

USTRANSCOM Personal Property Advisory #25-0086D, Supersedes USTC PP Advisory #25-0086C, Dated 6 June 25

Date: 20 June 2025

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 #4** Use of Refusals, Short Fuse, Weekend or Holiday Pick-ups/Deliveries for the 2025 Peak Season

1. Effective immediately, USTRANSCOM is allowing TSPs the ability to refuse shipments without administrative penalty for requested pickups 15 May 2025 through 11 July 2025. This refusal period ends on 12 July 2025 unless otherwise extended by a USTRANSCOM advisory.

2. Shipment Refusal During Peak Season:

2.1. TSPs may refuse shipments with requested pickup dates between 15 May 2025 and 11 July 2025 without penalty, except for:

2.1.1. Special Solicitation (Domestic)

2.1.2. Special Solicitation (International) Class 1 and Class 2

2.1.3. Volume Moves

2.2. This use of refusals “does not” authorize TSPs to turnback any previously accepted shipments with pickup dates through 11 July 2025.

2.3. This use of refusals “does not” allow selective refusals.

2.4. PPSOs are responsible for monitoring shipment queues to ensure TSPs do not refuse shipments with pickup dates of 12 July 2025 or later.

2.5. If TSPs refuse shipments with pickup dates 12 July 2025 and later, TSPs are subject to the appropriate administrative action.

2.6. The refusal window is based on local time at each PPSO to permit TSPs to refuse.

2.7. Applicable dates will be reviewed and changes considered, either extending or curtailing the end date based on the effectiveness of refusals and needs of the program.

3. 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.

4. Domestic Shipments: TSPs have four (4) hours from time of offer 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 four (4) hours or allowing the shipment to timeout may be grounds for administrative action.

5. International Shipments: TSPs have 12 hours from time of offer 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.

6. DPS refusal parameters are set to the following values for domestic and all international markets

6.1. Shipment Timeout: 12 hours

6.2. Auto-Reoffer Queue: 48 hours

6.3. Number of Refusals: 3,000 refusals

7. PPSOs shall ensure the DPS auto-reoffer functionality is enabled for their GBLOCs.

8. 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.

9. Date Negotiation:

9.1. After a shipment is accepted, TSPs and customers may negotiate date changes for extenuating circumstances; however, customers are **not required** to accept date changes except as noted below.

9.2. 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 which will subject the TSP to administrative action.*

9.3. **Standard Awards:** Once the initial pickup date is finalized, a TSP is allowed to negotiate the pickup date within the 7-day spread window. No additional date changes are authorized for TSP's convenience.

10. Blackouts: TSPs shall use blackouts when they no longer have capacity. DPS does not recognize a blackout that starts and stops on the same day. DPS also considers pack and pickup dates to determine a TSP's availability and provide concurrent pickup and pack dates to the TSP based on the desired pickup date and the shipment weight.

11. Short Fuse (SF) Window Expansion:

11.1. USTRANSCOM has expand the SF shipment window from 5 to 15 days effective 23 June for shipments with a requested pickup date through 31 July.

11.2. Shipments offered with a requested pickup date outside the expanded SF window will not be considered SF.

12. Weekend and Holiday Pick-Ups & Deliveries:

12.1. PPSOs have the authority to approve overtime and additional hourly pay for workers on weekend or holiday pick-ups and deliveries to gain additional capacity. Pick-ups and deliveries will be authorized overtime or additional hourly pay for workers, not to exceed five (5) hours per worker for each pick-up or delivery. Additional compensation for vehicle operating hours in support of weekend and holiday deliveries will not be authorized. Weekend holiday deliveries require an agreement between the customer and the TSP.

12.2. For further guidance on labor, reference the business rules, 2025 400NG (Item 120) and IT-25 (Item 502). TSPs will provide the below information with the pre-approval request.

12.2.1. Number of crew members servicing the shipment.

12.2.2. What services performed (i.e., packing only, pickup only, or pack/pickup).

12.2.3. Start and stop time.

13. Additional Labor: In accordance with the DP3 business rules referenced in 12.2 above, PPSOs have the authority to authorize additional labor for shipments to increase capacity.

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

14.1. Email: usarmy.scott.sddc.g6-src-dps-hd@army.mil;

14.2. Toll free: (800) 462-2176 or commercial (618) 577-0969, Option 2

14.3. Internet: <https://src.servicenowservices.com/src>

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

16. The Commander, PCS JTF approved this advisory.