

USTRANSCOM Personal Property Advisory #20-0108

Date: 4 August 2020

From: USTRANSCOM Defense Personal Property Program Directorate (TCJ9), Scott AFB, IL 62225

To: Military Service Headquarters Representatives, Worldwide Personal Property Shipping Offices (PPSO), Personal Property Processing Offices (PPPO), and DoD-Approved Personal Property Transportation Service Providers (TSP)

Subject: Refusal End Date of 25 August for the 2020 Peak Season

1. This message curtails the extension to refusals, issued in Advisory 20-0104.
2. Effective 8 August, shipments with pickup dates of 25 August or later are not eligible for refusals without punitive action.
3. TSPs must review offers to ensure shipments with requested pickup date of 25 August or later are not refused and should update blackouts accordingly.
4. Effective 8 August, PPSOs will monitor queues to ensure that shipments with a pickup dates 25 August or later are not refused, or take appropriate punitive action if they are.
5. Short-fuse expansion will continue as referenced below:
 - 5.1. Effective 24 August, USTRANSCOM will start reducing the number of short-fuse days from 10 government business days (GBDs) back to the normal 5 GBDs, one day at a time, so that on 28 August the normal 5 GBDs short-fuse window will be in effect.

For example, on 21 August a shipment will be classified as short-fuse if it is picking up 10 GBDs out (4 September or earlier), 24 August will be 9 GBDs (4 September or earlier), 25 August 8 GBDs (4 September or earlier), 26 August 7 GBDs and etc. until further notice.
 - 5.2. We will monitor blackouts and refusals during this period and reserves the right to shorten or extend the expanded short-fuse period as required to best support the program
6. **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 dates(s) and accept/refuse in accordance with their capacity.
7. **Date Negotiation:** After shipment acceptance it is understood TSPs and customer may negotiate date changes for extenuating circumstances; however, customers are **not required** to accept date changes. 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.
8. Please report technical issues to the DPS Systems Response Center (SRC):

8.1. Email: usarmy.scott.sddc.mbx.g6-src-dps-hd@mail.mil

8.2. Telephone: (800) 462-2176 or commercial (618) 589-9445 Option 2

8.3. Internet: <https://src.service-now.com/src>

9. Direct questions to the TCJ9 Operations Team at transcom.scott.tcj9.mbx.pp-ops@mail.mil.

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