

USTRANSCOM Personal Property Advisory #20-0101

Date: 8 July 2020

From: USTRANSCOM Defense Personal Property Program Directorate (TCJ9), Scott AFB, IL 62225

To: Military Service Headquarters Representatives, Worldwide Personal Property Shipping Offices (PPSO), Personal Property Processing Offices (PPPO), and DoD-Approved Personal Property Transportation Service Providers (TSP)

Subject: Required Delivery Date (RDD) Adjustment in the Defense Personal Property System (DPS)

- 1.** As indicated in USTRANSCOM Advisory 20-0085 issued 12 May 2020, due to a decline in overall shipping volumes and changes to the global supply chain (labor challenges, fewer consolidation opportunities, increased customs processing times, etc. caused by COVID 19), USTRANSCOM authorized increased Transit Times for Personal Property Shipments with a pickup date on or after 11 March 20.
- 2.** Transit times were increased by one (1) day for every five (5) days not to exceed 14 calendar days. Calculation method: $\text{Transit time} \div 5 = X$. $\text{Original transit times} + X$ (rounded to nearest whole number) = New RDD.
- 3.** These changes took effect in DPS for new bookings on 14 April 2020; however, 5,100 channels were not correctly updated in the system with the extended transit times until 22 June 2020. USTRANSCOM Domestic – International Transit Time Tables are updated and posted to <https://www.move.mil/SME>. This change will remain in effect until updated by USTRANSCOM.
- 4.** For shipments assigned an incorrect transit time between 14 April and 22 June 2020 and with an RDD into the future, USTRANSCOM has corrected the transit time based on “Actual pickup date” and sent all affected customers an email and placed a note in DPS under General remarks (see Attachment 1: Customer Email and DPS General Remark).
- 5.** In addition to the above, responsible destination PPSOs should be prepared to discuss with affected customers should they have questions about the adjusted RDD. Information on affected customers will be sent to each PPSO separately (see attachment). Bill of Lading correction notices for RDD changes will not be required.
- 6.** TSPs are still required to meet the new RDD, if not, they must contact the customer and discuss an inconvenience claim.
 - 6.1.** Customer will submit their inconvenience claim directly with the TSP.

7. Any questions or updates reference this advisory should be sent to the Operational and Quality Assurance Team at: transcom.scott.tcj9.mbx.pp-ops@mail.mil.

8. This message was approved for release by the Deputy Director for Operations, Defense Personal Property Program, TCJ9-O.

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Attachment 1: Customer email and DPS General Remark

Subject: Potential delay to shipment

Dear DOD Customer,

Due to COVID-19 related disruptions to the global supply chain, DOD temporarily increased transit times for all Personal Property Shipments awarded after 11 March 2020.

Upon reviewing shipment records, we discovered your shipment transit time was not properly calculated in our system. This was DOD's error, and not the fault of your Transportation Service Provider.

As a result of this error, your original Required Delivery Date (RDD) has been corrected by adding **XX** calendar days to the RDD.

If your moving company does not meet this revised Required Delivery Date, you may be owed an inconvenience claim. Your moving company will outline the inconvenience claim process to you.

You may submit an inconvenience claim directly to the TSP when they fail to pick up on the agreed date and deliver on or before the adjusted Required Delivery Date (RDD), or if they fail to meet the agreed upon delivery date out of storage in transit. If you need assistance or have questions on the Inconvenience claim process, please contact your local transportation office, which can be located on move.mil.

We apologize for the confusion with your shipment dates. Please let me know if you have any questions.

Sincerely,

Defense Personal Property Management Office

DPS General Remark

"USTRANSCOM authorized a system generated extension of your Required Delivery Date by **XX** calendar days to match a transit time increase implemented due to COVID 19 impacts on the supply chain"