USTRANSCOM Personal Property Advisory #25-0086A, Supersedes USTC PP Advisory #25-0086, Dated 24 April 25

Date: 13 May 2025

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: Use of Refusals, Short Fuse, Weekend or Holiday Deliveries for the 2025 Peak Season

1. Effective immediately, USTRANSCOM is allowing TSPs the ability to refuse shipments without administrative penalty for requested pickups **15 May 2025 through 11 July 2025**. This refusal period ends on **12 July 2025** unless otherwise extended by a USTRANSCOM advisory.

2. Shipment Refusal During Peak Season:

2.1. TSPs may refuse shipments with requested pickup dates between **15 May 2025 and 11 July 2025** without penalty, except for:

2.1.1. Special Solicitation (Domestic)

2.1.2. Special Solicitation (International) Class 1 and Class 2

2.1.3. Volume Moves

2.2. This use of refusals "does not" authorize TSPs to turnback any previously accepted shipments with pickup dates through **11 July 2025**.

2.3. This use of refusals "does not" allow selective refusals.

2.4. PPSOs are responsible for monitoring shipment queues to ensure TSPs do not refuse shipments with pickup dates of **12 July 2025** or later.

2.5. If TSPs refuse shipments with pickup dates **12 July 2025** and later, TSPs are subject to the appropriate administrative action.

2.6. The refusal window is based on local time at each PPSO to permit TSPs to refuse.

2.7. We will review the applicable dates and consider changes, either extending or curtailing the end date based on the effectiveness of refusals and needs of the program.

3. PPSOs are required to monitor their "**Route," "Award**," and "**Shipment Reoffer**" queues and route/award all shipments as quickly as possible to minimize short-fuse shipments and maximize use of the DPS Auto Reoffer capability.

4. Domestic Shipments: TSPs have four (4) hours from time of offer to accept or refuse a

shipment. Since auto- reoffer on the shipment will not occur until refused or until the 12-hour timeout window, refusals after the four (4) hours or allowing the shipment to timeout may be grounds for administrative action.

5. International Shipments: TSPs have 12 hours from time of offer to accept or refuse a shipment. After the 12 hours has lapsed, DPS will timeout, assign the TSP an administrative shipment allocation and auto-reoffer to the next TSP.

6. DPS refusal parameters are set to the following values for domestic and all international markets

6.1. Shipment Timeout: 12 hours

6.2. Auto-Reoffer Queue: 48 hours

6.3. Number of Refusals: 3,000 refusals

7. PPSOs shall ensure the DPS auto-reoffer functionality is enabled for their GBLOCs.

8. Prohibited Customer Contact: TSPs are **not authorized** to contact customers during the 4-hour (domestic) or 12-hour (international) window to negotiate dates and then determine whether to accept/refuse shipments. TSPs should review their capacity during requested date(s) and accept/refuse in accordance with their capacity.

9. Date Negotiation:

9.1. After a shipment is accepted, TSPs and customers may negotiate date changes for extenuating circumstances; however, customers are **not required** to accept date changes except as noted below.

9.2. If a customer cannot change dates from what was offered and accepted in DPS, TSPs are not authorized to advise customers they are unable to service them on their requested dates with no options. *This is not considered a negotiation and TSPs doing this are creating a turnback scenario which will subject the TSP to administrative action*.

9.3. **Standard Awards**: Once the initial pickup date is finalized, a TSP is allowed to negotiate the pickup date within the 7-day spread window. No additional date changes are authorized for TSP's convenience.

10. Blackouts: TSPs shall use blackouts when they no longer have capacity. DPS does not recognize a blackout that starts and stops on the same day. DPS also considers pack and pickup dates to determine a TSP's availability and provide concurrent pickup and pack dates to the TSP based on the desired pickup date and the shipment weight.

11. Short Fuse Window Expansion:

11.1. To offset a capacity shortage, USTRANSCOM has the option to expand the SF shipment window, if needed, typically from 5 to 10 days. The SF window will be set at the standard 5 days.

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11.2. USTRANSCOM will monitor capacity issues and expand the SF window, if needed. Additional guidance will be provided later if necessary.

12. Weekend and Holiday Deliveries:

12.1. Weekend or holiday deliveries require agreement between the customer and the TSP. Such deliveries will not be authorized for overtime or additional hourly pay for workers or vehicles.

12.2. If a PPSO requests a weekend/holiday delivery and the TSP agrees, the TSP must submit a pre-approval request. This request must include a note specifying that the request originated from the PPSO.

13. Please report technical issues to the DPS Systems Response Center (SRC) via:

13.1. Email: usarmy.scott.sddc.mbx.g6-src-dps-hd@army.mil;

13.2. Toll free: (800) 462-2176 or commercial (618) 577-0969, Option 2

13.3. Internet: https://src.servicenowservices.com/src

14. Direct questions to the Operations Team at transcom.scott.tcj9.mbx.pp-ops@mail.mil.

15. This message was approved for release by the Chief of Operations, TCJ9-O, DPMO.