

USTRANSCOM, Personal Property Advisory #18-0066

Date: 18 April 2018

From: USTRANSCOM Personal Property Division (J4-H), Scott AFB, IL 62225

To: All Military Service Headquarters Representatives, Worldwide Personal Property Shipping Offices (PPSOs) and Personal Property Processing Offices (PPPOs) and Transportation Service Providers (TSP)

Subject: Claims Prevention and Procedures-Areas of Concern.

1. USTRANSCOM and the Services Military Claims Offices (MCOs) been experiencing problems with TSP and TSP claims representatives (hereby referred to as the TSP) compliance with business rules.
2. In coordination with the MCOs, we are establishing a more aggressive surveillance and enforcement plan which will require PPSO involvement in taking steps to prevent negative trends identified below. MCOs will use the enclosed letter to advise responsible PPSO quality assurance sections of the need for enforcement action where appropriate
3. Common areas of concern identified by the MCOs and USTRANSCOM include:
 - Documentation (e.g. Notification of Loss or Damage At Delivery form) not reflecting the TSP on the Bill of Lading (reference USTRANSCOM Advisory 18-0061).
 - TSPs failure to transmit requested documents to the requesting MCO within two business days upon receipt of their request.
 - TSP/3rd party claim services demanding photos of damages and/or denying claims based on the lack of photos.
 - TSPs making offers for repairs based on TSP experience instead of hiring a repair firm.
 - TSP insists on repair or subsequently limits offers to half (or any portion) of repair cost without a willingness to negotiate.
 - Denials for lack of notice of loss/damage at delivery.
 - Poorly prepared & vague inventories.
 - Inappropriate denials for lacking proof of tender (e.g. reasonable items packed in a box and not listed specifically on the inventory).
 - Condition codes are not visible to customer on electronic inventories.
 - Lack of good faith negotiation or other unethical acts.
 - Increased transfers to MCO caused by TSP not interested in negotiating or falling behind in peak season.
4. Email questions/concerns pertaining to this message to USTRANSCOM Operational and Quality Support Team at usarmy.scott.sddc.mbx.pp-claims@mail.mil
5. Message was approved for release by the Chief, Business Processes Branch, Defense Personal Property Program, TCJ4-HB.

Attachment:

1. MCO notification to PPSO



UNITED STATES TRANSPORTATION COMMAND

8th AVIATION BRIGADE
SCOTT AIR FORCE BASE, ILLINOIS 62225-5357

SAMPLE

The Military Claims Office (MCO) is notifying you that the Transportation Services Provider(s) listed below are in violation of the Defense Transportation Regulation (DTR) Part IV and/or USTRANSCOM Claims and Liability Business Rules. This office requests the following:

- a. Review and take the appropriate action
- b. Request punitive action based on the violation (e.g. DTR IV, App B, Par A.1.c-Unethical acts)

1. SCAC: _____

GBL: _____

CUSTOMER: _____

- Failure to make contact with the customer within 15 days of claim submission
Claims and Liability Business Rules Para 2.4.1
- Failed to pay, decline, or make a firm settlement offer in writing to claimant within 60 days
Claims and Liability Business Rules Para 2.4.1
- Failed to complete payment to the claimant with 30 days
Claims and Liability Business Rules Para 2.4.2
- Failed to transmit requested documents to the requesting MCO within 2 business days
Claims and Liability Business Rules Para 2.1.3
- Other _____

Additional notes: _____

Business rule violated: _____