doe@movers.com	xxx-xxx-xxxx	JDID	AGFM0000003	2L-2DQPM	OTO	Claim Satisfaction	Claim filed date exceeds 2 yrs	N	N	N	12/17/2019	Y		5/19/2018	5/18/2018	N/A	12/17/2019	12/20/2019	Y	12/21/2022	25

- Submit all categories of appeals to transcom.scott.tcj9.mbx.pp-css@mail.mil. DPMO will use all facts to verify if an appeal meets the criteria and if it has been received by the deadline date. It is recommended TSPs use email delivery and read receipts when submitting an appeal. TSPs must have evidence that the email was sent and received within the appeal window.
- Submit questions and/or concerns to transcom.scott.tcj9.mbx.pp-css@mail.mil. If the submitter has not received an email acknowledging receipt of appeal within two (2) GBDs, contact 618-817-6965.
- This message was approved for release by the Deputy Director, Defense Personal Property Management Office, (TCJ9-D).