

USTRANSCOM Personal Property Advisory #21-0055, Supersedes SDDC-PP Advisory 17-0103

Date: 21 April 2021

From: USTRANSCOM Defense Personal Property Management Office (DPMO), TCJ9, 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: How to Properly Arrive/Deliver a Shipment in the Defense Personal Property System (DPS)

1. In 2011, DPS Release 1.4.09 removed the TSP's ability to backdate the arrival date. As of 15 May 2021, updates have been made in DPS and to the business rules that require the TSP to follow specific procedures for arriving, placing shipments in storage in-transit (SIT), and delivering a shipment out of SIT.
2. TSP will provide customer at least 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. TSP must ensure all dates are correct and updates made in DPS within 24-hours.
3. In the event a scheduled delivery date is confirmed, TSP will arrive the shipment in DPS and enter the scheduled delivery date regardless of shipment location.
4. Below are the steps to "arrive" and enter a scheduled delivery date (SDD) in DPS IAW the 2021 Business Rules.

4.1. TSP Inbound Management Queue (Arriving Shipment) Steps:

- 4.1.1. Coordinate delivery with the customer;
- 4.1.2. Delivery date established;
- 4.1.3. Select shipment in an intransit status;
- 4.1.4. Under the "Shipment Arrival" column click on the "Enter Arrival" link;
- 4.1.5. Select "Whole Shipment Arrival" or "Split Shipment Arrival", DPS will go to the "Shipment Arrival" page;
- 4.1.6. Under the Shipment Arrival page, TSP will review weight information and update if required;
- 4.1.7. TSP must enter the "First Available Delivery Date" (FADD), or DPS will not allow TSP to complete arrival process, then select "enter arrival"; DPS will go back to the Inbound Shipment page (On the Inbound shipment page TSP will see that DPS updated the status to "Arrived" and under the Shipment Arrival column will post the date and time of the action).

4.1.7.1. TSP must ensure they put the correct date in DPS. The FADD cannot be modified by the TSP after they have completed the arrival process in DPS.

4.2. TSP Inbound Management Queue: Entering the SDD on all shipments to include delivering out of Storage in Transit (SIT):

- 4.2.1. Before entering a SDD, the TSP must ensure there is a delivery address and the PPSO has acknowledged the delivery address or a SDD cannot be entered.
- 4.2.2. As soon as the customer agrees with the delivery, the TSP must arrive the shipment in DPS; even if, the shipment has not arrived at the destination area and enter the SDD. This enables the PPSO to view future shipment delivery dates and the customer is able to prepare for their delivery.
- 4.2.3. TSPs are required to enter a SDD when the delivery is scheduled and executed on the same day.
- 4.2.4. Follow the below steps:
 - 4.2.4.1. Find the GBL,
 - 4.2.4.2. Select “Enter Delivery”,
 - 4.2.4.3. Select “Enter a SDD”,
 - 4.2.4.3.1. Enter the “SDD”, the SDD must be current or future date, cannot be in the past,
 - 4.2.4.4. Select “SDD” button,
 - 4.2.4.5. In “Shipment Management”, pull the GBL and verify the SDD is correct,
 - 4.2.4.6. The SDD can be edited or canceled just follow same steps as entering the SDD. If shipment status is in “delivered complete” the SDD cannot be changed,
 - 4.2.4.7. The arrival date, FADD and SDD cannot be on the same date.
- 4.2.5. PPSO must acknowledge the delivery address change request in a timely matter to allow the TSP to enter the SDD; in order, to meet the customer’s expectation.
- 4.2.6. If the PPSO does not acknowledge the delivery address change request before the SDD, the TSP will deliver the shipment. The TSP is required to meet the customer’s expectation, if the PPSO has any concerns (e.g. possible excess cost, etc.) with the delivery location, the PPSO should contact the customer.

5. Placing Shipment into SIT at destination:

- 5.1. If the TSP selects “Place into SIT” they must follow #2. above, the SIT first day is based on the FADD. If the customer is unable to take delivery on the FADD, the TSP may submit a request for SIT, but the first day of SIT cannot start before the FADD.

5.2. **Amended Orders:** When the shipment is in SIT, if the customer receives an amendment to their orders changing their assignment to a new gaining organization, unit/company or installation that is outside of the original destination rate area/region TSP must submit a preapproval for delivery over 50 miles (using Base Point City miles or Defense Table of Distance miles per the applicable tender/tariff).

5.3. **No Amended Orders or Retiree/Separatee:** Shipment is in SIT, customer decides they want their shipment delivered to another location other than what is listed in Block 18, if the delivery is outside of the original destination rate area/region and/or over 50 miles (using Base Point City miles or Defense Table of Distance miles per the applicable tender/tariff) TSP must submit a preapproval for delivery and the PPSO must advise the customer the possibility of excess cost.

6. Punitive Action:

6.1. Before taking punitive action, verify the TSP did not notify the customer 24-hrs prior to delivery; or did not make two (2) documented unsuccessful attempts to contact the customer six (6) hours apart

7. Report DPS technical issues to the Systems Response Center (SRC):

7.1. Email: usarmy.scott.sddc.mbx.g6-src-dps-hd@mail.mil

7.2. Telephone: Toll free (800) 462-2176; Commercial (618) 589-9445, Option 2

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

8. Any questions/concerns with this message can be e-mailed to the Operational and Quality Assurance Team at transcom.scott.tcj9.mbx.pp-ops@mail.mil.

9. This message is approved for release by the Deputy Director for Operations, Defense Personal Property Management Office, (TCJ9-O)