

**Date:** 12 April 2021

**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), Department of Defense (DOD) Approved Transportation Service Providers (TSPs) and Worldwide Vehicle Processing Centers (VPC)

**Subject:** 2021 Defense Personal Property Program (DP3) Peak Season Message for Movement of DOD Personal Property Shipments

1. This message provides information for PPSOs/PPPOs and TSPs to prepare for and manage the 2021 Moving Season while accounting for the challenging environment the DOD continues to face with a global pandemic. TSPs are encouraged to share this message with servicing agents and third party service providers. The 2021 DP3 Business Rules applies to this message.
2. **DOD DP3 PRIORITIES:** As we prepare for a ‘Peak Season’ unlike any other, the DP3 Peak Season message focuses on Health Protection Protocols; communication between the DOD, TSPs, and the Families we collectively support; and revised business rules effective 15 MAY. We remain focused on—and committed to—delivering safe, quality moving and storage services for DOD customers.
3. **HEALTH PROTECTION PROTOCOLS:**
  - 3.1. While vaccination rates increase and some localities relax measures intended to reduce the spread of COVID-19, the Department will retain all Health Protection Protocols established in 2020. These protocols include now-ubiquitous processes such as pre-screening personnel in accordance with CDC guidelines; wearing face coverings; reducing crew sizes to enable social distancing; practicing good hand hygiene; and being equipped to clean commonly-touched surfaces. TSPs should only accept shipments they are confident can be conducted in a safe manner.
  - 3.2. Customers also have a responsibility to promote a safe working environment for moving crews by wearing face coverings; reducing the number of family members in the home where possible; and re-scheduling moves if anyone in their home is ill (COVID or otherwise) or has been directed to quarantine.
  - 3.3. In our communication with customers, DOD is reiterating the decision-authority customers have in the relocation process. Customers are empowered to decide who enters their residence and question moving company personnel on their adherence to Health Protection Protocols. Similarly, we encourage moving crews and drivers to stop the process if they have concerns with a customer’s adherence to Health Protection Protocols and contact the local shipping office.
  - 3.4. A DOD representative will contact the customer during the relocation process to verify all parties are following the safety protocols, and to take corrective action when needed.
4. **PEAK SEASON COMMUNICATION:** DPMO will conduct weekly Peak Season Calls (8 April through 26 August) with the Headquarter Services/PPSOs/PPPOs and the Moving and Storage Industry to synchronize communication. PPSOs/PPPs/TSPs should review the current business rules, Tender of Service (TOS), Claims and Liability, 400NG Tariff and International Tender (IT) located at <https://move.mil/sme>.
5. **PERSONAL PROPERTY COUNSELING:**
  - 5.1. Service HQs should encourage ALL DOD personnel to receive counseling. Counseling should include sufficient details for the DOD Customer to understand the health protection protocols we have directed industry to implement to keep Families safe, as well as the business rules to improve quality at the curb.

- 5.2. **Prompt shipment creation/flexibility:** Advise customers of the challenges with moving during the summer season, especially at the **end of May**, most dates in July, and especially the end of July and August. Encourage customers to schedule their move before or after the peak, whenever possible, and be flexible in arranging their pack/pickup dates.
- 5.3. **Confirmed Moving Dates:** Inform customers their application cannot be processed until supporting documents have been uploaded in the Defense Personal Property System (DPS) or provided to the PPSO/PPPO.
- 5.4. **Supporting Documents:** PPSOs/PPPOs providing counseling will review orders to ensure the key components (line of accounting, MDC, TAC, SDN, etc.) that make the orders valid are there.
- 5.5. **Counseling Customers:**
  - 5.5.1. Inform the customer, the required delivery date (RDD) on their DD Form 1299/1797 is only an **estimated date** and the actual RDD will be on the printed Bill of Lading (BL) provided by the TSP.
  - 5.5.2. Pickup Spread Dates:
    - 5.5.2.1. Customer will be advised; they must provide a spread date window.
    - 5.5.2.2. Customer will be advised, it is their responsibility to be available during the 7-day spread window, except for weekends or holidays.
    - 5.5.2.3. For standard awards, a seven (7) consecutive calendar day spread dates is required.
    - 5.5.2.4. The customer and TSP may negotiate the pickup date; however, the pickup date must be within the spread date window.

**Note:** TSP will not receive an administrative allocation or punitive action if the customer is not available for pick up during the 7-day window.
- 5.6. **Awarding Shipment:**
  - 5.6.1. If the PPSO receives a “Shipment Allocations Error”, that offers two (2) options “Return to Award Queue” or “Manually Award Shipment”. This means there is NO TSP available for that Channel/COS. PPSO will select an option and take the below action:
    - 5.6.1.1. Return to Award Queue: PPSO will repeat the process until shipment is awarded.
    - 5.6.1.2. Manually Award Shipment: PPSO will select a TSP (SCAC). Contact the TSP and ask if they can service the shipment, if yes, PPSO will award the shipment to the TSP. If no, PPSO will repeat the process until they find a TSP who is willing to service the shipment.
- 5.7. **Claims Counseling:** IAW DTR, Part IV, Ch. 401: PPSOs/PPPOs must counsel customers on DP3 Loss or Damage/Full Replacement Value (FRV) and Inconvenience Claim programs.
  - 5.7.1. Customers now have **180 days** from shipment delivery to submit a notice of Loss/Damage in DPS and nine (9) months to submit a claim on those items.
  - 5.7.2. During the negotiations process, TSP must respond within seven (7) calendar days of customer’s rebuttal submission date.
  - 5.7.3. The TSP shall hire a repair firm NLT 20 days from the submission and complete inspection within 45 days or document at least two (2) successful attempts to arrange an inspection time with the customer.
  - 5.7.4. PPSOs/PPPOs should also be familiar with the DP3 Claims and Liability procedures and business rules located on <https://move.mil/sme>.

## 5.8. Privately Owned Vehicle (POV) Counseling.

- 5.8.1. VPCs continue to operate on an appointment-only basis for vehicle turn-in and pick-up at all locations. Counselors must encourage customer to call ahead before picking up or dropping off a vehicle, and emphasize the importance of having all documents in hand, a clean vehicle, and ¼ tank or less of fuel in the gas tank before turn-in. Reference DTR, IV, Attachment K3 or K4 for shipping or storing POVs.
- 5.8.2. PPPO counselors: In accordance with DTR IV Chapter 408 B, please deliver POV counseling to all customers who have an entitlement to ship or store a vehicle at government expense. Many countries and U.S. territories have unique export or import requirements, such as vehicle registration or de-registration criteria, tax payment certifications, and inspection documentation. Counselors must refer to the Personal Property Consignment Instruction Guide (PPCIG). Reference the Global POV Contractor's website, PCSmyPOV.com, for detailed information.

## 6. **PEAK SEASON TOOLS:** The following tools for this Peak Season are intended to leverage available quality capacity. Updates to these initiatives may occur, as DPMO will be monitoring them closely.

### 6.1. Code 2 - Domestic Containerized shipments:

- 6.1.1. Code 2 guidance enables an increase to the amount of shipments booked as Code 2 from 15% to at least 20% of all domestic bookings for the 2021 Peak Season.

#### 6.1.2. **Criteria for Selection of Code 2:**

- 6.1.2.1. Shipments meeting **all** of these criteria should be considered as a candidate for Code 2.

- 6.1.2.1.1. Shipments **without** a direct delivery address at the time of booking or where the customer requests the shipment be placed into SIT.

- 6.1.2.1.1.1. **OR:** Shipments with a direct delivery address, however, the member's planned leave or a TDY in transit prevents acceptance of a direct delivery of the shipment at destination

- 6.1.2.1.2. Shipments estimated at 10,000 pounds or less in Peak Season (15 May – 30 Sep) or 3,000 pounds or less in Non-Peak (1 Oct – 14 May)

- 6.1.2.1.3. Shipments moving **greater than 800 miles**

- 6.1.2.1.4. Shipments that do **NOT** contain extra-large items that will not fit in a standard lift van

#### 6.1.2.2. **Exclusion Criteria:**

- 6.1.2.2.1. Situations where the customer's requirements will result in potential excess costs (e.g. overweight, alternate locations, etc.)

- 6.1.2.2.2. Shipments where the customer **intends to have a direct delivery** and will provide an address after booking.

- 6.1.2.2.2.1. PPSO/PPPO shall ask this of the customer as some customers may not have their address at time of booking, but will have it before shipment pickup

- 6.1.2.3. **PPSO Considerations:** Communication with the customer is necessary to determine if they are a candidate for a Code 2 shipment, including the reduced handling and reduced loss/damage benefits of Code 2 when SIT is required for their shipment. While we are primarily focused on Code 2's impact to the quality move experience, there may be cost implications when selecting a shipment for movement via Code 2 and customers must be aware, when applicable.

- 6.1.2.4. **Transit Times and Short Fuse Shipments:** PPSOs must **add five (5) days** to the standard domestic transit time for Code 2 shipments due to additional logistical

requirements. If a Code 2 shipment is not available due to TSP blackout or non-availability, PPSOs should consider awarding as a Code 2 short fuse shipment if the member has flexibility, before offering the shipment as a Code D.

- 6.1.3. **Excess Cost/Excess Charges:** If a customer “requests” their shipment booked as containerized (Code 2) and does not fit the specific criteria outlined in the above, they may be subject to additional charges that would exceed the cost to move as Code D.
  - 6.1.3.1. DTR, Part IV, Ch. 402, C.2.b states "A customer may request Code 2 service; however, they are subject to excess cost if Code D service is available."
  - 6.1.3.2. See Joint Travel Regulation, Ch. 5 Section 051306 (E) HHG Transportation with Special Routing or Service Provided states, “When the Service member requests and is provided special routing or services, he or she is financially responsible for the transportation cost above the cost of transporting the HHG without the special routing or services.”
    - 6.1.3.2.1. Example Excess Charges: Code D is available, but the customer wants Code 2. The customer will owe the difference of what the government would have paid to move shipment Code D, if applicable.
  - 6.1.3.3. DPS does NOT calculate excess cost. When the PPSO routes a shipment, DPS will show an estimated cost of the linehaul. The estimated cost is based on the “average” of all rates filed on that channel/COS for the linehaul. The estimated cost does not include other cost (i.e., packing/unpacking, origin/destination services, origin/destination linehaul factor, shuttle service, etc.).

## 6.2. Refusals:

- 6.2.1. Starting **1 May through 20 June 2021**, DPMO will allow the TSP to refuse shipments (except for Special Solicitation Class 1 and Volume Moves) with requested pickup dates between **15 May and 04 July**, without punitive action. We will continually review the applicable dates and consider changes based on the effectiveness of refusals and needs of the program. PPSO are required to immediately enable the Auto Reoffer function.
- 6.2.2. TSPs must make a timely decision whether to accept or refuse a shipment.
  - 6.2.2.1. 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.
  - 6.2.2.2. Date Negotiation: After shipment acceptance, it is understood TSPs and the 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.
  - 6.2.2.3. After the expiration of the allotted time, TSPs are subject to punitive action as it is critical that DOD Customer shipments are processed or allowed to flow through the DPS auto reoffer capability.
- 6.2.3. **Domestic Shipments:** TSPs have 4 hours 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 4 hours (allowing the shipment to timeout) will be grounds for punitive action.
- 6.2.4. **International Shipments:** TSPs have 12 hours 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.

6.2.5. DPS Refusal parameters are set to the following values for domestic and all international markets:

6.2.5.1. Shipment Timeout: 12 hours

6.2.5.2. Auto-Reoffer Queue: 48 hours

6.2.5.3. Number of Refusals: 2,000 refusals

**Note:** Due to DPS limitations, the timeout must be set to the highest authorized refusal window (international) and the lower refusal window (domestic) will be monitored for compliance, but will not automatically timeout.

6.2.6. **Manual Booking Process:** When the refusal parameters (48 hours or 2,000 refusal) has been met, the shipment will return to the PPSO's award queue, at this point the PPSO can use the manual booking process.

6.2.6.1. This will allow the PPSO to select a specific TSP from any quartile that is willing to service the shipment.

6.2.6.2. PPSO will select a SCAC, contact them and ask if they can service the shipment, if yes PPSO will award shipment to the SCAC. If no, they will repeat the process until they can find a TSP to service shipment.

6.2.7. Refusal data will be reviewed weekly during the Peak Season Calls.

6.2.7.1. PPSOs: Please send weekly feedback on the implementation and execution of the refusals process to [transcom.scott.tcj9.mbx.pp-ops@mail.mil](mailto:transcom.scott.tcj9.mbx.pp-ops@mail.mil) NLT Tuesday at 1530L CDT.

6.2.8. **Special Solicitation (SS):**

6.2.8.1. Each channel-COS combination comprises one unique SS group. Specific channel groupings that comprise each SS are located in the Channel Control Listing located at <https://move.mil/sme>.

6.2.8.2. **For Class 1 SS Groups**, TSPs may not blackout (in any combination) or refuse shipments on any channels that comprise the SS group once selected as the primary (winner).

6.2.8.3. **For Class 2 SS Groups**, TSPs may not blackout (in any combination) but may refuse shipments on channels that comprise the SS group once their capacity is exhausted, and PPSOs may select from the lower ranked BVS TSPs in those cases.

6.2.8.3.1. Selective refusals or permanent loss of capacity in one or more channels that comprise the SS Group may result in the next highest ranked TSP being named the primary (winner) for the duration of the peak or non-peak period.

6.2.8.4. TSPs participating in the SS program may be removed from the program for failure to comply and may be subject to punitive action IAW DTR Ch. 402 & Ch. 405.

6.2.8.5. **For Class 1 and Class 2 groupings**, if the primary TSP (winner) is suspended or placed in non-use, or elects to refuse shipments, the corresponding sequential TSP (i.e., #2, #3, #4, etc.) will become the primary (winner) TSP for all specific (Market, GBLOC, and Channel) SS shipments until suspended or non-use TSP or the #1 TSP is reinstated or the rate cycle ends.

6.2.8.6. DPMO shall remove TSPs failing to meet service standards.

6.3. **Direct Procurement Method (DPM):** PPSOs should consider use of DPM for shipments estimated at less than 1,000 pounds or as needed IAW contract capabilities. Any significant required

increase in use of DPM (e.g. shipments over 1,000 pounds, etc.) due to capacity or other shortfalls should be reported through the chain of command for discussion during the Peak Season Calls.

6.3.1. PPSOs must ensure DPM contractors comply with the COVID-19 Transportation Service Provider (TSP) Certification of Health Protection Protocols Document. TSPs can find the Certification of Health Protection Protocols form posted on the [move.mil/SME](http://move.mil/SME) page.

6.3.2. In the event the DPM contractor will not comply, PPSOs should use other methods to book shipments and work with their DPM contracting officer until compliance is assured (e.g. incorporated into DPM contracts). In the event the DPM Schedule II (Inbound) contractor is non-compliant, update your Personal Property Consignment Instruction Guide (PPCIG) to let other booking offices know you cannot receive inbound DPM shipments.

6.4. **Personally Procured Move (PPM):** PPSOs should continue to provide customers the option to personally procure their move in accordance with branch of service processes for movement and reimbursement. PPOs can use DPS to generate PPM estimates.

6.5. **Blackouts:** TSPs are expected to 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 provides concurrent pickup and pack dates to the TSP based on the desired pickup date and the weight of a shipment.

6.6. **No Capacity Reports:** While we expect a decrease in the appearance of the DPS No capacity available screen, in large part due to allowing refusals, it is important that PPSOs provide feedback when the screen appears or when unable to submit counseling requests due to all TSPs being blacked out. These reports are used to gauge whether or not other tools, such as short fuse expansion, are needed. PPSOs should send No Capacity Reports weekly to [transcom.scott.tcj9.mbx.pps-ops@mail.mil](mailto:transcom.scott.tcj9.mbx.pps-ops@mail.mil) NLT Tuesday at 1300L CDT.

6.7. **Short Fuse (SF) Window Expansion:**

6.7.1. To offset a capacity shortage, DPMO has the option to expand the SF shipment window, if needed, typically from 5 to 10 days. However, preference is to keep the SF window at the normal 5 days to be able to award the maximum amount of shipments using the Best Value Score process.

6.7.2. DPMO will monitor capacity issues and expand the SF window, if needed. Additional guidance will be provided once implementation has been approved.

6.8. **24-Hour Notification:**

6.8.1. TSP will provide the customer at least 24-hour notice prior to or after shipment arrival at destination.

6.8.2. TSP cannot deliver a customer's personal property to SIT without customer's approval, unless two (2) documented unsuccessful attempts to contact the customer are made six (6) hours apart.

6.8.3. SIT cannot start on weekends and/or holidays.

6.8.4. If PPSO determine the TSP did not provide a 24-hour notice to the customer before placing shipment in SIT, PPSO will deny the SIT and delivery out charges.

6.8.5. **Loose Load Shipments:**

6.8.5.1. Prior to arrival at destination, TSP must provide the first available delivery date (FADD), contact information (phone number(s), email(s), hours of operations), and inform the customer they have 24 hours from the "first" notification to respond.

6.8.5.2. After each notification, the TSP will immediately update DPS Shipment Management Remarks.

6.8.5.3. If the customer is available for delivery, TSP will immediately update DPS with the

scheduled delivery date (SDD).

- 6.8.5.4. Once the TSP has confirmed with the customer, they are not available to accept delivery or the 24 hours has expired and the shipment is at “destination”, TSP may submit a request for SIT approval in DPS for the FADD.

**NOTE:** In the event a SDD is confirmed, TSP will arrive the shipment in DPS and enter the SDD regardless of shipment location.

#### 6.8.6. **Containerized Shipments:**

- 6.8.6.1. Upon arrival at destination, TSP must “arrive” shipment in DPS, then contact the customer within 24 hours and provide the FADD, contact information (phone number(s), email(s), hours of operations), and inform the customer they have 24 hours from the “first” notification to respond.
- 6.8.6.2. After each notification, the TSP will immediately update DPS Shipment Management Remarks.
- 6.8.6.3. If the customer is available for delivery, TSP will immediately update DPS with the scheduled delivery date (SDD).
- 6.8.6.4. If the TSP documents confirmation with the customer that they are not available to accept delivery or if the 24 hours has expired, the TSP may submit a request for SIT approval in DPS for the FADD.

6.8.7. SIT cannot start on weekends and/or holidays.

6.8.8. If PPSO determines the TSP did not provide at least 24-hour notice to the customer before placing shipment in SIT, PPSO will deny the SIT and delivery out charges.

#### 6.9. Origin Storage-In-Transit (SIT):

- 6.9.1. PPSO may request SIT at origin; however, TSPs must submit pre-approval request via DPS for origin SIT through the PPSO prior to the pickup date. Origin SIT may be considered for customers who know they will require storage at destination or those without a direct delivery address.
- 6.9.2. PPSO decision to approve origin SIT should consider the customer entitlement for storage and their specific needs, and should not be made solely to assist the TSP with capacity.
- 6.9.3. Origin SIT typically requires additional oversight to ensure timely movement during peak season; PPSOs are required to monitor their SIT queues to ensure SIT is discontinued and a final RDD adjustment is made when the customer requests delivery.
- 6.9.4. **Monitoring Origin SIT:** PPSOs should closely monitor customer’s delivery requests so the SIT is terminated and a new RDD is provided to the customer.
  - 6.9.4.1. Once a customer has provided a requested delivery address, either in DPS or to a PPSO, terminate the SIT at Origin as follows:
    - 6.9.4.1.1. If the shipment is not removed from storage by the 5<sup>th</sup> (dHHG/iHHG) or 3<sup>rd</sup> (iUB) government business day (GBD) after the requested delivery dates, storage charges will cease to accrue after such date. PPSO should add a note in DPS showing end date of SIT.
    - 6.9.4.1.2. If the shipment is removed from storage prior to the 5<sup>th</sup> (dHHG/iHHG) or 3<sup>rd</sup> (iUB) GBD after the requested delivery dates, storage charges will cease to accrue the day the shipment is removed from SIT.
    - 6.9.4.1.3. Shipments remaining in TSP origin facilities on or after the RDD are grounds for an “immediate suspension” (Ref, DTR, Part IV, Ch. 405, Par. D.2.c.). However, shipments approved for Origin SIT and subsequent requested

release will have adjusted RDDs; it is critical PPSOs terminate the SIT and provide a new RDD to the customer.

6.9.5. PPSOs shall monitor their queues for requests and entitlement expirations until shipments are requested for delivery. For shipments that will soon convert to customer's expense, PPSOs should, at the customer's request and before converting, direct the TSP to move shipment to destination and subsequent placement into SIT at destination if the customer cannot accept delivery.

6.9.6. When a shipment is placed into SIT at origin location, TSPs shall not submit this request as destination SIT in DPS.

6.10. **NON-TEMPORARY STORAGE (NTS) CAPACITY:** PPSOs should notify the Storage Management Office (SMO) when unable to award a NTS shipment. The SMO will solicit capacity from NTS providers outside of the saturated area. Please include the drayage area and anticipated capacity in your request to [transcom.scott.tcj9.mbx.pp-smo@mail.mil](mailto:transcom.scott.tcj9.mbx.pp-smo@mail.mil).

7. **QUALITY ASSURANCE (QA):** The following information augments the processes listed in the DTR. DTR references are listed with each area.

7.1. **Punitive Actions Based on the CSS:** PPSOs may take punitive action based on validated CSS comments (DTR, Part IV, Ch. 405). When creating a letter of warning or suspension (DD Form 1814) based on a CSS, PPSOs shall first enter "BASED ON CSS" into the justification block. This step will ensure stakeholders can track actions taken based on the CSSs in Analytics.

7.2. **Turn-Backs:** A shipment turn-back occurs when the TSP notifies the origin PPSO that they are unable to service a shipment previously accepted (DTR, Part IV, Ch. 402, C.6).

7.2.1. PPSOs shall issue an "Immediate 30-day BLOC-Suspension for turn-backs. In particular, turn-backs initiated 1 or 2 days before the scheduled pickup date will result in immediate action.

7.2.2. Turn-backs do not populate in the DPS "Pending Suspensions" queue. PPSOs must direct their QA personnel to take appropriate punitive actions in DPS.

7.2.3. When performing turn-back actions in DPS, PPSOs shall first enter "TURN-BACK" followed by the reason for the turn-back (i.e., TSP unable to meet members requested pickup dates) in the justification block.

7.3. **Pull-Backs:** A shipment pull-back occurs as a result of a TSPs actions or inactions or when the PPSO determines that a shipment must be pulled back in the interest of the Government (DTR, Part IV, Ch. 402, C.6).

7.3.1. When performing pull-back actions in DPS, PPSOs shall first enter "PULL-BACK" followed by the reason (i.e. PULL-BACK - shipment cancelled by customer) in the justification block.

7.3.2. **Pull-back after TSP suspension:** DPS allows the PPSO the option to pull-back shipments following TSP suspensions for pull-back. PPSOs should consider all available information on whether the TSP has the ability to service the shipments in question before pulling-back. In most cases, DPMO does not see a need to pull-back shipments.

7.4. **Required Delivery Date (RDD):** The RDD is based on the approved transit times. Transit time starts the day after the pickup date. Any extensions to the RDD without the PPSO's approval is not authorized. The government-approved transit times are located on <https://move.mil/sme>.

7.4.1. Any RDD changes must be agreed upon between the customer and the TSP during the pre-move survey. Any changes to this date without the customer's or PPSO's approval is not authorized. The government-approved transit times are located on <https://move.mil/sme>.

7.5. **Channel-COS Suspension:** PPSOs may use channel-COS suspensions, which are less restrictive than "BLOC Market" suspensions, in scenarios not otherwise spelled out in the DTR or in this message.



**7.6. Quality Control (QC) Inspection at Origin and Destination:**

- 7.6.1. All QC Inspections must be performed using the “counseling” user role at the PPPOs. A “counseling” user role must be established to properly capture all physical inspections within an area of responsibility (QC Inspectors physical duty location assigned to perform those responsibilities, etc.).
- 7.6.2. To track compliance with the 50% Physical inspection requirement (DTR, Part IV, Ch. 405, C.1.b), PPSOs/PPPOs shall enter information into DPS as directed.
- 7.6.3. When entering QC inspection information in DPS (QA Management/Origin-Destination Inspection Report), PPSOs/PPPOs shall select “Physical” or “Virtual” for the type of inspection they are performing.
  - 7.6.3.1. Additional information shall be included, in order: DOD customer’s name; GBL; Origin or Destination Inspection; violation(s) identified during inspection; and accompanying regulation reference for the violation(s).
    - 7.6.3.1.1. Example: Physical. John Doe. AGFM0000123. Destination Inspection. Used prison labor, (TOS, Appendix B.2)
- 7.6.4. If a LOW/LOS is issued before the shipment is in an “in-transit” status, the Origin Inspection and QA Search functions in DPS will not show the shipment and the shipment will be removed from the QC Inspectors daily work report. The PPSO should pull the report from DPS Analytics to view a copy of the daily work report.

**8. NON-TEMPORARY STORAGE RELEASE (NTSR):** The following reminders augment current DP3 business rules and regulations.

- 8.1. TSPs shall invoice for an inspection fee of \$3.00 CWT in place of full pack, as indicated in the 400NG, Item 105J and the IT, Item 533A.
- 8.2. PPSOs shall enter “NTSR” to the beginning of the NTS warehouse address. This informs the TSP that the pickup address is a storage facility and will assist DPMO in identifying NTSR CSSs.
- 8.3. PPSOs shall comply with Service regulations before a NTSR is placed into SIT at destination.

**9. SHIPMENT STATUS UPDATES:**

- 9.1. TSPs shall immediately update shipment status as it changes. This informs the PPSO and customer on the shipment status. If the TSP does not update shipment status in a timely manner, the destination PPSO is unable to see the shipment in DPS until it moves to an in-transit status.
- 9.2. TSPs must provide customer 24-hour notice for delivery, and cannot deliver a customer’s personal property to SIT without customer approval unless two (2) documented unsuccessful attempts to contact the customer are made six (6) hours apart.
- 9.3. TSPs must also ensure all dates are correct and updates made in DPS within 24-hours.
- 9.4. In the event a SDD is confirmed, TSP will arrive the shipment in DPS and enter the SDD regardless of the shipment location.
- 9.5. TSPs must input a FADD (mandatory filed) during the arrival process in DPS.
- 9.6. TSPs shall coordinate delivery directly with the customer when a shipment arrives at the destination. TSPs are responsible for offering the shipment for delivery to the customer prior to requesting SIT.
- 9.7. PPSOs shall run daily reports to monitor arrivals and plan for inspections.
- 9.8. PPSOs may utilize DPS SIT reports or customer contact information reports to validate the shipment arrival process.

**10. DESTINATION SIT:**

- 10.1. When a shipment is placed into SIT, DPS will notify customers of the storage location. It is still the responsibility of the TSP to communicate with the customer and meet the customer's expectations when they request delivery.
- 10.2. If PPSO determine the TSP did not provide a 24-hour notice to the customer before placing shipment in SIT, PPSO will deny the SIT and delivery out charges.
- 10.3. **SIT First Day:** SIT cannot begin prior to the arrival date or before the "FADD." If the customer can accept delivery on or before the FADD, SIT is not authorized.
- 10.4. **Direct Deliveries:** Origin SIT will normally not apply. TSPs will move the shipment to destination and perform delivery as requested by the customer with no SIT required. If customer cannot accept delivery on or before the FADD (and IAW allotted free waiting time), the TSP may request SIT through the destination PPSO in accordance with 400NG or IT.

## 11. **REWEIGHS & AUTOMATIC REWEIGHS:**

- 11.1. The IT (Item 505) and 400NG Tariff (Item 4) indicate that "Invoices for shipments pending reweigh will be disputed until the reweigh is performed."

**NOTE:** The reweigh request function in DPS has limitations. After the PPSO submits the request, the PPSO will not have visibility of the request until the next day. The TSP will see the request a few minutes after submission.

- 11.2. TSPs must be cognizant of reweigh requests and must accomplish requested reweighs prior to unloading for delivery or being placed into SIT.
- 11.3. Adherence to this guidance is imperative for the DP3 pre- and post-payment audit requirements.
- 11.4. Automatic Reweighs (pre-approval not required) – TSPs will be required to automatically reweigh shipments that meet any of the following criteria:
  - 11.4.1. Domestic shipments weighing 12,500 pounds or more
  - 11.4.2. International household weighing 7,000 pounds or more OCONUS to CONUS
  - 11.4.3. International unaccompanied weighing 500 pounds or more
  - 11.4.4. Meet or exceed the weights in the tables in the 400NG and IT, based on Grade and Dependent status displayed on the BL
- 11.5. TSP's Responsibilities:
  - 11.5.1. "Perform" a reweigh on shipments that meet or exceed the net weight based on "Reweigh Table". See 400NG and IT
  - 11.5.2. Perform all reweighs when requested by Customer or PPSO within DPS
  - 11.5.3. TSP does not require a reweigh request or preapproval from PPSO to perform an automatic reweigh.
  - 11.5.4. Domestic: Invoicing for requested and automatic reweighs, TSP will submit billing under Item Code 226A (Miscellaneous) with a note stating, "Auto Reweigh Performed". See the 400NG Baseline Rates for the reweigh charge (Item 4A/4B) (discount does not apply).
  - 11.5.5. International: Invoicing for requested and automatic reweighs, TSP will submit HHG billing under Item Code (505A) and UB (505B) with a note stating, "Auto Reweigh Performed".
  - 11.5.6. Failure to perform a requested or automatic reweigh will result in a reweigh non-performance fee of \$160 for UB, \$400 for HHG, and may also result in punitive action.
  - 11.5.7. TSPs will be required to submit the non-performance fee immediately upon final delivery of a shipment where a reweigh was ordered or required but not performed.
  - 11.5.8. TSP will submit the refund using the appropriate item code for domestic and international

with note stating “Refund Non-Performance of Reweigh”.

- 12. INCONVENIENCE CLAIMS:** TSP must advise the customer on an inconvenience claim payment prior to failing to pick up on the agreed date and deliver shipments on or before the Required Delivery Date (RDD) as reflected on the BL, (i.e. to include short fuse shipments) and to meet the agreed upon delivery date out of SIT. For detailed information on this section see the TOS.
- 12.1. Customers submit an inconvenience claim directly to the TSP when they experience a missed pickup, missed RDD, or agreed upon delivery out of SIT. Form can be located on <https://move.mil>.
  - 12.2. The inconvenience claim is intended to offset expenses incurred by a customer and their dependents because they are not able to use necessary items in their shipment to establish their household such as furniture and/or appliance rental, air mattresses, towels, linens, pillows, and necessary kitchen items. For more detailed information on this section see the TOS.
  - 12.3. TSPs must acknowledge an inconvenience claim from a customer or a PPSO within five (5) GBDs from the date of contact.
  - 12.4. TSPs must submit a bi-monthly report (twice a month between 15 June through 31 October due on the 1<sup>st</sup> and 15<sup>th</sup> of each month, or first GBD thereafter) to USTC J9 detailing inconvenience claim (including completed payments), by BL, using the IC report and send report to [transcom.scott.tcj9.mbx.pp-ops@mail.mil](mailto:transcom.scott.tcj9.mbx.pp-ops@mail.mil).
  - 12.5. SIT and Inconvenience claim (IC): TSP is responsible for an inconvenience claim payment when
    - 12.5.1. A shipment goes into SIT if the shipment was placed into SIT without notifying the customer
    - 12.5.2. TSP is responsible for an IC payment when a shipment is placed into SIT and the TSP is unable to deliver shipment out of SIT within the following dates, whichever is later:
      - 12.5.2.1. Within seven (7) GBDs of the date the customer makes “first” contact requesting delivery or
      - 12.5.2.2. Within two (2) GBDs of the requested delivery date when the requested date exceeds seven (7) GBDs from when the customer makes “first” contact requesting delivery.
      - 12.5.2.3. Turn-back: In the event a TSP turn-back a shipment within 14 calendar days of the pickup date, TSP will reimburse the customer for actual out of pocket expenses if PPSO is unable to rebook shipment with the original pickup date and the dates must be adjusted past the original pickup date request, TSP is responsible for actual out of pocket expenses incurred from the original pickup date thru the new pickup date.
  - 12.6. **Appeal Process:**
    - 12.6.1. If the TSP denies the customer’s claim and disagrees with the PPSO’s determination, the TSP shall send their appeal to the DPMO at [transcom.scott.tcj9.mbx.pp-claims@mail.mil](mailto:transcom.scott.tcj9.mbx.pp-claims@mail.mil).
    - 12.6.2. The appeal packet will include the PPSO’s determination, the TSP’s response to the claim, the number of days the shipment was late and additional supporting documentation. If submitted by a PPSO, it must include a memorandum from the PPSO as to the reasonableness of the claim. DPMO will make a final determination, advise the TSP, and PPSO/PPPO, who will in turn communicate with the customer.
- 13. CLAIMS:** The following provides an overview of DPS claims.
- 13.1. Customers shall file claims in DPS and work directly with their TSP to resolve their claim. PPSOs/PPPOs should direct customers to <https://move.mil> for additional guidance on how to file a claim in DPS.

- 13.2. Customers must notify the TSP (via DPS) of loss and damage within 180 days of delivery; the date of delivery does not count toward the 180-day limit. The clock begins on the day after the date listed in DPS as “delivered complete.”
  - 13.3. All claims must be acknowledged by the TSP within 15 calendar days of receipt of a complete claim.
    - 13.3.1. The acknowledgment message must remind the customer that the TSP is required to pay, deny, or make an offer on all claims valued at \$1000 or less within 30 days of receipt of the claim and on all other claims within 60 days of receipt. See Claims and Liability Rules on <https://move.mil/SME>.
  - 13.4. For questions that cannot be answered by the TSP, PPSO or PPPO, direct customers to their Military Claims Office.
14. **GOVERNMENT CUSTOMER SUPPORT:** The following provides information on recurring issues with Government Customer Support.
- 14.1. Customer inquiries should be handled at the first point of contact, whenever possible. PPSOs/PPPOs should exhaust all local options prior to engaging outside resources. For Health Protection related issues, ensure that customers understand that their chain of command is crucial and they should engage accordingly, in addition to communication with the local PPSO/PPPO.
  - 14.2. PPSOs/PPPOs are required to use a “warm-handoff” approach for customer support if an external organization (i.e. TSP, MCO, Service HQ, etc.) needs to be involved for issue resolution. A warm handoff means the PPSO will contact the organization first (e.g. DPMO, MCO, etc.) and determine a POC, then confirm the POC will receive the call from the customer. The intent of a warm handoff is maximizing customer service and ensure customers are not passed off to someone else. The customer should always be encouraged to follow up with the original PPSO/PPPO if further issues arise.
  - 14.3. If a warm-handoff is required, PPSOs/PPPOs shall:
    - 14.3.1. Contact the external organization to verify they are prepared to handle the issue.
    - 14.3.2. Confirm the appropriate phone number or email the customer should use to contact the external organization. Contact information should include a POC and a direct number/email (not a call line).
    - 14.3.3. Provide the contact information to the customer.
  - 14.4. Internal correspondence, including advisories, briefing slides, and other information on the <https://move.mil/sme> should NOT be distributed to DOD customers.
  - 14.5. PPSOs/PPPOs will provide customers the DP3 Handouts (paragraph 2) relevant to their issue and direct them to <https://move.mil>.
15. Please direct questions to the DPMO HHG Operations Team at [transcom.scott.tcj9.mbx.pp-ops@mail.mil](mailto:transcom.scott.tcj9.mbx.pp-ops@mail.mil).
16. This message was approved for release by the Deputy Director for Operations, Defense Personal Property Management Office, (TCJ9-O).