USTRANSCOM Personal Property Advisory #24-0031D; Supersedes USTC PP Advisory #24-0031C, Dated 1 May 2024

Date: 9 May 2024

From: USTRANSCOM Defense Personal Property Management Office (DPMO), Scott AFB, IL 62225

To: All Military Service Headquarters Representatives, Worldwide Personal Property Shipping Offices (PPSOs), Personal Property Processing Offices (PPPOs), and Department of Defense (DoD) Approved Transportation Service Providers (TSPs)

Subject: Update #4 Notice of the 2024 Defense Personal Property Program (DP3) Business Rules Changes and Updates

1. The 400NG and IT have been updated and attached for viewing.

2. Document changes are highlighted in the "List of Changes" section of each document. Further explanation of the changes is detailed in the documents under the item numbers and/or sections with posted page number(s).

3. Document Changes (HHG TOS, 400NG, IT, and CLBR): All changes and updates are in red text for additions and removed completely for deletions.

3.1. HHG TOS, (DTR IV, Appendix B): This document has no updates.

3.2. 400NG and IT: These documents have updates.

3.3. CLBR: This document has no updates.

3.4. Best Value Score Changes (DTR IV, Chapter 403): Beginning 1 January 2024, partial CSS responses will be used to calculate DP3 HHG Provider Performance.

4. Partial Customer Satisfaction Shipment Survey: There are 6 questions on the Shipment Survey used to measure TSP Performance. Three from the Origin Survey and three from the Destination survey. Currently, TSPs do not get credit for a completed survey until both surveys are completed.

4.1. Data shows 31% of customers responded to Origin Services Survey and 30% to Destination Services; however, only 20% of customers responded to both. This leaves hundreds of surveys and customer voices unaccounted for due to being considered partial surveys. TSPs are not receiving credit or being penalized for the 10-11% of responses that did not respond to both Origin and Destination Survey.

4.2. Effective 1 January 2024, Origin and Destination surveys will be scored separately and TSPs will receive credit for any survey completed (Origin or Destination). For future performance periods, partials survey will only be counted based on the survey completed date. Any partial survey, Origin or Destination received prior to 1 January

2024 will not be scored.

4.3. For surveys recorded in DPS prior to 1 January 2024, the survey responses (3 questions from Origin and 3 questions from Destination) will be separated. The recorded completion date will be the same for both Origin and Destination surveys to ensure that survey scores do not change for surveys completed prior to 1 January 2024.

4.4. TSPs will be notified once DPS functionality is enabled allowing TSPs to see partial survey data.

4.5. DPMO will update the DTR 403, Best Value (BV) with applicable changes.

5. Fuel Rate Adjustment (FRA): The FRA will increase from $2.50 to $3.50. The FRA Policy document has been updated in the 400NG and IT to reflect the increase and percentages.

6. 2024 Business Rules Effective Date: 2024 Business Rules will be in effect beginning 15 May 2024.

7. For questions related to the 400NG Tariff and IT to the Special Requirements and Rates Team at transcom.scott.tcj9.mbx.pp-rates@mail.mil.

8. For questions related to the Claims and Liability Rules to the Operational and Quality Assurance Team at transcom.scott.tcj9.mbx.pp-claims@mail.mil.

9. For questions related to the HHG TOS to the Operational and Quality Assurance Team at transcom.scott.tcj9.mbx.pp-quality@mail.mil.

10. Any questions/concerns regarding Customer Satisfaction Shipment Surveys can be emailed to the Customer Satisfaction Survey Section: transcom.scott.tcj9.mbx.pp-css@mail.mil.

11. This message was approved for release by the Operations Division Chief, Defense Personal Property Management Office, TCJ9-O.