

USTRANSCOM Personal Property Advisory #23-0084

Date: 22 June 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 3rd Performance Period (PP) 1 Aug – 30 Sep 2023

1. The data pull for 3rd PP is, 1 Sep 2022 – 31 May 2023.
2. TSPs were encouraged to identify shipments in advance of this appeals advisory for all three (3) categories (Customer Satisfaction Survey (CSS), and On-Time Performance (OTP) and Claims).
3. The window to submit BVS 2.0 appeals will run from receipt of this advisory through 30 June 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.
5. BVS 2.0 Mean Scores before appeals process:
 - 5.1. CSS – dHHG – 78.81; iHHG – 82.81; iUB – 86.87; OTO – 80.44
 - 5.2. OTP (PU and Delivery):
 - 5.2.1. PU – dHHG – 89.33; iHHG – 93.84; iUB – 97.17; OTO – 82.68
 - 5.2.2. DEL – dHHG – 84.71; iHHG – 79.99; iUB – 80.13; OTO – 61.45
 - 5.3. Claims: (Late Payment and Claims Survey)
 - 5.3.1. Late Payment – dHHG – 56.50; iHHG – 44.91; iUB – 53.98; OTO – 50.00
 - 5.3.2. Claims Survey – dHHG – 49.29; iHHG – 56.53; iUB – 71.25; OTO – 58.81
6. The Minimum Performance Score for the 1 August 2023 PP will be provided prior to the start of the PP and adjusted each subsequent performance period to ensure industry's capacity to meet DoD relocation requirements is not negatively impacted.
7. Appeal Process for all three 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 each category and

in a single email.

- 7.3. Note: Appeals due to Non-Temp Storage Release (NTSR)/Storage In- Transit Release (SITR), Reshipment, Exceeds Delivery Date and Conversion to Member Expense have been removed already from all three (3) categories. TSPs should only appeal when the shipment has been identified in the CSS module which contains all BVS 2.0 performance information.
- 7.4. The subject line of the email must identify the category (CSS, OTP PU or OTP Del and/or Claims Late Payment or Claims Survey) and the type of appeal being submitted: for example, NTSR/SITR – Reshipment, Date and/or Conversion.
 - 7.4.1. NTSR/SITR: Submit an appeal only when the shipment pickup address has been identified as a NTSR/SITR and the survey or shipment score is in the CSS Tab. When one of the pickup addresses (primary or additional) is a NTSR, an appeal should not be submitted. A single successful NTSR/SITR appeal will result in removal from three categories (CSS, OTP and Claims).
 - 7.4.2. Reshipment: Submit an appeal when the origin and destination TSP is different. When the TSPs are the same there is no need to send an appeal.
 - 7.4.3. For CSS, submit an appeal only when a survey submit date has been identified exceeding the 9 months from delivery date and/or more than 18 months from pickup date and is in the CSS tab.
 - 7.4.4. For OTP, timely update of DPS or if actual pickup is after planned pickup or > 4 GBD before planned pickup. We will only accept appeals for delays not the fault of the TSP. These would show TSP Actual Pickup Date was outside the spread and was due to a customer or government request, and the TSPs disagrees with PPSO determination on root cause and where TSP can provide evidence that the customer contacted the PPSO directly IAW USTRANSCOM Advisory 22-0038B. Reference advisory 23-0035 on 7-day spread enabled on 2 December in DPS and TRANSCOM Advisory 23-0080, Changing Override Reason Code from TSP Convenience to Customer Request/Government Convenience.
 - 7.4.5. For OTP Direct Delivery, do not submit an appeal for shipments that went into SIT or for lack of timely update of DPS. Appeals must be limited to delays caused by the government or otherwise deemed excusable (e.g. Act of God) and not the fault of the TSP (e.g. where Air Mobility Command was responsible for the delay.)
 - 7.4.6. For Claims, do not submit appeals for Customer Satisfaction for Claims Settlement, unless for reasons previously considered for CSS appeal or when loss/damage exceeds 180 days from delivery date and/or the claim filed date within two (2) years from the delivery date. For Claims payment, we will not accept appeals because the data is based on timely update of DPS as referenced in Advisory 23-0017D, Update #4 (Changes to BVS 2.0 Process and Procedures and Claims and Liability Business Rules) 2023 Defense Personal Property Program (DP3) Business Rules Final Changes and Updates to the following documents: Household Goods (HHG) Tender of Service (TOS), 400NG Tariff (400NG), International Tender (IT), and Claims and Liability Business Rules (CLBR).

7.4.7. Conversion to Member's Expense, submit an appeal only when the delivery date exceeds the conversion date and is in the CSS module. When delivery date and conversion date are on the same day, an appeal should not be submitted.

7.5. All appeals must be submitted in Microsoft Excel workbook or a similar spreadsheet program in the format below.

7.6. CSS appeals must be submitted in Microsoft Excel workbook or a similar spreadsheet program in the applicable format heading below.

TSP POC	TSP EMAIL	TSP COMPANY	SCAC	GBL#	Mark / COS	APPEAL TYPE	CSS APPEAL REASON	P/U Date	Del Date	Conv Date	Sur Date	DPS Score	Sur Sub	In CSS Tab	Score in the CSS Tab
Jane Doe	jane.doe@aol.com	ABC Moving & Storage	ABCD	JEAT0000001	4	CSS	Add - Missing	4/5/2021	7/19/2021	8/1/2021	10/7/2021	100	Y	N	N/A
John Doe	john.doe@aol.com	EFI Moving & Storage	EFGH	BGAC0000001	OTO	Convert	Remove - Shipment converted	3/9/2021	3/25/2021	3/24/2021	5/18/2021	0	Y	Y	0
Kid Doe	kid.doe@aol.com	IJK Moving & Storage	IJKL	AGFM0000001	2	Date	Add - Shipment is inside date range	8/12/2021	8/31/2021	10/1/2021	9/21/2021	94	Y	N	0
Girl Doe	girl.doe@aol.com	NOP Moving & Storage	MNOP	BGNC0000001	D	NTS	Remove - PU address is a NTS shipment	9/14/2021	9/30/2021	9/30/2021	10/1/2021	10	Y	Y	10
Deer Doe	deer.doe@aol.com	Deer Moving & Storage	IMNOP	HAF0000001	iUB	CSS	Remove - Reshipment	11/14/2021	12/20/2021	2/28/2022	12/31/2021	100	Y	Y	100

7.7. OTP Pickup and Delivery appeals must be submitted in Microsoft Excel workbook or a similar spreadsheet program in the applicable format and heading below.

7.7.1. OTP for Pickup: 7-Day Spread; PU Date within the two (2) GBDs and/or Date/Time Stamp within four (4) GBDs from PU Date.

TSP POC	TSP EMAIL	TSP COMPANY	SCAC	GBL#	COS	APPEAL TYPE	On Time Performance APPEAL REASON	1st Date of Spread	Last Date of Spread	Planned Pickup Date	Actual Pickup Date	Date/Time Stamp PU Date Entered into DPS	Override Reason
						OTP	Pickup date within 7 day spread	1-Jun-22	8-Jun-22	3-Jun-22	4-Jun-22	8-Jun-22	Customer Conv

7.7.2. OTP for Delivery: Shipment in SIT and Date/Time Stamp within three (3) GBDs from Delivery Date.

TSP POC	TSP EMAIL	TSP COMPANY	SCAC	GBL#	APPEAL TYPE	On Time Performance APPEAL REASON	In Storage In-Transit (Y/N)	Required Delivery Date	Actual Delivery Date	Date/Time Stamp Delivery Date Entered into DPS	Denied/Approved	DPMO Reason for Denial/Approval
					OTP	Date/Time Stamp Within 3 GBDs	N	8/1/2022	7/31/2022	7/31/2022		

7.8. Claims appeals must be submitted in Microsoft Excel workbook or a similar Spreadsheet program in the applicable format and heading below.

7.8.1. Late Payment

TSP POC	TSP EMAIL	TSP COMPANY	SCAC	GBL#	COS	APPEAL TYPE	Claim APPEAL REASON	NTS (Y/N)	Reship Same TSP (Y/N)	Delivery Date	Settlement Date in DPS	Payment Date
USTC	ustc@mail.ru	USTC	CTSU	GGGG00111	4	Late Payment	NTS	Y	N	4/3/2022	6/4/2022	7/6/2022

7.8.2. Claim Satisfaction

TSP POC	TSP EMAIL	TSP COMPANY	SCAC	GBL#	COS	APPEAL TYPE	Claim APPEAL REASON	NTS (Y/N)	Reship Same TSP (Y/N)	Exceed 180th Days Date	Claimed Filed exceed 2yr timeframe
USTC	ustc@mail.r	USTC	CTSU	GGGG00111	4	atisfactio	NTS	Y	N	9/30/2022	

8. Submit all category of appeals to transcom.scott.tcj9.mbx.pp-css@mail.mil. USTRANSCOM will use all facts to verify if an appeal meets criteria and if received by the deadline date. It is recommended TSPs use email delivery and read receipt when submitting an appeal. TSPs must have evidence that email was sent and received within the appeal window.
9. Send questions or/and concerns reference this advisory to transcom.scott.tcj9.mbx.pp-css@mail.mil.
10. This message was approved for release by the Deputy Director, Defense Personal Property Management Office, (TCJ9-D).