

USTRANSCOM Personal Property Advisory #25-0106

Date: 09 July 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: Transitioning Global Household Goods Contract (GHC) Shipments in Storage in Transit (SIT) to the Tender of Service (TOS) Program

- 1.** This advisory provides guidance to PPSOs and TSPs on how to execute movement of GHC shipments out of SIT to the TOS program for eventual Delivery Out of SIT from DoD Approved SIT and Non-DoD Approved (NDA) SIT Facilities, and guidance on how to process payment for services rendered.
- 2.** As shown in Attachment 1, DPMO has conducted a data transfer of shipments that were in SIT under GHC from MilMove to the Defense Personal Property System (DPS).
- 3.** TSP must accept the offer to proceed with each shipment they have agreed to service.
- 4.** All shipments have been transferred to DPS (if the member has an existing DPS account) and placed in the shipment management queue for the responsible PPSO. Personnel will be able to distinguish these GHC shipments from other shipments in DPS by seeing the letters "GHC" added to the beginning of the order number. The PPSO will award shipments to the TSP after securing an agreement to transition the GHC shipment to the TSP's warehouse. If the PPSO is unable to secure an agreement to transition the GHC shipment to a DoD TSP warehouse that they can award to, then they will award using normal Best Value Score procedures listing the pickup address as the existing facility, and annotate the award with "shipment is picking up at a storage facility" In these cases, TSPs can accept or refuse a shipment based on the current rule in place for refusals.
- 5.** In the event that the member does not have a DPS account, the PPSO will contact the member and walk them through the process to establish one. The member's shipping requirement must be recreated in DPS utilizing the SIT warehouses address as the shipment origin.
- 6.** Once the shipments are placed into approved storage under the TOS program, the SIT authorized end date for the corresponding GHC shipment in MilMove should be edited to match the last day storage was performed under GHC. This will assist Invoicing Officers during the payment process for these transferred moves and protect against overpayment for storage to GHC.
- 7. PPSOs Responsibilities:**

- 7.1. Utilizing Attachment 1, shipping Offices will report daily M-F NLT 1300 CT regarding rebooking status to the USTRANSCOM-JTF-PCS Operations Center at TRANSCOM-jtf-pcs-operations-center@groups.mail.mil and transcom.scott.tcj9.mbx.pp-ops@mail.mil until the rebooking process is completed by each GBLOC. Use the attached Excel Spreadsheet to document rebooking actions in columns A and B.
- 7.2. Correlate each shipment along with all PCS Orders, weight tickets, and other substantive documents downloaded from MilMove and uploaded those PCS orders into DPS after re-award.
- 7.3. Shipments in origin SIT, PPSOs will validate with the member that they requested SIT at origin. PPSOs must validate that HomeSafe Alliance (HSA) was not paid for linehaul to the destination. In the event HSA was paid for linehaul to destination, the PPSO should take corrective action.
- 7.4. Select "Government Convenience or Traffic Management Decision" when awarding in DPS. Under DPS remarks, annotate "Government Convenience," to create an audit trail for future reference.
- 7.5. Verify with the facility that the shipment has not been delivered or scheduled for delivery prior to rebooking in DPS.
- 7.6. PPSOs must contact the gaining SIT facility to verify the shipment is in their warehouse, prior to reporting the shipment as complete.

8. TSPs Responsibilities:

- 8.1. When a shipment is offered, TSPs must accept the shipment unless it is offered under Best Value Score procedures. Under these conditions, TSPs can accept or refuse a shipment based on the current rule in place for refusals.
- 8.2. After the TSP accepts shipment, DPS will create a BL number.
- 8.3. The gaining TSP will contact the customer advising they were awarded their shipment originally serviced by GHC. The TSP will provide the customer with contact information for any questions or concerns reference their new DPS shipment.
- 8.4. TSPs will be compensated to repack the shipments, generate exception sheets, and be liable for Full Replacement Value.
- 8.5. TSPs are required to follow the Claims and Liability Business Rules.
- 8.6. TSPs will be required to provide weight tickets.
- 8.7. Gaining TSPs are required, as usual, to coordinate with Service Members seeking release and delivery of their shipment from SIT when necessary. All rules, including inconvenience claims, will apply.

9. Weekend and Holiday Deliveries:

- 9.1. Weekend or holiday deliveries require agreement between the customer and the TSP.

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

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

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

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

10.3. Internet: <https://src.servicenowservices.com/src>

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

12. The Commander, PCS JTF approved this advisory.

Attachment:

- List of GHC Shipments to be rebooked in DPS