

## USTRANSCOM Personal Property Advisory #20-0104

**Date:** 20 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:** Extension of Refusals and Short Fuse Expansion for the 2020 Peak Season

1. Effective release of this advisory, USTRANSCOM is extending TSPs ability to refuse shipments without punitive action, and Short Fuse expansion, as detailed below.
2. Refusals (Reference Personal Property Advisory 20-0085):
  - a. TSPs can refuse shipments (except for Special Solicitation Class 1 and Volume Moves) on shipments with requested pickup dates through 31 August, without punitive action.
  - b. This extension of refusals does not authorize TSPs to turnback any previously accepted shipment with pickup dates through 31 August. PPSOs should monitor queues to ensure that shipments with pickup dates beyond 31 August are not refused.
  - c. If TSPs refuse shipments with pickup dates 1 September 20 and forward, PPSO will take the appropriate punitive action.
  - d. We will review the applicable dates and consider changes, including curtailing the end date, based on the effectiveness of refusals and needs of the program.
3. Short fuse dates (Reference Personal Property Advisory 20-0097):
  - a. Short fuse expansion, previously scheduled to begin reducing back to the normal 5 government business days (GBDs) on 20 July, will remain at 10 GBDs. Effective 24 August 2020, USTRANSCOM will start reducing the number of short-fuse days from 10 government business days (GBDs) back to the normal 5 GBDs, one day at a time, so that on 28 August the normal 5 GBDs short-fuse window will be in effect. For example, on 21 Aug a shipment will be classified as short-fuse if it is picking up 10 GBDs out (4 Sep or earlier), 24 August will be 9 GBDs (4 Sep or earlier), 25 Aug 8 GBDs (4 Sep or earlier), 26 Aug 7 GBDs and etc. until further notice.
  - b. We will monitor blackouts and refusals during this period and reserves the right to shorten or extend the expanded short-fuse period as required to best support the program.
4. 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 dates(s) and accept/refuse in accordance with their capacity.

**5.** Date Negotiation: After shipment acceptance it is understood TSPs and customer may negotiate date changes for extenuating circumstances; however, customers are **not required** to accept date changes. 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 and subject to punitive action.

**6.** Please report technical issues to the DPS Systems Response Center (SRC):

6.1. Email: [usarmy.scott.sddc.mbx.g6-src-dps-hd@mail.mil](mailto:usarmy.scott.sddc.mbx.g6-src-dps-hd@mail.mil);

6.2. Telephone: (800) 462-2176 or commercial (618) 589-9445 Option 2.

6.3. Internet: <https://src.service-now.com/src>

**7.** Direct questions to the TCJ9 Operations Team at [transcom.scott.tcj9.mbx.pp-ops@mail.mil](mailto: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).