

CHAPTER A-405

QUALITY ASSURANCE (QA)

A. INTRODUCTION

QA standards in the Defense Personal Property Program (DP3) consist of scored and non-scored factors. Non-scored factors include the requirements of the Defense Transportation Regulation (DTR), Part IV, and other guidance provided by the United States Transportation Command (USTRANSCOM).

B. QA REQUIREMENTS

DTR Part IV, the International Tender, the Domestic 400NG Tariff, and other guidance provided by USTRANSCOM, including, but not limited to, Personal Property Advisories (PPA), specify the requirements of service that the Transportation Service Provider (TSP) agrees to fulfill in the movement of Department of Defense (DoD)-sponsored personal property shipments. The provisions of these business rules provide guidance for the use of quality assurance (QA) procedures for both domestic and international shipments, including one-time-only (OTO) shipments, special solicitations, volume moves (VM), and all shipments processed in the DP3.

1. **TSP Accountability**: The TSP on the bill of lading (BL) is fully responsible for the shipment and storage (including, but not limited to, all loss and damage, claims, or other violations). No subcontractor or separate entity is considered to have moved or stored the shipment for the purposes of QA. It is the responsibility of the TSP to use sound judgment in its selection of personnel as company representatives. Any violation of the rules is considered an act of the TSP listed on the BL and dealt with according to the procedures listed herein.
2. **Satisfactory Service**: The TSP must consider the satisfaction of the DoD customer and the Personal Property Shipping Office (PPSO). The DoD customer is the primary gauge of the quality of service as determined by the results of the Customer Satisfaction Survey (CSS) Reports and quality control procedures must be used by the PPSO to help ensure that only those TSPs providing high quality service are used.
3. **Time Frames**: All time frames, unless otherwise noted, are in calendar days.
4. **Correspondence**: All correspondence to/from a TSP must be handled expeditiously. All correspondence concerning appeals can be sent by mail, e-mail, or fax but must be supported by evidence of timely submission such as certified mail, e-mail delivery confirmation, or other electronic data which is subject to review and interpretation by the appellate bodies delineated in these rules. All correspondence must include the Standard Carrier Alpha Code (SCAC). A TSP declaring Common Financial and Administrative Control (CFAC) is responsible for monitoring its mailing address locations as provided in the Electronic Tender of Service Signature Sheet (ETOSSS) and published by USTRANSCOM for appeal decisions and other correspondence.

C. INSPECTIONS ACTIONS AND PERFORMANCE EVALUATION

Evaluation of TSP performance begins when the origin PPSO offers a shipment to the TSP. Acceptance of the offer binds the TSP to perform IAW the general terms established by the DoD and agreed upon by the TSP and the specific terms contained on the BL and the rate solicitation.

1. **Shipment Inspections**:
 - a. **Non-Scored Factors in DP3**: All requirements of DTR Part IV, the International Tender, the Domestic 400NG Tariff, and other guidance provided by USTRANSCOM, including but not

- limited to PPAs, is evaluated independently from Best Value Score (BVS) factors. The monitoring of services via inspections is a critical component of this program and necessary to ensure that DoD customers continue to receive the quality service promised by this program and provided by industry. Administrative action for violations can be taken by the PPSO and/or USTRANSCOM.
- b. **Inspection Standard:** An inspection standard of not less than 50 percent (with an overall goal of 100 percent) of all inbound and outbound Personal Property shipments must be set by individual Service policy. For occasions when physical inspections are not feasible, inspections can be telephonic and/or virtual; however telephonic/virtual inspections will not count toward meeting the 50 percent standard. Mechanisms for quarterly reporting of inspection rate and method of inspection will be established by individual Service policy.
 - c. **Inspection requests:** When requested by another PPSO, the DoD customer, USTRANSCOM, or the TSP, a PPSO must make a maximum effort to inspect a specific shipment. This is subject to the PPSO's ability and Service policy. The following considerations must be made when requesting an inspection:
 - (1) Whether or not an inspection was conducted at the origin
 - (2) An indication of poor quality service or Tender of Service (TOS) violations on the shipment (which must be identified in the request for inspection)
 - (3) Indications of the DoD customer's dissatisfaction with the service provided by the TSP
 - d. **Shipment Evaluation and Inspection Record (DD Form 1780) Procedures:**
 - (1) The DD Form 1780, [Figure A-405-2](#), is a web form in Defense Personal Property System (DPS) and must be used by inspectors to record any TOS violations found on inbound or outbound shipments.
 - (2) Shipments not moving via DPS require a DD1780 to be completed manually.
2. **TSP Performance File:** A performance file must be kept for TSPs. The files may be maintained in DPS, electronically, and/or hard copy. PPSOs should utilize DPS capabilities to the fullest extent possible, minimizing hard copies. The TSP performance file should contain, or make reference to, the following (as applicable):
- a. Origin and destination shipment inspections (e.g., DD Form 1780)
 - b. CSS
 - c. Investigation records of complaints made against the TSP
 - d. Shipment reweigh records
 - e. Letter of Warning (LOW) and Letters of Suspension (LOS) (DD Form 1814, [Transportation Service Provider \(TSP\) Notice of Warning/Suspension/Reinstatement/Cancellation, Figure A-405-1](#))
 - f. TSP's responses/corrective actions to LOW/LOS or complaints
 - g. All other communications concerning TSP's performance
 - h. Photographs depicting substandard service
- NOTE:** Items a, b, d, and e above are maintained in DPS and are available for review by the PPSO, USTRANSCOM, and Service HQs.
3. **Performance File Maintenance:** Files must be maintained for both the international and domestic shipments. TSP performance files must contain shipment information for two (2) calendar years.

4. **PPSO Review:** When taking administrative action, the PPSO will review the TSP's overall performance within DPS for both failures and successes. The PPSO must look for recurring deficiencies or patterns of unacceptable performance and initiate action to warn, suspend, or recommend disqualification/non-use through USTRANSCOM.
5. **TSP Review:** TSPs may review their performance within DPS. These reports include CSS, claims scores, LOW/LOS, among other performance factors. The PPSO will allow the TSP to review their applicable performance file information that is not contained within DPS.

D. ADMINISTRATIVE ACTIONS

QA Actions: When a TSP violates any provision of its agreement and/or the DP3 business rules, the PPSO may issue a LOW, LOS, or recommend an action to USTRANSCOM. CSS comments may be used as supporting evidence in the issuance of a LOW/LOS. The PPSO must take into consideration the severity of the violation, impact on the DoD customer, the quality of the TSP's past performance, and the actions the TSP may have taken to correct the deficiencies. QA actions in the DP3 are summarized below:

1. **LOW:**

A LOW serves as notice to a TSP that if violations or performance problems continue, suspension action may follow. LOWs must be prepared by the PPSO using DPS. A LOW is generated by DPS after an inspector inputs the violation in DPS. Violations are tallied by the system at a BLOC for a rolling 180 days for TSP inbound/outbound traffic. When a TSP commits the same violation three or more times during a 180-day period, suspension action may be considered.

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.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).

A LOW, DD Form 1814, [Figure A-405-1](#), is issued by the PPSO to a TSP for unacceptable performance. The LOW must state, as a minimum:

- a. DoD customer's name,
- b. BL number, and
- c. The rule or regulation indicating the violation that resulted in the LOW.

The TSP may view the DD Form 1780, which supports the warning in DPS. Notification of the LOW is sent to the TSP via DPS. Unless a written response is requested by the PPSO, TSPs are not required to respond to LOWs.

2. **LOS:**

- a. **LOS:** All LOS are overt actions by the PPSO to ensure the suspension action is appropriate and not due to system error. When a LOS is issued, DPS notifies the TSP of the suspension action. The LOS must state the following to substantiate the suspension:

- (1) DoD customer's name,
- (2) BL number,
- (3) Rule or regulation violated on the shipment(s) (e.g., in accordance with [IAW] DTR Part IV, Appendix A-B).

- (4) The PPSO must enter “Failure to provide corrective action within 30 days from the effective date of a suspension may result in the LOS remaining in effect, until corrective action has been provided and accepted”.

NOTE: See [Table A-405-1](#) for an overview of QA actions in DPS. Violations of the TSP’s agreement are tallied by DPS to facilitate the PPSO’s/USTRANSCOM’s visibility of any trends of performance failures. DPS reporting supports monitoring the number of LOWs/LOSs for a TSP.

b. [Regular Suspensions:](#)

- (1) A regular suspension may be imposed when a TSP repeatedly violates any provision of its contractual agreement or commits any single violation which merits suspension. When a regular suspension is issued within DPS, a TSP has 20 days to respond to the notification. The effective date is 21 days after notification. As a guideline, when a TSP commits the same violation three or more times during a 180-day period, suspension action will be considered. The following are examples of violations that include some, but not all, reasonable grounds to impose a regular suspension:

- (a) Repeated failure to perform a pre-move survey as required.
- (b) Repeated failure to meet the RDD entered on the BL.

- (2) A PPSO may issue two types of regular suspensions:

- (a) [Bill of Lading Office Code \(BLOC\) Market Suspension:](#) This suspension is moderately restrictive and issued within DPS (QA Management) for suspension from a market (Domestic Household Goods [dHHG], Unaccompanied Baggage [UB], or International Household Goods [iHHG]) in which the violations occurred. For example, a suspension as a result of multiple LOWS, etc.
- (b) [BLOC Suspension:](#) Most restrictive. Suspension, for all markets, from the BLOC where violations occurred. For example, use this type of suspension when issuing a third suspension of any type within 180 days.

NOTE: Channel suspension functionality is reserved solely for USTRANSCOM’s internal use.

- (3) Suspension Length: Regular suspensions, either BLOC Market or BLOC, are for 30 days.

c. [Immediate Suspension:](#)

An immediate suspension is effective on the date the PPSO initiates the suspension (e.g., the system date on which DPS sends the TSP notification).

- (1) A PPSO may issue two types of immediate suspensions:

- (a) [BLOC Market \(dHHG or UB or iHHG\) Suspension:](#) Moderately Restrictive. Suspensions should apply only to the market in which the violation occurred. An immediate suspension may be issued for, but not limited to:
 - 1 Refusal of standard shipment award.
 - 2 Missed pickup – A missed pickup occurs when the TSP does not keep the appointed pickup date and causes severe inconvenience to the customer or fails to meet pickup date without any type of communication with the customer.
 - 3 A DoD customer’s property remaining in a TSP’s origin facility on or after the RDD.

- 4 TSP personnel smoking in the customer's residence, within 50 feet of customer's personal property, or at any time in the moving van or container.
- (b) **BLOC Suspension**: Most Restrictive. Suspension, for all markets originating from the BLOC where the violation(s) occurred. PPSOs may utilize this as a result of flagrant violations justifying an immediate suspension. An immediate BLOC suspension may be issued for the following violations, including but not limited to:
- 1 Turn-back: A turn-back occurs when the TSP notifies the origin PPSO that they are unable to service a shipment previously accepted.
 - 2 TSP personnel being under the influence of, or using, alcohol or unlawful drugs at the DoD customer's residence.
 - 3 TSP personnel using abusive language, actions, or immoral conduct in the presence of the DoD customer or the DoD customer's family.
 - 4 Evidence of fraud and/or theft on the part of the TSP's personnel.
 - 5 Evidence of deliberate damage to the DoD customer's possessions.
 - 6 Evidence of a TSP or TSP's representative who falsifies, conceals, or covers up by any trick, scheme, or device, a material fact; or makes any false, fictitious, or fraudulent statements, or representation; or makes or uses any false writing or document knowing the same to contain any false, fictitious, or fraudulent statement.
 - 7 Evidence of the TSP or TSP's representative or subcontractor holding a shipment hostage as forbidden by Section 406 of Title 37, USC, and explained in the TOS, the DP3 International Tender, and/or the DP3 Domestic 400NG Tariff.
 - 8 Use of a disqualified or revoked TSP in any capacity.
 - 9 Use of a non-qualified/ineligible DoD warehouse for storage of a DoD customer's shipment.
 - 10 Use of SIT/NTS or other providers, who are in non-use status, for origin or destination services, in any capacity.

NOTE: An immediate suspension does not require prior issuance of a LOW.

- (2) **Suspension Length**: Immediate suspensions, either BLOC Market or BLOC, are for 30 days.
- d. **TSP Corrective Action**: To be removed from suspension, a TSP must provide proof of corrective action to the PPSO before it can be reinstated. This notice may be sent electronically or via certified mail to the PPSO no later than 15 days following the suspension and the TSP remains in suspension status until such time as acceptable corrective action is completed. If the TSP's corrective action is deemed to be insufficient, the PPSO must notify the TSP within 15 days of the date of the electronic notification or the postmark on the TSP's notice of corrective action.
- e. **Multiple Suspensions, Recommendations, and Double Jeopardy**: All suspensions must run consecutively. If a TSP receives a second suspension while under a current suspension, the TSP remains in a suspended status for a minimum of 30 days before the second suspension begins. A single PPSO may not impose an additional suspension on a single TSP for the same type of violation if the pickup date of the shipment on which the same violation occurs was prior to the date of the original suspension. A PPSO must not suspend a TSP more than

once on a single shipment; however, the PPSO must require corrective actions apply to all violations before the TSP is reinstated. Double jeopardy is the act of applying administrative action against a TSP for an offense for which they have already been punished. PPSOs and USTRANSCOM can enact administrative action against a TSP based on the TSP's overall performance. Separate PPSO and USTRANSCOM administrative actions do not constitute double jeopardy. Origin and destination PPSOs may take administrative actions for separate and distinct violations that occur in each PPSO's Area of Responsibility on the same shipment. If supported by evidence and proof, the separate origin and destination administrative actions do not constitute double jeopardy.

3. **USTRANSCOM Non-Use Actions:** Non-Use: The act of USTRANSCOM temporarily suspending a TSP from all or specified parts of the DP3 program. Action may be taken immediately after receipt of information indicating there is a threat to the safety or security of personal property shipments (in transit or storage) or where a TSP fails to meet the requirements necessary to be an approved participant in the DP3 program. When a TSP disputes the accuracy of the information on which non-use is based, a TSP Review Board hearing will normally be held within 30 days after the TSP is placed in non-use. (SDDC Regulation 15-1). USTRANSCOM can initiate non-use of a TSP for a definite or indefinite period of time. Non-use of a TSP maybe directed by USTRANSCOM, as a result of, but not limited to, the following:
 - a. Non-payment of debts owed to the government (Federal Claims Collection Act of 1966), or TSP agents or other entities exposing Government shipments to actual and/or potential delay, frustration, seizure, or detention.
 - b. Overall performance (includes but is not limited to not meeting the Minimum Performance Score, repeated violations of its contractual agreement).
 - c. Failure to meet or maintain the requirements in "TSP Qualification" (SDDC Pamphlet 55-4).
 - d. Failure to disclose a CFAC relationship.
 - e. Repetitive use of SIT/NTS or other providers, who are in non-use status for origin or destination services, in any capacity.

NOTE 1: Any outstanding claims against a TSP that has been placed in permanent, world-wide non-use status by USTRANSCOM can be transferred by the customer to their Service Claims Office and still be eligible for full replacement value.

NOTE 2: USTRANSCOM initiated non-use may include removal from OTO/Volume Move/Special solicitation.

NOTE 3: A TSP failing to disclose CFAC may be removed from the program for a period of up to two (2) years and prosecuted for filing a false official statement in violation of 18 USC 1001, Statements or Entries Generally.

E. TSP APPEALS

NOTE: Any appeal opens the entire case for reevaluation.

1. **Appeals to the PPSO:** A TSP has the right to appeal any administrative action imposed by the PPSO. All appeals must be mailed or e-mailed directly to the PPSO who imposed the administrative action. The appeal must be dated within 15 days from the administrative action notification date. TSPs who e-mail appeals must provide evidence that the e-mail was sent to a generic e-mail address as listed in the Personal Property Consignment Instruction Guide. TSPs should use e-mail delivery and/or read receipts with the e-mailed appeal. The PPSO must use the date of the mail or e-mail to verify the appeal meets the 15-day appeal period requirement and review all facts upon receipt. The TSP's appeal must be factual, fully documented, and provide

irrefutable evidence of why the administrative action was erroneous and/or why it should be removed.

NOTE: PPSOs will not accept appeals of scored BVS factors or of BVS scores. Such appeals must be sent directly to USTRANSCOM (see DTR Part IV, Chapter A-403).

2. **PPSO Appeal Outcomes:** The PPSO must respond to the TSP's appeal in writing (e.g., e-mail) no later than 15 days from the e-mail date of the appeal or the TSP may be reinstated. The PPSO may use e-mail to respond to all appeals regardless of how they were received. The PPSO must either inform the TSP that the appeal is granted or provide a reason for its denial.
 - a. For a successful appeal in the TSPs favor.
 - (1) When a LOW appeal is granted, PPSO must rescind immediately.
 - (2) When the TSP's appeal is granted before the regular suspension takes effect (21st day): The TSP remains on the Traffic Distribution List (TDL) without having lost any shipments.
 - (3) For an immediate suspension, when TSP's appeal is granted in their favor, the TSP will be immediately returned to the TDL.
 - b. For an unsuccessful appeal (not in the TSPs favor).
 - (1) When a LOW appeal is denied, LOW will remain in effect.
 - (2) If a TSP's appeal is denied, the regular suspension is effective on the 21st day from notification and remains in effect as discussed in [Paragraph D.2.b.\(1\)](#).
 - (3) If a TSP's immediate suspension is denied, they will remain in suspension status, until expired or until acceptable corrective action has been received.
3. **Appeals to USTRANSCOM:** If an appeal is denied by the PPSO, the TSP may further appeal to USTRANSCOM at sddc.safb.ppperf@us.army.mil. All appeals must come from the responsible TSP identified on the BL and cannot be delegated to any entity, including companies that are in CFAC. This appeal must be initiated no later than 15 days from the date of the PPSOs decision. The appeal must include a copy of the TSP's initial appeal to the PPSO, the PPSO's response, and any other supporting documents which assists the appellate authority in rendering a decision. USTRANSCOM may respond by e-mail/to the TSP and PPSO, regardless of how the appeal was received. If USTRANSCOM does not respond within 20 days from the e-mail or postmarked date of the TSP's appeal, the TSP must be reinstated until the TSP is provided a response. The TSP must maintain evidence that the appeal was complete and was sent to USTRANSCOM with an accompanying delivery and/or read receipt.
 - a. **USTRANSCOM Appeal Outcome:** USTRANSCOM must respond that the appeal is granted or provide a reason for its denial to the President and Chief Executive Officer of the responsible TSP, as listed on the ETOSSS, and notify the PPSO of the decision via e-mail. USTRANSCOM is the final appellate authority for all appeals.

F. PPSO RECOMMENDATION FOR USTRANSCOM DISQUALIFICATION/NON-USE

A PPSO may request disqualification/non-use of a TSP by USTRANSCOM IAW Regulation 15-1 which can be found on the USTRANSCOM Personal Property web site.

1. **Disqualification** (Ref. Reg. 15-1): Only USTRANSCOM may disqualify a TSP. Disqualification action may be taken independently by USTRANSCOM or may result from the recommendation of a PPSO.

2. TSP/Local Agent Non-Use: PPSO may recommend non-use of a TSP or Local Agent based on the following:
 - a. TSP shows total disregard for DP3 requirements and continued participation in the program is not in the best interest of the U.S. Government.
 - b. Local agent at origin or destination commits repetitive service failures. A recommendation to place a local agent in non-use, for origin or destination services, must be substantiated, at a minimum, with the following information and documentation.
 - (1) Local agent’s name, address, and contact information.
 - (2) Administrative actions taken against TSPs associated with the local agent.
 - (3) Any written correspondence associated with service failures by the local agent.

G. APPELLATE ADDRESSES

Inquiries and appeals for USTRANSCOM must be submitted electronically to sddc.safb.pperf@us.army.mil.

H. TSP’S PARTICIPATION IN OTOS, SPECIAL SOLICITATIONS, AND VM SHIPMENTS

The OTO, VM, and Special solicitation programs must be monitored under the same rules as all other international and domestic programs. USTRANSCOM may remove a TSP from participation in these programs based on violations or a pattern of violations. Removal from participation in these programs may be in conjunction with, or independent of, disqualification from other markets, channels, or codes of service. TSPs participating in the OTO program are required to provide an RDD status report via e-mail, of all shipments missing the RDD. Reports are requested the first workday of each week to sddc.safb.pperf@us.army.mil. This report must reflect shipment information in the following format:

| SCAC | OTO Number | BL# | Member's/Employee's Name/Rank | Pickup Date | RDD | Est. Del. Date | Current Location | Remarks |
|------|------------|-----|-------------------------------|-------------|-----|----------------|------------------|---------|
|------|------------|-----|-------------------------------|-------------|-----|----------------|------------------|---------|

Failure to do so may result in QA action by USTRANSCOM. TSPs that repetitively fail to meet the RDD may be removed from the OTO program, unless failure is through no fault of the TSP.

I. LIST OF FIGURES AND TABLES

1. [Figure A-405-1](#) – DD Form 1814, Transportation Service Provider (TSP) Notice of Warning/Suspension/Reinstatement/Cancellation.
2. [Figure A-405-2](#) – DD Form 1780, Shipment Evaluation and Inspection Record.
3. [Table A-405-1](#) – Quality Assurance actions in the DP3.

| TRANSPORTATION SERVICE PROVIDER (TSP) NOTICE OF | | 1. DATE (DDMMYYYY) |
|---|---|------------------------------|
| <input type="checkbox"/> WARNING <input type="checkbox"/> SUSPENSION <input type="checkbox"/> REINSTATEMENT <input type="checkbox"/> CANCELLATION | | |
| 2. FROM | | 3. TO |
| SECTION I - SHIPMENT DATA | | |
| 4. CUSTOMER'S NAME | | 5. BILL OF LADING (BL) |
| | | |
| | | |
| | | |
| | | |
| SECTION II - TSP ACTION | | |
| 6. <input type="checkbox"/> 6a. DUE TO THE VIOLATIONS CITED BELOW, YOU ARE HEREBY WARNED THAT A REPETITION OF THE TYPE OF SERVICE PROVIDED IN SECTION I ABOVE WILL SERVE AS A BASIS FOR YOUR SUSPENSION. <input type="checkbox"/> 6b. DUE TO THE VIOLATIONS CITED BELOW, YOU ARE HEREBY SUSPENDED AT THIS ACTIVITY UNTIL PROOF OF CORRECTIVE ACTION IS PROVIDED AND ACCEPTED BY THIS OFFICE. <input type="checkbox"/> 6c. YOU WILL BE REINSTATED TO THE LIST OF TSPs ELIGIBLE TO SERVE THIS ACTIVITY ON THE DATE SHOWN BELOW. | | |
| 7. TENDER OF SERVICE VIOLATIONS/REMARKS | | |
| | | |
| 8a. NAME OF TRANSPORTATION OFFICER (Last, First, Middle Initial) | 8b. SIGNATURE OF TRANSPORTATION OFFICER | 9. DATE OF ACTION (DDMMYYYY) |
| | | |

Figure A-405-1. DD Form 1814, Transportation Service Provider (TSP) Notice of Warning/Suspension/Reinstatement/Cancellation

INSTRUCTIONS

A. - E. **Administrative Actions.** The DD Form 1814 is sent to the TSPs via the Defense Personal Property System (DPS).

Letter of Warning (LOW). The LOW must state, as a minimum:

1. Customer's name,
2. Bill of Lading (BL) number, and
3. The DP3 rules and DoD regulations indicating the violation on the shipment(s)

Letter of Suspension (LOS). The LOS must state the following to substantiate the suspension:

1. Customer's name,
2. BL number,
3. The DP3 rules and DoD regulations indicating the violation on the shipment(s)
4. Enter into DPS Notes (QA Management module): "Failure to provide corrective action within 30 days from the effective date of a suspension may result in the LOS remaining in effect, until corrective action has been provided and accepted".

Non-Use Action. Temporarily suspending a TSP from all or specified business actions within Defense Personal Property Program by USTRANSCOM. Only USTRANSCOM can issue non-use action to TSPs. Transportation Office (TO) can recommend to USTRANSCOM the immediate non-use of a TSP

Letter of Reinstatement/Cancellation. When the TO or USTRANSCOM is satisfied that the TSP has taken corrective action, the TO or USTRANSCOM shall issue a letter of reinstatement to advise the date reinstatement will be effective. Notification to TSP is made via DPS.

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PREVIOUS EDITION IS OBSOLETE.

Figure A-405-1. DD Form 1814, Transportation Service Provider (TSP) Notice of Warning/Suspension/Reinstatement/Cancellation (Cont'd)

| SHIPMENT EVALUATION AND INSPECTION RECORD <i>(Read Privacy Act Statement and Instructions on the back of this form before completing.)</i> | | | | | 1. DATE (DDMM/YYYY) |
|---|---|--|--|---|--|
| 2. CUSTOMER'S NAME (Last, First, Middle Initial) | | 3. GRADE/RANK | 4. AGENCY | 5. TSP NAME | SCAC |
| 6. BILL OF LADING NUMBER | | 7. ORIGIN INSPECTION OFFICE GBLOC | | 8. DESTINATION INSPECTION OFFICE GBLOC | |
| 9. CODE OF SERVICE | | | | | |
| 10. PICKUP ADDRESS <i>(Street, City, State/Country, ZIP/Postal Code)</i> | | | 11. DELIVERY ADDRESS <i>(Street, City, State/Country, ZIP/Postal Code)</i> | | |
| NON-TEMPORARY STORAGE (X) <input type="checkbox"/> | | | | | |
| 12. PICKUP DATE (DDMM/YYYY) | 13. MISSED PICKUP (X one) <input type="checkbox"/> YES <input type="checkbox"/> NO | | 14. REQUIRED DELIVERY DATE (RDD) <i>(DDMM/YYYY)</i> | 15. MISSED RDD (X one) <input type="checkbox"/> YES <input type="checkbox"/> NO | |
| 16. DATE IN STORAGE-IN-TRANSIT (SIT) (DDMM/YYYY) | 17. DATE OUT OF SIT <i>(DDMM/YYYY)</i> | 18. DELIVERY DATE (DDMM/YYYY) | | 19. WEIGHT | |
| 20. LOSS/DAMAGE <i>(If applicable)</i> | | | | 21. CUSTOMER SATISFACTION (X one) | |
| 20a. TYPE | | 20b. SOURCE | | <input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> UNKNOWN | |
| 22. SHIPMENT INSPECTION <i>(Explain all marked Tender of Service (T/S) Violations in Remarks.)</i> | | | | | |
| (X) VIOLATION | | (X) VIOLATION | | | |
| 22a. Failed to perform Pre-Move Survey | | 22n. Failed to provide required documents to Customer | | | |
| 22b. Improperly packed/loaded shipment | | 22o. Failed to unpack/reassemble | | | |
| 22c. Improper/inadequate packing material | | 22p. Failed to comply with SIT requirements | | | |
| 22d. Prepared inventory improperly | | 22q. Containers not properly marked | | | |
| 22e. Prepared DD619 improperly | | 22r. Failed to protect containers from weather | | | |
| 22f. Used unqualified personnel | | 22s. Failed to pack/weigh/enter PBP&E on inventory/Bill Lading/DPS | | | |
| 22g. Improperly serviced/deserviced appliances | | 22t. Failed to update shipment status in DPS | | | |
| 22h. Folded/Failed to properly roll rug(s) | | 22u. UB/HHG containers failed to meet specifications | | | |
| 22i. Failed to record Loss/Damage | | 22v. Failed to notify PPSO of inability to meet RDD | | | |
| 22j. Failed to weigh shipment as prescribed | | 22w. Failed to trace within regulatory requirements | | | |
| 22k. Failed to remove packing materials/debris | | 22x. Failed to notify PPSO of arrival/delivery | | | |
| 22l. Failed to reweigh when requested/as required | | 22y. Failed to containerize at residence | | | |
| 22m. Failed to provide required documents to PPSO | | 22z. Other <i>(Describe in Block 23)</i> | | | |
| 23. REMARKS | | | | | |
| | | | | | |
| 24. LOCATION OF INSPECTION (X) <input type="checkbox"/> ORIGIN <input type="checkbox"/> DESTINATION | | | | | |
| 25a. PRINTED NAME OF INSPECTOR <i>(Last, First, Middle Initial)</i> | | | 25b. SIGNATURE OF INSPECTOR | | 25c. DATE SIGNED <i>(DDMM/YYYY)</i> |

Figure A-405-2. DD Form 1780, Shipment Evaluation and Inspection Record

| PRIVACY ACT STATEMENT | | |
|---|-------------------------------|---|
| <p>AUTHORITY: JTR Ch 1-6 & Appendixes, DTR 4500.9-R, and E.O. 9397.</p> <p>PRINCIPAL PURPOSE(S): The purpose of this document is to evaluate and inspect shipment details and account for any violations of the Service Provider (SP) tender of service; and to act as supporting documentation for any action arising from an SP's unsatisfactory performance.</p> <p>ROUTINE USE(S): Information contained in this system of records may be provided to a SP in the course of adjudication or other action taken for unsatisfactory performance reasons.</p> <p>DISCLOSURE: Voluntary; however, failure to provide the requested information may result in lack of action taken for unsatisfactory performance reasons.</p> | | |
| <p>INSTRUCTIONS</p> <ul style="list-style-type: none">a. The surveillance of services via inspections is a critical component of the Defense Personal Property Program and necessary to ensure that DoD customers continue to receive the quality service promised by this program and provided by industry.b. The DD Form 1780 must be used by inspectors to record any Tender of Service violations found on outbound and inbound shipments. Inspectors are required to enter observations and evaluations of shipments on the Origin Inspections or Destination Inspections Section under the Quality Assurance Management module in the Defense Personal Property System (DPS).c. The DD Form 1780 applies to both domestic and international shipments, including one-time-only shipments and special solicitations, which are part of the TSP performance file and maintained in DPS.d. Shipments not moving via DPS require a DD Form 1780 to be completed manually. DD Form 1780 does not apply to DPM shipments. | | |
| DD FORM 1780 (BACK), FEB 2024 | PREVIOUS EDITION IS OBSOLETE. | Page 2 of 2 <input type="button" value="Reset"/> |

Figure A-405-2. DD Form 1780, Shipment Evaluation and Inspection Record (Cont'd)

Table A-405-1. QA Actions in the DP3

| Type | PPSO Actions | USTRANSCOM Actions |
|-------------------------|--|--|
| Letter of Warning (LOW) | Can be issued for: TOS and other shipment violations. | |
| Regular Suspension | Issued for/when: BLOC Market - (Moderately Restrictive) may be issued when a TSP has been issued three or more LOW for the same violation(s) during a 180-day period, or commits any single violation which merits suspension. BLOC – Issued for third suspension of any type within 180-day period. | Adjudicates appeals when submitted by the TSP. |
| Immediate Suspension | Initiated for/when: BLOC Market – (Moderately Restrictive) will be issued for Shipment Refusals. May be issued for missed pickup date, shipment remaining at origin past the RDD, etc. (see Paragraph D.2.c). BLOC – (Most Restrictive) is issued for Serious/flagrant violations. | Adjudicates appeals when submitted by the TSP. |
| Immediate Non-Use | Can recommend to USTRANSCOM the immediate non-use of a TSP. | Immediate non-use taken against a TSP when determined that TSP has failed to meet regulatory requirements of the program and or safety/security of Government shipments. |
| Disqualification | Can recommend to USTRANSCOM the disqualification of a TSP. | USTRANSCOM, after convening a TSP Review Board, may disqualify TSP from the DoD program. IAW Regulation 15-1. |

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