

USTRANSCOM Personal Property Advisory #20-0091

Date: 1 June 2020

From: USTRANSCOM Defense Personal Property Program Directorate (TCJ9), 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: Recent Changes to the Defense Transportation Regulation (DTR) – Part IV

1. As the result of the Department of Defense (DoD) Inspector General 2020 Audit Report of the DoD Personal Property Program related to household goods shipments, United States Transportation Command (USTRANSCOM) TCJ9 has recently posted the following administrative changes (additions) in the DTR – Part IV as of 22 April 2020.

a. DTR IV, Chapter 401 - *General Personal Property Provisions*, par. G.4.e.(4): PPPO/PPSO is required to assist DoD customers with the claims process. PPPO/PPSO will review all unsettled HHG claims greater than 60 GBDs from the claims submission date and contact the DoD customers to determine the status. PPPO/PPSO must help DoD customers with the claims process by contacting the DoD customers to determine the status. If the DoD customer would like to pursue reimbursement from the TSP, the DoD customer should be counseled to transfer the HHG claim to the MCO for processing. If the DoD customer received payment or does not want to pursue the HHG claim, the PPSO shall advise the customer how to update the DPS.

b. DTR IV, Chapter 401 - *General Personal Property Provisions*, par. G.4.f.(1): PPPO/PPSO is required to assist DoD customers to file inconvenience claims with the TSPs within 14 GBDs when the TSP failed to meet the agreed-upon delivery dates and to adjudicate any disagreement between a moving company and customer on the inconvenience claim.

c. DTR IV, Chapter 402 - *Shipment Management*, par. D.3.c.: The PPSO must monitor the status of all inbound shipments that have been scheduled for delivery in DPS and ensure the actual delivery dates and delivery address are entered in DPS within the required timeframes as indicated above. For TSPs not meeting this requirement, the PPSO must take punitive actions IAW DTR IV, Chapter 405, Quality Assurance.

d. DTR IV 405 - *Quality Assurance (QA)*, par. D.1.: **NOTE:** A LOW may be issued for any violation(s) and is not limited to those listed on the DD Form 1780 e.g., A LOW will be issued for failure to acknowledge receipt of a claim within 15 calendar days or to pay, deny, or otherwise settle the claim within 60 calendar days [or 30 calendar days if the claim is under \$1,000]

e. DTR IV, Chapter 405 - *Quality Assurance (QA)*, par. D.1.: **NOTE:** e.g., A LOW will be issued within 60 calendar days of missing the RDD or agreed-upon delivery date from

storage-in-transit [SIT] for failure to meet the RDD or to deliver on the agreed-upon delivery date from the SIT location due to the fault or negligence of the TSP).

- 2.** For questions/concerns regarding this advisory please contact the Operational and Quality Support Team at transcom.scott.tcj9.mbx.pp-perf@mail.mil.
- 3.** This message is approved for release by the Deputy Director for Operations, Defense Personal Property Program, (TCJ9-O).