

USTRANSCOM Personal Property Advisory #22-0031

Date: 10 February 2022

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 DoD-Approved Personal Property Transportation Service Providers (TSPs)

Subject: 2022 USTC Domestic - International Transit Time Tables

1. On 25 February, the domestic and international transit times will be updated in the Defense Personal Property System (DPS). All shipments routed/awarded after the update will receive the new transit times. See attachment.
2. The updated transit time table (2022 USTC Domestic - International Transit Time Tables) will be posted at a later date to the DP3 Personal Property Website at <https://www.ustrancom.mil/dp3/pdfs.cfm> under the DP3 Business Rules and Regulations tab.
 - 2.1. Code T and Code J tables have P2 and P4 transit times listed. The updated transit time in DPS for Code T will be TP2.
3. The DPMO hosted eight (8) working groups with the Services to create a defensible methodology by capturing shipment data for 2021 based on *actual* (not DPS) transit time days.
 - 3.1. Capturing international shipments at the 90% of actual transit time days based on rate area, regions, and number of shipments.
 - 3.2. Capturing domestic shipments at the 80% of actual transit time days based on weight and mileage.
4. TSPs are required to meet the Required Delivery Date (RDD) specified at time of award unless the customer and TSP negotiates a different RDD.
5. Transit times may NOT be adjusted without the approval of the customer.
6. When an RDD or agreed upon delivery date cannot be met, TSPs must contact the customer and outline the inconvenience claim (IC) procedures.
 - 6.1. The IC fact sheet is located at: <https://www.militaryonesource.mil/moving-housing/moving/moving-resources/>.
 - 6.2. Customers will submit their IC directly to the TSP.
 - 6.3. If the customer disagrees with the TSP's decision on a settlement, the customer may submit an *appeal to their local transportation office*.

- 6.4. The transportation office is the customer's appeal process. An IC is not an entitlement; therefore, the Military Claims Office (MCO) is not a part of the appeal process.
 - 6.5. If the customer does not agree with the transportation office findings or ruling, there is no other appeal process for the customer. PPSO or customer(s) will NOT submit appeal(s) to USTRANSCOM.
 - 6.6. If the TSP disagrees with the PPSO's findings or ruling on a settlement, the TSP may submit an appeal to USTRANSCOM. Send appeal to: transcom.scott.tcj9.mbx.pp-claims@mail.mil.
7. Send questions/concerns reference this advisory to the Operations Team at transcom.scott.tcj9.mbx.pp-ops@mail.mil.
 8. This message was approved for release by the Deputy Director for Operations, Defense Personal Property Management Office, TCJ9-O.