



JPPSO-SC Industry Meeting

March 6, 2019

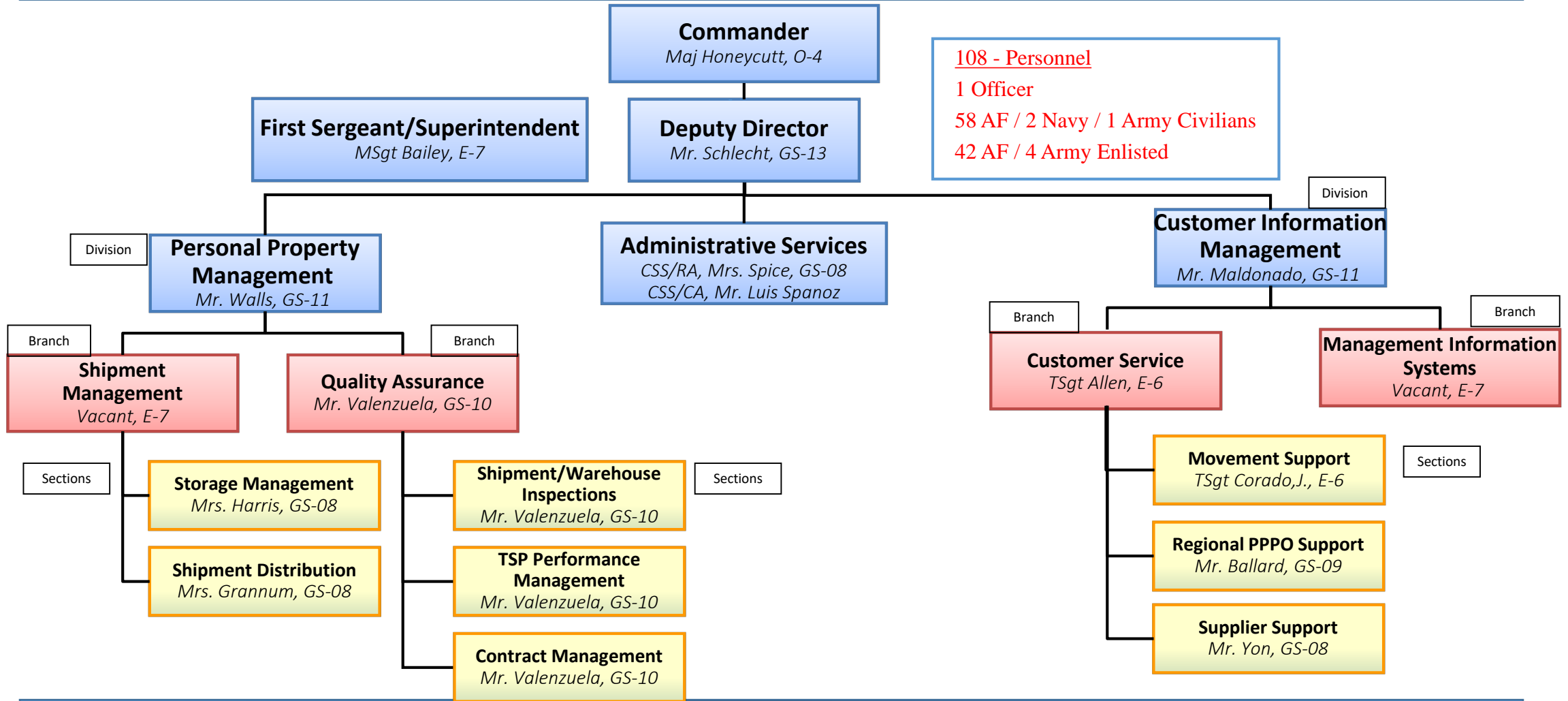


CC/DD Welcome

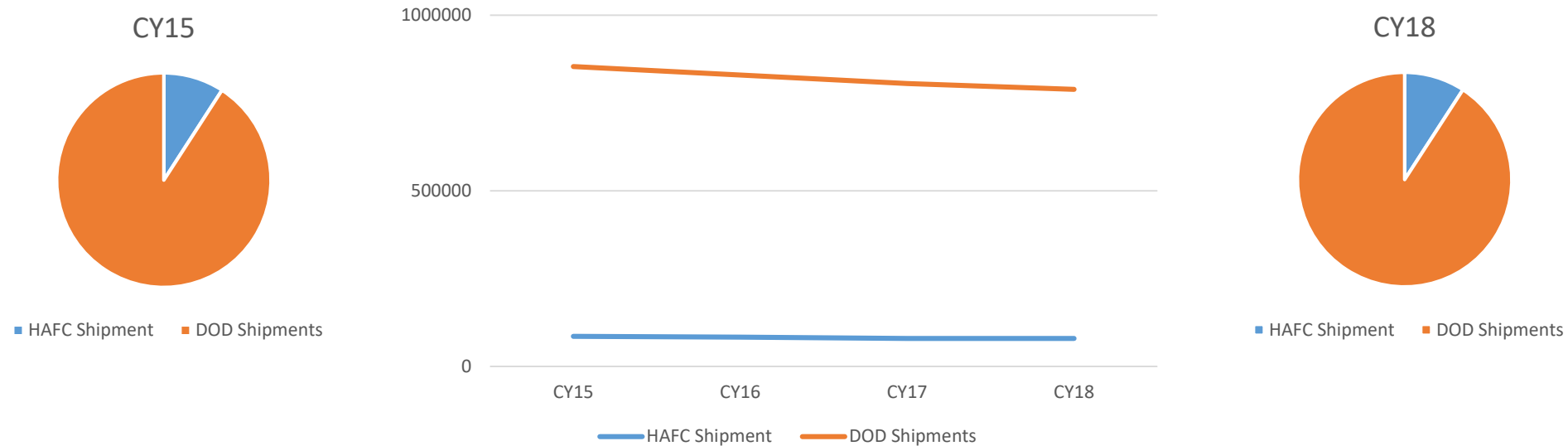


- Opening Remarks
 - Commander – Maj Cody Honeycutt
 - Deputy Director – Mr. Herb Schlecht
-

Organization Chart



Total Shipments



- HAFC experienced 7% shipment decline in last 4 yrs, correlates to DOD's 8% decline
- CY18 HAFC totaled 79,633 shipments & remained 10% of DOD shipping
 - Direct Procurement Method accounted for 7% of HAFC's total volume

Total CY 2018



Invoicing

- DPS – 79,633 / \$185,031,891
- NTS - 46,700 / \$10,151,396
- DPM - 3,787 / \$4,184,282

Storage

- Non-Temporary Storage Lots – 7,011
- TOPS SIT Shipments – 2,140
- DPS SIT Shipments – 19,068

Agenda



- Housekeeping
 - Emergency
 - Restroom
 - Food/Drinks
- Agenda
 - Morning Session 0900-1200
 - Lunch Break 1200-1300
 - Afternoon Session 1300-1500

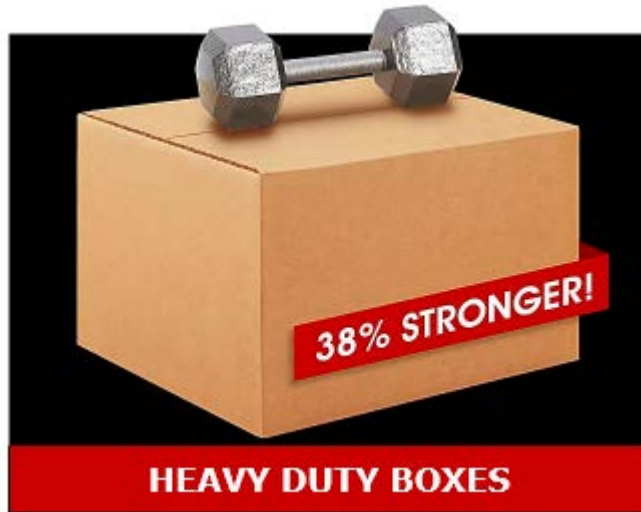
QUALITY ASSURANCE



- Pre-move Survey
- Mold
- Pre-Approvals--Crates, Gun Safe Manpower, Third Party Service, etc...
- Telephonic Inspections
- Inconvenience Claims
- HAFC QA Data Warnings/Suspensions



Information to Ponder



- All sensitive products needs the right protection against shock & vibration
 - Crating w/out blocking & bracing is not the answer

TRIPLE WALL GAYLORD BOXES

MODEL NO.	INSIDE DIMENSIONS L x W x H	WEIGHT CAPACITY	TEST	SHPG. WEIGHT	PRICE EACH	
					5	25+
S-11300	36 x 36 x 36"	1,200 lbs.		25 lbs.	\$46	\$45
S-4967	40 x 30 x 30"	1,200 lbs.		21 lbs.	42	40
S-18973	40 x 40 x 40"	1,300 lbs.		31 lbs.	63	61
S-18974	48 x 24 x 28"	1,200 lbs.		20 lbs.	40	39

Information to Ponder



- Movement of Safes



Powermate Powered Stair Climber Truck-M

Item: Powermate M-1 (400010)

Lifting Height 40"-48"
Capacity 1500 lbs.

OUR PRICE: \$3414.99



Steprider 1800 Stairclimbing Hand Truck

Item: 3000-ACDC

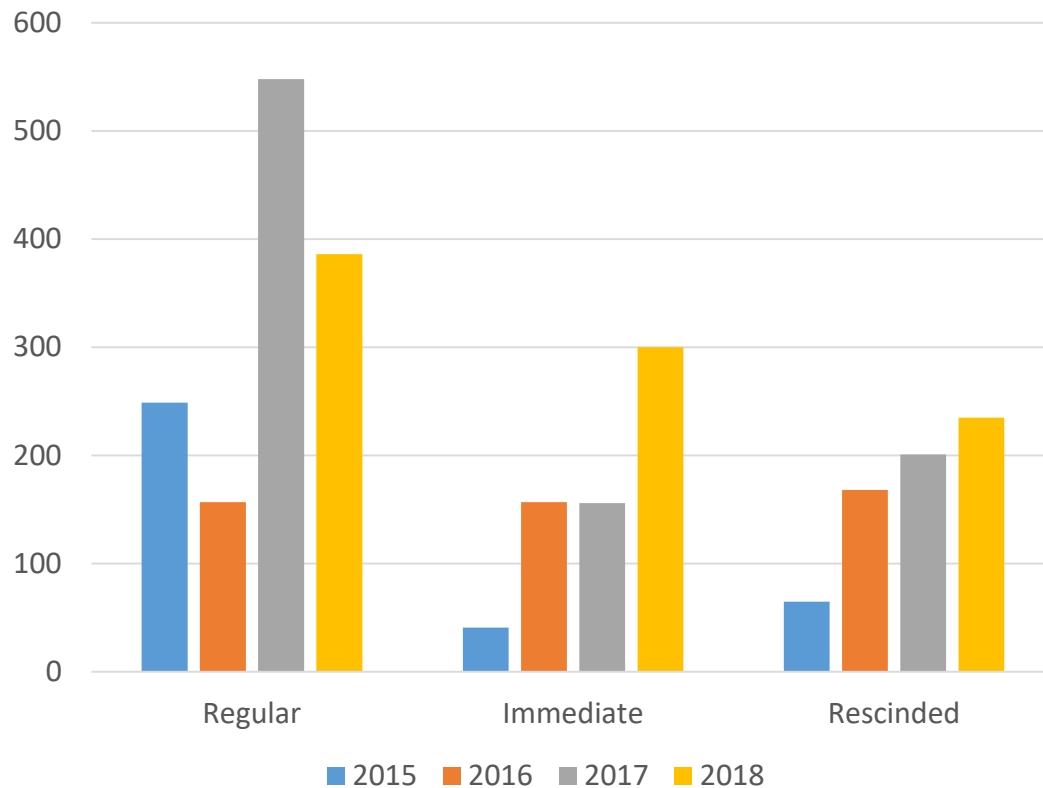
3000 lb Capacity!
Includes Remote

OUR PRICE: \$7779.99

QA LOS Overview

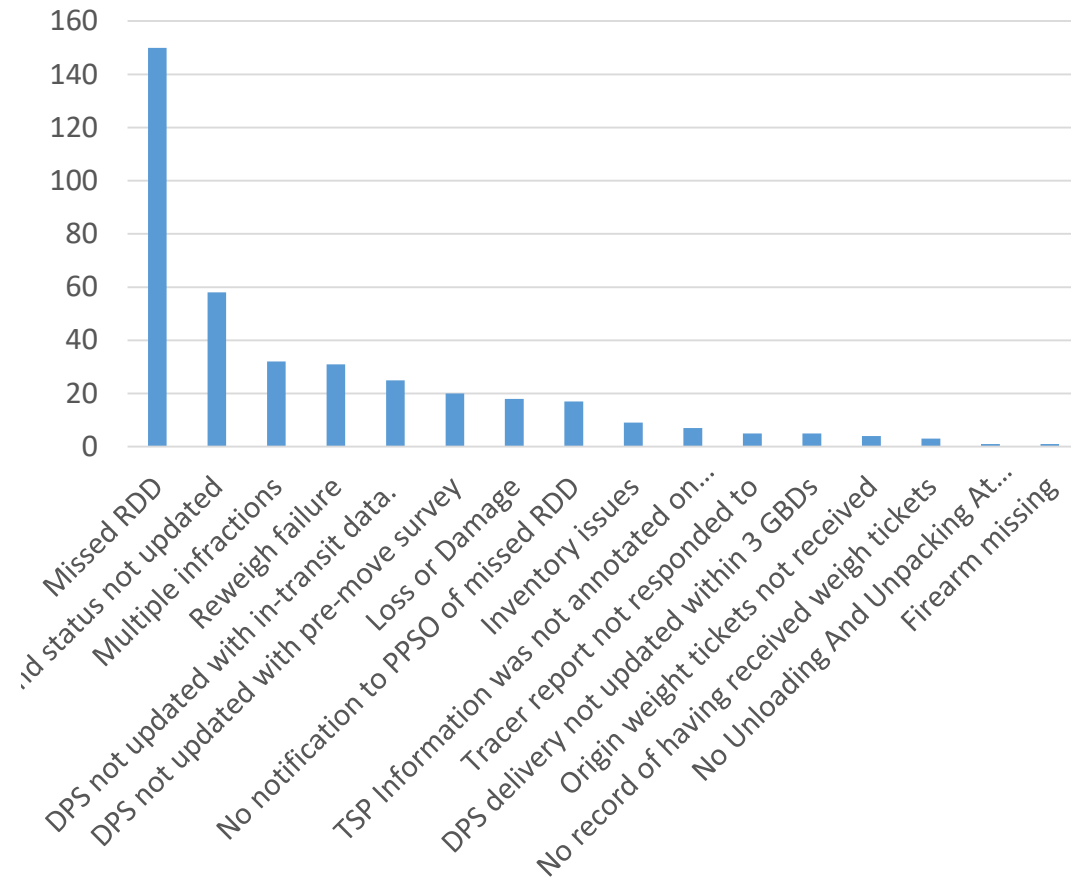


LOS' Issued



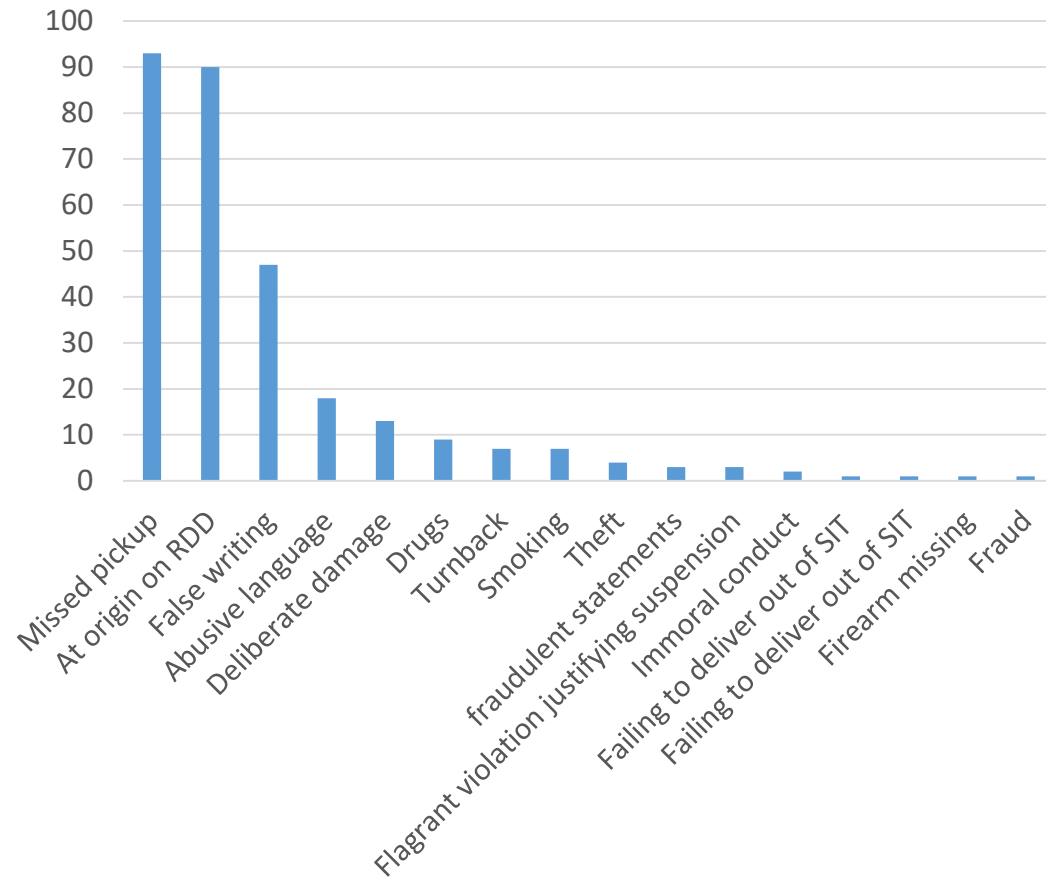
- Routine LOW action down due to HAFC not doing LOWs for outbound shipments & providing no punitive action for shipment arriving 1 day past RDD
- Immediate LOS up significantly w/use of CSS analyzer
- Rescinded LOS spiked to 33%
 - Bad data pull created 59 LOS' that were immediately rescinded without input from TSP. Omitting this data point rescinded LOS were at 27%

Routine LOS'



- Missed RDD continues to be most violated infraction & 3rd most complained area in CSS analyzer
- Second is failing to update
 - Entirely administrative in nature & avoidable

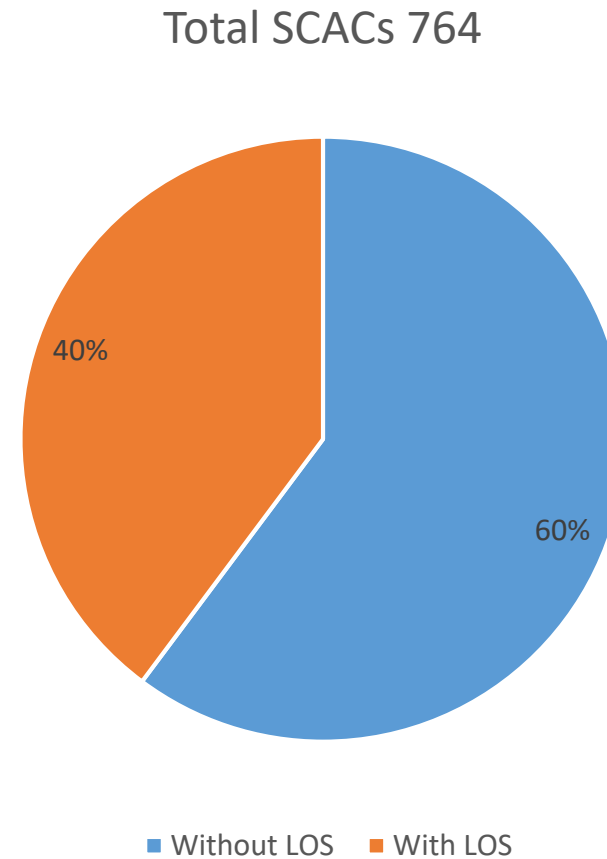
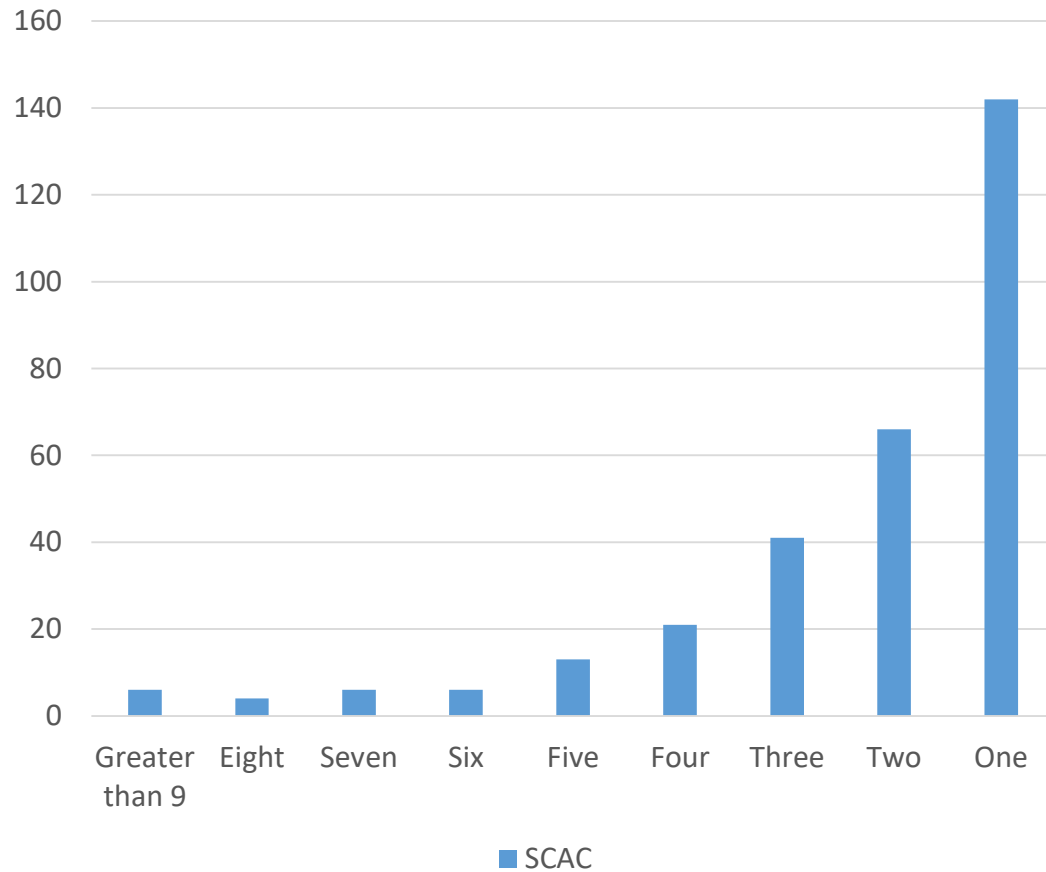
Immediate LOS'



- Top two concerns begin with less than stellar management of shipment
- Next three categories are direct reflection of CSS
 - Together nearly equal to first two



Distribution of LOS' Across SCACs



HAFC Analyzer Facts

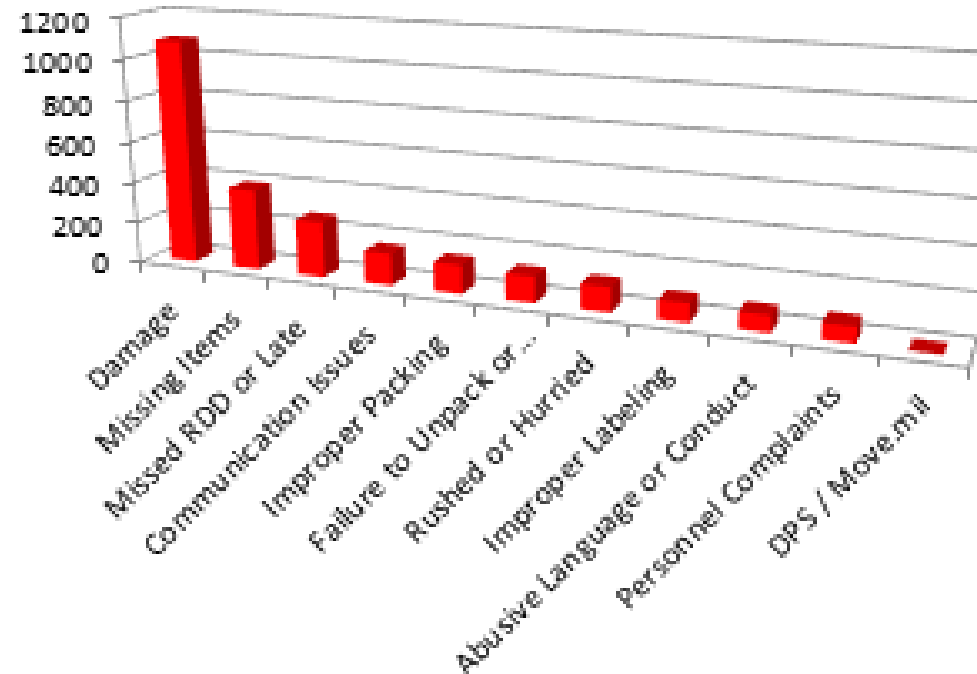


- 2018 DPS produced 20,022 CSS emails for HAFC action
 - CSS analyzer eliminated redundant & no contact requests leaving only 3,238 comments
 - CSS analyzer further reduces actionable comments into 6 buckets:
 - Need Review 65%, Positive 16%, Negative 5%, Negative & Positive 5%, Neutral 0%, Unknown 9%
 - From this HAFC produced 910 LOWs, 24 GBLOC & 100 MBLOC suspensions
-

Analyzer Focuses Attention to Customer Concerns



**2018 Top Ten Concerns (+ DPS/Move.mil)
based on Service Member feedback for
the Transportation Service Provider**



HAFC CSS Examples



- Suspension

- Abusive language: Per CSS comments “The origin truck driver was very unprofessional. He made sexist remarks to my wife, constantly talked about politics and made a point to tell us he was not racist anymore. There is more in the CSS about being uncomfortable there own house”
 - Deliberate damage Per CSS “Both mattresses were not packaged in boxes”
 - False writing/trick/scheme Per CSS “You lied to me about changing dates at origin. Telling me I had to change the pickup date, when you had bid/accepted the pickup date I originally requested. JPPSO told me as such after already moving it. This caused a ripple effect that made my life a living hell in the middle of a complicated move. It was unethical, and wrong. You told JPPSO I wanted to change the date”
-

Storage Management



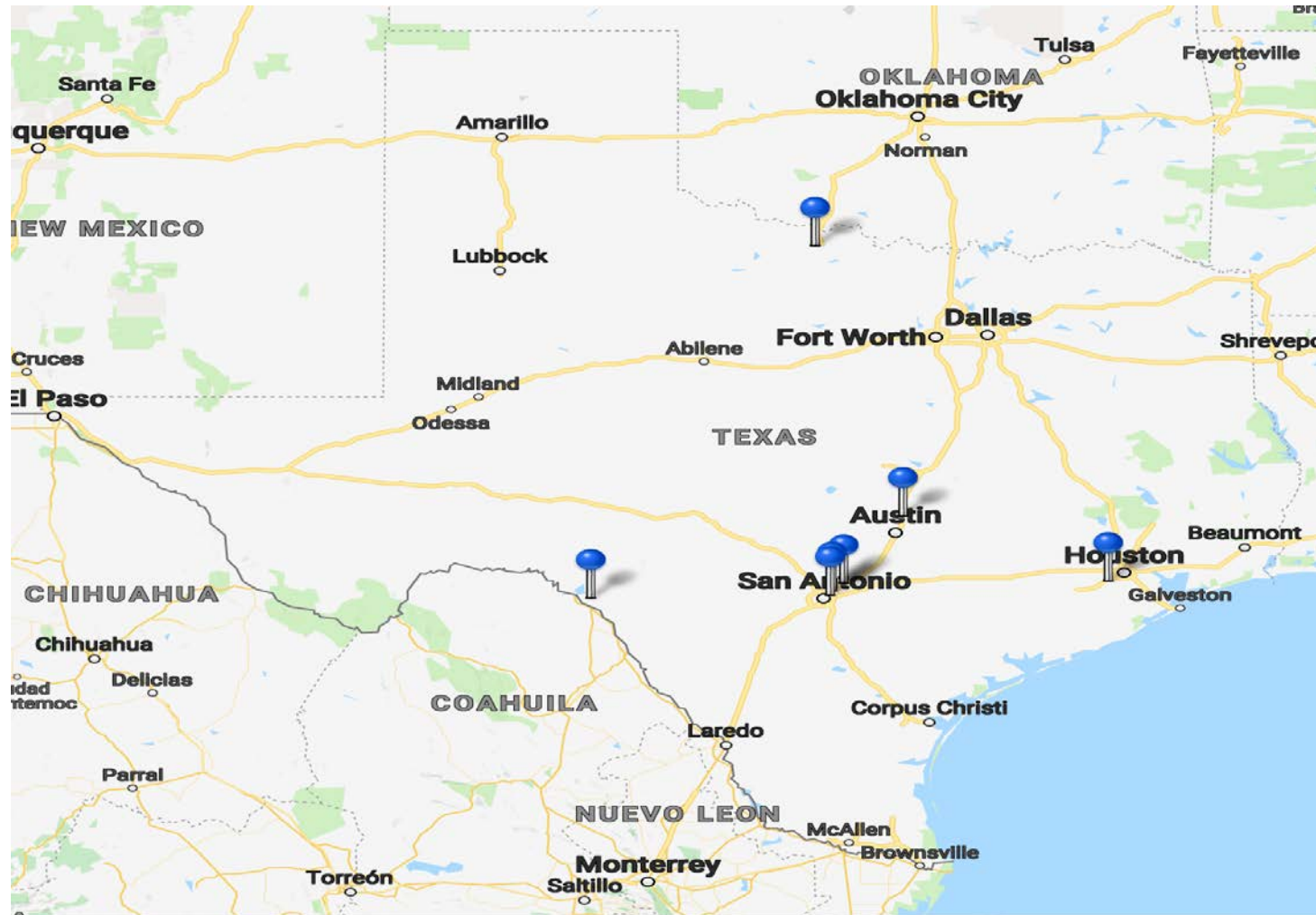
- Industry question concerning SIT conversion
 - My agency performs a mandatory inspection of the shipment when it converts even if the member chooses not to be present. We re-inventory the order and list all cartons as PBO at that time. The PBO indication means we are not liable at all if something in that carton is missing or broken regardless of how the carton was inventoried and labeled prior to the conversion.
 - If the member is present they have an opportunity to take note of any damages to furniture items as well as external damage to cartons.
- **Question is:** Where will liability fall (in the government's opinion) for damages and/or missing items within a previous CP carton? Only way for member to check packed items is to unpack them but then they must be repacked in order to be placed back into storage. On a small order this isn't really a big deal but we are seeing shipments in excess of 15,000 lbs convert.

STORAGE MANAGEMENT

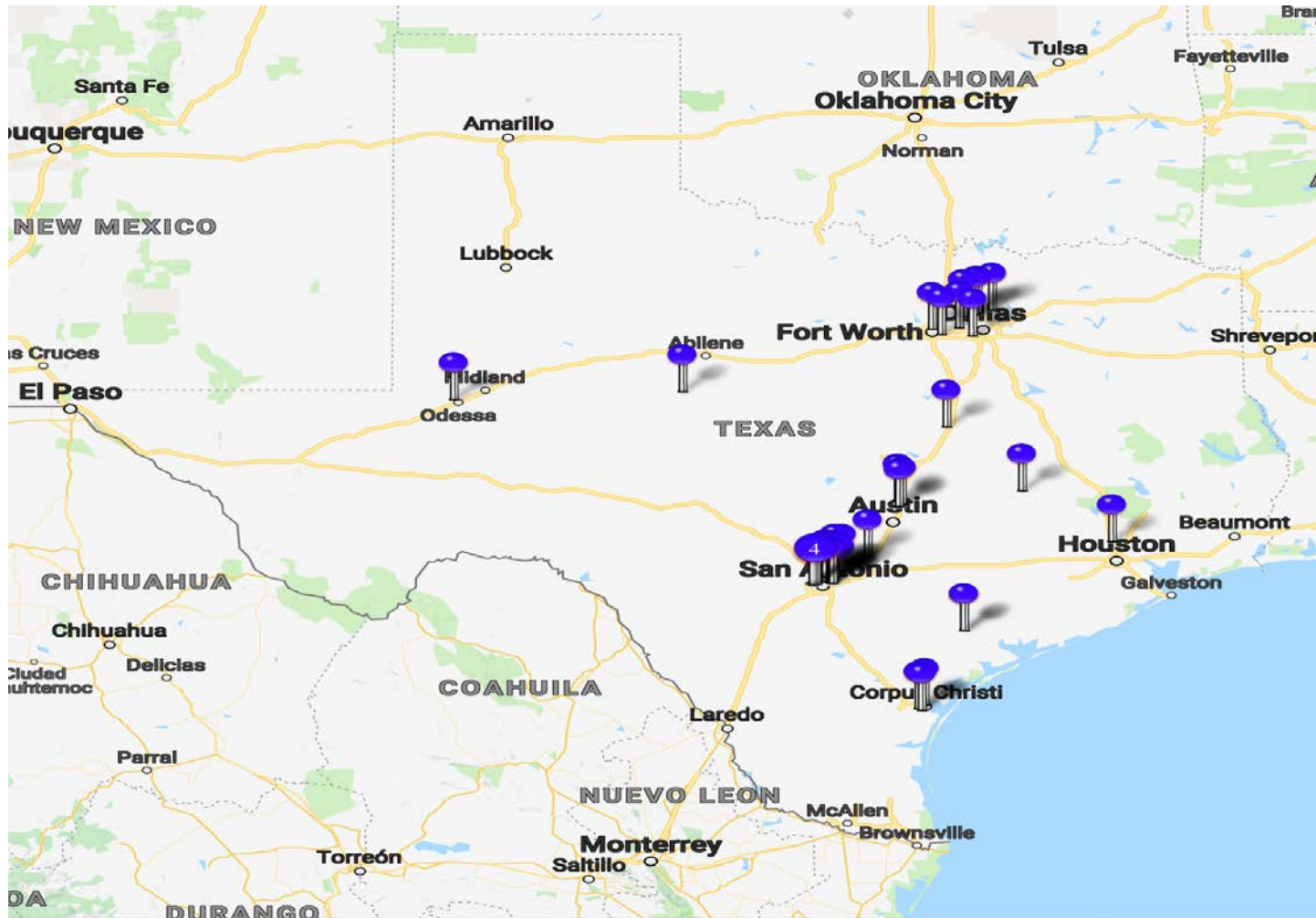


- Converted Lots/SIT Data Corrections
- Civilian Expired Lots
- Contact Information for TSP/SIT Facility is Outdated (Contact TRANSCOM for updates)
- Delivery in DPS Updates
- On Hand Reports
- NTS/SIT Facility Opportunities

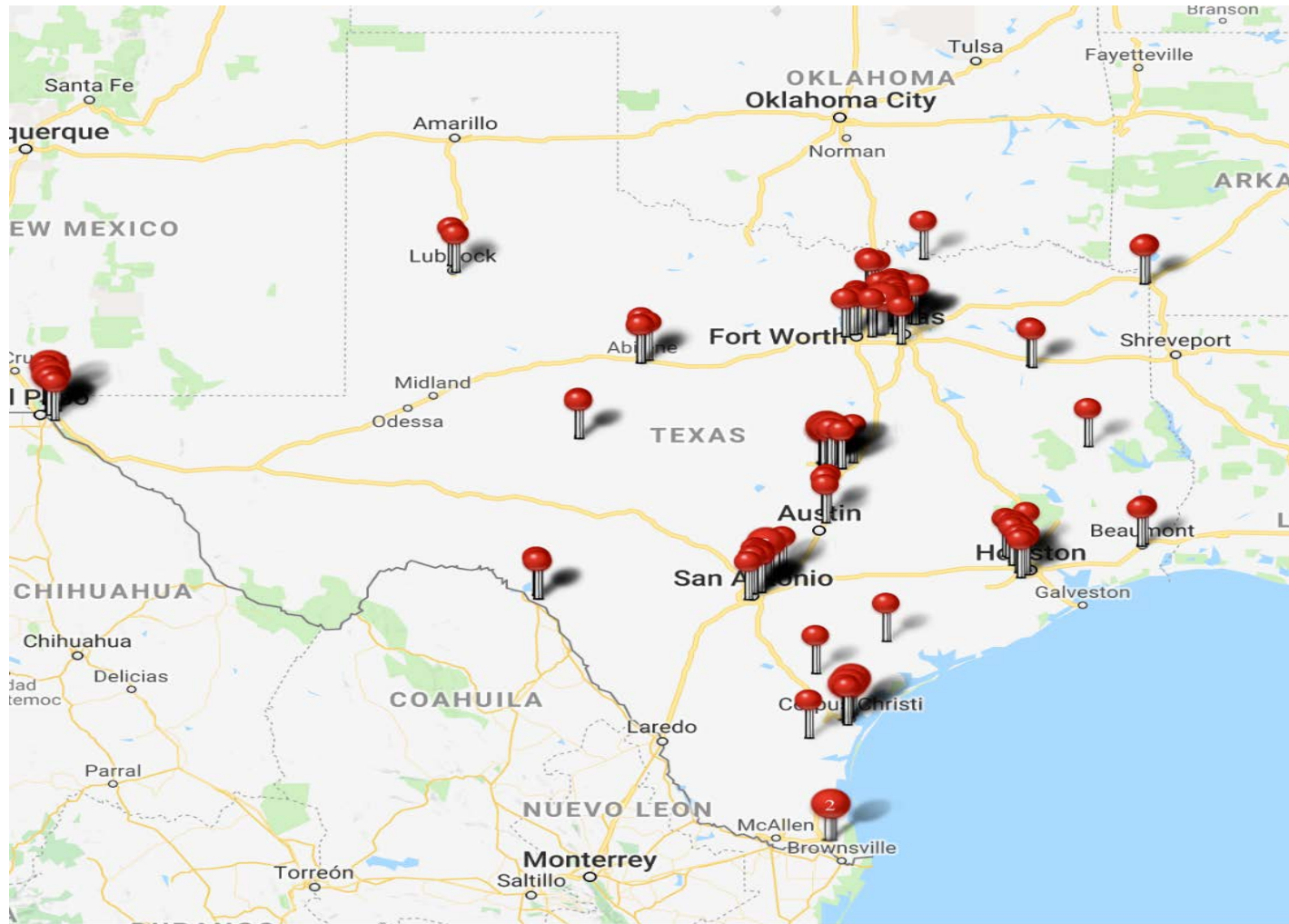
Texas NTS Only Warehouses



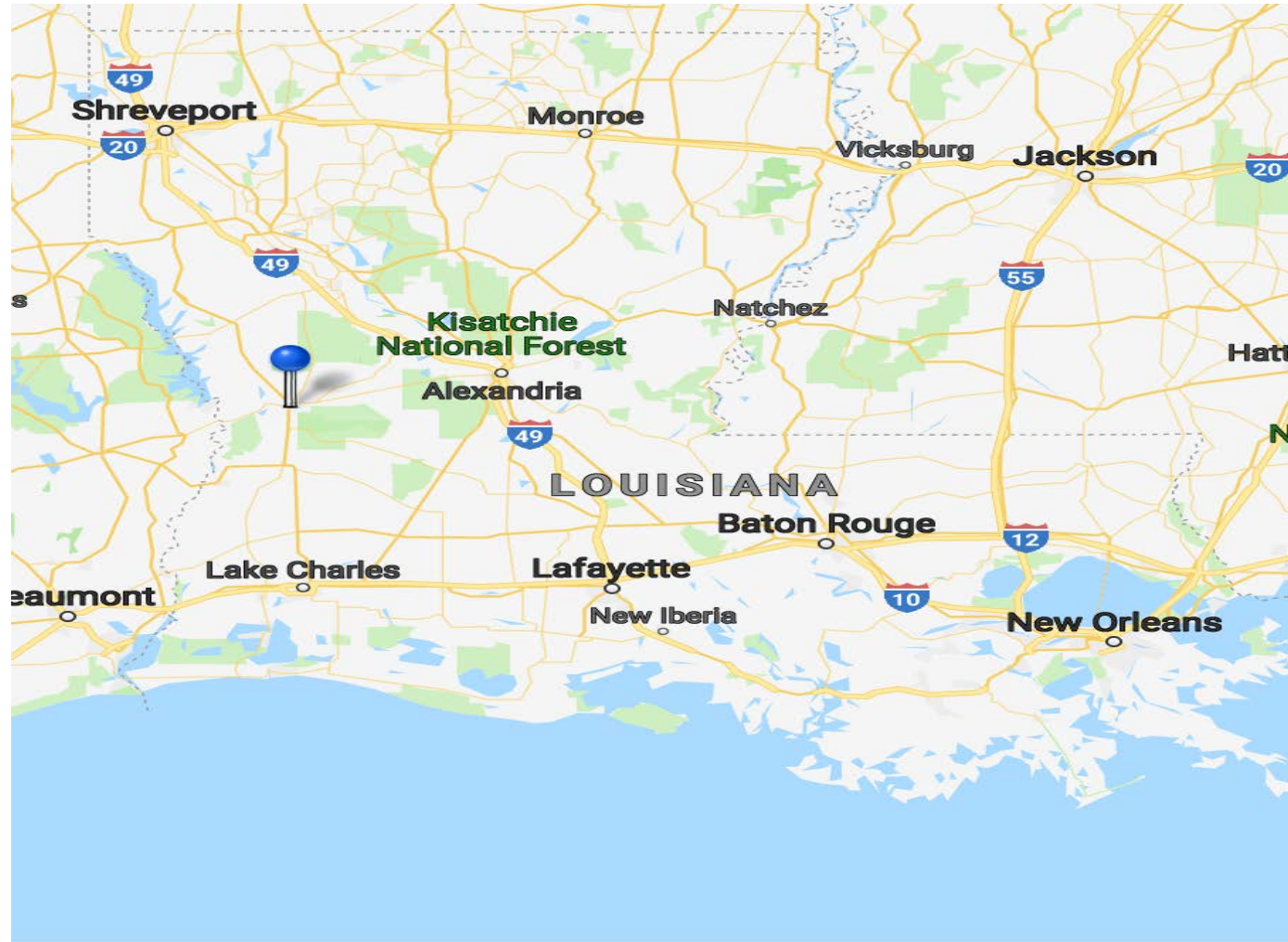
Texas NTS/SIT Dual Capacity Warehouses



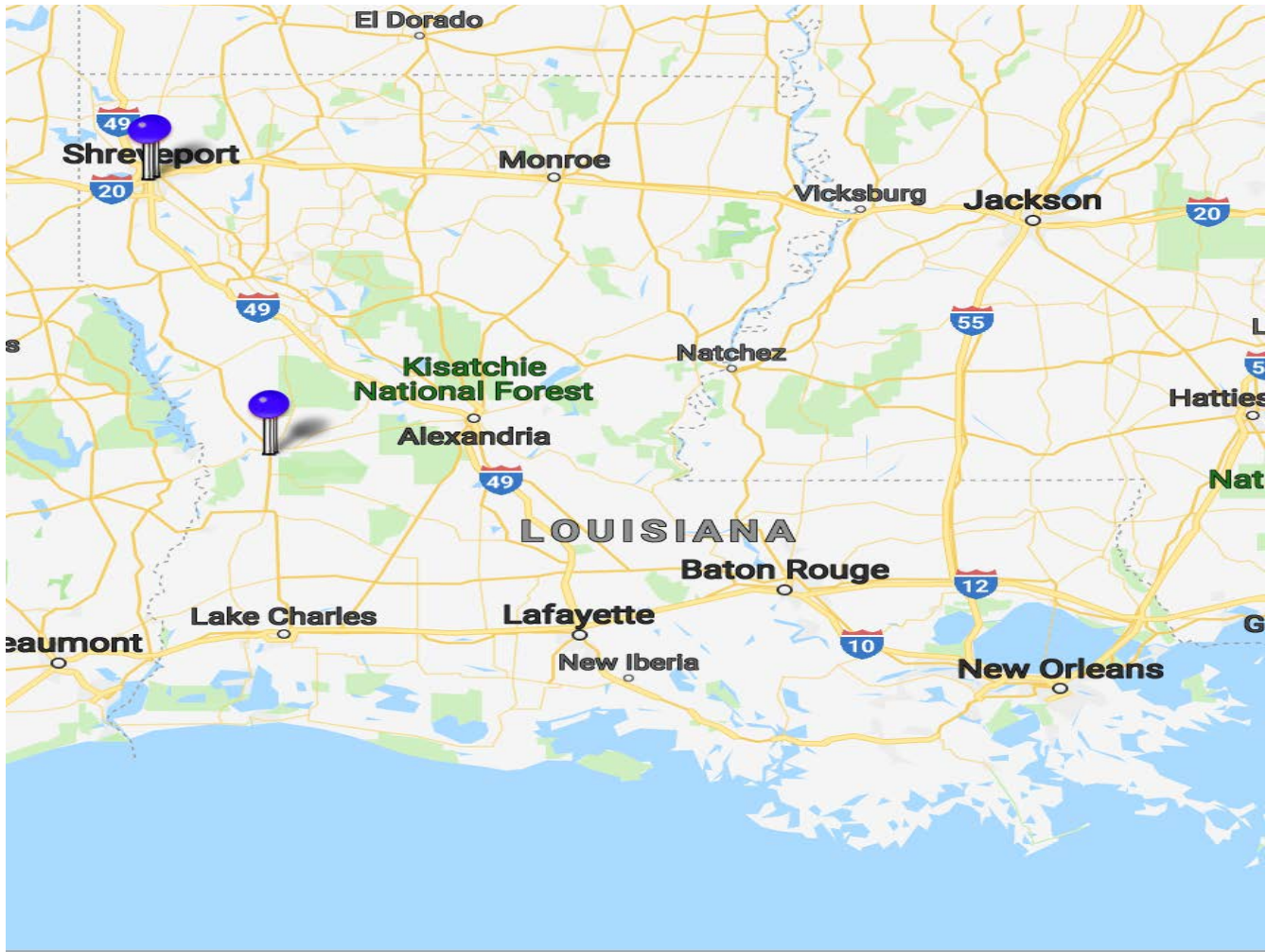
Texas SIT Only Facilities



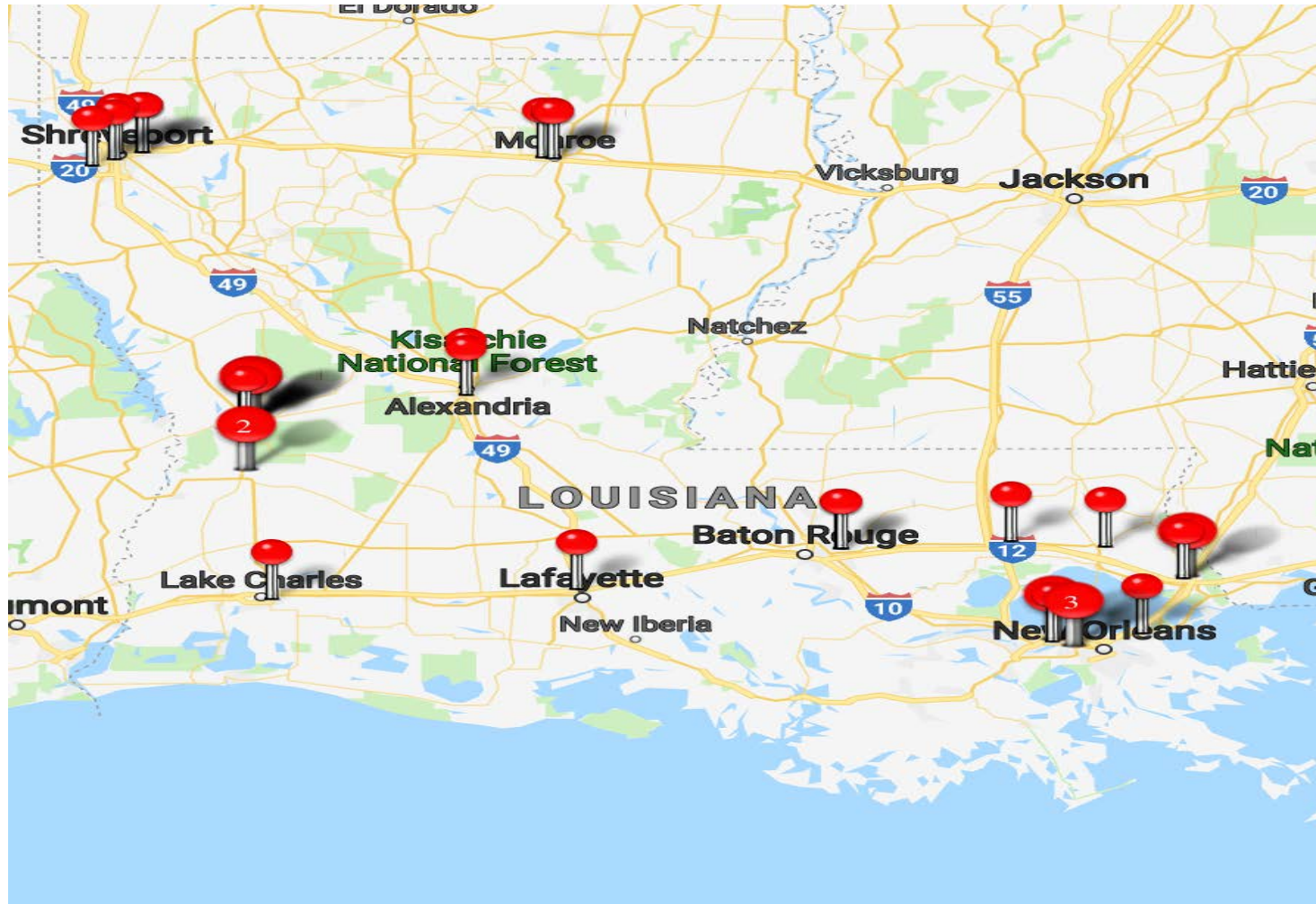
Louisiana NTS Only Warehouse



Louisiana NTS/SIT Dual Capacity Warehouses



Louisiana SIT Only Warehouse



SUPPLIER SUPPORT

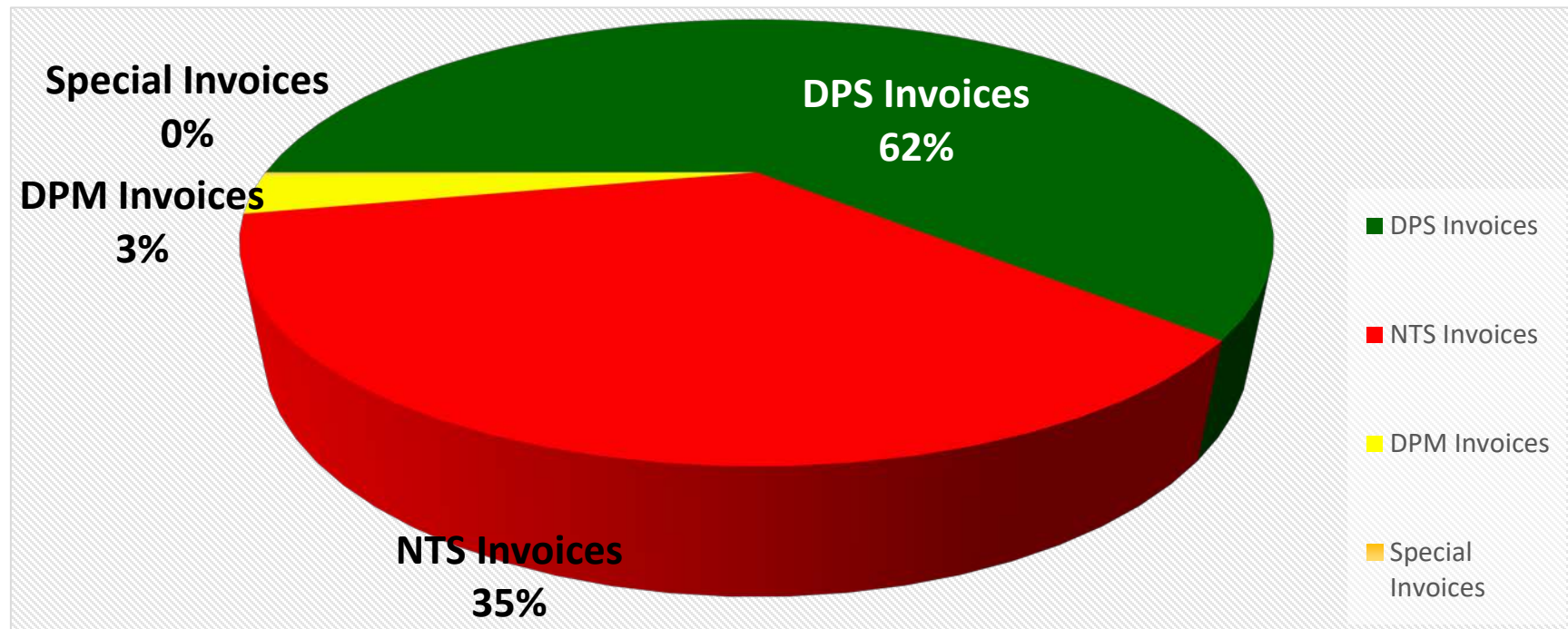


- Documentation
- Billing Process
- DPM Third Party Payment System
- Special Invoicing

SUPPLIER SUPPORT



2018 Invoicing Report

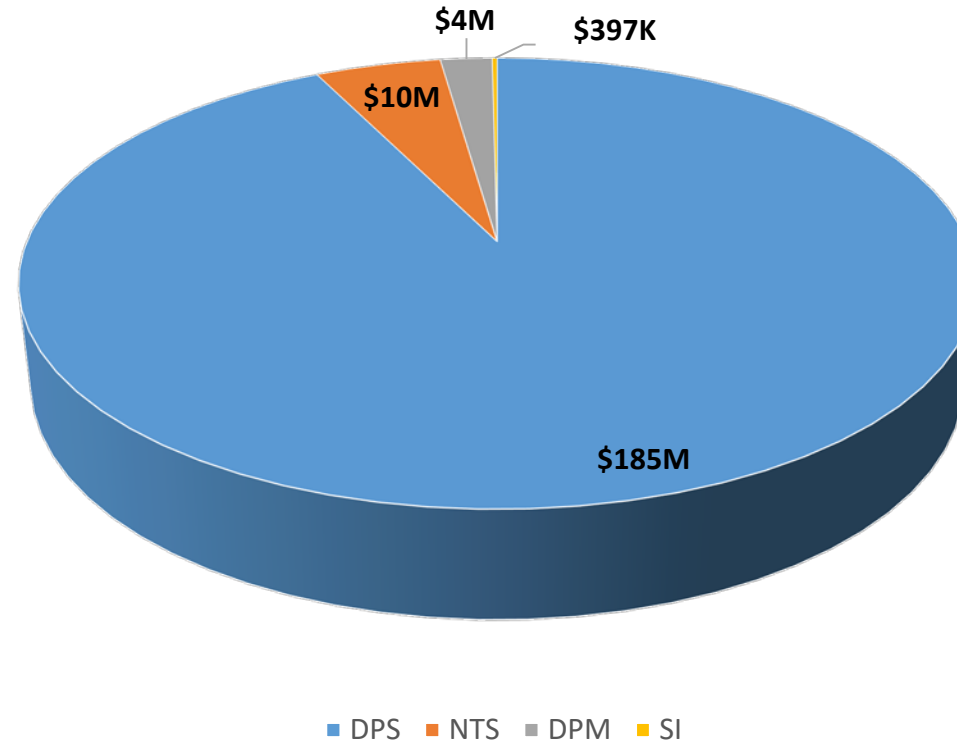


Total Invoices: 131,999
DPS Invoices: 81,198 NTS Invoices: 46,700 DPM Invoices: 3,787 Special Invoices: 314

SUPPLIER SUPPORT



2018 Invoicing Costs



Total Invoice Expenditures for 2018: \$199,764,914.72

DPS Invoices: \$185,031,891.48 NTS Invoices: \$10,151,396.02 DPM Invoices: \$4,184,282.77 Special Invoices (SI): \$397,344.45

SHIPMENT DISTRIBUTION



- NTS
 - Do not release/pick up without DD1164
 - In event of system outage, accept email from NCOIC/Section Lead/Section Chief until DD1164 can be provided
- Pre-Booking
 - Do not accept bookings from PPSOs
 - Associated cost will not be approved unless DD1164 is provided
- Boats/Trailers over 14ft
 - If not identified on DD1164 but identified at pre-move call ASAP; associated cost might not be approved
- Waiting Time for Base Access Delays IAW 400NG & IT18
 - Waiting time must exceed 2-hrs
 - Authorized for base entry issues i.e. Force Protection measures/base exercises not crew ID issues
 - Authorized once per location not per day or per shipment

MOVEMENT SUPPORT

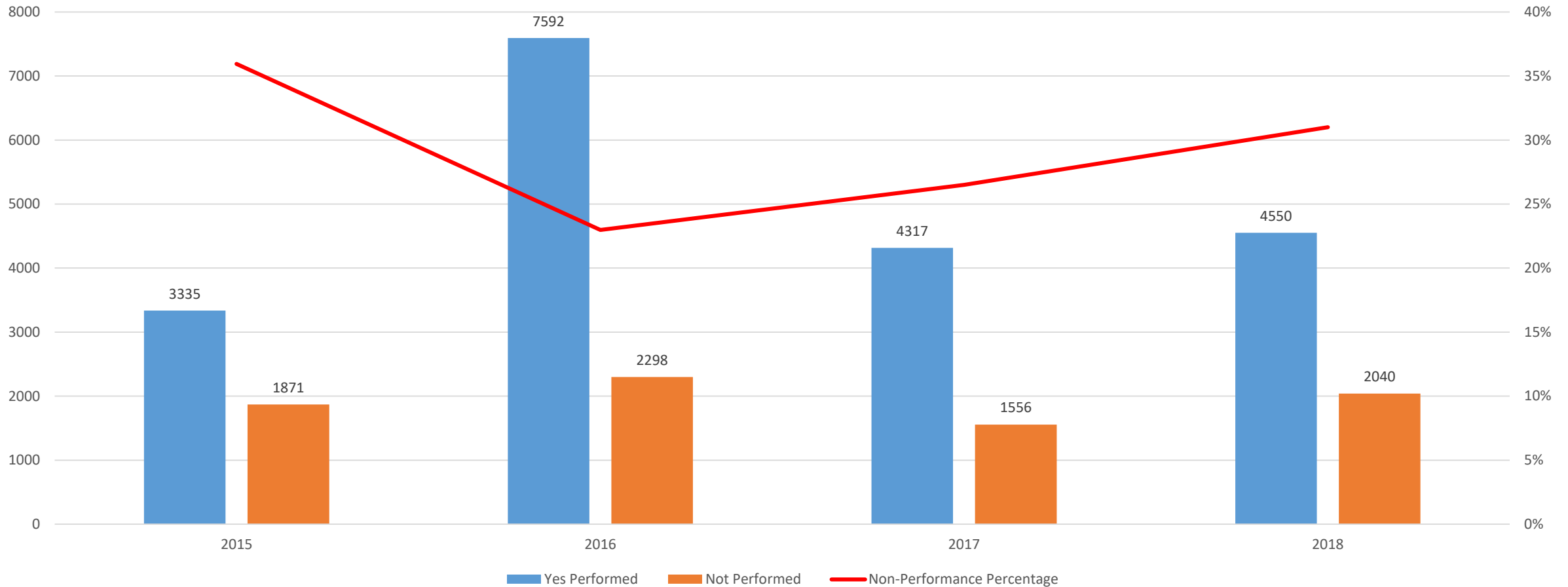


- Reweighs
- 0 & 1 Day of SIT
- Back dating SIT
- Delivering DPS Converted Lots
- Clearing Sheets/Clearing Shipments
- LDFS

MOVEMENT SUPPORT



Reweigh Non-Performance by Year for Reweighs Requested

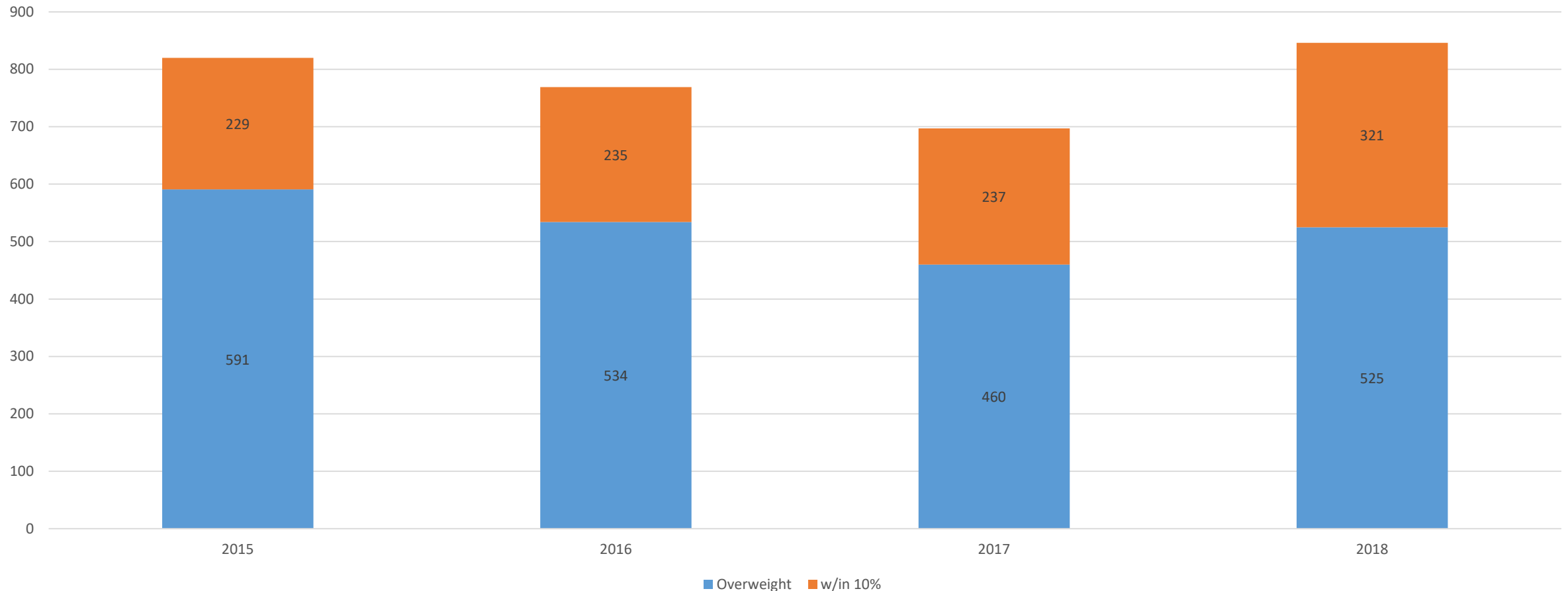


Quality service...exceptional relocation experience

MOVEMENT SUPPORT



Reweighs Requested Not Performed - Customers Overweight & w/in 10% Weight Entitlement

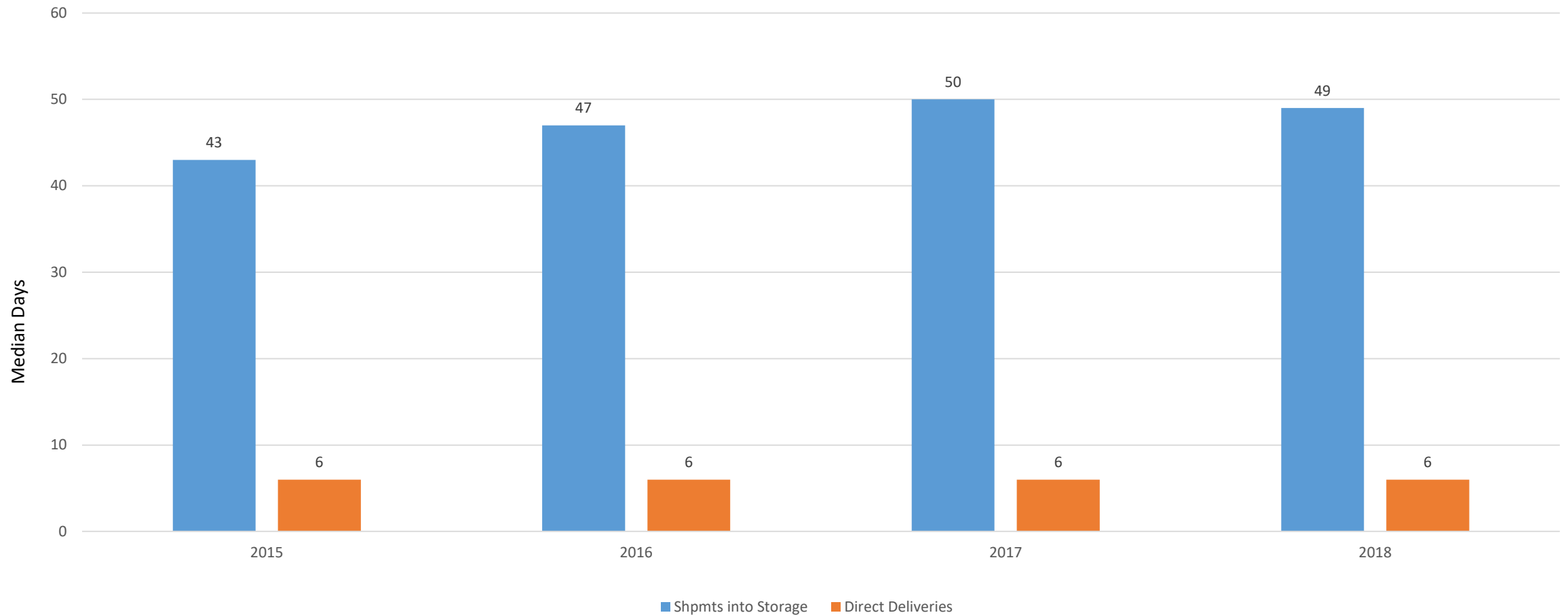


Quality service...exceptional relocation experience

MOVEMENT SUPPORT



Reweighs Requested Lead Times - Includes Performed/Not Performed

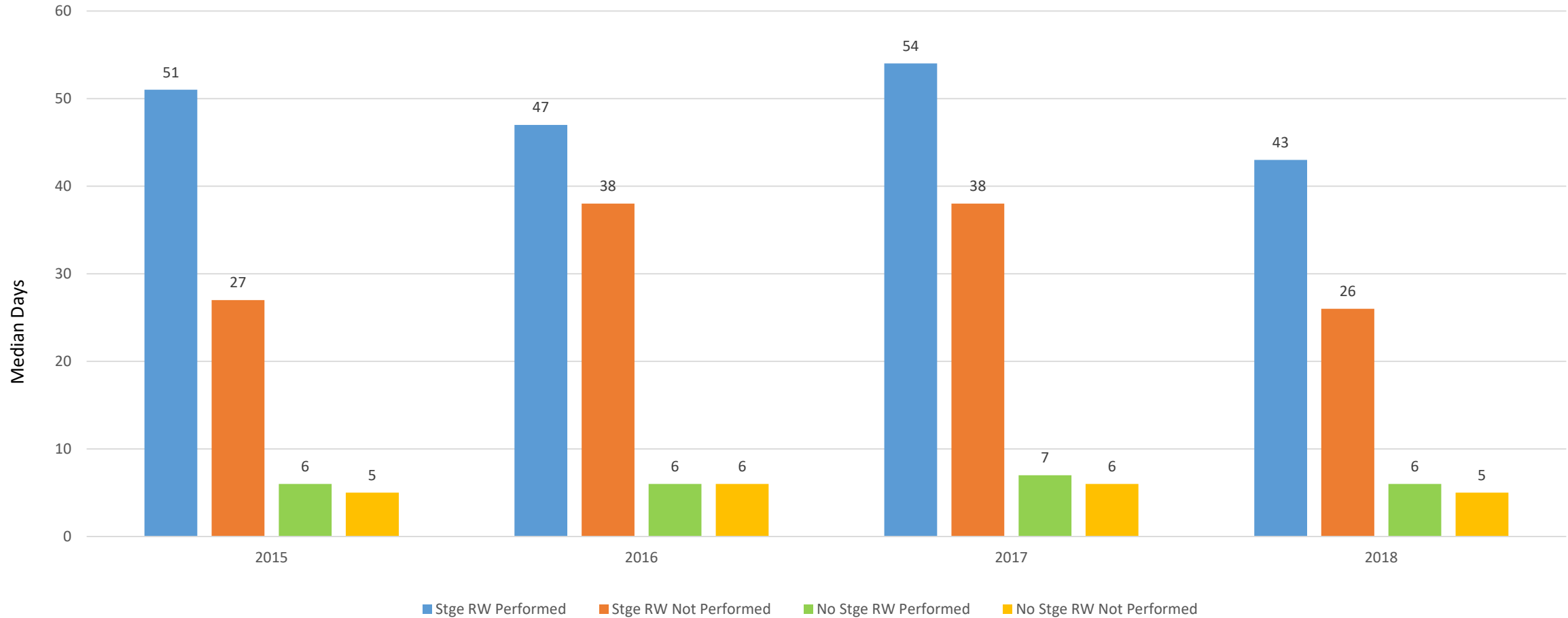


Quality service...exceptional relocation experience

MOVEMENT SUPPORT



Reweighs Requested Lead Times

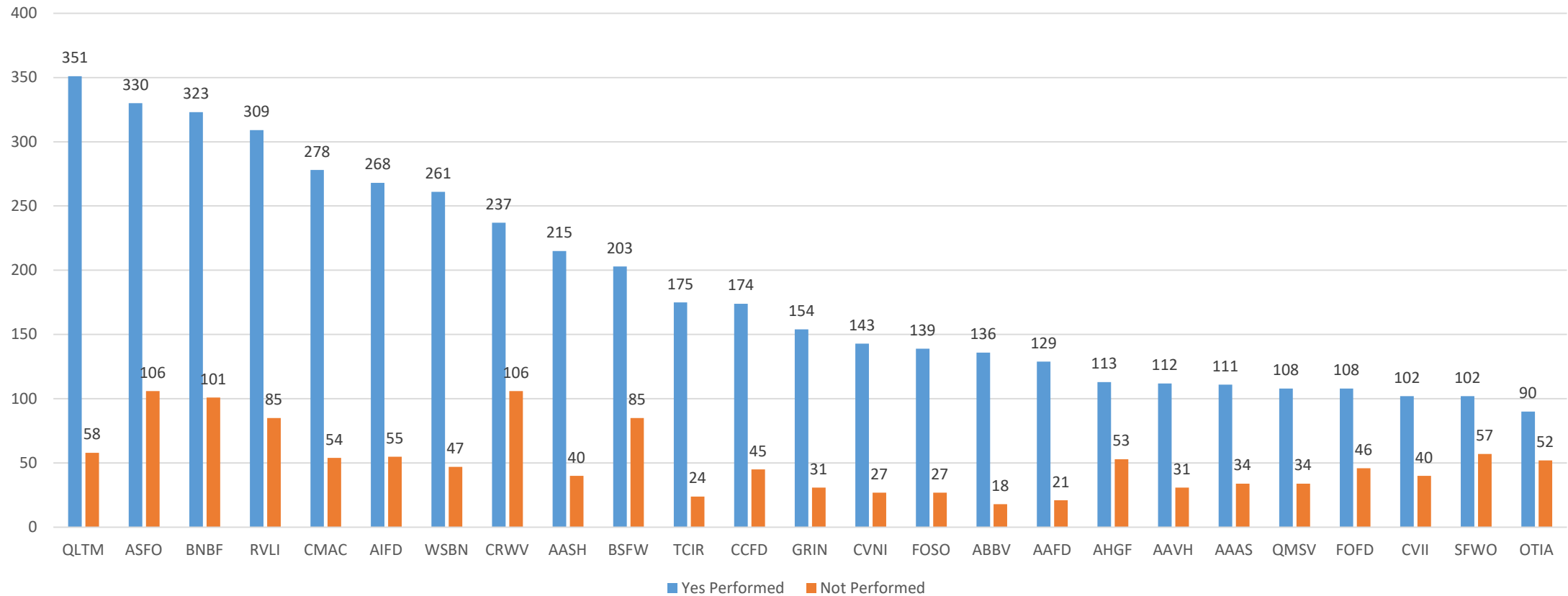


Quality service...exceptional relocation experience

MOVEMENT SUPPORT



Top 25 TSP Reweigh Performers

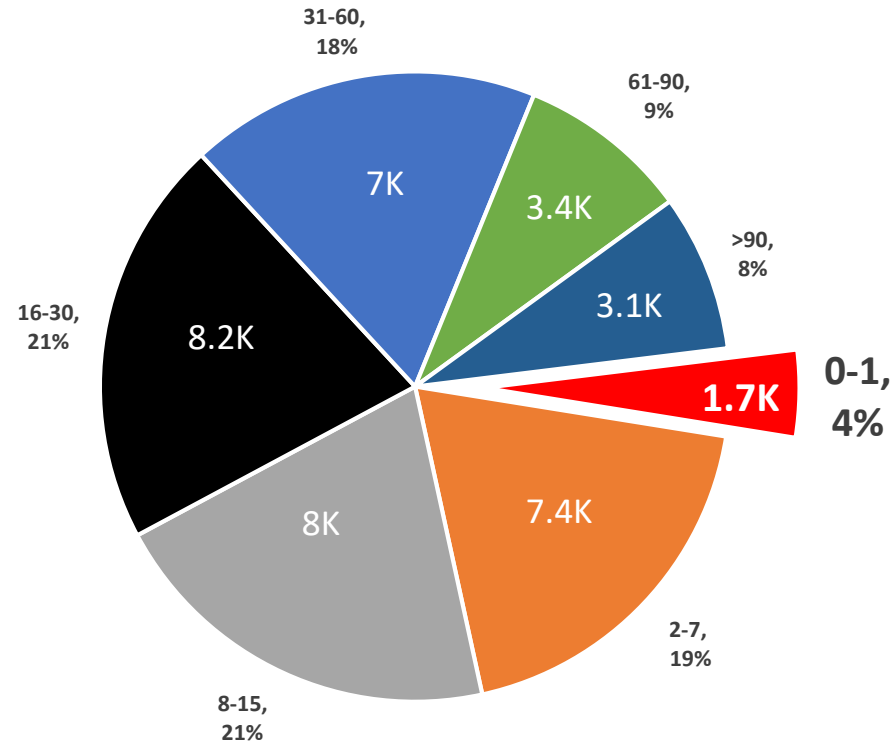


MOVEMENT SUPPORT



Total Shipments: 32,294

SIT Duration 2017-2018



*** 1.7K Shipments: 0-1 SIT Days cost Gov't \$2.1M**

MOVEMENT SUPPORT



TSP Questionnaire Required for "DPS SIT Data Correction Requests"

BL# TSP POC: TSP Phone#:
TSP SCAC Submission Date to JPPSO-SC:
Current DPS Expiration Date: Current/Postured DPS Conversion Date:

Question 1: Does it involve correcting "SIT-In-Date"?

Question 2: Does it involve correcting "Delivery Date"?

Question 3: Does it involve "partial delivery" versus "full delivery" date error?

Question 4: Are you requesting a status change (i.e. Arrived, Intransit, etc.)

Question 5: Does placing shipment back into "storage status" affect a "conversion date" placed in DPS?

Question 6: Is request for "placing" shipment back into "storage status" within the "authorized" SIT days reflected in DPS and prior to expiration date or conversion date?

Question 7: Does your request involve incorrect "data entry" and will corrective measures exceed authorized SIT days reflected in DPS?

Question 8: Have you invoiced for "full or partial" services and have you received payment?

Question 9: When and how did you identify the error? Why did you take so long? What procedures do you have in place to resolve this type of shortfall?

Supporting Details: (Please be as descriptive as possible, as these comments will be taken into consideration of approval/denial outcome):

Supporting Documentation Required:

DD 1850 "DP3 Notification of Loss or Damage at Delivery"

DD619 Statement of Accessorial Services Performed (applicable for Item 3)

Weight Tickets for partials (applicable for Item 3)

MOVEMENT SUPPORT



- Correct Clearing Sheet

JPPSO-SC INBOUND CLEARING WORKSHEET
PERSONAL DATA- PRIVACY ACT OF 1974: AUTHORITY 37 USC 406.5 USC 5726

MEMBERS INFORMATION			
MEMBERS NAME	CREED, ADONIS	RANK	CMSGT
LAST 4 SSN	[REDACTED]	GBL #	JY-123456
CODE OF SERVICE	HA		
GROSS WEIGHT	1,698		
TARE WEIGHT	315		
NET WEIGHT	1,383		
ORIGIN CITY/STATE/COUNTRY	EL PASO, TX / USA	RDD	28-Mar-19
IS THIS SHIPMENT A BLUEBARK	NO		
AGENT INFORMATION			
AGENT CLEARING SHIPMENTS	KELLY AFB MOVING	FACILITY ID	0010
AGENT REPRESENTATIVE	ROCKY	CARRIER SCAC	KAFB
ARRIVAL DATE	05-Mar-19	DATE CLEARED	05-Mar-19
TIME CLEARED	8:30AM		
DATE OFFERED FOR DELIVERY	05-Mar-19		
PHONE:	(210) 321-4200		
FAX#	(210) 321-4220		
AGENT EMAIL ADDRESS	KELLYAFBMOVING@us.af.mil		
	GBL ATTACHED		

NOTE: ALL DOCUMENTS ASSOCIATED WITH MEMBER SHOULD BE FORWARDED ALONG WITH CLEARING SHEET.

MOVEMENT SUPPORT



- Incomplete Clearing Sheet

JPPSO-SC INBOUND CLEARING WORKSHEET
PERSONAL DATA- PRIVACY ACT OF 1974: AUTHORITY 37 USC 406.5 USC 5726

MEMBERS INFORMATION			
MEMBERS NAME	CREED, ADONIS	RANK	CMSGT
LAST 4 SSN	[REDACTED]	GBL#	JY-11111
CODE OF SERVICE	HA		
GROSS WEIGHT	[REDACTED]		
TARE WEIGHT	[REDACTED]		
NET WEIGHT	[REDACTED]		
ORIGIN CITY/STATE/COUNTRY	EL PASO, TX / USA	RDD	28-Mar-19
IS THIS SHIPMENT A BLUEBARK	NO		

AGENT INFORMATION			
AGENT CLEARING SHIPMENTS	KELLY AFB MOVING	FACILITY ID	[REDACTED]
AGENT REPRESENTATIVE	ROCKY	CARRIER SCAC	[REDACTED]
ARRIVAL DATE	[REDACTED]	DATE CLEARED	05-Mar-19
TIME CLEARED	[REDACTED]		
DATE OFFERED FOR DELIVERY	[REDACTED]		
PHONE:	(210) 321-4200		
FAX#	(210) 321-4220		
AGENT EMAIL ADDRESS	KELLYAFBMOVING@us.af.mil		
	[REDACTED]		

NOTE: ALL DOCUMENTS ASSOCIATED WITH MEMBER SHOULD BE FORWARDED ALONG WITH CLEARING SHEET.

MOVEMENT SUPPORT



- Incorrect/Old Clearing Sheet

Inbound Shipment Clearing Form

Submit data for one shipment at a time

EMAILED DATE 11/6/2018 16:20

Local Agent:	[REDACTED]
Agent code:	[REDACTED] FAX# [REDACTED]
Carrier SCAC:	[REDACTED]
Agent#	[REDACTED]
Industry Clearing Rep:	[REDACTED]
Agents/Carriers Email Address:	[REDACTED]
Contact Telephone Number:	[REDACTED]
GBL Number:	JY-423742
Member Last Name:	BOLLINGER
Member First Name:	KADE T
Member Rank/Grade:	SSG/E-5
Full Members SSN:	XXX-XX- [REDACTED]
Code of Service:	HA
RDD:	5-Nov-18
Split shipment?	NO
Gross Weight:	2192
Tare Weight:	680
Net Weight:	1512
Origin State/Country:	VA/USA
Date Offered for Delivery:	[REDACTED]
Comments:	[REDACTED]

MOVEMENT SUPPORT



- Long Delivery Process
 - Customer provides written justification
 - Justification/Supporting docs must be sent to jppso-sc.cs-ms@us.af.mil
 - JPPSO-SC will make approval/denial determination
 - TSP enters long delivery address/ZIP 3 mileage in DPS TSP note section
 - Use correct Service Item Code when requesting LDFS pre-approval
 - 210A Domestic >30 Miles
 - 210B Domestic 31-50 Miles
 - 210C Domestic over 50 Miles
 - 520B International over 50 Miles
 - 521B International over 30 Miles

MOVEMENT SUPPORT



- **Correct Service Code and Address ZIP 3 Used**

DPS Preapproval Note -- Webpage Dialog

Preapproval Item Notes

Service Code:	210C
Responsible PPSO:	HAFC

TSP Note:

long delivery out of SIT at destination: 95 miles per zip3 from GBL Block 18 at LOXLEY, AL 36551 to delivery at 6332 Apple Ridge Circle, Pensacola, FL 32526.

PPSO Note:

DENIED-Please provide our office written justification, requested delivery address, requested date of delivery, supporting documentation, such as orders/amendments for your Long Delivery Request. Once received will make a determination to approve or deny your request.

130

OK Cancel

MOVEMENT SUPPORT




- **LDFS is not automatic approval**

- JPPSO-SC reviews member authorization
- DO NOT accomplish a LDFS without JPPSO-SC/MS approval
 - NO After-The-Fact LDFS approvals
- Email sent to member & TSP of LDFS decision
 - Notes are entered in DPS to support decision
 - Member is informed to coordinate movement w/TSP

MOVEMENT SUPPORT




- Email example sent to member & TSP

 Wed 2/13/2019 5:20 PM
SCOTT, FANNIE L SSgt USAF AFDW JPPSO-SC/CIM-SS
Long Delivery DIEHL II, DAVID/ YBCA0054393/19FEB19

To DIEHL, DAVID J II SSgt USAF AMC 436 CS/scxs; djdiehl149@gmail.com; John_Burrows@dewittmove.com; trish@lonestarrelo.com

Cc BRADLEY, DELVON J SSgt USAF AFDW JPPSO-SC/CIM-MS; DAVILA, DEREK L SSgt USAF AFDW JPPSO-SC/PPM-SM; CORADO, JONATHAN M TSgt USAF AFDW JPPSO-SC/CIM-MS; HARDEMON, MARCE V GS-07 USAF AFDW JPPSO-SC/PPM-SD; ALLEN, JEWELL V TSgt USAF AFDW JPPSO-SC/CIM-MS; MALDONADO, ENRIQUE GS-11 USAF AFDW JPPSO-SC/CIM; JPPSO-SC-CS-Supplier Support; JPPSO-SC-SM-Temporary Storage

Signed By fannie.scott@us.af.mil

 DIEHL II 1200.pdf
.pdf File

Sir/Ma'am,

My name is **SSgt Scott** from the JPPSO-SC Movement Support section in San Antonio TX. I have reviewed your long delivery request and approved movement to **(Dover, Delaware 19901)**. Please contact your transportation service provider **Dewitt Transportation/(671) 646-4442** at the soonest possible availability to work out the details regarding your move to **(Dover, Delaware 19901)**. Please note your storage authorization ends on **19 FEB 19** and our Temporary Storage department will not grant you a storage extension past that date of the long delivery, so it is imperative to contact your move coordinator to avoid your long delivery authorization revoked. If you have any questions, please feel free to contact our office 210-321-4200.

-----BREAK-----

ALCON/All long del **520B and 521B**

LDFS approved, **David Diehl** is requesting LDFS to new address in DPS on **19 Feb 19**. The last chargeable storage day is **7 Mar 19**. **David Diehl** and **Dewitt Transportation/(671) 646-4442** has been informed of the last chargeable SIT date at government expense. Per The IT 2018 Item 519, paragraph c (pg. 79) states "If the shipment is not removed from storage by the 3rd working day (excluding Saturday, Sunday and holidays) after the requested delivery date(s), storage charges will cease to accrue after such date. – FLS

Very Respectfully,

FANNIE SCOTT, SSgt, USAF
Inbound/Long Delivery
JPPSO-SC/JBSA-LACKLAND AFB, TX
Comm: 210-321-4200/DSN 954-4200
Email: jppso-sc.cs-ms@us.af.mil

INDUSTRY TALKING POINTS



- Opening Remarks
- Panel Member Introductions
 - John Becker – AMSA
 - John Johnson – UniGroup
 - Amy Weaver – Tier One
 - Tim Vandagriff – TMM



1. How do TSPs select agents

- Request input for management groups, info to consider:
 - Considerations that go into selection
 - Data on agents performance (damage, on-time, agent scoring, etc.)
 - Sample rate sheets

2. TSP Reweigh Processes



- Explain reweigh process from JPPSO/PPSO request to execution
 - Explain reweigh communication flow, e.g. between TSP/management group, drivers, and agents
 - Explain procedures for updating DPS reweigh data

3. TSP Communication



- What can be done to improve communication between customers & Move Managers, e.g. limiting hand-offs to sub-contracted agents?

4. Shipment still at origin passed RDD



- What is being done to limit negative trend?
- What protocols are employed by TSPs in making origin Code D crating decisions?
- What actions are taken to communicate delivery requirements with destination agent?

5. No Touch Drivers



- What procedures are employed at origin/destination as it relates to use of “no touch drivers”?

6. Delivery out of SIT more than 5 days



- What is being done to accommodate customer deliveries out of SIT?

7. West Coast Port Congestion



- Status of Port Congestion
- What is being done to accommodate customer's RDDs?

8. Global HHG Contract (GHC)



- Industries thoughts on GHC?