

ATTACHMENT V.J.1

NON-TEMPORARY STORAGE (NTS) SHIPMENT MANAGEMENT

A. INTRODUCTION

1. The Department of Defense's (DoD) Personal Property Program (DP3) incorporates shipment management processes under the Defense Personal Property System (DPS). The customer, the Personal Property Shipping Offices (PPSO), Regional Storage Management Offices (RSMO), the Transportation Service Providers (TSP) and other responsible parties will have access to the DPS to enable interaction concerning the management of personal property shipments.
2. The DPS automates, streamlines, and coordinates virtually every aspect of handling personal property shipments. It allows users to perform follow-up checks more effectively, enables users to prepare notifications for the customer and TSP quickly and efficiently, and simplifies organizing, summarizing, reviewing, and transmitting periodic activity reports to management.
3. The DPS expands Shipment Planning, Distribution and Management functionalities to cover NTS. Detailed procedures for shipment distribution, shipment award/acceptance, shipment delivery, and storage are provided in this document.

B. SHIPMENT TYPES

NTS: Customers may be eligible for NTS and Special Storage based on their entitlements in the Joint Travel Regulations (JTR).

C. TSP RANKING

Within each Area of Responsibility (AOR)/zone, DPS will rank and place TSPs in a Quality Band based on their Best Value Score (BVS). This ranking will affect how many NTS storage lots a TSP receives.

1. Initial Ranking at Startup:

At the start of the program, TSPs will be ranked from highest to lowest BVS using the TSP's rate submissions and most recent Warehouse Inspection Score (WIS). The initial ranking of TSPs at program start up will remain in effect until the next performance period. The DPS re-ranks TSPs using the performance data (i.e., most recent Performance Score (PS) and the most current rate data (i.e., most recent Rate Score [RS]) for subsequent performance periods.

The term "Performance Period" as used in this paragraph for calculation of performance data will be the periods set forth below:

1 January to 14 May	15 May to 31 July
1 August to 30 September	1 October to 31 December

The initial ranking for the NTS TSPs will occur on the day prior to the performance period and on the first day of every performance period thereafter. DPS uses the new PSs and RSs for TSP ranking according to a BVS calculation. For detailed information on TSP ranking, refer to the Best Value Score Business Rules, Attachment V.F.3.

2. Ranking for New Entrants:

For information on TSP ranking, refer to the Best Value Score Business Rules.

3. NTS Quality Banding:

- a. At the beginning of each performance period, TSPs competing within an AOR/Zone will be divided into four quality bands in order of highest to lowest BVS. If the number of TSPs in an AOR/zone is not equally divisible by four, more TSPs will be assigned to the first quality band.
- b. DP3 distributes shipments to eligible TSPs based on their ranking in the quality band. The TSP's BVS determines where it ranks in the quality band. TSPs in the first quality band will receive 100 percent of the shipments. TSPs in the remaining quality bands will only receive shipments when the capacity of the TSPs in the preceding quality band is exhausted.
- c. DPS determines the TSP that is selected for each shipment based on customer-unique indicators. At the beginning of the annual rate cycle, the Military Deployment and Distribution Command (SDDC) has the ability to update shipment allocations within the applicable quality band. Shipments are awarded to each TSP in accordance with (IAW) [Table V.J.1-1](#), NTS Shipment Quality Bands.
- d. In an AOR/zone with four TSPs in each quality band, all four TSPs in the first band are awarded a shipment in a round-robin fashion until 100 percent of the shipments have been awarded, or, TSP capacity is exhausted. Once capacity in quality band one is exhausted, DPS will start awarding shipments to NTS TSPs in quality band two until 100 percent of the shipments have been awarded, or the quality band two TSPs' capacities are exhausted and so forth.

NOTE: TSPs are not guaranteed shipments using this methodology. Shipments are awarded based upon demand and the recalculation of BVS. When the BVS is recalculated due to rate filing/adjustments or performance periods, the quality bands are reconstructed and the process of awarding shipments is reset.

4. TSP Suspension and Reinstatement:

DPS allows a RSMO to place a TSP in non-use status and reinstate the TSP to the eligible list. DPS also provides the RSMO the capability to enter comments explaining ineligible and reinstatement actions.

5. Ineligible TSP Status Definitions:

A RSMO can declare a TSP ineligible to receive shipments for reasons of non-compliance with the requirements set forth in "Transportation Service Provider (TSP) Qualifications". The various degrees of ineligibility are defined as follows:

- a. Ineligible: Temporary suspension, generally an operational or administrative problem, cannot receive new shipments. Typically for a 30-day period.
- b. Non-Use: Permanent ineligibility/inactive; replaces Federal Acquisition Regulations "Stop Notice;" no new shipments offered; a TSP can voluntarily elect to be placed in a non-use status from the RSMO from the TSP's corporate official.
- c. Disqualification: Final action, complete termination of business relationship and lots must be removed from the TSP's warehouse. Disqualification is for 2 years.

D. SHIPMENT DISTRIBUTION

1. Description:

NTS services include both short-term and long-term storage of personal property, but will not include Storage-In-Transit (SIT). Transaction types include the following:

- a. Handling-In (HI). Services may include packing, loading, drayage from pickup location (typically the customer's residence) to NTS TSP's storage facility, and handling into storage. Various accessorial services may also be required (i.e., crating, hoisting).
- b. Partial out, Local (PL). Request for a partial delivery of specified items (identified by inventory line item number) within the drayage zones of the NTS TSPs Tender of Service (TOS) rate schedule of the PPSO maintaining the storage lot.
- c. Partial out, Transfer (PT). Request for a partial delivery of specified items (identified by inventory line item number) within the drayage zones of the NTS TSPs TOS rate schedule of a PPSO other than the one maintaining the storage lot.
- d. Partial out, Bill of Lading (BL) (PO). Request for a partial delivery of specified items (identified by inventory line item number)
- e. Release out, Local (RL)
- f. Release out, Transfer (RT)
- g. Release out, BL (RO)

Prior to the partial or complete NTS release of property, PPSOs require that the customer provide a final delivery address in writing to ensure that the property is not removed from storage and placed into storage-in-transit at the point of destination.

2. NTS Lot Award:

NTS lot awards occur following the completion of counseling in DPS. The PPSO reviews the customer's information in DPS and approves the NTS lot information in DPS. The storage record transfers to the work queue under Shipment Management in DPS. NTS lot allocation process is outlined below:

- a. The PPSO or DPS selects the best value TSP for the particular AOR/zone. The selection takes into account TSP blackout dates and compares them against the requested pickup date.
- b. DPS offers the NTS lot to the selected TSP by notifying the TSP in its DPS work queue when new or updated booking requests and cancellations are posted.
- c. The PPSO accepts or rejects the TSP that DPS identifies for the NTS lot award. (Refer to [Paragraph D.2.e.](#)) When a TSP is rejected by the PPSO, DPS retains that TSP at the current quality band for the next available NTS lot. DPS identifies the next available TSP for the current NTS lot. If the PPSO rejects a TSP, DPS requires the PPSO to select a reason from the drop down menu for the rejection. DPS provides a text box for the PPSO to enter a justification for the rejection.
- d. The PPSO can award/book NTS lots by selecting the manual or the automatic booking option in DPS. TSPs receive the notification of a NTS lot award via their work queue in DPS.
- e. Manual Booking Process:
 - (1) DPS displays possible choices of TSPs within the same quality band with the highest BVS as the preferred option. The PPSO may reject the identified TSPs for the following reasons:
 - (a) TSP is customer's non-preferred TSP
 - (b) TSP refuses NTS lot (DPS will allow the PPSO the option to charge an administrative lot)
 - (c) Punitive action pending against TSP

(2) DPS allocates the NTS lot to the appropriate TSP.

f. Administrative NTS Lots:

Administrative lots are used to account for lots that would have been offered to a TSP had the TSP not blacked-out the date on their calendar. DPS automatically populates administrative lots for lots processed through the Automatic Booking process. The PPSO may also charge a TSP an administrative lot in DPS if a TSP rejects a manually booked shipment.

Administrative lots count against the total number of shipments for which the TSP is eligible in a given cycle, based on the quality band. Administrative lots allow DPS to go through its normal allocation of shipments while accounting for unavailability of TSPs.

g. Automatic Booking Process:

DPS automatically offers eligible NTS lots during the automatic booking process outlined below:

- (1) DPS identifies the AOR/zone
- (2) DPS uses the following information from the Counseling Module to support NTS processing:
 - (a) Storage duration
 - (b) Expiration date
 - (c) Identify if special rate is applicable such as deployment (specify contingency type), school, Outside Continental United States Permanent Change of Station (PCS), excess to quarters, separation, retirement, NTS in lieu of shipment, Temporary Duty (TDY) in conjunction with PCS, TDY, unusually arduous sea duty, other (include text field for description of other)
- (3) If special rate applies, DPS will transfer NTS lots into the NTS Special Rate work queue for TSP offers.
- (4) DPS allocate the shipment to the next TSP in the quality band within the AOR/zone.

h. Short Fuse NTS Lots:

- (1) Short Fuse shipments are defined as shipments requiring pickup within 5 business days or less. DPS will offer short-fuse shipments electronically to TSPs. TSPs that have entered “Blackout Dates” during this period receive shipment notifications as well.
- (2) First, DPS will send out the short-fuse shipment request to TSPs in quality band one in the AOR. Four duty hours after the notification is sent out, DPS will check if any TSPs from quality band one have indicated interest in the shipment. If there are multiple interested TSPs the shipment will be awarded to the TSP with the highest BVS.
- (3) If no TSPs from quality band one indicates a desire to handle the shipment within 4 hours, then the shipment will be offered to TSPs in quality band two. After an additional 4 duty hours, DPS will check if any TSPs from quality bands one or two have indicated interest in the shipment. If there are multiple TSPs interested, the shipment will be awarded to the TSP with the highest BVS.
- (4) If no TSP responds after 8 duty hours, then the shipment is expanded and offered to all quality bands. After an additional 4 duty hours (therefore, 12 duty hours in total), DPS will check to see if any TSPs are interested in the shipment. If there are multiple interested TSPs the shipment will be awarded to the TSP with the highest BVS.

- (5) If no TSP accepts a short fuse shipment within 12 duty hours, DPS will alert the PPSO of the “Non-Response.” The PPSO must then take action to ensure the customer’s shipment is serviced (e.g., contact the customer to obtain an alternate date, or ship via alternate mode of service).

NOTE: DPS will not check whether any TSPs have indicated an interest in the shipment until a minimum of 4 duty hours have passed from the time the shipment was offered.

NOTE: Short Fuse shipments will be considered a “bonus” and will not be counted against a TSP’s shipment distribution. TSPs will not be assigned an “administrative shipment” for refusing a short fuse shipment.

i. Spread Dates:

Spread dates may be established during the pre-move survey between the customer and the TSP. Spread dates provide customer flexibility in arranging for NTS lot pickup. TSPs will enter the negotiated pack/pickup dates into DPS at least 72 hours prior to the first scheduled pack date. See [Paragraph D.2.k](#) for weekend or holiday scheduling.

j. Blackout Dates:

Blackout dates are dates for which a TSP indicates they cannot accept additional lots. TSPs may modify blackout dates for specific PPSO and AOR/zones in DPS on a daily basis.

TSPs have the flexibility of entering blackout dates in advance within a 6-month period (e.g. If today is 1 January, the TSP would be able to blackout any dates through 30 June). This provides TSPs with the flexibility required to manage workloads, while maintaining a pool of available TSPs for expected NTS lots. DPS allows real-time updates of blackout dates to prevent NTS lot assignment conflicts.

k. Weekend/Holiday Schedule:

DPS tracks holidays at each Bill of Lading Office Code (BLOC) worldwide as holidays and weekends impact allowable pack/pickup dates. DPS allows the PPSO to enter and/or modify the holiday schedule for their AOR and override the default scheduling rules to allow a pack/pickup on a holiday or weekend.

l. Boats:

NTS TSPs may refuse a shipment containing boats, personal watercraft and/or trailers (14 feet in length or more) without penalty or charge of an administrative shipment.

m. NTS Lot Service Order:

DPS generates a Service Order number at the time the NTS lot is awarded. The Service Order number includes the origin Department of Defense Activity Address Code + the 2 digit Fiscal Year, + G + 6 digit sequences, i.e., W73BFY04G346400. Neither the PPSO nor the TSP can print the Service Order, DD Form 1164, [Service Order for Personal Property, Figure V.J.1-1](#), until the TSP has: (1) entered the actual agreed upon dates and (2) entered the estimated weight. DPS can query on the NTS service order number, TOS number, and lot number. PPSOs can update an existing Service Order (e.g., pickup and/or storage expiration dates, weight, lot number, customer pickup address) in DPS.

3. [NTS Lot Conversion to Customer Expense:](#)

When the government entitlement of a customer’s NTS is close to expiring, DPS generates notification to both the PPSO and the customer that the NTS lot will be converted to the customer’s expense if the personal property remains in storage beyond the expiration date.

These notifications are:

- a. Electronic Mail (e-mailed) to all of the customer's e-mail addresses listed in DPS (including information on insurance requirements) 90 days prior to the storage expiration date.
- b. A second e-mail is sent 45 days prior to expiration to the customer and to the PPSO via their work queue. The second notice provides an e-mail receipt to notify DPS that notification was read. DPS provides the PPSO the option to generate a final expiration letter to be sent to the customer via certified letter.
- c. DPS stores the date and e-mail address when a notification is forwarded to the customer regarding storage expiration dates. DPS also stores the date on which an e-mail to the customer is returned as undeliverable and notifies the PPSO via its work queue. DPS forwards a notification of conversion to customer's expense 30 days prior to the expiration date to the NTS TSP work queue. This action will be followed with a Service Order either converting the storage lot to customer's expense or extending the expiration date. This Service Order will reflect the actual date of conversion or new date of expiration.
- d. DPS allows the PPSO to convert a NTS lot from government expense to customer's expense. When converted to customer's expense, DPS issues a supplemental Service Order, [Figure V.J.1-1](#), with the final charges for storage at government expense for the NTS lot. Handling out, delivery and unpacking are authorized at government expense IAW service policy.

NOTE: Under no circumstances may NTS lots, converted to customer's expense, be returned to storage at government's expense under the same Service Order.

4. [Refusal of NTS Lot Awards:](#)

If a TSP refuses a NTS lot, the PPSO may recommend placing the TSP in an ineligible status for a period of 30 calendar days to the RSMO. Multiple refusals may lead to disqualification by the RSMO.

5. [TSP Non-Response:](#)

DPS monitors the TSP's response to NTS lot offers to ensure acceptance within 24 hours. If the TSP fails to respond to an offer within the required time, DPS will:

- a. Send notification to the PPSO and TSP queues that the NTS lot offer has been rescinded. The TSP's e-mail will indicate that they failed to respond within 24 hours ("Notice of Non-Response").
 - (1) Charge the TSP a refusal.
 - (2) Return NTS lot to the Storage Management work queue.
 - (3) Offer NTS lot to the next eligible TSP.

6. [Premove Survey:](#)

- a. The premove survey is required to increase the chances of the successful movement and storage of a personal property shipment. The TSP can address the customer's specific needs and concerns, in addition to guiding the customer in the preparation of their move from an administrative and practical perspective. The premove survey also compiles the technical aspects of the move, such as:
 - (1) Volume of goods to be transported (Weight)
 - (2) Provisions for any special packaging (Crates)

- (3) Other aspects, for example, if access to the house is difficult (e.g., shuttle, crane required)
- (4) Agreed upon spread dates.
- b. The TSP is required to conduct a premove survey on all shipments estimated at 4,700 pounds or more and those within a 50-mile radius of their servicing facility. During the survey, the TSP assesses the required packing materials. This requirement will apply to only those shipments for which the TSP is provided a minimum of 5 working days advance notice of the shipment pickup date.
- c. TSPs can conduct telephone surveys for shipments less than 4,700 pounds, those with pickup points more than 50 miles from their servicing facility, and when there is less than the minimum 5 working days' notice from pickup. The TSP contacts the customer to arrange a time to perform the survey after the shipment is booked. DPS sends a notification to the customer providing the TSP's name and telephone number so that the customer can call the TSP directly regarding the premove survey.
- d. TSPs enter the date of the premove survey and update the pack and pickup date information in DPS at least 24 hours prior to first pack date.

7. Requesting Accessorials:

TSPs must request pre-approval of accessorial services in DPS. DPS tracks services for which a TSP has requested pre-approval (i.e., receive PPSO approval prior to performing the service).

TSPs can enter the accessorial services for pre-approval. Quantity, cost, basis for cost (tariff or third-party), and justification are included as required fields for each accessorial service requested.

DPS displays all approved accessorial services and their status. Pre-approval records are assigned a status of "Pending" when they are created. While "Pending", DPS offers the means for negotiation of the stated cost and allows the PPSO to override a cost entered by a TSP. PPSOs can change the status to "Approved" or "Denied" at any time the request enters their work queue.

Upon receipt of the accessorial service charges, DPS uses the pre-approval data to compare against services submitted for final approval. When DPS determines that an accessorial service is approved or denied, DPS will identify it accordingly.

DPS notifies the PPSO of the required actions as follows:

- a. Notifications providing a summary of the number of each type of outstanding item (e.g., Pending Approval, Overdue)
 - b. E-mails sent to the PPSO at least two times a day containing a list of outstanding actions
 - c. E-mails include notices of services submitted for pre-approval that require PPSO action.
 - d. E-mails include notice of services submitted for approval that are overdue (e.g., more than 5 business days since submission by TSP) for action by the PPSO.
8. Shipment Cancellation or Termination:

The following unusual occurrences may cause the cancellation or termination of a shipment: 1) natural disasters (such as floods, fires, storms, earthquakes); 2) Strikes, labor disputes, work stoppages; 3) Civil disturbances; 4) Seizure of a TSP's/contractor's facility for failure to pay just debts; 5) Closure of a TSP's/contractor's facility due to a court order; and 6) TSP service failure/cessation of operations/bankruptcy.

- a. **Shipment Cancellation** – If the customer cancels a shipment before it is awarded, the PPSO can cancel this shipment in DPS. If the shipment is cancelled after it has been awarded, see pullback process below.
- b. **Termination of Shipment** – A termination of shipment occurs when a PPSO pulls back a shipment from a TSP. Only awarded shipments are eligible for the termination process. DPS identifies when the termination process is applicable.

When a shipment is terminated, the PPSO must enter the authority for the termination action. DPS generates a Service Order Notice to cancel the previous Service Order and notifies the TSP. Shipments that are terminated but not cancelled will be available for re-routing with the next eligible TSP. The PPSO may terminate a shipment at any time before it is picked up.

- (1) **Terminate and Cancel Shipment.** The PPSO documents the reason for the termination and the shipment is cancelled. The PPSO updates shipment information in DPS and generates necessary termination documentation. A cancelled shipment might occur when a customer's orders are cancelled.
- (2) **Terminate and Re-Award Shipment.** The PPSO documents the reason for the termination and re-awards the shipment to the next eligible TSP. The PPSO updates shipment information and generates the necessary re-award documentation. A termination and re-award might occur when a punitive action has been taken.

In each termination scenario above, PPSO determines if the TSP allocation should be adjusted by awarding the TSP another shipment for the one that was cancelled or terminated.

9. Costs:

DPS determines excess costs involved for all DoD shipments. PPSOs will attempt to collect excess costs from members separating from service prior to movement of shipment to destination. DPS identifies potential excess costs at origin and destination.

When DPS determines that excess costs may occur, the customer is initially notified:

- a. In counseling
- b. After the shipment has been picked up and weighed
- c. At destination prior to shipment delivery

Examples of the excess costs to be captured are:

- a. Excess Weight
- b. Multiple Shipments
- c. Accessorial Services (Origin/Destination)

NOTE: Refer to the JTR for further details on excess costs.

DPS automatically requests a reweigh when shipments are over the weight entitlement and informs the PPSO and the TSP via their work queues. After the TSP completes the reweigh and enters the new weights in DPS, DPS will calculate the excess cost based on the lower of the two weights and displays the amount of excess cost to be collected from the customer. DPS takes into consideration the total weight of all of the shipments made under one set of orders (i.e., International Household Goods/International Unaccompanied Baggage/NTS) to determine if excess cost is applicable.

- a. If a customer is “In a Pay Status” at destination, DPS calculates and sends notification to the applicable service finance office for collection. The service finance office has access to all shipment related data in DPS and can generate excess cost reports.
- b. If a customer is not “In a Pay Status” at destination, DPS calculates the excess cost based on the actual shipment weight (or reweigh weight if lower) and displays the amount of excess cost to be collected from the customer. The customer is notified of the excess cost and an attempt to collect will be made prior to shipment release from storage. When the collection is made, the PPSO releases the shipment and enters the payment amount collected in DPS. If the PPSO cannot collect the excess cost from the customer, the PPSO will release the shipment and generate the DD Form 139, Pay Adjustment Authorization, [Figure V.J.1-3](#), in DPS and forward to the customer’s Service finance organization for collection.

10. Updating Shipment Information:

Shipment changes may include administrative changes (contact, shipment information cancellations, terminations). DPS notifies the PPSO when new or updated booking requests and cancellations are posted.

- a. DPS tracks all the TSPs responsible for a single shipment throughout the life of a shipment.
- b. DPS provides the customer with the ability to edit orders, contact, and/or shipment information.
- c. The customer may modify shipment information before their shipment application(s) is validated and signed off by the PPSO Counselor.

NOTE: The customer has the ability to update Customer Contact and Dependent Data at anytime.

- d. DPS does not allow the customer to make modifications to their application if the shipment has been validated by the PPSO and is ready to route and/or book. Once the PPSO Counselor has validated and signed off on the application, DPS advises the customer that “One or more of the shipments associated with this set of orders has been moved beyond the counseling process and may have been routed and booked with a TSP. DPS advises the customer that this data cannot be modified and is “Read Only” and to contact the responsible PPSO for assistance.”
- e. If the requested changes are made prior to the TSP conducting the premove survey, the PPSO makes the necessary change in DPS and the TSP receives notification of the changes via DPS. The Service Order may not be printed until after the TSP has entered the premove survey data. After the premove survey has been performed and the shipment record updated, the TSP prints the Service Order which reflects the modification entered by the PPSO.
- f. If the requested changes are made after the TSP has performed the pre-move survey and the Service Order has been printed, the PPSO modifies the existing Service Order by making the necessary changes and sends notification to the TSP via DPS to reprint the Service Order.
- g. DPS allows PPSOs and RSMOs to view all shipments associated with their search criteria regardless of whether a shipment was associated with the BLOC, region, or AOR/Zone.

11. Handling-In Shipment Documentation:

DPS provides for the accountability, usage, issuance, preparation and distribution of all documentation generated. DPS ensures forms are properly prepared prior to allowing users to print. DPS also generates the following documents:

- a. DD Form 1131, Cash Collection Voucher, [Figure V.J.1-2](#). DPS generates this form when the PPSO is required to collect money from the customer for excess cost.
- b. DD Form 139, Pay Adjustment Authorization, [Figure V.J.1-3](#). DPS generates this form to collect charges incurred by the customer for services not authorized at government expense. Collection is normally accomplished by issuing the DD Form 139, for customer in a pay status.
- c. DD Form 1164, [Figure V.J.1-1](#). DPS generates the DD 1164 which serves as a contract between the Government and the TSP authorizing the TSP to perform the service of moving and storage of personal property.
- d. DD Form 1811, Pre-Award Survey of Contractor's/Carrier's Facilities and Equipment, [Figure V.J.1-5](#). The initial inspection, as part of the TSP qualification process, is performed and recorded on this form. The information for this report is entered into DPS.
- e. DD Form 1812, Warehouse Inspection Report, [Figure V.J.1-6](#). This form is used to record information from the periodic on-site inspection of commercial carrier, agent and contractor warehouses approved for the storage of personal property shipments. The information for this report is entered into DPS.

12. Delivery:

- a. DPS allows for partial deliveries out of NTS and allows the TSP to enter the NTS lot weight and the date of partial delivery. DPS forwards a notification to the NTS TSP's work queue of a partial delivery request. DPS calculates the NTS lot weight that remains in storage based on the weight that was removed for the partial delivery.
- b. For the delivery out of an NTS lot, DPS issues the required forms (i.e., BL, Service Order) to the TSP based on the type of service requested:
 - (1) NTS TSP for Handling-out (Service Order), same NTS TSP for local delivery (same Service Order)
 - (2) NTS TSP for Handling-out (Service Order), different TSP for domestic/international move (BL)
 - (3) NTS TSP for Handling -out (Service Order), customer pick-up at dock (Notification of Loss or Damage AT Delivery).
- c. An important feature of DPS is that a customer can add or update a delivery address 24 hours a day, 7 days a week. If a customer has not previously provided a delivery address for the shipment (e.g., if the final destination was not immediately known), the customer can enter that information into DPS. DPS updates the customer contact information and the TSP and PPSO will have access to this information, ensuring that the customers' shipment is delivered directly to their residence.
- d. The TSP is in contact with the customer throughout the entire process. The TSP makes arrangements with the customer to deliver the shipment. Upon delivery, the TSP enters the delivery information in DPS and DPS sends notifications to the customer and the responsible PPSO advising them of the shipment delivery.

- e. When the customer requests a direct delivery, the TSP coordinates the agreed upon delivery date with the customer. After the shipment has been delivered, the TSP enters the actual delivery date in DPS within 72 hours.
- f. Upon release from NTS, DPS notifies the PPSO when there is a 200 pound variance (higher or lower) from the initial storage weight. DPS will automatically request a reweigh to be performed at destination and prior to delivery. If reweigh results exceed the 200 pound variance, PPSO will initiate off-set IAW the NTS TOS, Part I, Section C, and Paragraph D.9.h.

E. REPORTS

DPS generates the following reports:

1. Expiration Report that identify all civilians whose Transportation Agreement expires at the end of each fiscal year (September 30).
2. Inspection Report
3. Warehouse Inspection List Report
 - a. last completed date over 1 year old
 - b. last completed date of 9–12 months ago
 - c. last completed date of 6–9 months ago
4. Inspection Aging Report (a report documenting the number of days it has been since each warehouse has been inspected)
5. Report ranking NTS TSPs in each AOR/market (by RSMO, Pacific, or Europe region, based on their current BVS).
6. NTS Management Report
 - a. NTS Service Order Register
 - b. NTS Government Quarters Reports
 - c. NTS TOS rate spread list
 - d. NTS refusal report
 - e. NTS commercial storage report
 - f. Alpha by TSP report
 - g. SSN by TSP report
 - h. NTS expiration reports
7. Report that retrieves the NTS shipments, service order, by TOS, rate and facility, Branch of Service.
8. Report listing all approved NTS rates by TSPs and by AOR for posting on the SDDC website and to be grouped by AOR and then by TSP.
9. Report on the number of shipments currently in NTS to include origin, weight, destination, category, and authorized time in NTS and the estimated storage period.
10. Shipment Report (for use by Service Headquarters, RSMOs and Pacific/Europe offices) by; Weight, Number of shipments, What was actually invoiced, Paid Cost to TSP, By Branch of Service, By Fiscal Year.

11. Report that shows NTS and SIT shipments currently in storage. This report includes, each warehouse location, the total weight being stored at the warehouse, the number of shipments by Branch of Service, the total weight for each Branch of Service, and a drill-down capability to see the shipment details. The shipment details will include BL number or Service Order Number, order number, DoD customer name and SSN/EIN, and shipment weight.
12. Monthly NTS Lot Expiration report.
13. Annual Renewal List Report.
14. Monthly Storage report.
15. Quarterly Storage report.
16. Report of Service orders by TSP.
17. TSP report with the ability to select a specific TSP by Standard Carrier Alpha Code (SCAC) or run a report for all SCACs.

SERVICE ORDER FOR PERSONAL PROPERTY									
1. TO (Contractor)					2. FROM (Ordering Office)				
a. NAME					a. NAME				
b. ADDRESS (Street, City, State, ZIP Code)					b. ADDRESS (Street, City, State, ZIP Code)				
3. THIS SERVICE ORDER IS ISSUED AND AN ORDER IS HEREBY PLACED WITH YOU, ACCEPTING YOUR OFFER (ORAL OR WRITTEN) FOR SERVICES ON (enter date) _____, SUBJECT TO THE PROVISIONS OF THE BELOW-NUMBERED BASIC ORDERING AGREEMENT FOR THE FOLLOWING SERVICES:									
a. SCAC CODE		b. FEDERAL AGENCY		c. APPROPRIATION IDENTITY		d. BASIC ORDERING AGREEMENT NUMBER		e. MODIFICATION NUMBER	
f. SERVICE ORDER NUMBER			g. LOT NUMBER			h. LOCATION OF PROPERTY (Street, City, State, ZIP Code)			
(1) OLD									
(2) NEW									
i. ESTIMATED STORAGE PERIOD		j. PICK-UP DATE (YYYYMMDD)		k. STORAGE EXPIRATION DATE (YYYYMMDD)		l. ESTIMATED WEIGHT		m. WEIGHT IN STORAGE (ACTUAL)	
n. OWNER									
(1) NAME (Last, First, Middle Initial)					(2) PERMANENT ADDRESS (Street, City, State, ZIP Code)				
(3) PAY GRADE			(4) SSN						
4. NEW ACCOUNTS - SERVICES ORDERED									
a. PACKING ITEM I	b. SPECIAL SERVICES				c. DRAYAGE-IN ITEM III		d. HANDLING-IN ITEM IV	e. STORAGE ITEM V	
	(1) WARDROBE - ITEM IIA		(2) EXPENSIVE/VALUABLE ITEM - ITEM IIB		ZONE	RATE	RATE	RATE	
RATE	NO.	RATE	NO.	RATE					
\$		\$		\$		\$		\$	
5. REMOVAL ACTIONS									
a. APPROPRIATION IDENTITY			b. STORAGE REMOVAL DATE (YYYYMMDD)			c. DELIVERY ADDRESS (Street, City, State, ZIP Code)			
d. SERVICES ORDERED									
(1) HANDLING IN ITEM IV	(2) HANDLING OUT ITEM VI	(3) DRAYAGE-OUT ITEM VII		(4) UNPACKING ITEM VIII	(5) WEIGHT REHANDLED	(5) WEIGHT REMOVED	(5) WEIGHT REMAINING		
RATE	RATE	ZONE	RATE	RATE					
\$	\$		\$	\$					
6. REMARKS									
7. SPECIAL INSTRUCTIONS									
a. MAIL INVOICES TO:									
b. STORAGE AUTHORITY:									
c. MAXIMUM WEIGHT CHARGEABLE TO GOVERNMENT					LBS. Weight in excess of such maximum will be charged to the owner.				
d. ESTIMATED COST OF THE SERVICES IS \$. You are not to perform any service which will result in contract costs in excess of the above sum, unless authorized in writing by the ordering officer.									
e. ACCOUNTING CLASSIFICATION:									
8. CERTIFICATION (To be completed by Ordering Office) Commercial storage has been determined to be more economical than government storage.									
a. TYPED NAME (Last, First, Middle Initial)			b. TITLE			c. SIGNATURE		d. DATE SIGNED (YYYYMMDD)	

DD FORM 1164, SEP 1998 (EG)
 Designed using Perform Pro, WHS/DIOR, Sep 98

PREVIOUS EDITION IS OBSOLETE.

COPY DESIGNATION: Original 2 3
 4 5 6 7

Figure V.J.1-1. DD Form 1164, Service Order for Personal Property

CASH COLLECTION VOUCHER		1. DISBURSING OFFICE COLLECTION VOUCHER NUMBER		
		2. RECEIVING OFFICE COLLECTION VOUCHER NUMBER		
3. RECEIVING OFFICE				
a. ACTIVITY <i>(Name and Location) (Include ZIP Code)</i>				
b. RECEIVED AND FORWARDED BY <i>(Printed Name, Title and Signature)</i>			d. DATE <i>(YYYYMMDD)</i>	
c. TELEPHONE NUMBER <i>(Include Area Code):</i> COMMERCIAL: _____ DSN: _____				
4. DISBURSING OFFICE				
a. ACTIVITY <i>(Name and Location) (Include ZIP Code)</i>				
b. DISBURSING OFFICER <i>(Printed Name, Title and Signature)</i>			d. DISBURSING STATION SYMBOL NUMBER	
c. TELEPHONE NUMBER <i>(Include Area Code):</i> COMMERCIAL: _____ DSN: _____			e. DATE <i>(YYYYMMDD)</i>	
5. PERIOD: a. FROM: _____ b. TO: _____				
6. DATE RECEIVED	7. NAME OF REMITTER DESCRIPTION OF REMITTANCE	8. DETAILED DESCRIPTION OF PURPOSE FOR WHICH COLLECTIONS WERE RECEIVED	9. AMOUNT	10. ACCOUNTING CLASSIFICATION
11. TOTAL				
DD FORM 1131, DEC 2003		PREVIOUS EDITION IS OBSOLETE.		Reset

Figure V.J.1-2. DD Form 1131 – Cash Collection Voucher

PAY ADJUSTMENT AUTHORIZATION			<i>NOTE: If member has been transferred, forward this authorization to the officer currently maintaining the member's pay record.</i>			
MEMBER (Last name) (First) (Middle)			SSAN	GRADE/RANK/RATE	BRANCH OF SERVICE	DATE
PAY GRADE NO.	LAST PAY RECORD EXAMINED	AMOUNT	APPROPRIATION DATA			
FROM			NAME OF ACCOUNTABLE D.O.			
			SYMBOL NO.	G.A.O. EXCEPTION CODE		
TO			YOU ARE HEREBY AUTHORIZED TO <input type="checkbox"/> CHARGE <input type="checkbox"/> CREDIT THE MILITARY PAY RECORD OF THE MEMBER LISTED ABOVE			
EXPLANATION AND/OR REASON FOR ADJUSTMENT						
<i>The above adjustment is based on a thorough examination of all available records. If the Disbursing Officer has knowledge that a previous adjustment has been made or why the adjustment should not be made for the same item, this authorization should be returned with a brief statement of the reason for failure to make adjustment.</i>						
FROM			CERTIFYING OFFICER (Name, rank/grade, and signature)			
C E R T I F I C A T E	I CERTIFY that the adjustment indicated above has been entered on the above-named member's Military Pay Record. (If adjustment has not been entered, give explanation on reverse over D.O.'s signature and symbol number.)					
	TO			TYPED NAME AND GRADE OF D.O.		
				D.O. SYMBOL NO.	DATE	
			SIGNATURE			

DD FORM 139, MAY 53

EDITION OF THIS FORM NOT HAVING SSAN IS OBSOLETE AFTER 30 JUN 69.

Form approved by Comp. Gen., U.S.
 April 23, 1953

Reset

Figure V.J.1-3. DD Form 139 – Pay Adjustment Authorization

PRE-AWARD SURVEY OF CONTRACTOR'S/CARRIER'S FACILITIES AND EQUIPMENT				DATE (Yr/Mo/Day)	
INSTRUCTIONS: THIS SELF EXPLANATORY FORM IS TO BE COMPLETED IN DUPLICATE FOR EACH WAREHOUSE OR SPECIFIC AREA THEREOF IN WHICH HOUSEHOLD GOODS ARE TO BE STORED. THE ORIGINAL TO BE RETAINED BY THE RESPONSIBLE ACTIVITY, DUPLICATE TO THE CONTRACTOR/CARRIER.					
NAME AND ADDRESS OF FIRM (Include ZIP code)		SCAC	CONSTRUCTION OF BUILDING		
			WALLS		
			ROOF		
NAME OF OPERATING EXECUTIVE			FLOOR(S)	NUMBER OF FLOORS	
PHONE (Include AREA CODE.)			BASEMENT		
BUSINESS:			HOME:		
ADDRESS OF STORAGE LOCATION (Include ZIP CODE.)		GIVE NARRATIVE DESCRIPTION OF BUILDING (Use reverse for diagram of storage area, if desired.)			
WAREHOUSE NUMBER	AREA (Floor, Fire Division, etc.)				
WAREHOUSE LICENSE NO.	OPERATING AUTHORITY				
OPEN FOR BUSINESS (Hours and days of week.)					
PICK-UP AND DELIVERY EQUIPMENT					
NUMBER OF TRUCKS	TYPE OF TRUCKS		TOTAL STORAGE SPACE (Square feet.)		
OWNERSHIP OF BUILDING					
<input type="checkbox"/> OWNED <input type="checkbox"/> LEASED (If leased complete the following and attach a copy of lease.)					
LEASE EXPIRES _____ PHONE _____					
NAME AND ADDRESS OF OWNER (Include ZIP CODE.)					
FIRE PROTECTION					
FIRE CONTENTS RATE (Based upon 80 percent co-insurance per \$100 per year.)					
DOD FIRE CLASSIFICATION CODE	WEIGHT LIMITATIONS (LBS.)		(CHECK "YES" OR "NO" AS APPROPRIATE)		
			CATEGORY OF BUSINESS		YES NO
NUMBER OF MILES TO NEAREST FIRE DEPARTMENT:			MINORITY BUSINESS ENTERPRISE		
NEAREST FIRE HYDRANT	NUMBER OF FEET FROM BUILDING:		SMALL BUSINESS CONCERN		
POUNDS OF PRESSURE:		FIRE EXTINGUISHERS			
<input type="checkbox"/> ADEQUATE <input type="checkbox"/> INADEQUATE		IS THERE A SUFFICIENT NUMBER?			
DESCRIBE FIRE PROTECTION SYSTEM		ARE THEY THE PROPER TYPE?			
		ARE THEY REGULARLY INSPECTED AND MAINTAINED?			
FREQUENCY OF TEST/INSPECTION:		FIRE FIGHTING PLAN			
MAINTENANCE CONTRACT WITH		IS A FIRE FIGHTING PLAN POSTED?			
		ARE ALL EMPLOYEES FAMILIAR WITH THE PLAN?			
CLIMATE PROTECTION					
IS BUILDING PROTECTED FROM EXTREME COLD?					
IS BUILDING PROTECTED FROM EXTREME HEAT?					
IS BUILDING PROTECTED FROM EXTREME HUMIDITY?					
IS VENTILATION ADEQUATE?					
SCALES					
TYPE AVAILABLE		DISTANCE FROM BUILDING (MILES)		ARE UTILITIES AND OTHER SYSTEMS SERVICED AT LEAST ANNUALLY?	
CERTIFIED	YES NO	CAPACITY			
MATERIAL HANDLING EQUIPMENT					
IS THE EQUIPMENT PROPERLY MAINTAINED?					
STORAGE METHODS (Give brief description)					
RUGS					
ARE "NO SMOKING" SIGNS POSTED?					
IS "NO SMOKING" POLICY ENFORCED?					
UPHOLSTERED FURNITURE					
HOUSEKEEPING					
IS BUILDING AND OUTSIDE AREA NEATLY KEPT AND FREE FROM HAZARDOUS MATERIALS?					
PIANOS					
ARE COMBUSTIBLE WASTE MATERIALS STORED AT LEAST 50 FEET AWAY FROM FACILITY?					
FIREARMS SECURITY					
SECURITY					
IS BUILDING EQUIPPED WITH BURGLAR ALARM?					
IS A WATCHMAN ON DUTY?					
HAZARDOUS OPERATIONS (Describe operations in or near building which may be hazardous to stored property.)					
DO POLICE PATROL THE AREA?					
ARE DOORS AND WINDOWS ADEQUATELY PROTECTED?					
IS SEPARATION FROM JOINT OPERATION OCCUPANT, IF ANY, ADEQUATE? (See "Hazardous Operation" below.)					
TYPE OF PROGRAM FIRM HAS FOR RODENT AND/OR INSECT CONTROL					
FLOODING					
IS BUILDING SUBJECT TO FLOODING?					
I certify that I have inspected the above described facility and find that, to the best of my knowledge, the information herein is true and correct.		SIGNATURE (Inspecting Officer)		DATE (Yr/Mo/Day)	
I certify that the conditions and policies of this warehouse are, to the best of my knowledge, as indicated above.		SIGNATURE (Warehouseman)		DATE (Yr/Mo/Day)	
I certify that I have reviewed this survey and <input type="checkbox"/> APPROVE, <input type="checkbox"/> REJECT the facility for storage of household goods.		SIGNATURE (Contracting Officer/Trans. Officer)		DATE (Yr/Mo/Day)	

DD Form 1811, JUN 79

EDITION 1 AUG 73 IS OBSOLETE.

Reset

Figure V.J.1-5. DD Form 1811 – Pre-Award Survey of Contractor's/TSP's Facilities and Equipment

WAREHOUSE INSPECTION REPORT <i>(Read Instructions on back before completing form.)</i>				1. (X as applicable) BOTH BOA AND SIT RSMO <input type="checkbox"/> ITO <input type="checkbox"/>		2. DATE OF INSPECTION (YYYYMMDD)	
3. CONTRACTOR/CARRIER		4a. ADDRESS OF WAREHOUSE		b. FIRE SYSTEM/CLASS SS/1 USS/2 D & R/3 FCR/4		c. LOTS	d. WEIGHT
a. NAME							
b. ADDRESS (Include ZIP Code)							
5. CONTRACT REFERENCE NUMBER		6. STATUS (X) <input type="checkbox"/> ACTIVE <input type="checkbox"/> INACTIVE		7. CURRENT CONTRACT OR TENDER OF SERVICE ON FILE (X) <input type="checkbox"/> YES <input type="checkbox"/> NO			
8. PRE AND POST STORAGE SERVICES				10. (Continued)			
<input type="checkbox"/> a. Unauthorized equipment in use <input type="checkbox"/> b. Unauthorized cartons and packaging used <input type="checkbox"/> c. Improper packing/sealing/markings of cartons <input type="checkbox"/> d. Pickup service not accomplished on time <input type="checkbox"/> e. Improper loading/unloading of van or pallet <input type="checkbox"/> f. Disassembled parts not packaged/inventoried <input type="checkbox"/> g. Inventory stickers on finished surfaces <input type="checkbox"/> h. Improper appliance servicing/labeling <input type="checkbox"/> i. Smoking observed at residence <input type="checkbox"/> j. Employees on duty not efficient/neat <input type="checkbox"/> k. Origin premises not left in good order <input type="checkbox"/> l. Designation services improperly performed <input type="checkbox"/> m. Deviations to service order <input type="checkbox"/> n. Delivery service not accomplished on time				<input type="checkbox"/> l. Improper piano/organ storage <input type="checkbox"/> m. Improper storage of mattresses <input type="checkbox"/> n. Segregated pieces not properly identified <input type="checkbox"/> o. Improper packing of mirrors/glass table tops <input type="checkbox"/> p. Inadequate protection against mold/mildew <input type="checkbox"/> q. Aisles being used to process goods in/out <input type="checkbox"/> r. Previous discrepancies not corrected*			
9. ADMINISTRATION				11. FIRE PREVENTION AND HOUSEKEEPING			
<input type="checkbox"/> a. Incorrect inventory preparation <input type="checkbox"/> b. No separate weight ticket and certificate/PB and E/WT <input type="checkbox"/> c. Incorrect warehouse receipt preparation <input type="checkbox"/> d. Ineffective locator system* <input type="checkbox"/> e. Contract supporting paperwork needed				<input type="checkbox"/> a. Electric/heat/water systems require repair <input type="checkbox"/> b. Evidence of smoking in warehouse* <input type="checkbox"/> c. Unauthorized items stored* <input type="checkbox"/> d. Improper aisle and/or stacking clearance <input type="checkbox"/> e. No fire system inspection* _____ <input type="checkbox"/> f. No fire extinguisher inspection _____ <input type="checkbox"/> g. No extinguishers on warehouse equipment <input type="checkbox"/> h. Trash/debris in storage area <input type="checkbox"/> i. Fire doors inoperable/in need of repair <input type="checkbox"/> j. No fire plan posted <input type="checkbox"/> k. Space heaters/extension cords being used <input type="checkbox"/> l. Gas and oil not drained from motorized items <input type="checkbox"/> m. Hazards noted within 50 feet of warehouse* <input type="checkbox"/> n. Flammables/combustibles found in warehouse*			
10. STORAGE METHODS AND OPERATION				12. WAREHOUSE PRACTICES			
<input type="checkbox"/> a. Consigned lots not stored within 5 days* <input type="checkbox"/> b. Improper storage, stacks/pallets <input type="checkbox"/> c. Finished surfaces not protected by pads/wrap <input type="checkbox"/> d. Lots and separated pieces not elevated 2 inches <input type="checkbox"/> e. Lots stored against exterior walls <input type="checkbox"/> f. Lawnmovers not stored at base level of lot <input type="checkbox"/> g. Improper firearms control <input type="checkbox"/> h. Loose stack storage over 10 feet* <input type="checkbox"/> i. PBO contents not identified on inventory <input type="checkbox"/> j. Improper storage of upholstered pieces* <input type="checkbox"/> k. Improper storage of rugs/pads*				<input type="checkbox"/> a. Inadequate security* <input type="checkbox"/> b. Inadequate loading/unloading area <input type="checkbox"/> c. Structural deficiencies (doors/floors/roof/walls/windows) <input type="checkbox"/> d. Inadequate protection from sun/dust/heat/cold/moisture <input type="checkbox"/> e. Lack of insect/rodent control _____ <input type="checkbox"/> f. Vehicles parked in storage area <input type="checkbox"/> g. Commingled storage with undesirable commodities <input type="checkbox"/> h. Multiple occupancy* <input type="checkbox"/> i. Weight stored in excess of authorized limit*			
13. DEFICIENCIES OBSERVED/ACTIONS TAKEN BASED ON QUALITY CONTROL RATING RAW SCORE							
<input type="checkbox"/> a. No deficiencies observed <input type="checkbox"/> b. Corrective action without report is required as soon as possible <input type="checkbox"/> c. Corrective action, confirmed in writing, is required by (YYYYMMDD) _____ Send notice of corrective action to _____ <input type="checkbox"/> d. You are _____ for further business as of _____ <input type="checkbox"/> e. You are continued ineligible for further initial service orders.				<input type="checkbox"/> A: 0 <input type="checkbox"/> B: 1 - 8 <input type="checkbox"/> C: 9 - 16 <input type="checkbox"/> D: 17 & OVER			
14. DOCUMENT FILES CHECKED				15. LOT NUMBERS CHECKED			
16. CONTRACTOR/CARRIER REPRESENTATIVE				17. SIGNATURE OF DEPARTMENT OF DEFENSE INSPECTOR			
a. SIGNATURE		b. TITLE					

DD FORM 1812, SEP 1998

PREVIOUS EDITION IS OBSOLETE.

COPY DESIGNATION:

COPY 1 - RSMO/
ITO FILE COPY

COPY 2 - CONTRACTOR/
AGENT COPY

COPY 3 - ITO/RSMO
INFO COPY

Reset

Figure V.J.1-6. DD Form 1812 – Warehouse

Table V.J.1-1. NTS Shipment Quality Bands

Quality Band	Percentage of Shipments
1	100 percent
2	100 percent *
3	100 percent *
4	100 percent *

* Quality Bands 2, 3, 4 will be utilized in order when capacity is required.