



**DEPARTMENT OF THE AIR FORCE
PERSONAL PROPERTY ACTIVITY HEADQUARTERS
555 E STREET EAST, SUITE 4
JBSA RANDOLPH TX 78150-4439**

11 February 2022

Col Craig A. Punches
Commander
555T E. Street East, Suite 4
JBSA Randolph, TX 78150-4439

Mr. Daniel Bradley
International Association of Movers
5904 Richmond Highway Suite 404
Alexandria, VA 22303-1864

Ms. Katie McMichael
American Trucking Association
950 North Glebe Road
Suite 210
Arlington VA 22203-4181

Mr. Bradley, Ms. McMichael

The Air Force Personal Property Activity Headquarters collaborated with each of our detachments to conduct a review of our Enterprise Quality Assurance (QA) program. In 2022 we will once again continue to focus on areas of greatest concern to our DoD members/employees and their families. This year's nine (9) Special Interest Items (SIIs) contain both new and continuing areas for improvement from previous years.

Once again, we look forward to partnering with you to mitigate issues affecting our customers. Transparency and open communication between the DoD and Industry remains key to achieve the desired moving experience for each of our Service members/employees and their families. Our Enterprise-wide SIIs are as follows:

1. Implementation of the Updated Use of Spread Dates (Ref: 2022 Tender of Service (TOS) Para C.1.1)

TSPs understand the government authorizes the use of pickup spread dates, consisting of seven (7) consecutive calendar days for standard shipment awards. The pack date(s) will immediately precede the pickup and may be outside the pickup spread dates. The customer will enter a "Pickup No Later Than Date" in DPS and DPS will calculate the spread dates seven (7) days prior to this date. In addition, the customer will enter their desired pickup date in the 'Requested Pickup Date' field. TSPs will confirm the agreed pickup date within the spread dates with the customer and update in DPS within three (3) calendar days from date of shipment acceptance.

2. Failure to Pickup on Agreed Spread Date (Ref: 2022 TOS Para C.1/C.1.I)

TSPs agrees to pickup shipment on the agreed upon date established with the customer (within the authorized spread dates). The TSP is required to establish this agreed upon pickup date within three (3) calendar days of shipment acceptance. Any change to this established pickup date without the expressed consent from the customer is a service failure.

Reason for Focus: In Peak Season of 2021, many TSPs believed that the pickup date was a floating date anytime within the authorized spread dates and could be changed at any time without the consent of the customer or PPSO.

3. Shipment Turn-Back or Failure to Turn-Back a Shipment Resulting in a Shipment Failure (Ref: 2022 – TOS Para B.12.i)

In the event a TSP turns-back a shipment within 14 calendar days of the pickup date, TSP agrees to reimburse the customer for actual out of pocket expenses if PPSO is unable to rebook shipment with the original pickup date and the dates must be adjusted past the original pickup date request. TSP will be responsible for actual out of pocket expenses incurred from the original pickup date through the new pickup date.

In the event a TSP turn-back or any other failure to service a shipment, results in the Military Services reimbursing the customer for an Actual Cost Reimbursement Personally Procured Move, TSP may be held responsible to reimburse the government for costs above the government constructed costs that exceeds the original TSP's rates on shipment.

4. Completion of Pre-Move Survey (Ref: 2022 TOS Para C.1.j)

Reason for Focus: Continue to see pre-move survey's not performed or not effective. Pre-Moves ensure TSPs have the opportunity to submit required preapproval requests, as well as ensures adequate packing material and personnel are available to complete the move on time.

5. Shipment Delivery on or Before the RDD (Ref: 2022 TOS Para C.1.a)

Reason for Focus: This is the Number One Customer Satisfaction Survey complaint.

6. Provide Inconvenience Claim Information to Customer (Ref: 2022 TOS Para B.12)

Reason for Focus: Customers must be notified as soon as a service failure is imminent and be provided inconvenience claim procedural/submission information to have an opportunity to plan/mitigate inconvenience in connection with their move.

7. Loss and Damage (Ref: 2022 TOS Para B.11)

Reason for Focus: Loss and Damage is the Number Two Customer Satisfaction Survey complaint.

8. Mold Prevention and Remediation (Ref: Defense Personal Property Program Claims and Liability Business Rules Para 1.5)

Reason for Focus: Customer inconvenience based on failure to prevent mold and when mold inspection/remediation is not performed as soon as practical.

9. Requested and Automatic Reweighs Based on Weight Thresholds (Ref: 2022 400NG, Item 4, Para 6 & 7 and IT – 2022, Item 505, Para 3 & 4)

Automatic Reweighs (preapproval not required) – TSPs are required to automatically reweigh shipments that meet the following criteria:

- UB shipments weighing 500 pounds or more
- HHG shipments for grades E-1 thru E-5, weighing 4,000 pounds or more.
- HHG shipments for grades E-6 thru O-10, and DoD Civilians, weighing 7,000 pounds or more.

Reason for Focus: Non-performance may levy unnecessary excess costs charges on our customers.

Sincerely,

CRAIG A. PUNCHES, Col, USAF
Commander, Personal Property Activity,

CC:
All Military Service Headquarters