



MOVING FORWARD

Report on the 2019 Spring Personal Property Forum

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The Personal Property Forum was held on March 19 – 20, 2019 at the Four Points by Sheraton Conference Center in Fairview Heights, IL, just a few miles from Scott AFB. The slides can be found [here](#) along with the [meeting minutes](#), and the following is our summary of the PPF.

COL. Ralph A. Lounsborough
Division Chief, Personal Property Program (TCJ4-H)

Colonel Lounsborough welcomed the group and began by discussing the effort TCJ4-H was making to keep an open line of communication between the services, industry and customers. Since December 2018, monthly informal meetings between TCJ4-H and Industry CEOs have occurred to discuss initiatives and issues for 2019. As time goes on, he hopes to make these meetings more of a formal process with a committee established. In addition to the Industry Discussion Panel, there is also an Advisory Panel that speaks to TCJ4-H consisting of spouses, which meets monthly. They are in the process of creating a panel and developing a charter for the meetings.

COL Lounsborough then went on to speak about the 2019 Strategic Initiatives:

Domestic Code 2 Initiative: The goal is to increase Code 2 shipments from 6% to 12%. The criteria for a shipment to be designated as a Code 2 is as follows:

- Shipment will go into storage (NO direct delivery address at time of offer)
- Shipment weight:
 - Non-Peak: less than 3,000 lbs
 - Peak: less than 7,500 lbs
- Shipment must be traveling over 800 miles
- No extra large items on the shipment:
 - Pianos
 - ATVs
 - Motorcycles, etc.

It was discussed that if a TSP were to receive a shipment that didn't meet the above criteria, they could call the base to get it pulled back without punitive damages. COL Lounsborough stated that he is aware of the pros and cons of moving shipments as Code 2, but the goal is to reduce loss and damage of household goods which is the number one customer complaint.

Refusals as a Capacity Enabler: The intent is to allow refusals without punitive action for peak season 2019. In the past, TSPs have blacked out even though they may have had some capacity in order to avoid punitive actions. The Industry has stated that if allowed to refuse without a penalty, they could maximize their capacity.

FUEL SURCHARGE

ON APRIL 1, THE NATIONAL AVERAGE FOR ONE GALLON OF DIESEL FUEL WAS ANNOUNCED BY THE D.O.E AT \$3.078.

TARIFF	04/15/19-05/14/19
NVL100	8%
GSA-01	FORMULA BASED
D19/400NG	5%



NATIONAL FORWARDING CO., INC.
 2800 ROOSEVELT RD
 BROADVIEW IL 60155
 PH: 800-722-9144

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Criteria for refusals:

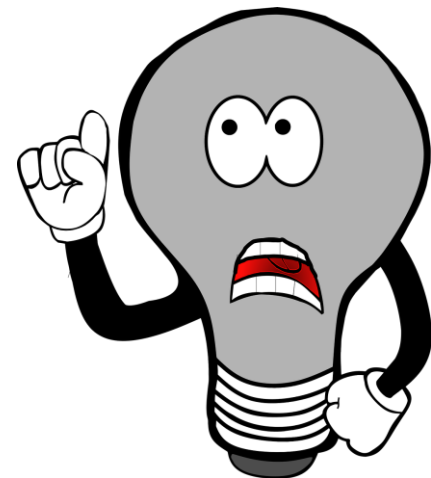
- Applies to all Domestic and International HHG shipments picking up 15 May – 30 August
- TSP must refuse the shipment within 2 hours after it has been awarded (**this has since been changed to 4 hours to refuse a shipment**)
- TSPs should still manage blackouts when no capacity exists
- All refusals count as a “turn at the wheel”

At the PPF, it was stated that the programing was almost complete to have refusals roll out. A great concern to them was that the system gives TSPs 24 hours to accept or reject the shipment and services would like to put programing in place for 2 hours (**again, now 4 hours**). On 5 April 2019, DPS was down for scheduled maintenance to release 3.28 changes in the refusal timeout process. This refusal process went into effect on 29 April 2019. As this initiative is now live, the services will be monitoring the refusal process closely to see what impact this has on the customer. This could determine if TSPs are able to refuse shipments in the years to come.

Transit Time Increases: USTRANSCOM recognized that the changing market along with EDL issues have inadvertently made it more difficult to deliver shipments in the transit time given. On 4 March 2019, [Advisory #19-0041](#) was released increasing the Domestic Transit Times in the Defense Personal Property System. Transit times between channels increased an average of 2-3 days, which is roughly at 10-30% increase. In addition, shipments booked as Code 2 were given an additional 5 days of transit. (*NFC’s Julian Calendar is available [here](#) with the updated Transit Guide for your reference.*)

Mr. Danny Martinez
Chief, Business Processes (TCJ4-HB)

Mr. Martinez said that peak season calls will resume on 25 April. He is looking forward to data driven discussions and decisions with the industry. In particular, how the shipment refusal time and the Code 2 Initiative will be received. He spoke of 2019 Program updates:



Rate Increases in the [400NG](#) & [IT](#):

- 41 of the 227 CONUS geo locations were increased by a total of 27% to make military locations more lucrative
- Applied increases to all OCONUS linehaul tables using inflationary data for various currencies and applied for multiple years.
- These increases were not just limited to linehaul, but also include SIT Delivery in/out, labor, etc.
- Agent pass through charges: TSP shall be required to pass through any charges paid by the Government for charges associated with: crating, uncrating (domestic only), shuttle service, additional labor, Florida Keys service charge, and fuel surcharge. This is now a requirement, not a suggestion.

This retooling will not likely take place every year, but they will continue to work with the Industry to address issues and concerns.

TSP Scorecard:

Per USTRANSCOM, the goal of the TSP Scorecard is to increase transparency for DoD customers on TSP performance. The scorecard is only visible to current DoD customers who log in to the DPS system and is considered For Official Use Only (FOUO). Customers may then request that their shipment be pulled back and re-awarded to a TSP of their choice if they don’t like what they see. The TSP scorecard was met with much resistance from the JPPSO and PPSOs present at the meeting. This is a serious impact to them and it is a heavy administrative burden to remove and re-award the shipment to the TSP of the customer’s request. In addition, a point was made that a customer doesn’t understand the distribution process to award shipments and it’s not as easy as selecting a new TSP in the system. COL Lounsborough admitted that the TSP Scorecard was something that came about in response to the social media upheaval

of 2018 and that it was implemented by powers above him; however, if there is a serious negative impact because of this, JPPSOs and TSPs should advise him so they can work on a change.

Tender of Service:

Several changes were made to the [Tender of Service](#) which go into effect 15 May 2019. The Tender was simplified, and redundancies were removed including 7 pages of requirements. A new requirement to note: **inconvenience claims for delays out of storage (5 days in non-peak, 10 in peak).**

The new tender states that items must be removed from totes and re-packed into cartons. This was a hot item that was met with much debate. Several agents and TSPs pointed out that customers are absolutely resistant to having their items in totes being re-packed in boxes. They would be stuck between a rock and hard place; they will receive a low CSS, or they will receive a Letter of Warning (LOW) for not following the TOS. It was admitted by the services that this is a real issue and that an advisory may go out reversing this decision. As of the writing of this newsletter, we have not seen this advisory.

Mr. Jorge Leon**Chief, Transportation Policy (TCJ-PI)**

Mr. Leon explained that the [DTR](#) is a document that is continuously being updated. Items to note:

- Chapter 405 Quality Assurance: updated in August of 2018 it provides policies and responsibilities for Quality Assurance. They have set an inspection standard of 50% of all inbound and outbound shipments to be reviewed. If a physical inspection is not feasible, inspections can be telephonic and/or virtual, however, these types of inspections do not count towards the 50% standard. As of January 2019, DoD wide physical inspection is at 31% including JPPSOs, and 16.6% at the PPPO level. It is up to the individual services to work towards raising the inspection rates with the ultimate goal of having 100% of all shipments inspected.

Ms. Jill Smith**Chief, Plans, Strategy and System Integration (TCJ4-HP)**

Ms. Smith spoke about system updates to the USTRANSCOM Public Page. It has a clean new look and a wealth of information can be found at <https://Move.mil/sme>, the official DoD PPSO & TSP Moving Portal. This includes but is not limited to:

- Dp3 Business Rules and Regulations
- Advisories
- Household Goods and NTS information
- They are continuously working on the website and updating it.

Mr. Dale Shelton**DPS Program Manager**

Mr. Shelton is in charge of keeping DPS up to date. They perform weekly maintenance to the system and currently are not launching any new updates other than to the refusal policy.

Mr. Jeff Clark**Defense Digital Service**

Mr. Clark helps the DoD in all digital program areas. His main focus is getting the MilMove Program off the ground to replace the aging DPS system. MilMove will be considered a more user-friendly platform for the customer than DPS. He is confident in the level of security offered by the system and ease of use. They have invested hundreds of hours of research to come up with a system that features:

- A program that can be used on a personal device such as a phone or tablet
- Supported by Chrome, Safari, Edge, and other mobile browsers
- Supports PPM and HHG CONUS moves

- Electronic signatures
- Document upload support
- Invoice generation & payment processing via TPPS

Currently they have tested several moves and received feedback from military customers. They are going to work on additional features such as claims shortly.

Mr. Kevin T. Kennedy

U.S. Air Force

Mr. Kennedy's discussion topic was the area of Quality Assurance. The Air Force takes QA very seriously, and the PPA, AF JPPSOs and PPSOs participated in a QA summit to ensure all JPPSOs and PPSOs were standardized in issuing LOWs and LOSs. They consider JPPSO-SC the standard in issuing LOWs and LOSs, and TSPs to expect more not less.



Mr. Robert Haverback

Army Sustainment Command

Mr. Haverback noted that the Army has the lowest volume of shipments inspected by the QA. They are working on raising the QA inspection rate from 25% to 50% for the 2019 Peak Season. They have a lack of manpower in this area and they are looking to prioritize and fill vacant QA positions. In addition, he wanted to stress the importance of raising the Code 2 shipment volume from 4% to 12%.

Mr. Fred Hyden

U.S. Marine Corps

Mr. Hyden mentioned that there is no local agent currently in the Key West area and there is now an increased Key West Service Charge which incentivizes agents local to Miami to service Key West. He expects an increase in the number of Code 2 shipments into and out of Key West. He also mentioned that their current inspection rate is lower than the 50% required by the DTR, and they are working toward making 50% on-site inspections a standard.

Mr. Dave Jones

Lead, Operational and Quality Support Team (TCJ4-HB)

Mr. Jones spoke of the upcoming claims and liability changes. The goal of these changes is to raise customer satisfaction on moves. These include:

- Full Replacement Valuation: FRV has increased to \$6.00 times the net weight of the HHG shipment or the gross weight of the UB shipment, in pounds, not to exceed \$75,000.
- Mold: The TSP is now required to provide an itemized written estimate, and include pictures, and an inventory of salvageable and non-salvageable items.
- Estimates: The TSP is required to provide the member a copy of the estimate used to support an offer of settlement at the time of the offer.
- Salvage: Salvage is only authorized upon payment. A TSP cannot pre-emptively deduct salvage from an offer. In addition, salvage rights to the TSP terminate upon transfer to the MCO.
- Advanced payments on catastrophic loss do not relieve the inconvenience claims process.

Ms. Rosia Lindsey**Lead Special Requirements and Rates Team (TCJ4-HB)**

Ms. Lindsey discussed several updates in the 2019 Tender most notably:

- Inflation adjustments made to the OCONUS LH Schedules
- Applied adjustments across multiple years where no increases were previously made
- Riding lawnmowers (including stand-on) have been added to the bulky article item charge
- Shuttle services (Item 201): All shuttles require pre-approval from the government and shuttles are TRUCK-TO-TRUCK transfers only (**tractor trailer weights are also required**). 2019 changes and updates include:
 - TSP must submit a DD Form 619/619-1 signed by the customer to validate a shuttle service was performed
 - The following additional documentation may be requested (by GSA) to support payment:
 - Signed Dispatch Logs
 - Paid equipment rental receipts
 - Copy of vehicle registration
- Crates/Special Containers (Item 508): crating/uncrating must be done at the residence unless authorized by the customer or servicing PPSO to do so at the warehouse. In addition:
 - GPS increase applied to crates
 - New material must be used when crating is approved
 - Marble tabletops and pool table slate may be too heavy/large for available cartons and may be eligible for crating

A Claims Perspective: Claims Panel Led by

Virginia Eilmus, Department of the Navy JAG Head, Personnel Claims Unit Norfolk

The claims panel from each of the services discussed frequent concerns such as:

- Stressing the importance of not simply telling the customer to transfer the claim to the MCO when some sort of agreement could be reached between both parties.
- Not making offers just based on photos alone
- Using estimates that state Loss of Value, but not repair costs
- Electronics with no external damage denied without investigation into why it's not working
- Generalization of inventory being used against the member in the claims process
- Denying due to no proof of tender, i.e.: it's reasonable to assume a power cord to a TV would be packed in a box marked living room

Overall, the meeting was well attended, and under the leadership of Colonel Lounsbrough a dramatic increase in communication between the Industry and USTRANSCOM is noted. The Industry appreciates that changes have been made to the transit time, shipment refusal policy, and 400NG. We look forward to the Fall Personal Property Forum to continue the open dialogue.



Summary of Additional Military/Industry Meetings

Claims Prevention and Procedure Council Workshop, April 12, 2019

The largest organization for household goods claims was held just 15 minutes down the road from National Forwarding Co., Inc. this year, and we took advantage of that by sending most of our claims personnel. As things turned out, it was well worth it!

We had a full 8 hours to receive a presentation from, and speak with, a government panel which included MCO's and USTRANSCOM. In attendance was Keith Well, Julie Snyder, JD Klein, Chris Barber and Jennifer Cousineau from Army Claims HQ at Fort Knox, and Carnita Farve from Air Force Claims HQ. Dave Jones and Willie McAlister were also in attendance from USTRANSCOM. Their presentation and the ensuing Q & A were very beneficial to our team. Issues discussed included mold, OCIE, general expectations and rules clarification, and how to follow proper channels if we have an issue with their offices. It also enabled them to meet our team of adjustors and put a face to the name – something which can often bridge the gap when there is an area of disagreement. These are just a few of the informative conversations that took place.

Pam Johnson elected to CPPC Board of Directors – the icing on the cake at the CPPC meeting was when Pam Johnson won election to the CPPC Board. This is quite an achievement for Pam, and serves to underscore the level of expertise that she has obtained through the years. It obviously has not gone unnoticed by her peers from outside NFC.

Industry Days

The services held very informative meetings in the cloud and onsite in preparation for the peak season. Below is a brief summary. We highly recommend reviewing the slides as they provide detailed information on contacts, areas of responsibility and local base access. *Click on the event name for slides.*



[JPPSO-SC, San Antonio, TX, March 6, 2019](#)

- HAFC has experienced 7% shipment decline in the last 4 years
- They account for 10% of the DOD shipping volume
- Hurricane Michael: the MCO will handle all mold claims on file
- Weight tickets: NFC asked if they will accept electronically signed, and watermarked, weight tickets. They are acceptable as long as all the required information is on the ticket.

[JPPSO SE, Jacksonville, FL, March 26, 2019](#)

The slides show important JPPSO-SE point of contacts for specific items. Any calls to the JPPSO should be made via the JPPSO call center 904-546-6120 or 546-6130.

JPPSO will allow turn backs on Code 2 shipments that do not meet the criteria established by USTRANSCOM. They will have different allowances for Code 2 shipments out of Key West:

- Limited to on base pickups
- 5,000 lbs or less
- Destination over 800 miles
- No large items that will not fit in a standard container

JPPSO-NE, Hanscom AFB, MA, April 9, 2019

Customer communication was a key focus point.

- Always keep a constant line of communication and manage customer expectations
- A [mold tri-fold pamphlet](#) was given out to provide information on the responsibilities of the Customer, QC Inspector and TSP.
- [Denial Criteria](#) for Hanscom AFB entry

JPPSO SW, San Diego, CA, April 9, 2019

If you have a day of move issue call the Household Goods Customer Contact Center (HHG CCC) at 855-444-6683. An example of this would be attempted pickups/waiting time. After hours calls can be made to 619-261-2238 or 855-444-6683.

- As of April 1, they no longer service LA county, this now belongs to JPPSO NC.
- They will take turn backs of Code 2 shipments on a “case by case basis”
- They will monitor for shipments that are delayed out of SIT (3+ weeks)
- It is NOT the customers responsibility to act as your base sponsor and escort drivers on the base

CPPSO Norfolk, Norfolk, VA, April 11, 2019

Any calls to the CPPSO should be made via the Navy Call Center 855-HHG-Move, however, the slides have information on points of contact for specific items.

- Their criteria for Code 2 shipments:
 - 6,000 or less
 - Traveling over 600 miles
 - SIT required and delivery address not available at time of counseling
 - No large or unusual items that will not fit in a standard container
- Most of their bases are using DBIDS, and their office will sponsor local crews for 2 years



WHAT OUR CUSTOMERS ARE SAYING

Positive Customer Satisfaction Survey Comments

Everything was great. Very happy with both the pick-up and drop off teams. Very quick and professional. All my belongings were packed with care.

Origin & hauler: Stewart Moving & Storage, Portsmouth, VA

Destination: Welch Transfer, San Angelo, TX

Load crew Dennis head of load crew I, he was amazing followed up with me later on to get boxes.

Origin & hauler: Hampton Roads Moving & Storage, Suffolk, VA

Thanks for making our move so painless. It ended up being a rather good experience. We hope our future moves ended up like this one.

Origin & hauler: J. Barber Moving & Storage, Fredericksburg, VA

Out of 5 different moves I've done with the military now this has been the most pleasant one. Eddie was the most professional and timely move coordinator I've ever seen. They have done an excellent job.

Origin, hauler & destination: Gilmore Moving & Storage, Fort Walton Beach, FL

This was my last move. This was the best moving crew we have ever worked with, very good guys, very good workers.

Origin & hauler: Town & Country Movers, Gathersburg, MD

The delivery crew were amazing. they were life savers, they put things together too.

Hauler: Quality Services Moving, Lorton, VA

The driver (Jim) was the best I have had in over 30 years of military moves. Absolutely a gentleman, and a total pro.

Hauler: National Van Lines, Broadview, IL

Everything was great. Very happy with both the pick-up and drop off teams. Very quick and professional. All my belongings were packed with care.

Origin & hauler: Stewart Moving & Storage, Portsmouth, VA

Destination: Welch Transfer, San Angelo, TX

From packing to loading to transportation to unloading/unpacking this move was the best I've had out of the last ten moves! I was amazed at how hard all worked and how courteous and professional they were...on both ends! I gave them all "5s" on their reports.

Origin, hauler, destination: Cicero's Moving & Storage, Macon, GA

COMPANY NEWS

March 6	Katherine Rozell	Dispatcher	2 years
March 19	Petra DeFrance	DOS Coordinator	12 years
March 31	Paulette Sherman	Move Manager	3 years
March 22	Cindy Iorfida	Administrative Assistant	24 years
March 23	Tina Empson	DOD Coordinator	4 years
March 27	Pam Johnson	Senior Manager, Claims & Customer Service	23 years
March 30	Tracie DePasquale	Accounts Payable	19 years
April 12	Kristin Louapre	Senior Commercial Coordinator	15 years
April 13	Patty Farmer	Fast Pay & Receivables Administrator	20 years
April 21	Jennifer Leitner	Move Manager	2 years
April 24	Patty Hartung	Office Assistant	30 years
April 26	Stephanie DiVito	Manager, Military Operations	9 years

2019 NFC 400NG RATING ENGINE RELEASED

The 2019 NFC Rating Engine is now available. The tool can be found on the NFC website www.nationalforwarding.com for download. Click on Transportation Partners, NFC Resources, 2019 NFC Rating Tool. The NFC Rating Engine is an Excel based program. Upon download, please enable all macros once you have opened the Rating Engine.

NFC'S TONNAGE LIST

Have you been to NFC's website www.nationalforwarding.com yet? If not, what are you waiting for!?! At your fingertips is access to our tonnage list that updates every 3 minutes! Not only are you able to view NFC's available tonnage, but you can sort the list to fit your needs. For example, you include/exclude states, dates, linehaul etc. This comes in handy for sorting when you are looking for back haul on those self-haul shipments you are servicing.

