

Joint Personal Property Shipping Office – Southeast (JPPSO-SE)

INDUSTRY DAY 2019

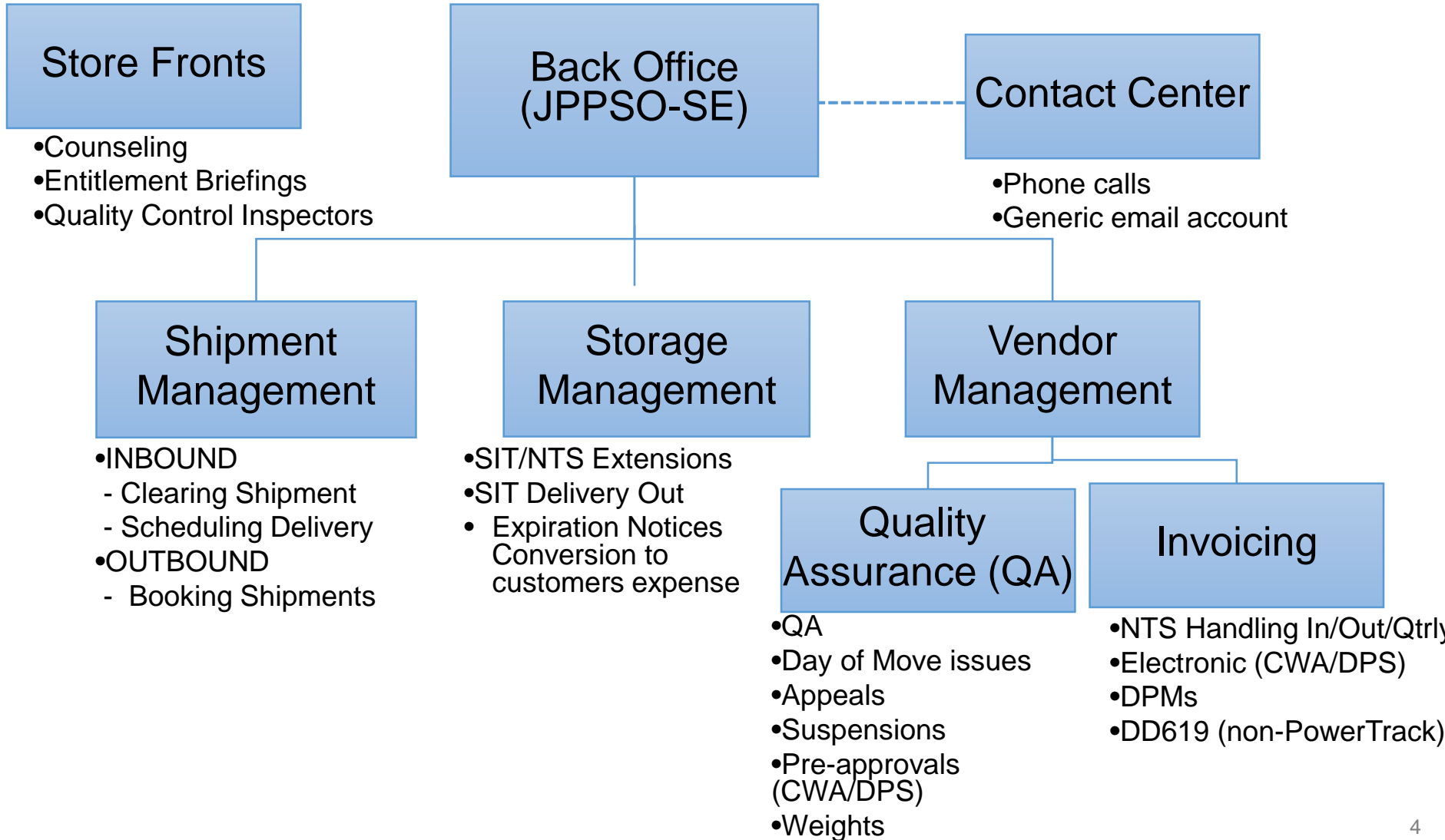
- HHG SE Team POCs
- JPPSO-SE Org and Functional Chart
- JPPSO Regional Sites (AOR)
- Points of Interest & Concerns
 - Storage Mgmt
 - Shipment Mgmt
 - Vendor Mgmt/QA
- Questions



JPPSO-SE Management POC's

- HHG Regional Director – Warren Bennett (904) 542-1349 warren.bennett@navy.mil
- JPPSO Director – Carlos Vargas (904) 546-6102 carlos.vargas1@navy.mil
- Shipment Mgmt. Supervisor – John Wilcox (904) 546-6141 John.Wilcox@navy.mil
 - Shipment Mgmt Lead – Vanessa Kinard (904) 546-6137 vanessa.kinard@navy.mil
 - Storage Mgmt Supervisor – Patricia Dark (904) 546-6128 Patricia.Dark@navy.mil
 - Storage Mgmt Lead - Margaret Richardson (904) 546-6159 Margaret.Richardson@navy.mil
- Vendor Mgmt./QA Supervisor – Stephanie Szymanowski (904)546-6103 stephanie.szymanowsk@navy.mil (schedule departure 30 March 2019).
 - Vendor Mgmt/QA Lead – Teresa Bell (904) 546-6129 teresa.bell@navy.mil
- NCOIC & QA – GySgt Hawkins (904)542-1258 anthony.j.hawkins@navy.mil

Any calls to the JPPSO should be made via the JPPSO Call Center (904) 546-6120 or 546-6130 during hours of operation (0730-1730, Monday – Friday).



Storage Management	Vendor Management	Shipment Management	Quality Assurance
JPPSO_SE_STORAGE@NAVY.MIL	JPPSO_SE_VENDOR@NAVY.MIL	JPPSO_SE_SHIPMENT@NAVY.MIL	JPPSO_SE_QA@NAVY.MIL
NTS Releases or NTSR	All Invoicing inquiries (Electronic & Manual)	Shipment Booking - Route and Award	Notification of Unusual Occurrence (Fire, Theft, Vandalism, Flood)
Purchase order for delivery after conversion to owners expense	Rated GBLS/Inventories/Weight Tickets navy_hhg_docs@navy.mil	postpone/canceling shipment	Inconvenience Claims
NTS & SIT expiration/extensions	NTS Handling in/Handling out inquires	Long Deliveries and Diversion	Letters of Warning/Suspensions
Customer requesting Long Delivery from SIT		Dates Changes	Abandoned/Frustrated Shipments

Please do not send emails to multiple addresses

Any calls to JPPSO-SE should be made via the JPPSO Call Center (904) 546-6130 or 546-6120 during hours of operation (0730-1730 Monday – Friday) or email

Mis consigned shipments	Notification of Late Shipments
Requesting GBL Correction)	Pre-approvals/3rd Party Services
Requesting SIT number	Problems encountered during move
Shipment Tracing	Requests for Inspector
	Requests for Re- weighs

For Gov't assistance, direct customers to:

1-855-HHG-MOVE (444-6683)
householdgoods@navy.mil

JPPSO-SE's PPPO AOR

- NAS Jacksonville, FL
- NAS Key West, FL
- NAS Meridian, MS
- NSA Millington, TN
- NAS JRB New Orleans, LA
- NAS Pensacola, FL
 - Whiting field, FL
 - Corry Station, FL
- Camp Lejeune, NC
- Fort Benning, GA
- Fort Polk, LA
- Fort Jackson, SC
- MCLB Albany, GA
- MCAS Beaufort, SC
 - Paris Island, SC
- MCAS Cherry Point, NC
- Redstone Arsenal, AL
- Fort Rucker, AL
- Fort Gordon, GA
- Fort Stewart, GA
 - Hunter Air Field
- Fort Buchanan, PR

Peak Season Issues 2018

- TSPs changing pickup dates at last minute. Customer has to delay move or perform PPM. Pickups delayed as much as 1 – 2 weeks
- **Missed Pickups**
- **TSPs Poor communication. TSPs/Move Managers (MM) not returning calls and not answering phones, not communicating problems/failures timely**
- Shipments being containerized and being held at origin extended periods of time. Shipments at origin on RDD,
- **TSP refusing to reassemble items, unpack and missing parts.**
- Taking 3 – 5 weeks to schedule a delivery out of SIT or delivery of containerized shipment
- TSP arriving at residence late PM staying after 12:00 AM

Peak Season Issues 2018

- DPS not being updated timely manner (i.e. deliveries, pre-move, eta's etc...)
- TSP not utilizing all pack days and show up last pack or pickup date rushing the job or staying very late hours.
- TSPs not arranging for 3rd party services for assembly of items
- TSP not performing pre-move surveys
- TSP leaving mold contaminated items at residence (delivery).
- TSP Marking most items as having pre-existing damage. Drivers not giving customers time to review inventory and make exception
- Unqualified workers and workers ineligible for access to the installation.
- NTS TSPs refuse shipment because of distance and weight

Points of Interest & Concerns

Storage Management

- Non-Temp-Storage Releases
 - TSP not communicating with NTS facility or JPPSO inability to pickup NTS lot on schedule pickup date.
 - NTS facility not reporting missed pickup timely (1 – 2 weeks later).
 - NTS facility should contact JPPSO immediately when TSP is no show.
 - NTS facility releasing shipments without DD1164. If 1164 not received two business days prior to schedule release, notify JPPSO immediately.
 - Charging members for storage at commercial rate prior to receiving conversion DD1164
 - NTS facility shall refer customers to their local PPPO or JPPSO to schedule delivery from NTS, whether store at Gov't or customer's expense.
- Storage In Transit (SIT)
 - TSP not delivering out shipments in DPS as per current regulations.

Points of Interest & Concerns

Shipment Management

- Outbound Shipments
 - DPS not updated when pre-move survey is complete
 - Encourage early pre-move survey. Schedule within 5 business days of accepting shipment.
 - Avoid printing of GBL prior to completing and documenting pre-move survey and later requesting GBL modifications for changes. **TOO MANY BOL CORRECTIONS**
 - Shipment Refusals - Anticipate USTC approval to permit refusals. Final Business Rules pending.
 - 2 hours or less to refuse shipments
 - Ability to Black Out by origin remains
 - Shipment cancellations – Direct customers to local PPPO. Cancellations must be in writing.

Points of Interest & Concerns

Shipment Management

- CODE 2...12% Goal (Exception Key West, FL)
 - 8,000 pounds or less & over 800 miles
 - SIT Required & delivery address not available at time of counseling)
 - No Large unusual items that will not fit in a standard container
- Inbound
 - TSPs please document status of shipments in DPS (i.e. missed RDD, ETA, Schedule Delivery etc...)
- Non Temporary Storage
 - Refusing shipments pending submission of higher rates...is a NO NO.
 - NTS Capacity – Any NTS TSP reaching saturation, please notify Shipment Mgmt, JPPSO-SE ASAP.
 - NTS TSP willing to submit Saturation Rates for areas they are not currently servicing, please notify Shipment Mgmt, JPPSO-SE.
 - Anticipate saturation in (Pensacola, New Orleans, North Carolina)

Points of Interest & Concerns

Shipment Management

- Florida Keys Zip “330” Designated as US4965500 Rate area.
 - TSPs can now set rates specific to the area Key West Service Charge (Has been increased)
 - JPPSO will continue diverting shipments to Miami for SIT & authorizing long-delivery.
- Code 2 Containerized HHG
 - Limited to on base pickups
 - Est Wt 5,000 lbs or less
 - Destination over 800 miles
 - No large that will not fit standard container

Vendor Management

- Invoicing
 - Timely submission of invoices and NTS Handling-In Documents continues to hinder timely processing of invoices.
 - Invoices prior to Regionalization dates continue to be the responsibility of the PPPO for processing.
 - DPM Third Party Payment (US Bank SYNCADA), fully implemented.
- Rated Documents
 - Email box for rated GBL documents from TSPs is (navy_hhg_docs@navy.mil)

Points of Interest & Concerns

Vendor Management

- Quality Assurance
 - Pre-approval Request returned “DENIED” to TSP’s.
 - TSP’s not reviewing NOTES requesting clarification or additional supporting information/documentation.
 - Unpacking of shipments not being performed.
 - Failure to perform Pre-move Survey is an ongoing issue.
 - TSPs and Agents are to verify installation access requirements with Base Security at each Installation. Most bases are using Defense Biometric Identification Systems (DBIDS). POC for more info GySgt Hawkins
 - QA Inspections – 50% on-site inspections. All Services working to reach target goal.

What are you seeing as potential issues this peak season?