

USTRANSCOM Personal Property Advisory #22-0048A, Supersedes USTC Advisory #22-0048, Dated 1 April 2022

Date: 6 April 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 Department of Defense (DOD) Approved Transportation Service Providers (TSPs)

Subject: **Update** Extension of Refusals and Short Fuse Expansion for the 2022 Peak Season

1. Effective 6 April through 30 June, USTRANSCOM is allowing TSPs the ability to refuse shipments without punitive action and extend the Short Fuse window.

2. Refusal Guidance:

- 2.1. TSPs can refuse shipments (**except for Special Solicitation Class 1 and Volume Moves**) with requested pickup dates **11 to 60 days out** through 30 June, without punitive action.
- 2.2. This extension of refusals “does not” authorize TSPs to turnback any previously accepted shipment with pickup dates through 30 June.
- 2.3. PPSOs should monitor queues to ensure that shipments with pickup dates beyond **60 days** or 30 June are not refused.
- 2.4. If TSPs refuse shipments with pickup dates **61 days and greater or beyond** 1 July and forward, **TSPs are subject** to the appropriate punitive action.
- 2.5. 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. Short Fuse (SF) Expansion:

- 3.1. Short fuse capability will be expanded in the Defense Personal Property System beginning on 1 April for shipments picking up through 30 June.
- 3.2. The short-fuse expansion means that shipments offered with a requested pickup date of 10 government business days (GBDs) or less will now be considered short-fuse and offered through the short-fuse process (effective 1 April this will apply to shipments picked up through 30 June, etc.).

4. 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.

5. Domestic Shipments: TSPs have 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 4 hours (allowing the shipment to timeout) may be grounds for punitive action.

6. 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.

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

- 7.1. Shipment Timeout: 12 hours
- 7.2. Auto-Reoffer Queue: 48 hours
- 7.3. Number of Refusals: 2,000 refusals

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

9. 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.

10. Date Negotiation:

- 10.1. 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.
- 10.2. 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.*
- 10.3. **Short Fuse Awards:** TSP must accept the shipment for the date it is offered, no negotiation of pickup dates is authorized by the TSP.
- 10.4. **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.

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

- 11.1. Email: usarmy.scott.sddc.mbx.g6-src-dps-hd@army.mil;
- 11.2. Toll free: (800) 462-2176 or commercial (618) 577-0969, Option 2
- 11.3. Internet: <https://src.servicenowservices.com/src>

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

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