

**USTRANSCOM Personal Property Advisory #22-0080A**

**Date:** 11 August 2022

**From:** USTRANSCOM Defense Personal Property Management Office (DPMO), Scott AFB, IL 62225

**To:** Worldwide Personal Property Shipping Offices (PPSOs), Personal Property Processing Offices (PPPOs), and Transportation Service Providers (TSPs)

**Subject:** Storage-In-Transit (SIT) Warehouse and Non-Temporary Storage (NTS) Warehouse Nonuse Action for Failure to Adhere to Policies and Procedures in an Agent Role – **UPDATE**

1. DPMO is coordinating updates to the Defense Transportation Regulation (DTR) 4500.09, Part IV, Chapter 406 (Storage) and Appendix B (Household Goods (HHG) Tender of Service) requiring nonuse action for local agents who fail to adhere to the policies while serving as agents for TSPs. This may extend to other entities utilized to provide origin or destination services.
2. Effective immediately:
  - 2.1. TSPs will not use local agents who are in a nonuse status for origin or destination services in any capacity, to include NTS or SIT, for DoD personal property shipments.
  - 2.2. TSPs found using local agents who are in a nonuse status for origin or destination services in any capacity may themselves be disqualified/placed into nonuse and subject to a Transportation Review Board.
  - 2.3. DPMO with the assistance from PPSOs, may place local agents in a nonuse status for failure to meet warehouse inspections and/or failure to adhere to policies and procedures in accordance with (IAW) DTR 4500.09, Part IV, Appendix D, Preaward Survey and Appendix E, Warehouse Inspections, and DTR 4500.09, Part IV, Appendix B, HHG Tender of Service. Such agents may be subject to a Transportation Review Board (TRB) and disqualified from participation in the DoD Personal Property Program.
  - 2.4. PPSOs will provide details to the Carrier Performance & Qualifications Team for any agent that has repeated service failures as outlined in DTR 4500.09, Part IV, Appendix B, HHG Tender of Service. The Carrier Performance & Qualifications Team may place agents with repeated service failures in a program-wide nonuse status for origin or destination services.
  - 2.5. PPSOs can recommend nonuse action to DPMO Carrier Performance & Qualifications Team at e-mail: [transcom.scott.tcj9.mbx.pp-perf@mail.mil](mailto:transcom.scott.tcj9.mbx.pp-perf@mail.mil); however, recommendations must be supported, as a minimum with the following:
    - 2.5.1. Agent's name, address, e-mail address and phone number
    - 2.5.2. Agent actions, e.g., service failures, violations of policies and procedures leading to recommendation of nonuse
    - 2.5.3. Prior TSP administrative actions associated with the agent
    - 2.5.4. Any written correspondence associated with service failures by the agent
3. Notification of Nonuse:
  - 3.1. An agent placed in nonuse for origin or destination services will be notified via formal written letter indicating the infractions and requirements for reinstatement.
  - 3.2. A list of Local Agents in Nonuse will be posted at <https://www.ustranscom.mil/dp3/pdfs.cfm>. TSPs and PPSOs will be notified by USTRANSCOM Advisory when Agents are placed in

nonuse/disqualified or removed from nonuse status.

- 3.3. Initial Nonuse will be immediate and for a definite or indefinite period. Failure to provide corrective action will result in nonuse remaining in effect until corrective action has been provided and accepted.
  - 3.4. The SIT provider and/or agent will generally be given the opportunity to take corrective action unless the circumstances, severity, systemic nature of the infractions merit disqualification.
  - 3.5. If the circumstances, severity, systemic nature of the infractions do not merit disqualification and the corrective action requirements are met, the agent will generally be reinstated.
  - 3.6. If the circumstances, severity, systemic nature of the infractions merit disqualification, the Agent will be offered a TRB.
- 4. Nonuse Appeal:**
- 4.1. Local Agents may appeal the nonuse action.
  - 4.2. All appeals must be submitted on company letterhead signed by the President of Chief Executive Officer (CEO) outlining specific reason(s), including all factual and legal basis for the appeal.
  - 4.3. Formal appeals should be submitted electronically to [transcom.scott.tcj9.mbx.pp-perf@mail.mil](mailto:transcom.scott.tcj9.mbx.pp-perf@mail.mil). DPMO is the final appellate authority for all appeals.
- 5. Shipments in Storage/Pending Pickup and Delivery:**
- 5.1. The agent in nonuse will continue to maintain control of the shipments currently stored in their warehouse unless directed by the Government or the responsible PPSO to relocate shipments. This includes delivery of the shipments currently stored.
  - 5.2. TSPs may be directed to relocate shipments IAW the HHG TOS Para. B.10. The decision to relocate a shipment is the decision of the responsible PPSO.
- 6.** TSPs with shipments scheduled to be serviced by a local agent that is placed into nonuse should immediately contact the responsible PPSO for guidance. The PPSO will verify the shipment is scheduled with that agent in DPS and have the latitude to make discretionary decisions in the best interests of the government. DPS will be utilized to verify if the agent was identified as the Origin or Destination Agent.
- 7.** Questions/concerns reference this advisory send email to the Carrier Performance & Qualifications Team at [transcom.scott.tcj9.mbx.pp-perf@mail.mil](mailto:transcom.scott.tcj9.mbx.pp-perf@mail.mil).
- 8.** This message was approved for release by the Deputy Director for Operations, Defense Personal Property Program Management Office, (TCJ9-O).