

Unearned Transportation Charges (UTC) For Air Force Shipments Frequently Asked Questions (FAQ)

We've attempted to identify and provide appropriate responses to transportation service providers' (TSP) frequently asked questions regarding unearned transportation charges for Air Force sponsored shipments. If you have questions not addressed below, please send them to: hqppa.ecaf-une@randolph.af.mil.

Question: What is UTC?

Response: UTC is the cost of transportation for items missing or destroyed in a shipment. It is based on the settlement of the Loss and Damage claim and the cost to ship items not repaired to the condition in which the carrier/TSP received them.

Question: When a payment received from DFAS shows a deduction from JPPSO, what is the deduction for?

Response: Any deduction by DFAS annotated as JPPSO is for UTC, this is the only deduction JPPSO pursues.

Question: What is a UTC deduction?

Response: A UTC deduction is the collection of a debt the carrier/TSP owes the government as outlined in [49CFR375.707] [Carrier's Domestic and International PP Rate Tender] [Domestic 400NG]

Question: I paid a claim in full so why am I being charged for the claim again?

Response: When you pay a claim, you are basically paying the member to purchase or replace the items that were missing or could not be repaired. UTC debt has nothing to do with that dollar amount paid. It is strictly for the transportation costs of those items missing or destroyed.

Question: Why can't JPPSO provide the documents we need to verify the deduction is correct?

Response: The carrier already has the information it needs to verify the deduction. It is the carrier's responsibility to refund transportation charges back to the government when they finalize payment for items missing or destroyed. When the carrier/TSP fails to do so, JPPSO does a setoff and collects the debt owed the government.

Question: How do I appeal a UTC?

Response: An appeal of a deduction must be in writing, substantiated by hard evidence attached, and show a calculation of the dollar amount the TSP carrier believes to be in error. Appeals should be mailed to: HQ Personal Property Activity/ECAF-B
613 NW LOOP 410, Suite 400
SAN ANTONIO TX 78216-5518

Note: UTC appeals should be received no more than 90 days after the deduction is made by DFAS.