

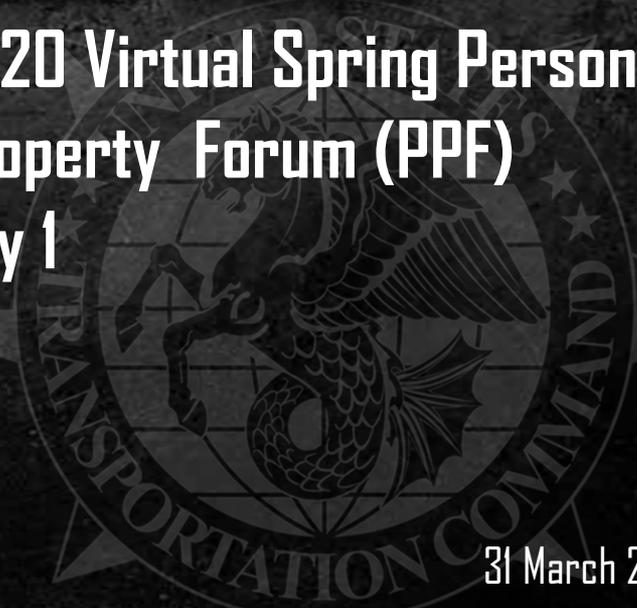


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# USTRANSCOM

UNITED STATES TRANSPORTATION COMMAND

## 2020 Virtual Spring Personal Property Forum (PPF) Day 1



31 March 2020



# Agenda – 31 Mar (Day One Morning Session)

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Time	Topic	POC
0700 CST	Attendee Acceptances	Mr. Sinclair/Ms. Varner
0815 CST	TCJ9 Director- Welcome /Update on Stop Movement	Mr. Rick Marsh
0830 CST	2020 Peak Season Preparation / Expectations Reweighs DPM Update USTRANSCOM Europe	Mr. Danny Martinez and HHG Ops Team
1000 CST	Break	ALL
1015 CST	Q&A Session	Lt Col Rayna Lowery
1115 CST	Wrap Up / Closing Remarks	COL Marshanna Gipson



# Agenda – 31 Mar (Day One Evening Session)

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Time	Topic	POC
1700 CST	Attendee Acceptances	Ms. Bradley/Mr. Uhde
1815 CST	TCJ9 Director- Welcome /Update on Stop Movement	Mr. Rick Marsh
1830 CST	2020 Peak Season Preparation / Expectations Reweighs DPM Update USTRANSCOM Pacific	Mr. Danny Martinez and HHG Ops Team
2000 CST	Break	ALL
2015 CST	Q&A Session	Lt Col Rayna Lowery
2115 CST	Wrap Up/Closing Remarks	COL Marshanna Gipson



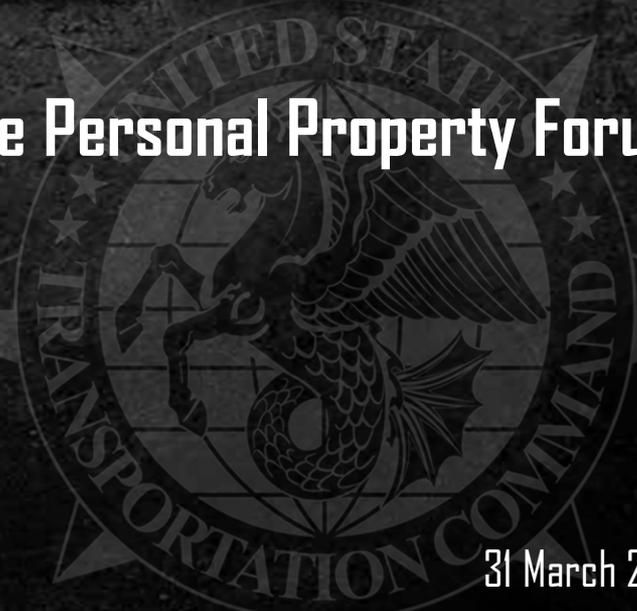
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UNITED STATES TRANSPORTATION COMMAND



## Defense Personal Property Forum



31 March 2020



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# TCJ9 Director Welcome

**SES Rick Marsh, TCJ9**  
**Director, Personal Property Directorate**  
31 March 2020



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# DP3 – What's Changed



# 2020 DOD Stop Movement Impacts

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## DOD updates to Stop Movement Orders :

- 11 Mar 2020 - DOD issued Stop Movement for certain overseas locations
- 13 Mar 2020 - DOD Stop Movement Order thru 11 May
- 19 Mar 2020 - Shelter in Place actions in effect for NY, CA, & IL
- 20 Mar 2020 - Host Nations Closes select OCONUS VPCs for POV shipments
- 24 Mar 2020 - DOD issued directive updating restrictions on PCSs for DOD military and civilian personnel thru 25 May 2020

**USTRANSCOM Personal Property Advisory (D-0068) UFGA1E**

Date: 14 March 2020

From: USTRANSCOM Defense Personal Property Program Directorate (DTP3), Scott AFB, TX 77115

To: All Transportation Service Providers (TSPs) servicing DOD personal property shipments

Subject: Stop Movement for all Domestic Shipments (effective Monday, 14 March 2020)

Purpose: To notify industry of DOD's requested stop movement order, and to provide additional guidance on servicing domestic personal property shipments.

- On 11 March 2020, DOD issued a directive stopping all Personnel Change of Station moves for DOD military and civilian personnel from 11 May 2020. This guidance supersedes the 11 March 2020 DOD directive stopping certain overseas movements.
- TSPs should TAKE NO ACTION on any scheduled pick-up/drop-off scheduled on or after 14 March 2020 without positive control from the DOD office responsible for the shipment.

**NOTE:** Shipments for Returns / Squares are exempt and should proceed as planned.

- Upon receipt of this advisory, TSPs should contact DOD customers with scheduled pick-up/drop-off to advise them they've been directed by DOD to delay servicing these shipments, pending further guidance from the Directorate.
- As institutions may change local access procedures as a result of COVID-19, TSPs are encouraged to contact local Transportation Offices prior to dispatching crews and vehicles to institutions.
- While both DOD directives provide for exceptions, TSPs should expect delayed shipment results, changes to pick-up dates and/or some cases—shipment cancellations.
- Deliveries of household goods, unaccompanied baggage, and one temporary storage lots (including transfer of custody to new TSP) should continue as scheduled. Again, TSPs should contact the destination transportation office to ensure any change in institution access procedures are understood and accounted for.

**DOD Facilities are assessing the impacts of these stop movement orders on their area travel and loading plans (to include pick-ups and drop-offs under way). Thank you for your patience and understanding as DOD Facilities assess this new guidance and adjust their plans.**

- Updates will be posted as new information is released, and USTRANSCOM will schedule webinars (calls to discuss these developments) with industry.



# DOD Stop Movement Rescind or Continuation

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On XX 2020, DOD will issue directive lifting or continuation of the Stop Movement for all Permanent Change of Station moves for DOD military and civilian personnel.



## DP3 Communication & Collaboration

- **Coordinate on Movement Triggers with Services**
  - Synchronize timelines, balance requirements, and capacity
- **Draft & Release timely USTRANSCOM Advisories**
- **Bi-Weekly DP3 Industry Calls**
- **Routine Governance Sessions**
- **Updates to Move.mil and FAQs**





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# DP3 EWG Action Items

**COL Marshanna Gipson, TCJ9-0**

**Deputy Director, Personal Property Directorate**

31 March 2020



# 17 Sep 2019 EWG Due Outs

TASK	LEAD	NOTES
Drive standardization efforts across Services - streamline expectations by focusing on counseling and key responsibilities for members.	OSD	Personal property relocation strategy document (staffing 2/12) will provide common guidance to services
Work to standardize application of secretarial process across services where possible.	OSD	Included in Relocation Improvement Strategy (submitted for staffing 2/12).
Review the current minimum number of CSS returns - should they be increased from 20 to 100? Evaluate impacts/risks of raising the MPS to 59.5 percent across all markets.	TCJ9	<b>Completed.</b> cursory modeling was done to confirm action has negative impact on quality. Impacts could push low performing TSP above the MPS. J9 decision is to hold the MPS for iHHG at 56, and increase the dHHG to 57.16 and iUB to 59.5 for 2020.
Review minimum weights for unaccompanied baggage shipments.	TCJ9	<b>Completed.</b> Effective 15 May 20, UB minimum weights in the International Tender increased from 300 to 350 lbs.
Ensure more effective distribution of DP3 advisories.	TCJ9	<b>Recommend Completed.</b> Advisories are distributed to the relevant community, on a need to know basis. The users based comes from email addresses loaded into DPS. DPS users are updated quarterly ICW the SRC to ensure effective and widest distribution.
Perform analysis on 2019 peak season Code 2 and Refusal data to find viable target goals for Code 2 and/or optimal use for Refusals going into 2020.	TCJ9	<b>Ongoing.</b> For 2019, analysis on refusal impact shows a 2 % lower overall satisfaction for refused shipments than for "all shipments," but overall better CSS scores. Refusal is Industry's number one request for years. Code 2 analysis shows fewer and less severe claims, and increased CSS scores.
Look at opportunities/risks of consolidated Performance Scores for move management companies.	TCJ9	<b>Ongoing.</b> Action helps improve accountability in DP3. Requires Federal Register Notice. USTC is postured to implement and enforce, looking at DPS processes uses manual updates of scores, no system change required. for future years. Existing
Look into shipments moving in/out of hard to service areas (focusing in on Korea and Turkey).	TCJ9	<b>Completed.</b> J9 made changes to hard to service locations, particularly for unaccompanied baggage. Effective 15 May 2020, added 27 (22 unaccompanied baggage) new groups covering 16 countries/rate areas to improve access to capacity. Locations includes Turkey, Korea, and others- Germany, Australia, Guam, Poland, Bahrain, Belgium, Norway, Netherlands, Puerto Rico, Romania, Hawaii, United Kingdom
Base access (request standardization)	OSD	Services have implemented TWIC registration eliminating requirement for repeat background checks. Continuing to work cross service standardized disqualification standards.
Continue to assess DP3 process that do not add value to the overall customer experience. Look for ways to simplify business rules or modify to model after commercial like processes. Assess that the current metrics being reviewed are the right ones for peak & non peak season.	TCJ9	<b>Ongoing.</b> The DP3 Household Goods Tender of Service underwent an overhaul in 2019, in partnership with NDTA and industry, to better adopt commercial practices and streamline requirements. That said, TCJ9 continues to review our business rules for opportunities to simplify as well as review our program metrics to ensure the right ones for peak & non peak season.
Consider developing small working groups focused on domestic and international challenges.	TCJ9	<b>Ongoing.</b> While we are always receiving inputs and adjusting rules based on domestic and international program challenges, we have not developed small working groups for this purpose.



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# 2019 Peak Season Preparation

**Mr. Danny Martinez, TCJ9-0,  
Chief, Household Goods Operations  
31 March 2020**



# DP3 OPERATIONS HHG UPDATE

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- **Household Goods Overview:**
  - **DP3 HHG Peak Season & Pickup Summary**
  - **Customer Satisfaction Survey Update**
  - **Differences in 2020**
  - **Changes to Annual Battle Rhythm**
  - **Refusals and Code 2 Analysis**
  - **Key DPS feature (Auto Reoffer)**
- **Reweighs Deep Dive**
- **DPM Update**
- **Europe/Pacific Update**



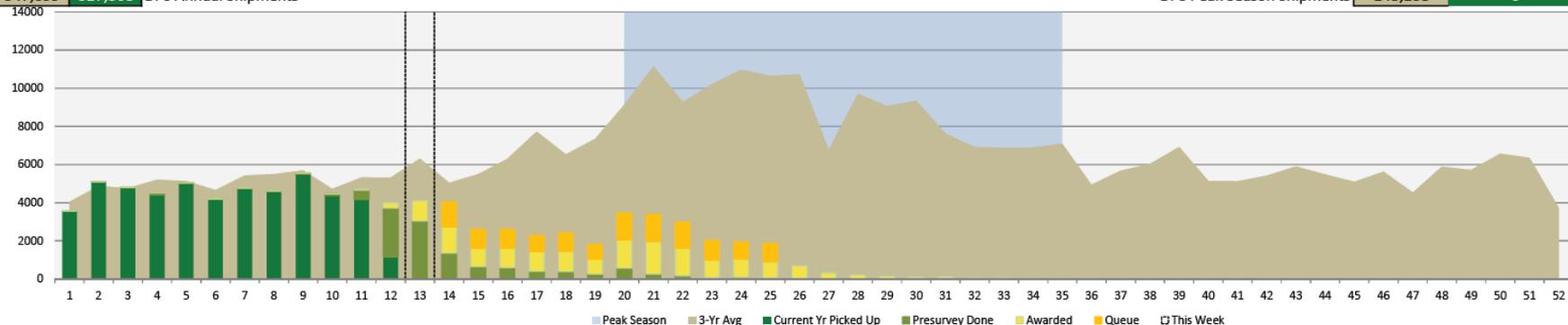
# DP3 HHG Peak Season Summary

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Hist. Avg. 347,099  
 Past Year 327,308  
 DPS Annual Shipments

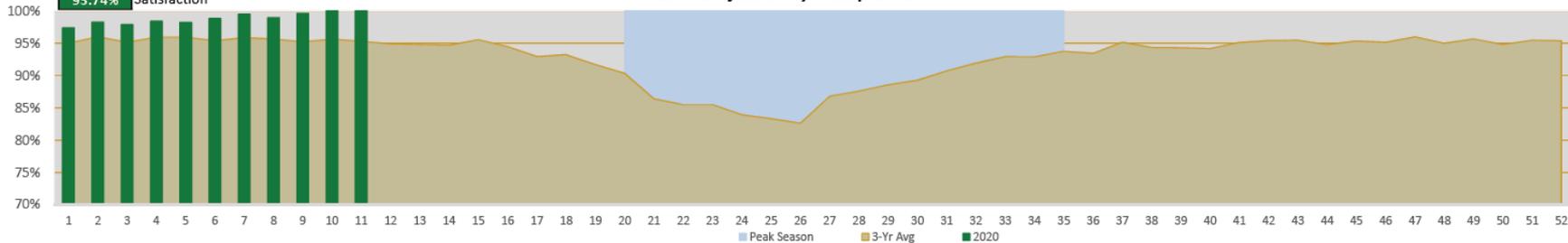
Pickups and Booking Queue

DPS Peak Season Shipments  
 Hist. Avg. 143,108  
 This Year 0



Past Year 93.74%  
 Satisfaction

CSS Satisfaction by Pickup Date



Current Week = 13

Customer Satisfied or Better on Overall Move Experience as of 23 Mar 2020



# DP3 HHG Pickup Summary

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Pie chart depicts Weeks 20-35

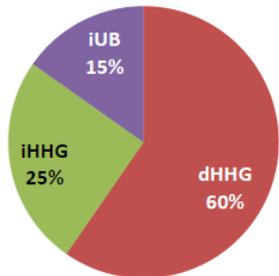


Table depicts Weeks 20-35 pick ups

Market	Total	COS	Shipments	Percent
dHHG	6,111	2	269	4.4%
		D	5,842	95.6%
iHHG	2,569	4	2,491	97.0%
		5	0	0.0%
		6	4	0.2%
		T	74	2.9%
iUB	1,561	7	32	2.0%
		8	157	10.1%
		J	1,372	87.9%
Total			10,241	
3-Yr Historical Average			8,175	

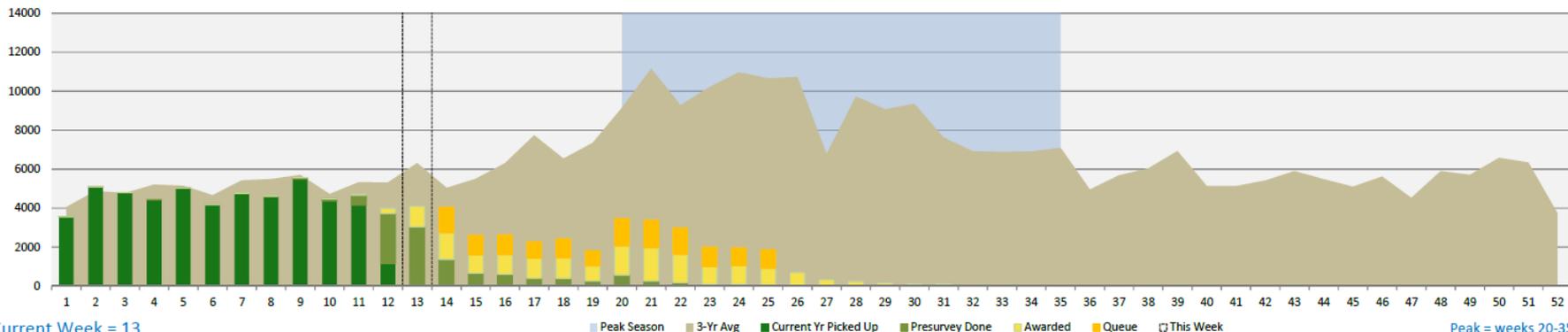
Table depicts Week 12

Process Segment	3-Yr Avg	2020
Members Counseled	10,496	5,457
Shipments Awarded	8,400	3,221
Shipments Picked Up	5,323	1,152

Hist. Avg.	Past Year	DPS Annual Shipments
347,099	327,308	

DPS Peak Season Shipments	Hist. Avg.	This Year
	143,108	0

Pickups and Booking Queue



Current Week = 13

Peak = weeks 20-35

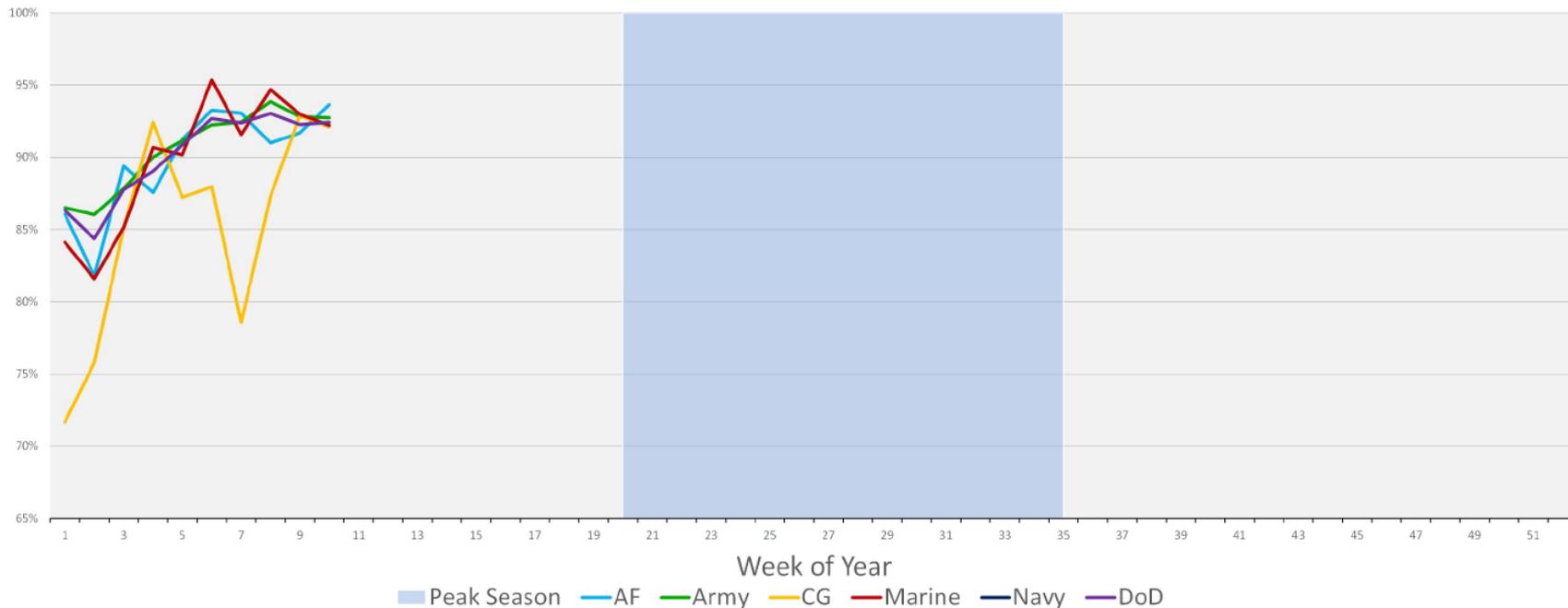


# DP3 HHG Deliveries Meeting RDD

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Depicts 2-week lag

### % Met RDD by Branch of Service (All Deliveries)

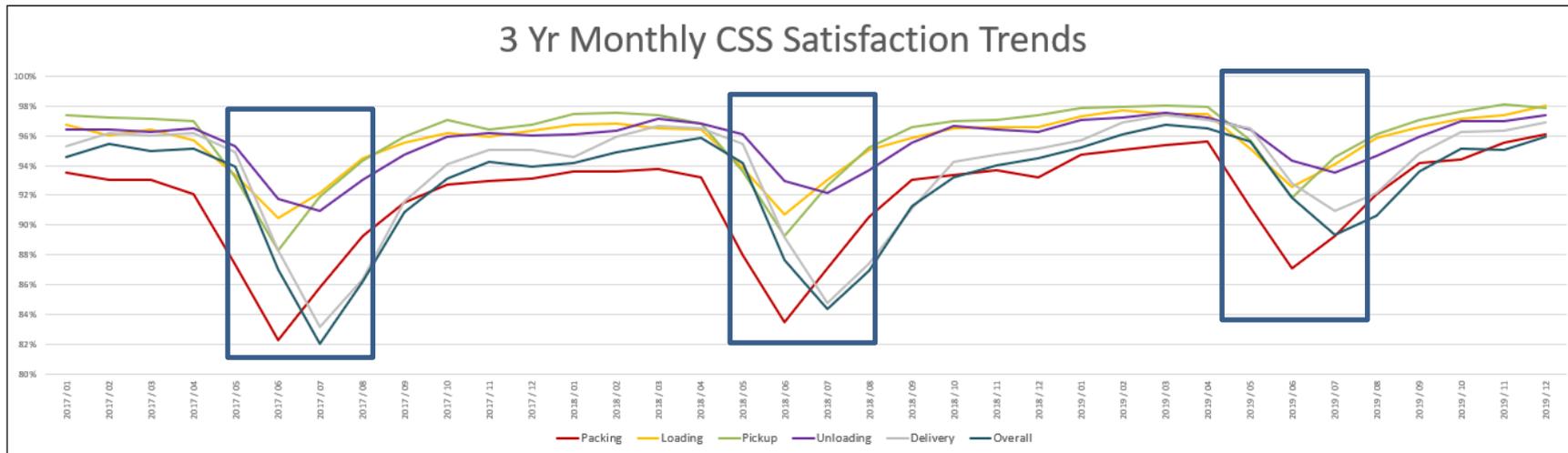


Current Week = 13



# Customer Satisfaction Trends

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Satisfaction decreases during peak season



# DIFFERENCES IN 2020

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- **2019 focus was on streamlining rules & restructuring rates**
- **2020 focus was primarily on changes with a direct customer impact**
  - **Industry or capacity changes were focused on improving performance or access to capacity as indicated below:**
    - **27 New Special Solicitation Groupings (added 16 countries and 2,862 lanes to a “winner takes all” filing)**
    - **Minimum Performance Score (continued to increase and set out year “targets” to drive performance)**
    - **16% minimum weight increase to all unaccompanied baggage shipments (up to 350lbs)**
- **Global Household Goods Contract insights and requirements used in tender program**



# DP3 2020 DOD Customer Initiatives – 15 May 2020

	2020 Change	Details	Old Standard	Targeted Impact
1	Background Checks	- Require background check on all personnel whose role involves interacting with a DoD customer and/or handling or transporting DoD shipments	Prison labor prohibition	Improve Service
2	Better Communication	- Single POC, NTE 30 min wait 0800-1700 - 24-hour notice before delivery, no storage (SIT) w/out customer approval	-No POC -2 hrs notice, SIT auto appr	Improve Service
3	Claims timelines	- 140% increase, customers has 180 days after delivery to identify loss/damage - TSP settlement suspense of 30 days for all claims valued at \$1000 or less	-75 days after delivery -60 days	Improve Service
4	Simplified Inconvenience Claims	- Transformed to a no hassle process based on per diem (meals and incidentals only), with no receipts required (capped at 7 days). Note: Customers can still claim additional amounts with receipts	No baseline, receipts required	Improve Service
5	Claims enhancements	- Customer choice to repair or receive full repair costs - Increased minimum coverage to \$7,500 - Real Property (residence) damage, TSP responsible if identified in 5 GBD	-TSP choice -\$5,000 -None	Improve Service
6	In Transit Visibility	- ITV via DPS note and email within one business day of major nodes; includes time, status and ETA at destination	System generated statuses	Improve Service
7	Shipment Reweigh	- Penalty for not reweighing (\$160-\$400), increased reweigh fee (\$50-\$125), require auto reweighs within 10% of allowance and other triggers	None	Improve Service



# DP3 2020 Initiatives – 15 May 2020

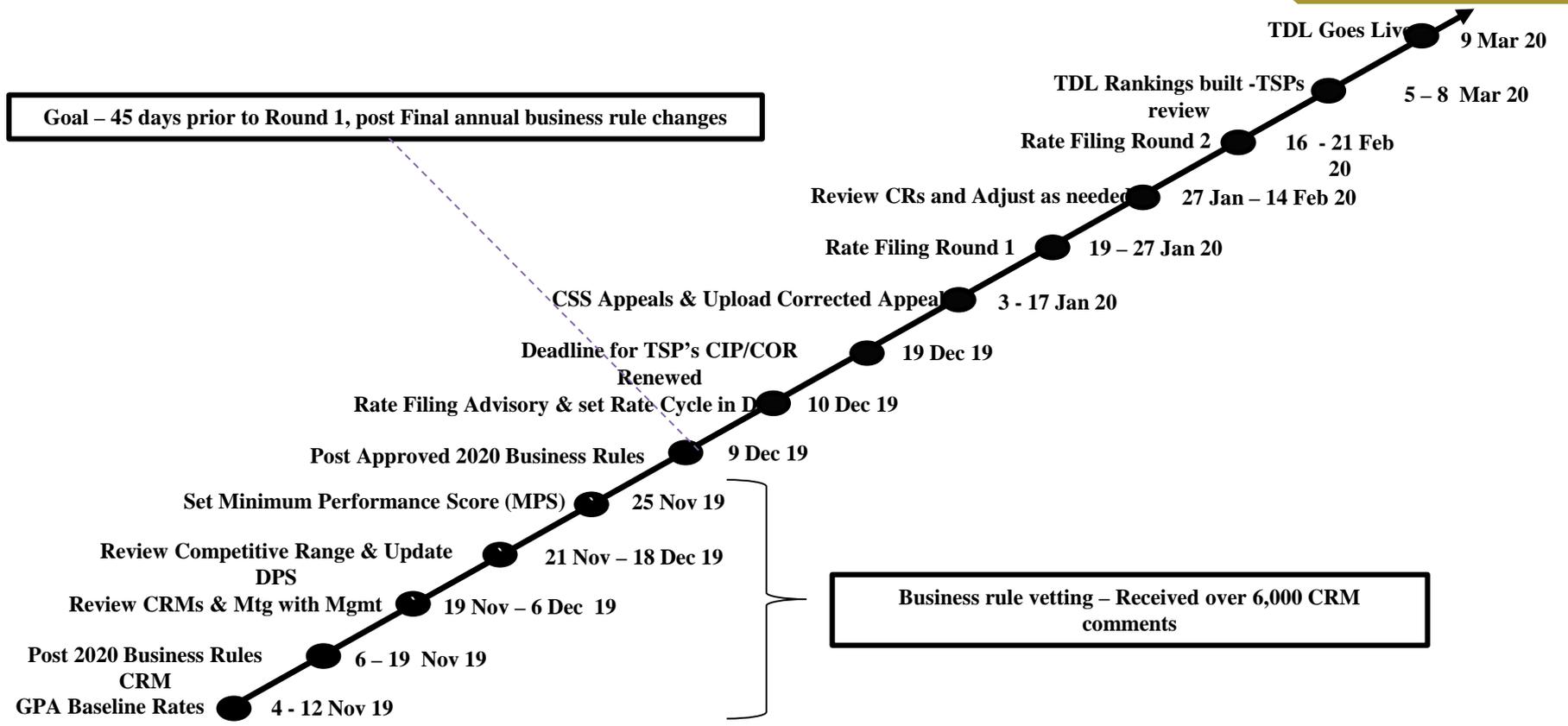
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	2020 Change	Details	Old Standard	Targeted Impact
8	Altering Govt Documents	<ul style="list-style-type: none"> <li>- Forbid altering government documents</li> <li>- Increase transparency in the supply chain</li> </ul>	- No standard enforced	Increase Capacity
9	Special Solicitation Additions	<ul style="list-style-type: none"> <li>- Added 27 new groups covering 16 countries/rate areas</li> <li>- Provides one TSP as “winner takes all” – leverages competition</li> </ul>	- Less award flexibility	Increase Capacity
10	Unaccompanied Baggage Increases	<ul style="list-style-type: none"> <li>- Increased minimum weight to 350 lbs.</li> <li>- Increased several accessorial services, between 30-100%</li> </ul>	<ul style="list-style-type: none"> <li>-300 lbs.</li> <li>-antiquated rates</li> </ul>	Increase Capacity



# 2020 Annual Battle Rhythm

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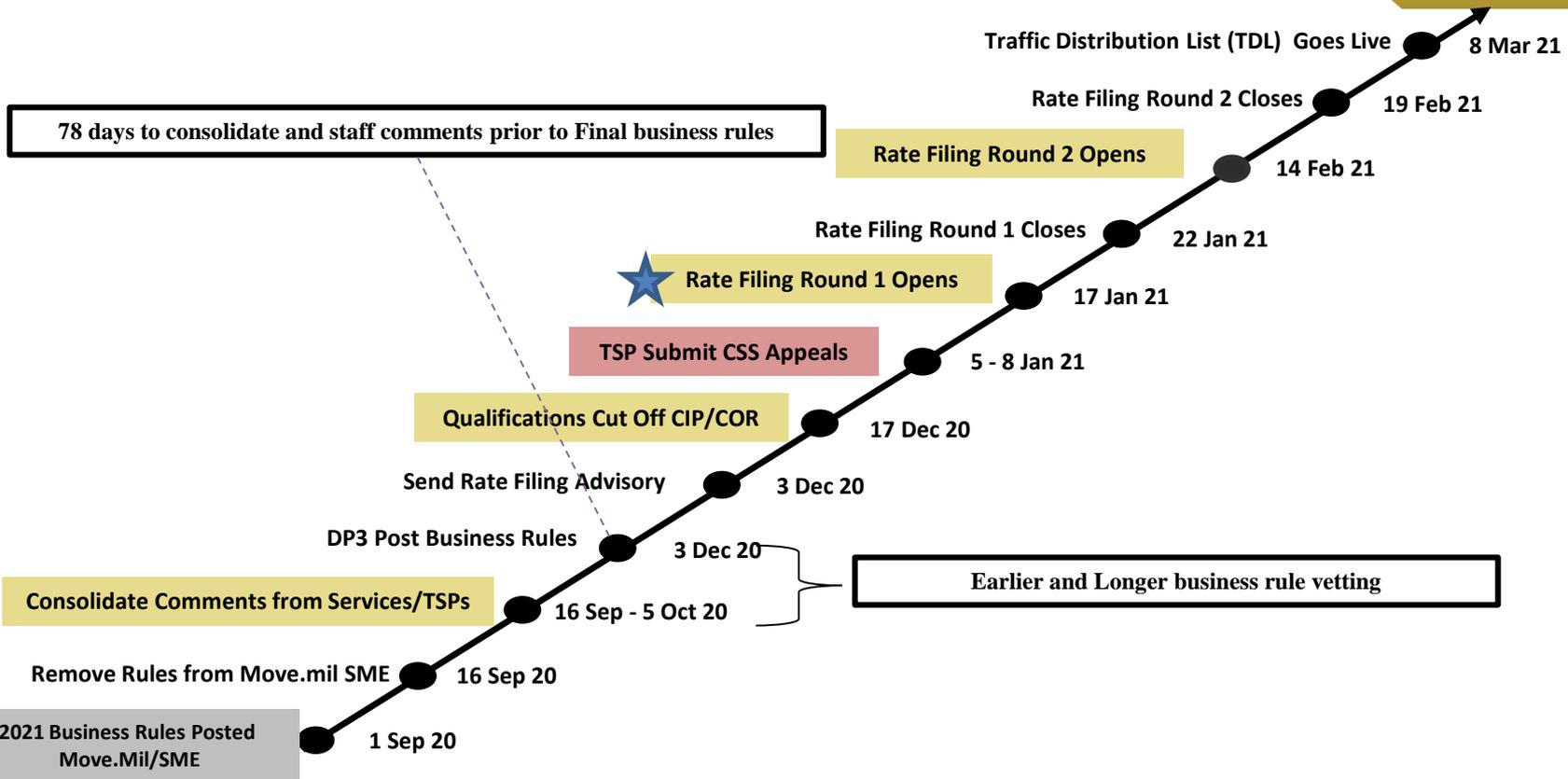
Goal - 45 days prior to Round 1, post Final annual business rule changes

Business rule vetting - Received over 6,000 CRM comments



# Tentative 2021 Annual Battle Rhythm

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78 days to consolidate and staff comments prior to Final business rules

Rate Filing Round 2 Opens

19 Feb 21

Traffic Distribution List (TDL) Goes Live 8 Mar 21

Rate Filing Round 2 Closes

14 Feb 21

Rate Filing Round 1 Closes

22 Jan 21



Rate Filing Round 1 Opens

17 Jan 21

TSP Submit CSS Appeals

5 - 8 Jan 21

Qualifications Cut Off CIP/COR

17 Dec 20

Send Rate Filing Advisory

3 Dec 20

DP3 Post Business Rules

3 Dec 20

Consolidate Comments from Services/TSPs

16 Sep - 5 Oct 20

Earlier and Longer business rule vetting

2021 Business Rules Posted Move.Mil/SME

1 Sep 20

Remove Rules from Move.mil SME

16 Sep 20



# Refusals Initiative - Common Themes

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- **JPPSOs**
  - Indirect costs surged to handle increased workload, hours, staffing
  - Reliant on “manual booking” processes, short fuse expansion, DPM, and NTS
    - Manual booking processes did NOT work, recommended DPS changes to allow booking across TDL
  - Concern over number of forced PPMs





# Refusals Initiative - Common Themes

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- **Industry**
  - Some reported more bookings over CY18, despite overall program number decreases
  - Refusals “very useful” to match existing capacity against requirements
  - Agent pickups down across several networks
    - Decreases in handling and damage
  - Strategy shift from blackout management to refusals and servicing short fuse
  - Fewer agent turn-backs
    - Manual booking processes negatively impacted/held up capacity
  - Desire to contact customers as part of “accept/refuse” decision matrices





# Refusals Initiative – CONOPS Measures

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	Measures	Goal
1	Customer Satisfaction	Better curbside service, fewer complaints
2	Blackout usage	No overreliance on refusals, TSP still use blackouts to manage capacity
3	Refusal type*	No selective refusals (e.g. weight, destination Region, etc)
4	Short Fuse percentage	Keep under 10% during peak
5	Offer handling time	Keep under 4 hrs
6	Short Fuse expansion	Eliminate need for 10 day SF expansion
7	Capacity	Access more capacity

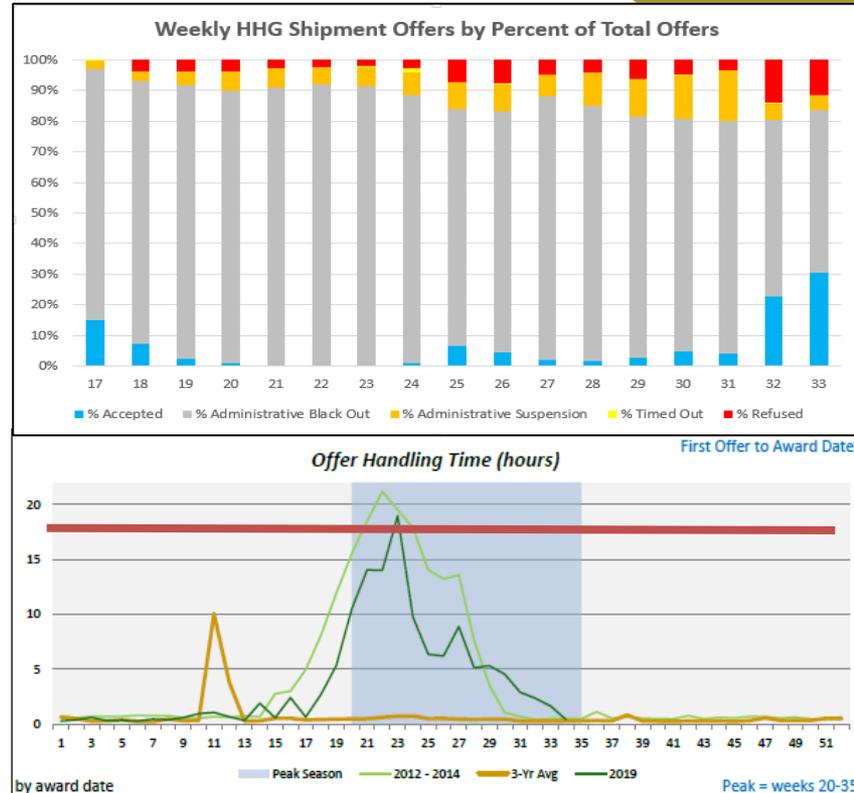


# Refusals Initiatives

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- **Refusals Goal**
    - Optimize industry capacity
  - **Peak Season Assessment**
    - Weekly refusals 83,698 vs. 56 (2018)
    - Accepted shipments 10,834 vs. 11,349 (2018)
  - **JPPSOs Reported Fewer Shipments Booked**
    - Capacity harder to obtain
  - **TSPs Reported Better Optimization**
- Customer Satisfaction Results are mixed but overall positive*

**Offer handling peaked at 18hrs**

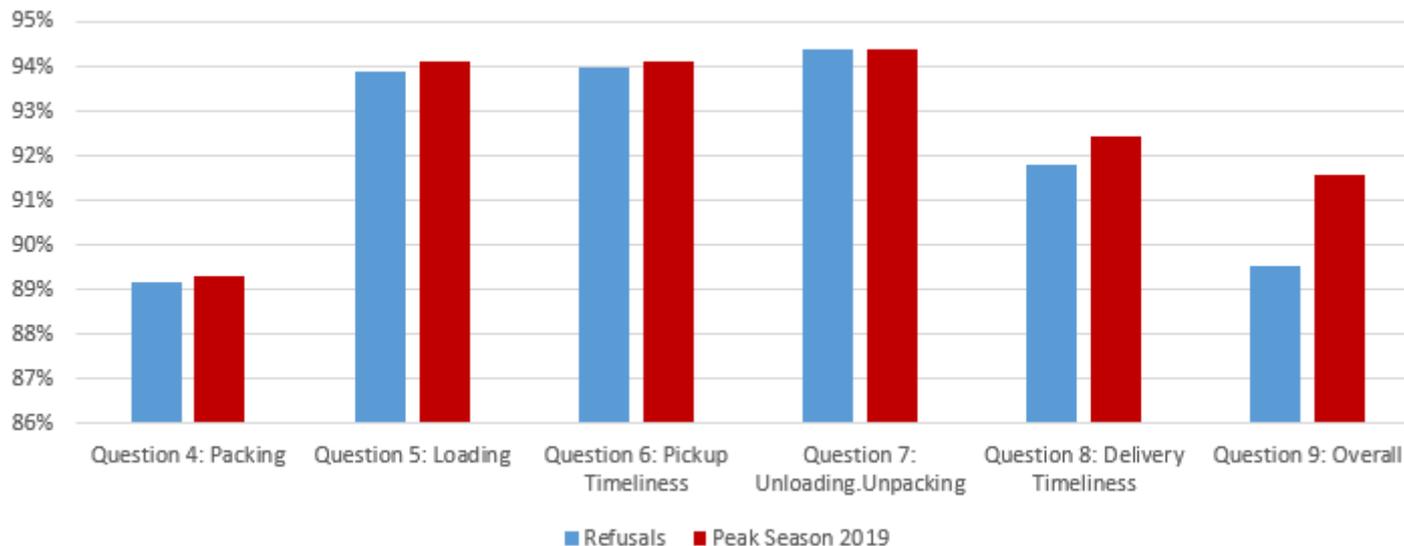




# Refusals and Customer Satisfaction

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CSS Comparison of Refusals with Peak Season 2019



	Shipments	Deliveries	Surveys	Return Rate
Peak Season Non-Refusal Shipments	114152	115673	25425	21.98%
Refusal Initiative Shipments	21543	20022	4860	24.27%



# Refusals Assessment

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- Despite *mixed feedback*, we acknowledge waiving the “no refusal” DTR Business rule around which blackouts and DP3 capacity management was built is near the top of industry’s list of requests
  - Refusals may not bring more capacity but, it allows industry to better match their capacity against DOD’s requirement
- Challenge: Improve DPS auto reoffer (aka DPS bot) capabilities to avoid delayed shipment awards, service failures and negative customer impacts



"You don't know what you got...until you move."



# DPS- Refusal Auto Re-Offer & Manual Booking

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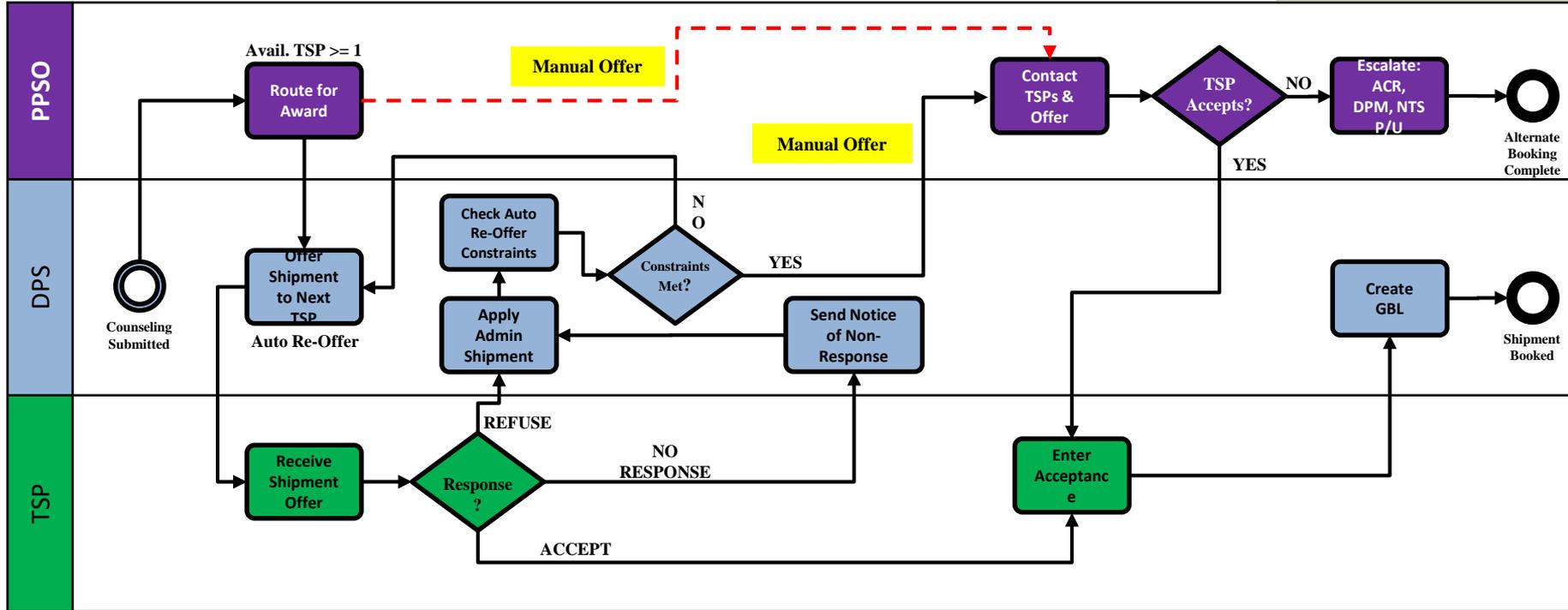
- *New in 2020:* JPPSOs can make a Traffic Management Decision to award bookings to any TSP on the Traffic Distribution list in 2 scenarios
  - Shipment cycles through TDL (NTE 2,000 shipment offers or 72 hours) with no award
  - No Capacity Screen (all TSPs blacked out)
- JPPSOs can send refused shipments back to DPS for auto reoffer (DPS Bot) OR or use new Manual Booking feature
  - New feature allows selection from all eligible TSPs
  - Does not count against shipment allocation
- *2020 Goal:* Leverage DPS automation to make the HHG/UB refusal process more efficient





# DPS Auto Re-Offer Process Flow Diagram

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Note 1: "Auto Re-Offer Constraints"= 48 hrs; OR 2,000 offers attempts before moving to Manual Offer process

Note 2: Administrative shipments applied to blacked-out TSPs in TDL

Note 3: Short Fuse can be applied to shipment when within window

Note 4: Allocation errors (new feature)...if either "constraints met" OR allocation error, manual booking is now an option

Note 5: Notices of non-response will still be sent for domestic shipments when a response is provided after 4 hours, even if shipment is accepted.



# DPS Manual Booking Steps

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## Step 1

- Example 1: Auto reoffer failed; PPSO given option to manually award to TSP

Status	Award Shipment	View/Edit Shipment	Customer Name	Rank/PayGrade	Customer SSN	Orders Number	Requested Pack Date	Requested Pickup Date	Requested Latest Pickup Date	Short Fuse	Shipment Type	Rate Type	Channel	Code Of Service	Awarded TSP	Auto Re-Offer Failed
Transportation Service Provider (TSP) Selection	Manually Award	View/Edit		PV2/E-2		016-74	2020-04-02	2020-04-02		No	UB	STANDARD	US32 To KS	J		Y

## Step 2

- Example 2: List of authorized TSP available for manual award for channel selected.

**Select a TSP**

**Available TSPs**

- (AHGF) ACTION HOUSEHOLD GOODS FORWARDERS INC
- (AIFD) ACCELERATED INTERNATIONAL FORWARDERS, LLC
- (APOF) APOLLO FORWARDERS, INC.
- (ASFO) AAA SOUTHERN FORWARDING, INC.
- (BFWD) BALTIC FORWARDING, INC.
- (BNBF) B & B FORWARDING, INC.
- (BSFW) BEST FORWARDERS, INC.
- (CVNI) CENTRAL VAN LINES, INC
- (DEIF) DELL FORWARDING, INC.
- (DICF) DICE FORWARDING, INC.
- (FOFD) FOREMOST FORWARDERS, INC.
- (GRIN) GRIDIRON FORWARDING CO., INC.
- (NDRC) NEDRAC INC.
- (OCNA) OCEAN-AIR INTERNATIONAL, INC.
- (QLTM) QUALITY MOVERS EXPRESS
- (RVLI) REPUBLIC VAN LINES, INC.
- (SHSP) SENATE FORWARDING, INC.
- (SRFW) SILVER RIDGE FORWARDING, INCORPORATED
- (STIE) STARTRANS INTERNATIONAL, INC.



# Code 2 Initiative-Common Themes

Together, we deliver.

## JPPSOs

- Customers often underestimating weight, sometimes by large amounts
- Seasoned customers request Code 2, especially after overseas assignments
  - Higher ranks shipping >11,000 still wanted Code 2 in spite of the criteria
- Customers declined after finding out the RDD was extended and not direct delivery

## Industry

- Positive impact on operations as many pack and crate majority of dHHG's, increase in Code 2 fits existing business model; increase Code 2 did not present major issues
- Less warehouse space required/consumed; less handling, requires forklift driver instead of additional labor to unload and load shipment into SIT



"You don't know what you got...until you move."



# Code 2 Initiative-Common Themes

Together, we deliver.

## Industry (cont'd)

- Claims/Customer Satisfaction (claims frequency and severity down/CSS no change)
- Liftvans are a reusable asset, found OAs ship the worst ones out first on military and hope the ones they receive are better so they can use them for their own bookings
- Higher SIT rate for Code 2 (expected)
- Code 2 shipments should originate from residence only, not out of NTS
- A key criteria DoD does not recognize is DESTINATION, Code 2 use does not make sense without consideration of operational challenges at destination



"You don't know what you got...until you move."



# Code 2 Initiative – CONOPS Measures

Together, we deliver.

	Measures	Goal
1	Customer Satisfaction	Better curbside service, fewer complaints
2	Claims Freq/Severity	Fewer claims and smaller amounts
3	SIT Rates	Should be high based on criteria
4	Percent booked	Goal was 12%



# SIT Usage by Code of Service (CoS)

Together, we deliver.

2018 SIT Shipments by Code of Service (COS)

Code of Service	No SIT	SIT	Total
2	3,506	5,147	8,653
D	83,000	83,940	166,940
Total	86,506	89,087	175,593

% SIT by COS

59%
50%

% Overall SIT

51%
-----

% COS

5%
95%

2019 SIT Shipments by Code of Service (COS)

Code of Service	No SIT	SIT	Total
2	4,271	10,388	14,609
D	74,997	79,168	154,165
Total	79,268	89,506	168,774

% SIT by COS

71%
51%

% Overall SIT

53%
-----

% COS

9%
91%

Jan – Jul of 2018 and 2019 by Pickup Date

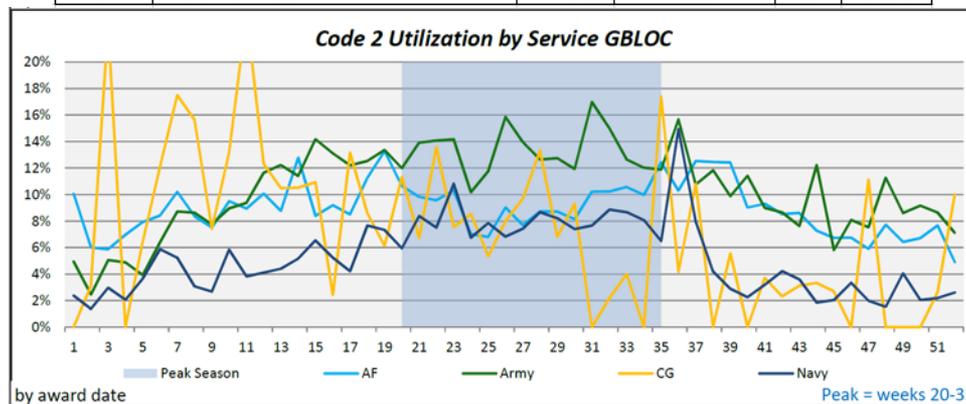


# Code 2 Utilization

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- **Booking Offices Utilization Varied**
- **Considerations:**
  - Excess Costs
  - Industry Capability
  - Overall Costs
  - Services Direction
- **DP3 CONOPS Compliance Was High**
  - 91% of Code 2 moved  $\geq$  800 miles
  - 86% of Code 2  $\leq$  7,500 lbs

GBLOC	Location	BOS	Code 2 Shipments	Rank	%
JEAT	JPPSO-Northwest (JBLM)	Army	3821	1	15.99%
HAFC	JPPSO-Southcentral (JBSA)	Air Force	2812	2	11.76%
BGAC	JPPSO-Mid Atlantic (Belvoir)	Army	1881	3	7.87%
KKFA	JPPSO-Northcentral (C Springs)	Air Force	1584	4	6.63%
LKNQ	JPPSO-Southwest (San Diego)	Navy	1123	5	4.70%
HBAT	CPPSO-Ft Hood	Army	999	6	4.18%
HAFC	JPPSO-Southcentral (JBSA)	Army	981	7	4.10%
HAFC	JPPSO-Southcentral (JBSA)	Navy	810	8	3.39%
KKFA	JPPSO-Northcentral (C Springs)	Army	701	9	2.93%
BGNC	Fleet Logistics Center, Norfolk, VA	Navy	630	10	2.64%
JENQ	Fleet Logistics Center, Puget Sound, WA	Navy	595	11	2.49%
AGFM	JPPSO-Northeast	Air Force	522	12	2.18%





# Customer Satisfaction Rates

Together, we deliver.

Comparison of CSS for Code 2 and Code D by Pickup Month

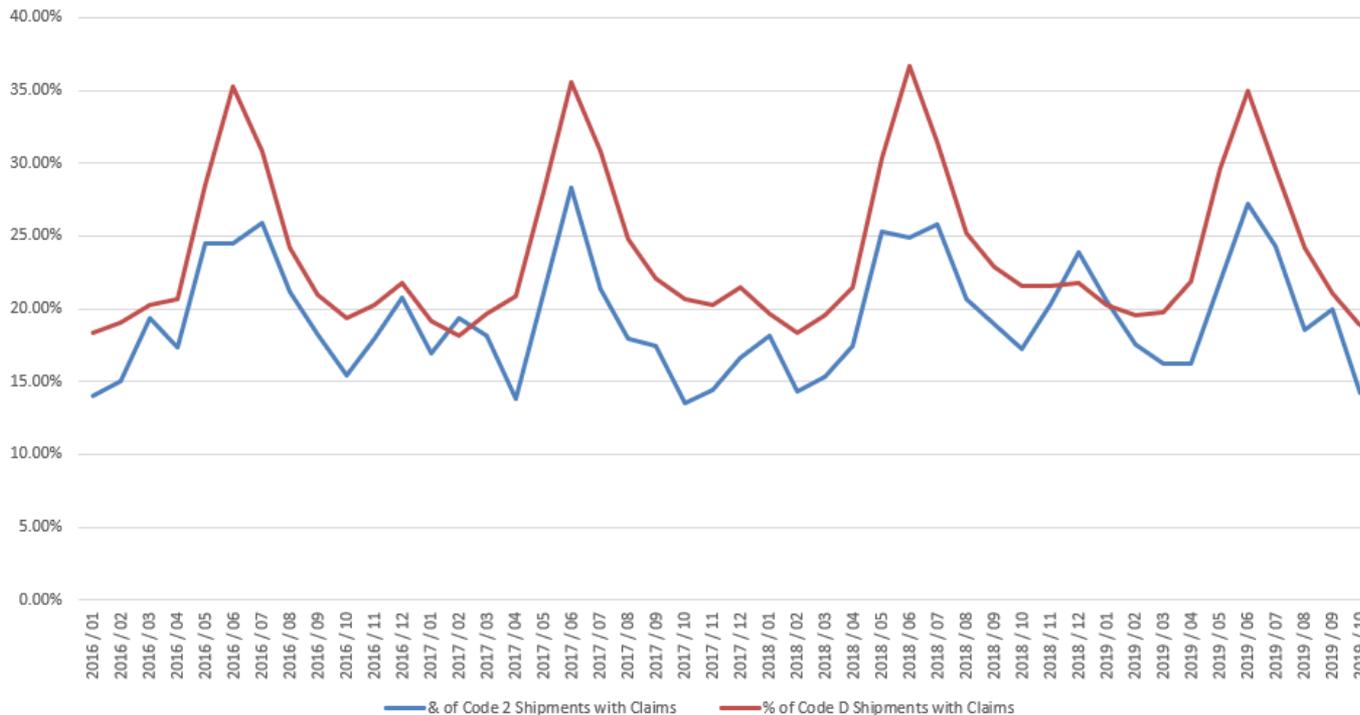




# Frequency of Claims

Together, we deliver.

Comparison of Code 2 and Code D Shipments with Claims by Pickup Month

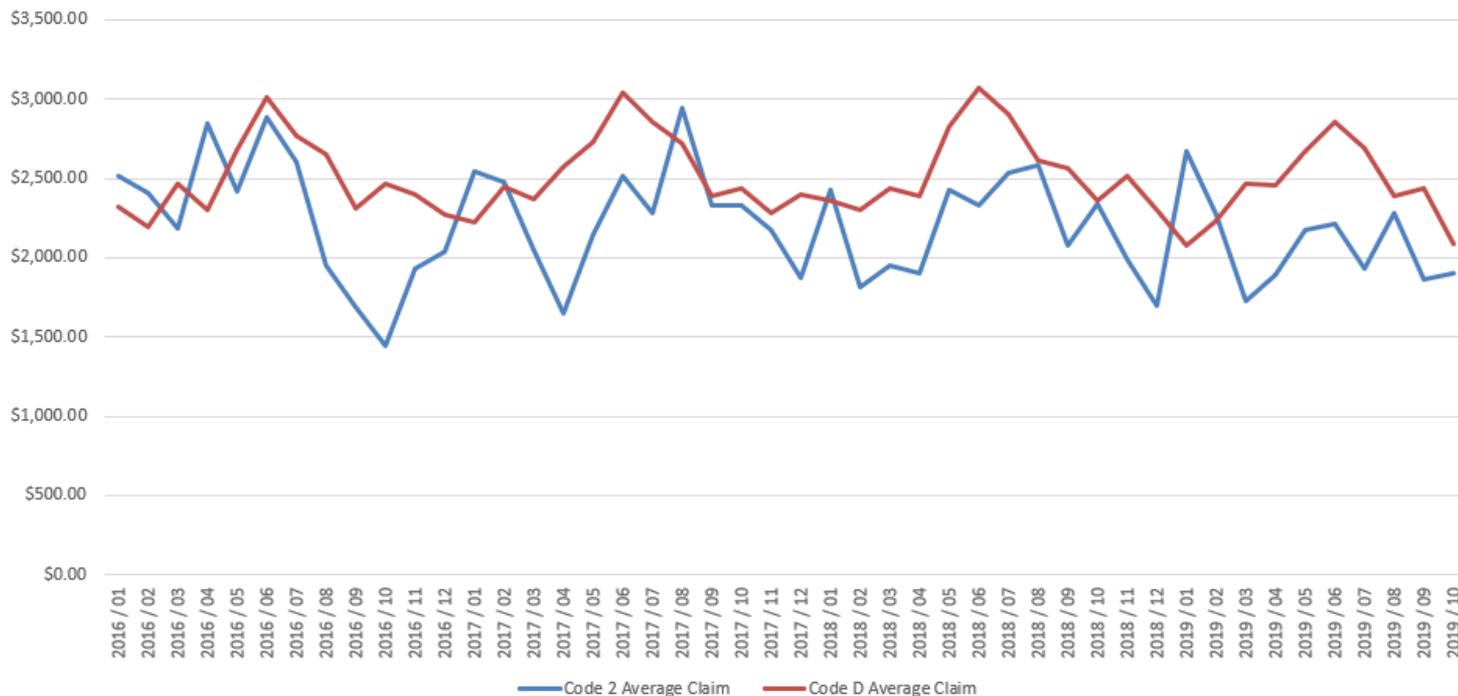




# Severity of Claims

Together, we deliver.

### Comparison Code 2 and Code D Monthly Average Claims





# Code 2 Initiative – Assessment

Together, we deliver.

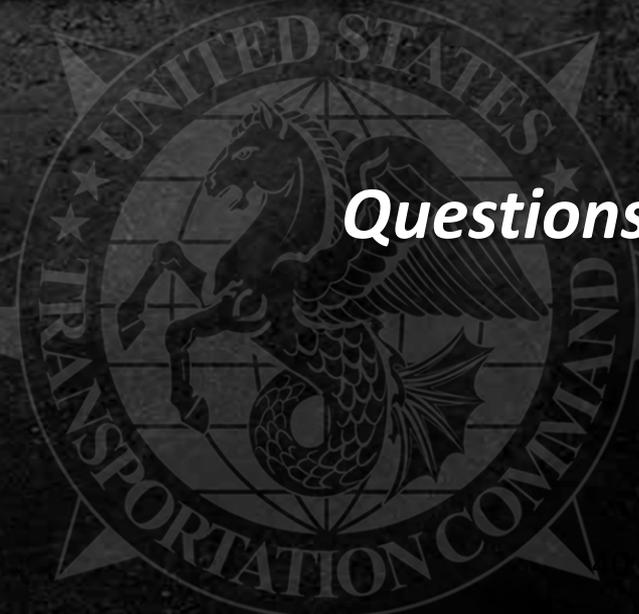
- **Code 2 and SIT usage increased in 2019 over similar period in 2018**
  - Most Code 2 shipments met criteria
- **Customer Satisfaction (Raw CSS Score) Results improved by ~6% for all Domestic shipments between same periods of 2018 and 2019**
- **Claim rate difference between Code 2 and Code D shows a similar reduction in overall Code 2 claims vs Code D during same periods of 2018 and 2019**
- **The average severity (\$ claimed by customer) for Code 2 is 20% less than Code D during Peak Season and 17% less than Code D for the entire year**



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*Questions?*



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# Reweighs

**Ms. Sherri Snow, TCJ9-OH,  
Operational Support and Quality**

31 March 2020



# Automatic Reweigh

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- **Requirement**
  - To “Perform” a reweigh on shipments that meet or exceed the net weight based on “Reweigh Table”
  - Perform all reweighs when requested by Customer or PPSO within DPS
  - Reweigh request is not needed from PPSO, for automatic reweighs
- **Pre-approval**
  - Not needed to actually “perform” the reweigh
  - Item Code 4B or 505A/B is needed to invoice the \$125.00 reweigh charge
    - TSP note must include “Auto Reweigh Performed or (ARP)”
    - Allows USTRANCOM to track ARPs
- **Weight and Weight tickets**
  - Enter reweigh weight into DPS within four (4) GBDs
    - TSPs reweigh queue, search for GBL to enter reweigh weight
  - Weight tickets provided to the origin transportation office within seven (7) GBDs



# Automatic Reweigh Cont.

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- **Authorized the \$125.00 Reweigh Charge**
  - Not all “automatic or requested reweighs” authorized the reweigh charge
  - Reweighs within tolerance
    - When the reweigh net scale weight is equal to or greater than the initial net scale weight; or
    - When the net weight is less than initial net weight and within the following tolerances;
      - Shipments weighing 5,000 pounds or less; the initial net scale weight minus reweigh net scale weight is less than 100 pounds; or
      - Shipments weighing more than 5,000 pounds; the initial net scale weight minus reweigh net scale weight is less than 2% of the lower net scale weight
- **Invoicing Reweigh Fee**
  - PSSO approval of Item Code 4B or Item Code 505A/B
  - Electronic Data Interchange (EDI) reflecting “Reweigh Fee”
  - Item Code 226A Miscellaneous for Domestic shipments



# Automatic Reweigh Cont.

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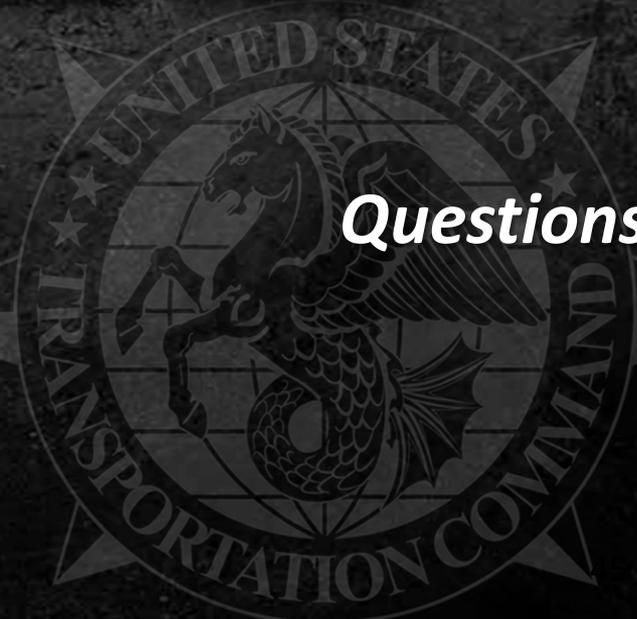
- **Non-Performance of Reweigh**
  - \$160.00 fee for iUB
  - \$400.00 fee for dHHG and iHHG
  - Possible punitive action
- **Invoicing Non-Performance Fee**
  - Miscellaneous item code used for both markets with EDI notes stating “Reweigh Refund, Failure to Perform Reweigh”
- **Automatic Reweighs Criteria (pre-approval not required)**
  - TSPs will be required to automatically reweigh shipments that meet any of the following criteria in the 400NG and IT:
    - Domestic shipments weighing 12,500 pounds or more
    - International household weighing 7,000 pounds or more OCONUS to CONUS
    - International unaccompanied weighing 500 pounds or more
    - Meet or exceed the weights in the table below, based on Grade and Dependent status displayed on the BL



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*Questions?*



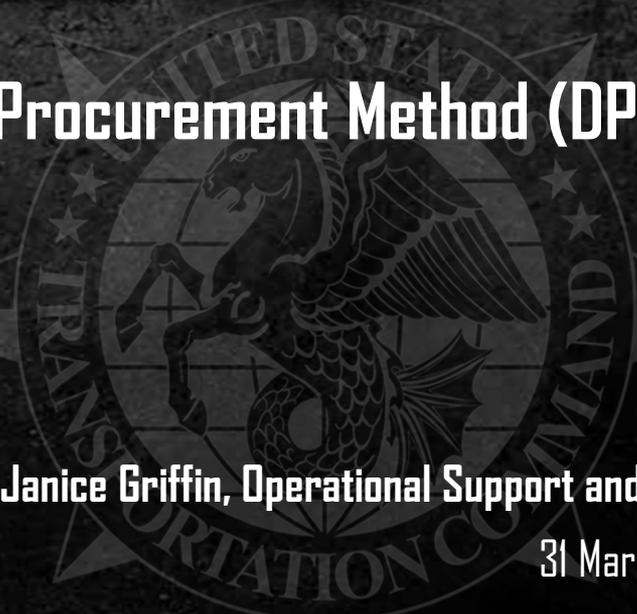
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## Direct Procurement Method (DPM)



Ms. Janice Griffin, Operational Support and DPM

31 Mar 2020



# Program Update

TOGETHER, WE DELIVER.

- **DPM Contracts Transition to TPPS**
- **DPM Line Haul Shipments Transition to TPPS**
- **National Motor Freight Traffic Classification (NMFTC) Commodity Description Change**
- **Loss and Damage Liability Coverage Increase**



# DPM CONTRACTS TRANSITION TO TPPS

TOGETHER, WE DELIVER.

- **OSD requires electronic billing & payment for DPM contracts by December 2019**
- **DTR requires electronic billing & payment of transportation services via TPPS**
- **Transition Process**
  - **USTC - Coord with Services, SDDC, TSPs, DFAS and US Bank**
  - **Services - ensure PPSO personnel receive TPPS training; conduct tests**
  - **SDDC – Notify Commercial Freight Industry of change/updates**
  - **Freight TSPs - Provide transportation services IAW Freight rules**
  - **DFAS - ensures audit compliance IAW financial policies & procedures**
  - **US Bank - provides DoD approved TPPS and user training**



# DPM Line Haul Shipments Transition To TPPS

TOGETHER, WE DELIVER.

- **DTR requires electronic billing & payment of transportation services via TPPS**
- **Pilot test scheduled for Mar 2020 at Fort Bragg PPSO**
- **Transition process**
  - **USTC - Coord with Services, SDDC, TSPs, DFAS and US Bank**
  - **Services - ensure PPSO personnel receive TPPS training; conduct tests**
  - **SDDC – Notify Commercial Freight Industry of change/updates**
  - **Freight TSPs - Provide transportation services IAW Freight rules**
  - **DFAS - ensures audit compliance IAW financial policies & procedures**
  - **US Bank - provides DoD approved TPPS and user training**
- **Challenge – line haul shipments from NTS Retrograde locations**



# NMFTC DPM Commodity Code Classification

TOGETHER, WE DELIVER.

- **11 Feb 2020 – DPM Program Manager delivered remarks to the NMFTA Commodity Classification Standards Board (CCSB)**
- **Purpose: Advocated inclusion of Full Replacement Value (FRV) language in NMFTC Commodity Code description to ensure freight TSPs filed tenders citing the correct Commodity Code for transporting DPM shipments**
- **CCSB concurred to include FRV language in DPM Commodity Code description, published 14 Feb 2020**
- **Commodity Code description change will reduce freight tenders citing incorrect commodity codes for DPM shipments and eliminate confusion regarding liability in instances of loss or damage**



# Loss & Damage Liability Coverage Increase

TOGETHER, WE DELIVER.

- **Effective 1 Oct 2019 Contractor Loss & damage liability coverage increased**
  - USTC - PP Advisory to Services & commercial HHG Industry
  - USTC - DTR update (Appendix G and Attachment G6)
  - SDDC - Customer Advisory to commercial freight Industry
  - SDDC - Military Freight Traffic Unified Rules Pub-1 update
- **Contracting Officers delay in incorporating liability coverage increase in current contracts**



TOGETHER, WE DELIVER.

Send questions to:  
**[transcom.scott.tcj9.mbx.ppty@mail.mil](mailto:transcom.scott.tcj9.mbx.ppty@mail.mil)**



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USTC J9-OH  
European Office  
Mr. Jason Middleton



31 Mar 2020



# What Do We Do?

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## Task

- Train, Advise, Facilitate, & Assist DP3 Operations
- Coordinate & synchronize DP3 efforts with component service staffs
- Facilitate & Assist PPSOs with DP3 processes
- Conduct Staff Assisted Visits

## Purpose

- Provide DP3 Operations Support
  - Business Rules Management
  - RFI Support (TSPs, PPSOs, Service HQs, MCOs, Customers, IG/Congressional Inquires)
- Functional Support for Systems (DPS, TOPS)
- Special Requirements and Rates
- Quality Assurance and Claims Support

## Core Capabilities

- Full DP3 Expertise
- Unusual Occurrences (Natural Disaster, Loss shipments, Mold, etc.)

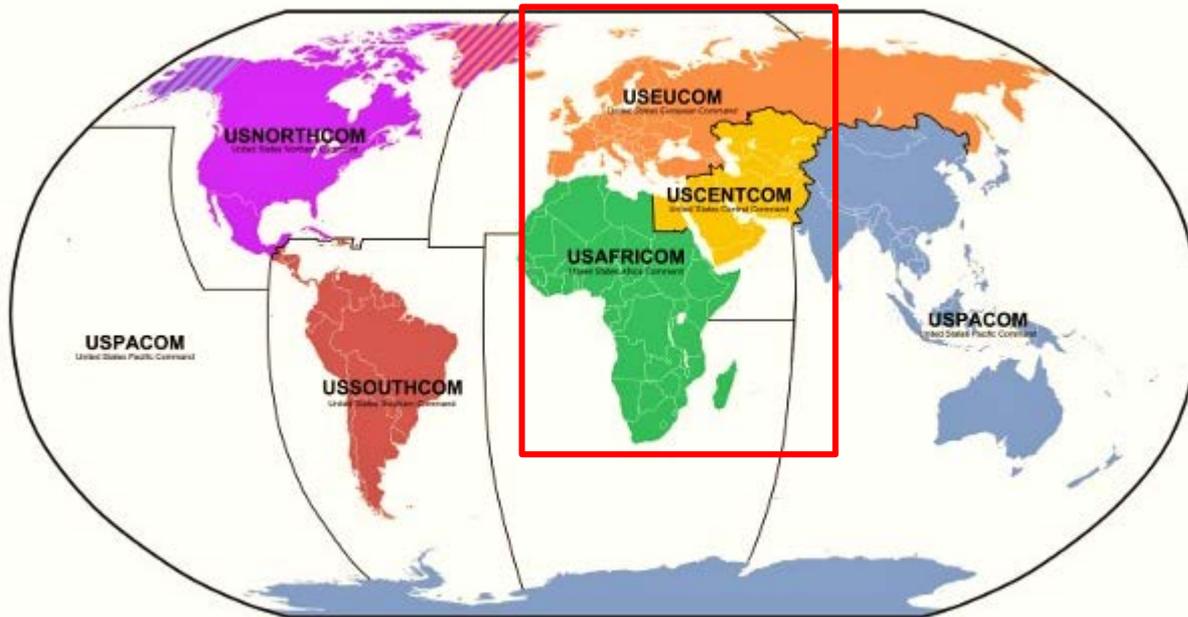
## Operating Environments

- USEUCOM
- USAFRICOM
- USCENTCOM



# Who We Support

TOGETHER, WE DELIVER.





# Special Interest And Contact Information

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## Current Initiatives:

- New Special Solicitation Groupings
  - PPO Outreach
- MCO-PPSO/PPO Claims Coordination

- Europe Chief
  - Mr. Jason Middleton
    - Comm'l (from Germany): 0611-143 552 5330/DSN 552-5330
    - Comm'l (from OCONUS): 0049 611 143 5525330
    - Comm'l (from CONUS): 011 49 611 143 552 5330
    - jason.l.Middleton.civ@mail.mil
- Traffic Management Specialist
  - Vacant



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# USTRANSCOM

UNITED STATES TRANSPORTATION COMMAND



TCJ9-OH-Pacific  
Mae S. Ohori  
Chief, Pacific Team





# Who We Support

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## US INDO-PACOM

PPSO/JPPSO/PPPO

- Hawaii
- Japan
- Okinawa
- Korea
- Australia
- Singapore
- Guam
- Kwajalein
- Diego Garcia





# COMPLETED INITIATIVES

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- **PPCIG VALIDATIONS**

- All Country Instructions for Pacific sites current as of 11-Jul-2019 as well as re-formatted for ease-of-use (no longer one large paragraph) as of 10-Mar-2020
- All Installation (GBLOC) pages current as of 17-Jun-2019
- All DoD-Approved SIT warehouses validated as of 18-Sep-2019
- The IT20 requires TSPs use either DoD- or DoS-Approved SIT facilities for OTO shipments. All DoS-Approved SIT warehouse addresses (not the company's address) validated and current as of 20-Feb-2020



# CONTACT INFORMATION

TOGETHER, WE DELIVER.

- **Pacific Chief**
  - **Ms. Mae Otori**
    - Comm'l: (808) 787-3741, DSN: (315) 437-3141
    - [mae.s.ohori.civ@mail.mil](mailto:mae.s.ohori.civ@mail.mil)
- **Traffic Management Specialist**
  - **Mr. Roger Badua**
    - Comm'l: (808) 787-3141, DSN: (315) 437-3141
    - [roger.a.badua.civ@mail.mil](mailto:roger.a.badua.civ@mail.mil)
- **Lead Contracting Officer's Representative-Pacific Region, Honolulu VPC COR**
  - **Ms. Dianalee Naputi**
    - Comm'l Only: (808) 670-3949
    - [dianalee.b.naputi.civ@mail.mil](mailto:dianalee.b.naputi.civ@mail.mil)



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**Break**



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# Q&A Session

**Lt Col Rayna Lowery**  
**Chief, Strategic Engagements Division**



**TOGETHER, WE DELIVER.**

# **Closing Remarks**

**COL Marshanna Gipson  
Chief, Personal Property Division**

**31 Mar 2020**



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# Back Up Slides

31 March 2020



# Counseling

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- **Personal Property Counseling:**

- Prompt shipment creation/flexibility (Peak of the Peak) 15 June – 15 July
- Confirmed Moving Dates & Supporting Documents: Do not process request w/o documents
- Spread Dates:
  - Requested pickup date must be within the 7 calendar days spread dates
    - Customer requested pickup date is 18 April 20. The requested date must fall within the 7 calendar days spread dates provided (i.e., 16 – 21 Apr)
    - Enter the first day (16 Apr) of the spread dates in the 'Requested Pickup Date' field in DPS
    - Will enter the last day (21 Apr) of the date spread provided on the DD Form 1299 in the 'Requested Latest Pickup Date' field in DPS
    - Advise customers against overlapping pack/pickups, which may result in two different companies in their residence at the same time (i.e., HHG and UB agents arrive on same day to pack)
    - Counselors must add the following statement to the DD Form 1797: Spread dates are not guaranteed. If spread dates are not available, the PPSO will contact the customer and discuss move options
    - Any RDD changes must be agreed upon between the customer and TSP during the pre-move survey. Any changes to this date without the customer or PPSOs approval is not authorized. The government-approved transit times are located on <https://move.mil/sme>



# Peak Season Tools

TOGETHER, WE DELIVER.

- **Code 2 Initiative:**

- Implemented 6 Jan 19: goal to increase the current usage from historical average of 4% to 12%
- Specific criteria's for Peak and Non-Peak usage
- Excess Cost/Excess Charges: See JTR, Ch.5 Section 051306
  - DPS does not calculate excess cost or charges

- **Refusal Initiative:**

- 1 May 2020, USTRANSCOM will allow the TSP to refuse shipments with pickup dates between 15 May and 17 July without punitive action, (exception for Special Solicitation Group 1 and Volume Moves)
- Special Solicitation:
  - Class 1: TSPs may not blackout (in any combination) or refuse shipments on any channels that comprise the SS group once selected as the primary (winner)
  - Class 2: 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
- 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



# Peak Season Tools (Con't)

TOGETHER, WE DELIVER.

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# Peak Season Tools (Con't)

TOGETHER, WE DELIVER.

- **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 looks at 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

- **No Capacity Reports:**

- PPSOs shall provide feedback on capacity in the program using the No Capacity Report (attached). Please send weekly reports to [transcom.scott.tcj9.mbx.pp-ops@mail.mil](mailto:transcom.scott.tcj9.mbx.pp-ops@mail.mil) NLT Wednesdays at 1300L CDT

- **Short Fuse Window Expansion:**

- Used to offset a capacity shortage, TCJ9 will expand the SF window, if needed

- **Origin Storage In-Transit (SIT):**

- TSPs must submit pre-approval request via DPS for origin SIT through the PPSO prior to the pickup date
- Approve origin SIT, but consider the customer entitlement for storage not to assist TSP with capacity
- 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.)
- Origin SIT will normally not apply for direct deliveries



# Quality Assurance

TOGETHER, WE DELIVER.

- **Punitive Actions Based on the CSS:**
  - PPSOs may take punitive action based on validated CSS comments (DTR, Part IV, Ch. 405)
- **Turn-Backs:**
  - 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)
  - PPSOs shall issue an “30-day BLOC-Suspension”
- **Pull-Backs:**
  - 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)
  - If TSP request PPSO pull-back (unable to service) PPSOs shall issue an “30-day BLOC-Suspension”
- **Required Delivery Date (RDD):**
  - RDDs are established based on the customer’s requirements
  - should be no earlier than the government approved transit times located at <https://move.mil/sme>
  - RDD may be changed if agreed upon between the customer and the TSP during the Pre-move survey



# NTSR, Shipment Status Updates, Destination SIT

TOGETHER, WE DELIVER.

- **NTSR:**

- TSPs shall invoice for an inspection fee of \$3.00 CWT and not for a full pack, as indicated in the 2020 400NG, Item 105J and the 2020 IT, Item 533A.
- 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 USTRANSCOM in identifying NTSR CSSs.
- PPSOs shall comply with Service regulations before a NTSR is placed into SIT at destination

- **Shipment Status Update:**

- TSPs shall immediately update shipment status as it changes
- TSPs shall “Arrive” shipments in DPS immediately after they have physically arrived at destination.
- TSPs must input a first available delivery date (FADD) during the arrival process in DPS.
- TSPs shall coordinate delivery directly with the customer when a shipment arrives at the destination
- TSPs entering shipment arrival when shipment is not at destination may be subject to punitive action

- **Destination SIT:**

- **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



# NTSR, Shipment Status Updates

TOGETHER, WE DELIVER.

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# 2020 CLAIMS UPDATES

TOGETHER, WE DELIVER.

- **Increased minimum coverage to \$7500 (no longer \$5,000)**
- **Customer choice to repair or receive full repair costs (no longer TSP option)**
- **Mold assessment testing included in remediation cost**
- **TSP is not liable for high risk/high value items in locked safes (or other locked storage containers)**
- **To retain FRV TSP must notify customers at 60 and 150 days after delivery NOLD**
- **Real property (residence) damage, TSP responsible if identified in five (5) GBD (no previous standard)**
- **TSP must notify customer at 60 and 150 days after delivery point of the date the NOLD and the date the claim is due in order to retain FRV. Notification must include TSP contact information**



# 2020 Claims Updates cont.

TOGETHER, WE DELIVER.

- **Claims timelines:**
  - Customers have 180 days after delivery to identify loss/damage (changed from -75 days)
  - TSP settlement suspense of 30 days for claims valued at \$1000 or less
  - Shipments scheduled for pick up on or after 15 May 2019
  - Increased FRV to \$6.00 x either the net weight of HHG shipment or the gross weight of the UB. (TSP) maximum liability will be the greater of \$7,500 per shipment or \$6.00 times the net weight of the shipment, in pounds, not to exceed \$75,000



# Inconvenience claims

TOGETHER, WE DELIVER.

- Simplified Inconvenience Claims 2020 process
- No hassle process based on per diem (meals/incidentals only), no receipts required (capped at seven days) at 100% for the DoD customer based on the govt. per diem rate at (<https://www.defensetravel.dod.mil/site/perdiemCalc.cfm>)
- Added inconvenience claims for delivery out of SIT
- Limited lodging and meals may be considered on a case by case basis
- TSP must make customers aware that cases where meals/lodging are approved should be reasonable and based on a short period of time

**Note:** Customers can still claim additional amounts **with receipts/itemized lists** of ALL expenses for out-of- pocket expenses beyond the per diem baseline payment amount



TOGETHER, WE DELIVER.

# Direct Procurement Method (DPM) Update

**Ms. Janice Griffin**  
**Operational Support and DPM**



# Program Update

TOGETHER, WE DELIVER.

- **Non-Temporary Storage (NTS) Invoice Reconciliation Project**



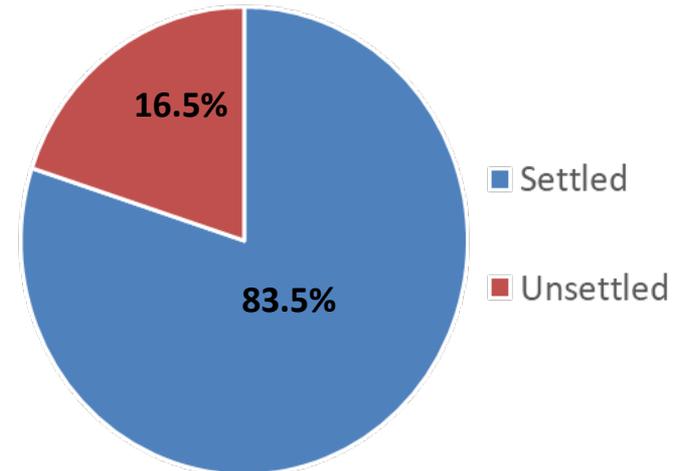


# NTS Reconciliation Project

TOGETHER, WE DELIVER.

- In 2015, The Reconciliation Team was established to address aged NTS invoices
- Received: 6,351 invoices, from 187 TSPs, totaling \$3,893,906.09
- Status:
  - 77 NTS TSPs settled in full
  - 4,825 invoices settled
  - \$3,164,608.52 settled

Project Status





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Send questions to:  
**[transcom.scott.tcj9.mbx.ppty@mail.mil](mailto:transcom.scott.tcj9.mbx.ppty@mail.mil)**



# Refusals Initiative Timeline

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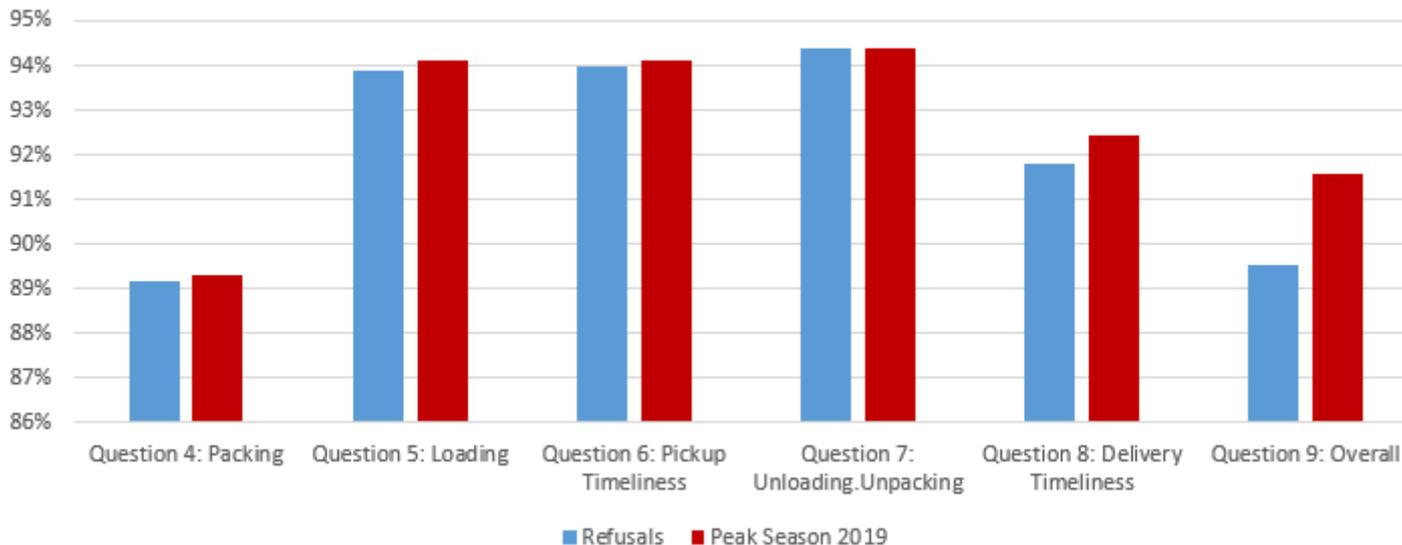
- **26 April:** Advisory 19-0057 Announced Start of Shipment Refusals
- **16 May:** Advisory 19-0067, Updates to Auto Reoffer
  - 72 to 48 hours; 50 reoffers to 350
- **22 May:** Advisory 19-0070, Shipments Stuck in “Offer Rejected”
  - Contact prohibited
- **30 May:** Advisory 19-0071, Short Fuse Expansion for 2019 Peak Season
- **7 June:** Advisory 19-0074, Manual Booking
  - Resolve refusal/server backlog
- **12 June:** Advisory 19-0079, 15 Day Short Fuse Expansion
  - Extended manual booking to 3 July
- **23 Aug:** Advisory 19-0110, Ramping Down of Refusals



# Customer Satisfaction (Scores, Complaints, Feedback)

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CSS Comparison of Refusals with Peak Season 2019



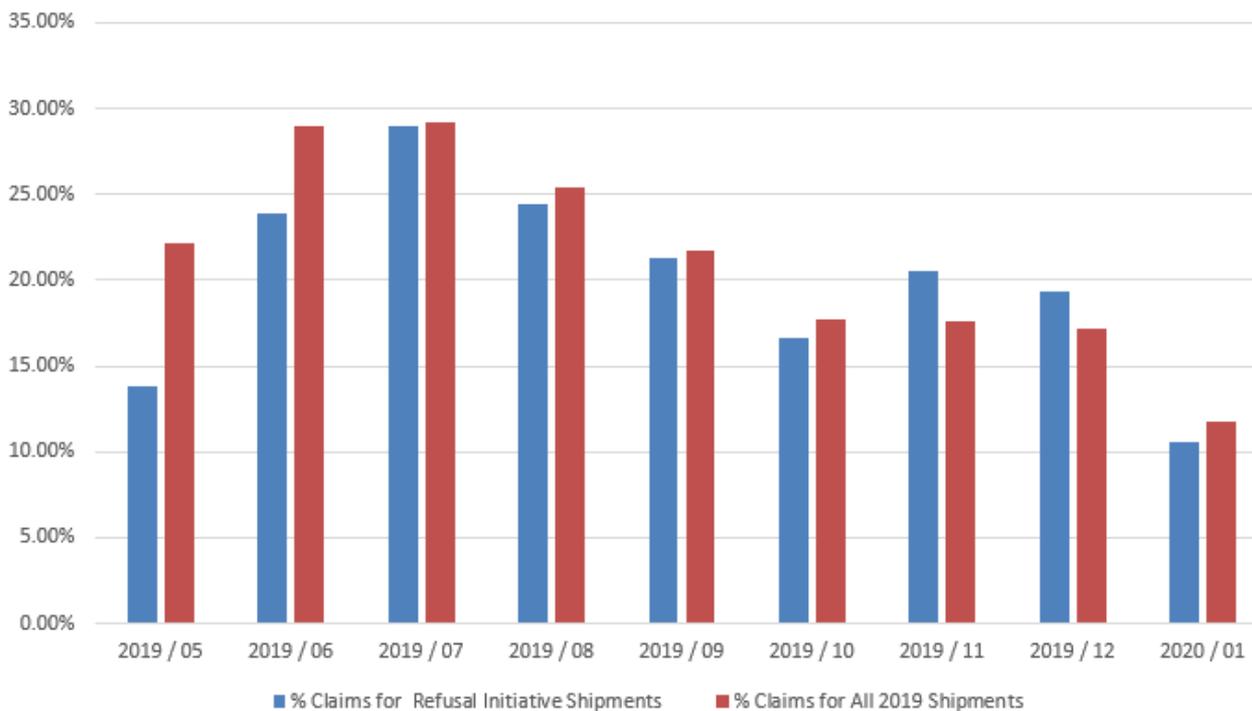
	Shipments	Deliveries	Surveys	Return Rate
Peak Season Non-Refusal Shipments	114152	115673	25425	21.98%
Refusal Initiative Shipments	21543	20022	4860	24.27%



# Refused Claims Submitted vs All Claims Submitted

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Comparison of GBLs with Claims Submitted by Delivery Month





# Refusals Initiative – TSP Blackout Usage

TOGETHER, WE DELIVER.

- Blackout

## Application by TSPs

- Changed with refusals
- Overall decrease of 13.5%

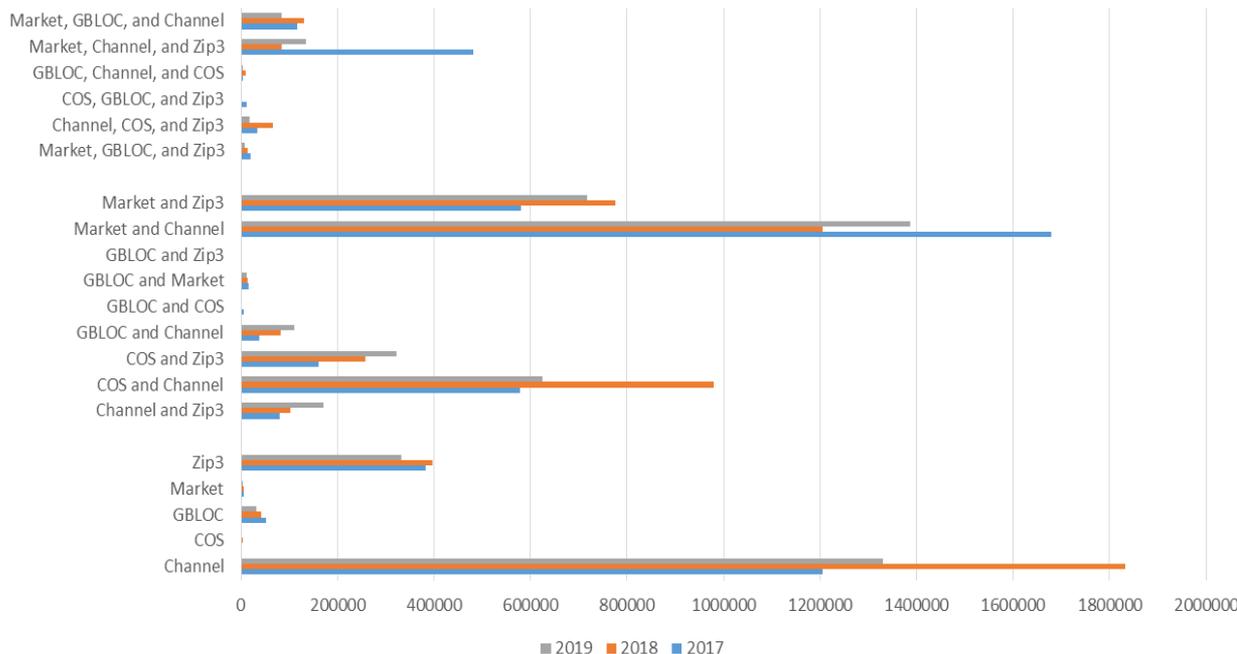
- 2018

## Comparison

- Increase in one 3-way blackout (most granular)

### 3 Yr Blackouts by Type

Peak Season Blackouts by Type



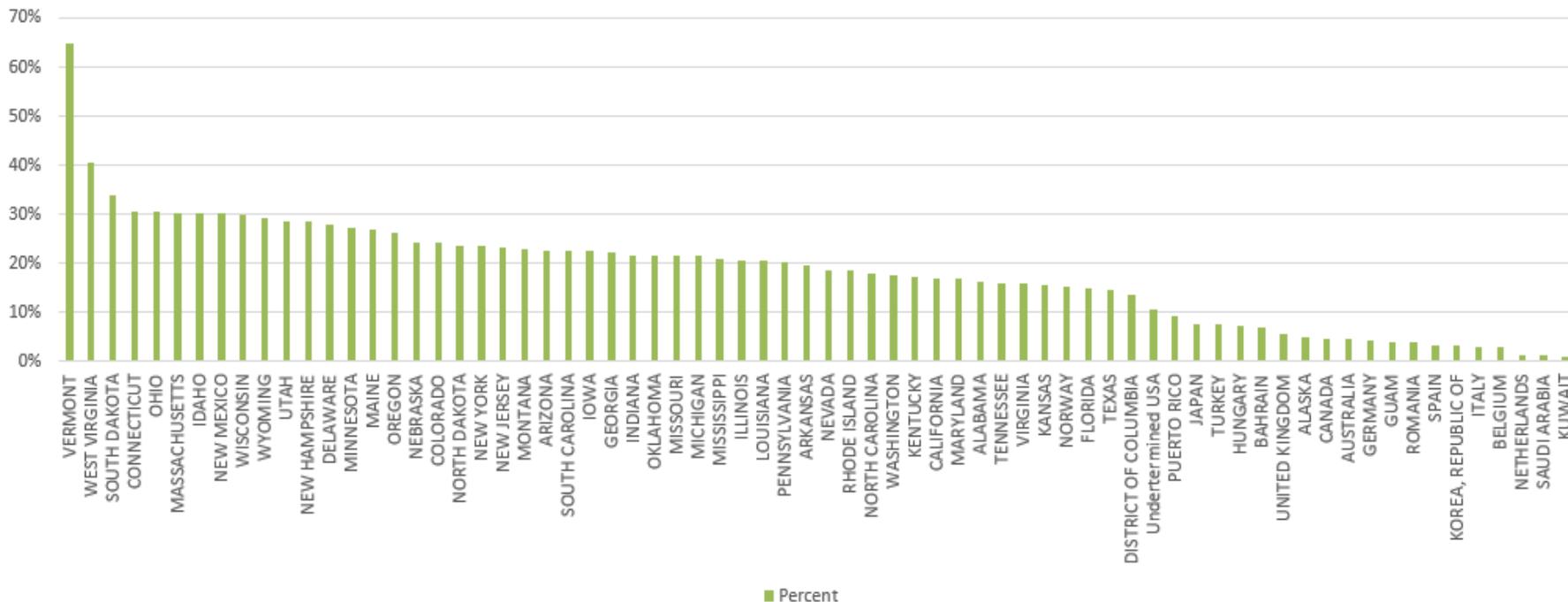
TSPs used a mix of blackouts and refusals to manage capacity



# Percent Refused - Origin

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### Percent of Shipments Refused by State/Country in DPS

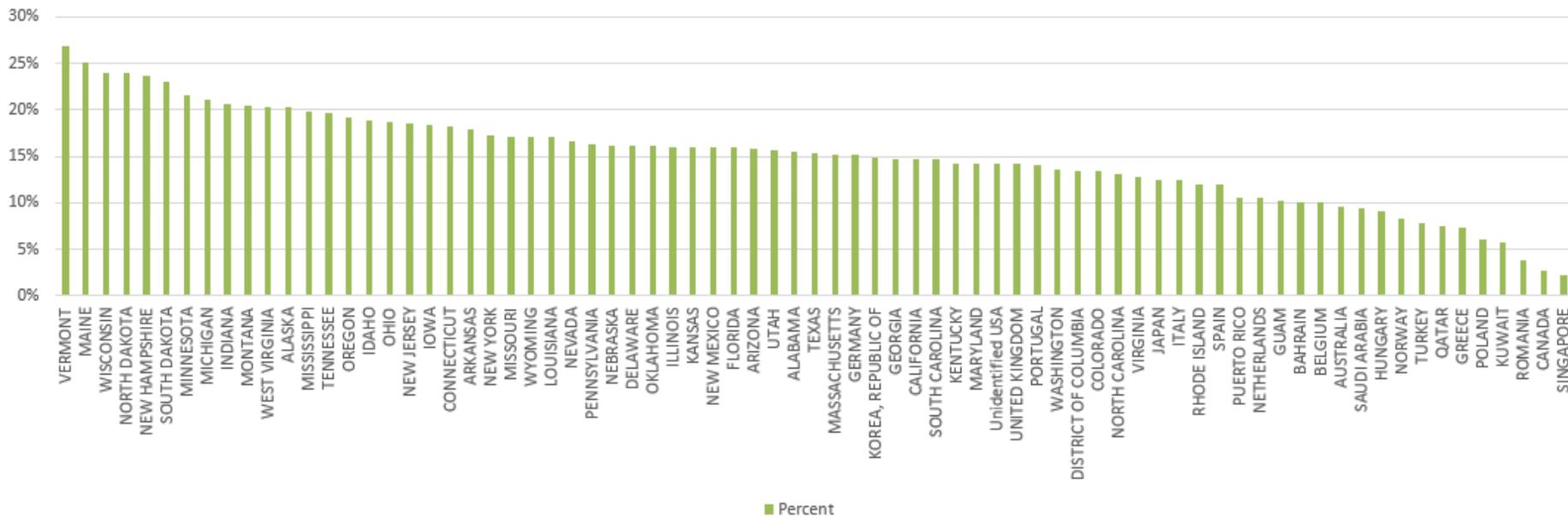




# Percent Refused by Destination

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### Percent of Refused Shipments by Destination

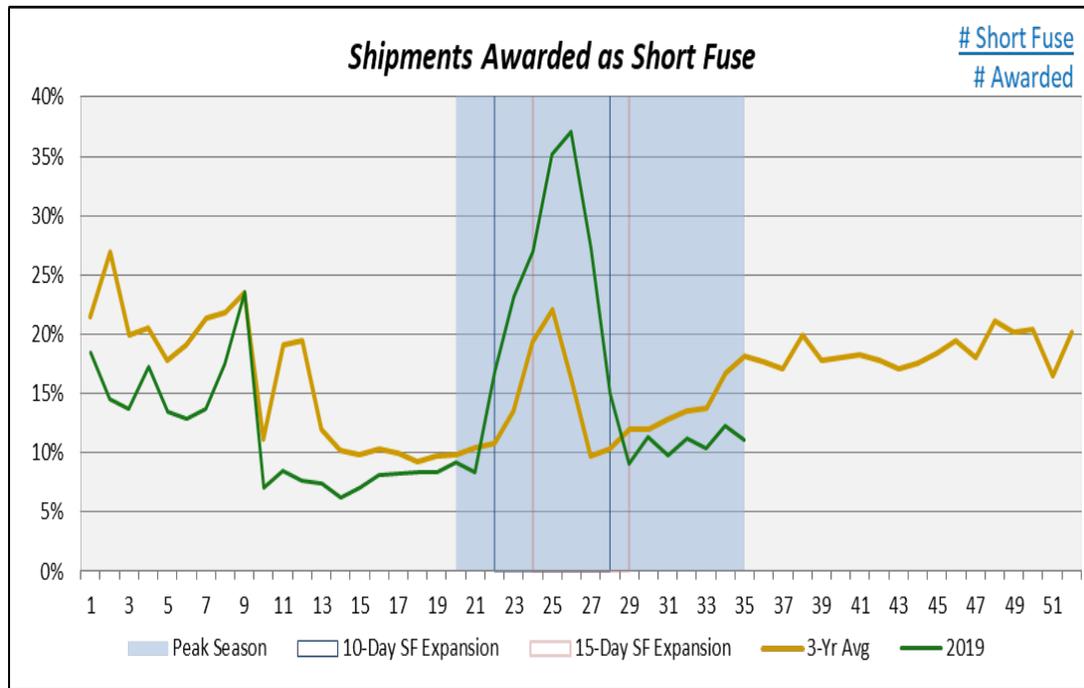




# Refusals—Short Fuse (SF) Overview

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- All Time High,  
37.1% at Week 26
  - Cost/quality impact to DP3
- SF Expansion to 10 Days
  - 30 May - 9 July
- First Ever 15 Day SF Expansion
  - 12 June - 19 July
  - Caused in large part due to workload backlog reported by JPPSOs
- Month of June 2019
  - 30% SF shipments (9,760 ttl)



SF Expansion: 31 May - 9 Jul 2019 (10-Day), 13 Jun - 19 Jul 2019 (15-day); 6 Jun - 9 Jul 2018; 16 Jun - 10 Jul, 2017; 14 Jun - 11 Jul 2016; 18 May - 10 Jul 2015; 23 May - 18 Jul 2014; 3 Jun- 8 Jul 2013



# Refusals—Shipment Offer Handling Time by Market

TOGETHER, WE DELIVER.

- Biggest contributor to long offer handling times was domestic shipments, (CONOPs required  $\leq 4$  hrs to accept/refuse)
- TSP had more success with meeting CONOPs timelines for OCONUS ( $\leq 12$  hrs to accept/refuse)
- Opportunity for closer surveillance of domestic shipments due to DPS timeout setting at 12 hours

