

USTRANSCOM Personal Property Advisory #22-0031B, Supersedes USTC PP Advisory #22-0031A, Dated 11 February 2022

Date: 7 March 2022

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 DoD-Approved Personal Property Transportation Service Providers (TSPs)

Subject: 2022 USTC Domestic - International Transit Time Tables

1. **Effective immediately**, PPSOs will NOT route any additional shipments until after the transit time updates are complete in DPS.
2. On **8 March**, the domestic and international transit times will be updated in the Defense Personal Property System (DPS). All shipments routed and awarded after the update will receive the new transit times. No adjustments were made to Code 6/8/J. *See attachment.*
3. Shipments that have been routed and are waiting in the “*Transportation Service Provider (TSP) Selection*” queue for the 2022 Traffic Distribution List (TDL) to post, shipments status will be **reverted** to “*Reviewed by Counselor and Approved to go to Route/Book*”.
4. On **9 March**, PPSO will be required to route the shipments again in order for the new transit time to post in the record before awarding to TSP.
5. During the initial notification and/or pre-move survey, TSP must inform the customer of their adjusted RDD.
6. TSPs are required to meet the RDD specified at time of award unless the customer and TSP negotiates a different RDD. Transit times will NOT be adjusted without the approval of the customer.
7. The updated transit time tables will be posted at a later date to the USTRANSCOM DP3 Personal Property Website at <https://www.ustranscom.mil/dp3/pdfs.cfm> under the DP3 Business Rules and Regulations tab.
 - 7.1. Code T and Code J tables have P2 and P4 transit times listed. The updated transit time in DPS for Code T will be TP2.
8. The DPMO hosted eight (8) working groups (WGs) with Service representatives. The WG analyzed CY21 shipment data based on *actual* (not DPS) transit days on the following:
 - 8.1. International shipments at the 90% of actual transit days looking at the rate area to/from regions, and number of shipments for that channel/COS.

- 8.2. Domestic shipments at the 80% of actual transit days looking at weight, mileage, and region.
9. When an agreed upon delivery date or RDD cannot be met, TSPs must contact the customer and outline the inconvenience claim (IC) procedures.
 - 9.1. The IC fact sheet is located at: <https://www.militaryonesource.mil/moving-housing/moving/moving-resources/>.
 - 9.2. An IC is not an entitlement; therefore, the Military Claims Office (MCO) is not a part of the appeal process.
 - 9.3. Customers will submit their IC directly to the TSP.
 - 9.4. If the customer disagrees with the TSP's settlement offer, the customer may submit an *appeal to their local transportation office*.
 - 9.4.1. The transportation office is the customer's only appeal process.
 - 9.4.2. If the customer does not agree with the transportation office findings or ruling, there is no other appeal process for the customer.
 - 9.4.3. PPSO or customer will NOT submit an appeal to USTRANSCOM.
 - 9.5. If the TSP disagrees with the PPSO's finding or ruling on a settlement, the TSP may submit an appeal to USTRANSCOM. Send appeal to: transcom.scott.tcj9.mbx.pp-claims@mail.mil.
10. Please send questions and concerns reference this advisory to the Operations Team at transcom.scott.tcj9.mbx.pp-ops@mail.mil.
11. This message was approved for release by the Deputy Director for Operations, Defense Personal Property Management Office, TCJ9-O.