

Item	Initiatives	Description/Benefit	Goal	Rationale
1	Scheduling Notice/Updates	TSP will provide customer 24 hour notice for delivery, and cannot deliver a customer's personal property to Storage in Transit without customer approval unless two (2) documented unsuccessful attempts to contact the customer are made 4 hours apart. TSP must ensure all dates are correct and updates made in system within 24 hours.	Improve Service	Maximizes direct deliveries, avoids inconvenience claims, and ensures all shipment information is correct Current requirement is 2 hours notification for customer before delivering or placing into Storage
2	Claims enhancements	Increased minimum coverage to \$7,500, extended customer ability to file a notice of loss/damage to 180 days (from 75), shortened TSP Loss and Damage settlement timeframe (60 to 30 days for all claims valued at \$1000 or less), and require TSP to provide deadline reminders to customers at 60 and 150 days post delivery	Improve Service	Provides DoD customers additional time and improves customer awareness of the deadlines
3	Inconvenience claim revamp	Covers missed pickups or late deliveries and changes reimbursement to DoD customer based on per diem based (meals and incidentals only) rate, with no receipts required (capped at 7 days). Note: Customers can still claim additional amounts with receipts	Improve Service	Protects customers when shipments are late or delayed
4	Background Checks	Require background check on all personnel whose role involves interacting with a DoD customer and/or handling or transporting DoD shipments, and that they all persons interacting with DoD customers on and off base meet the specific requirements for local installation access as listed in DoD Manual 5200.08	Improve Service	Ensures DoD customers are protected and improves on current requirement which only disallows the use of prison labor
5	Altering Government Document	Forbid altering government documents	Increase Capacity	This requirement will increase transparency in the supply chain which help increase capacity (e.g. prevent move managers from concealing move rate information on bills of lading)
6	New Special Solicitation Groups (UB focus) (EWG)	Added 27 (22 unaccompanied baggage) new groups covering 16 countries/rate areas and more flexible Class II groups (High volume) to give PPSOs more options - 6 high volume and 21 low volume. Includes Turkey, Japan, Korea, Germany, Australia, Guam, Poland, Bahrain, Belgium, Norway, Netherlands, Puerto Rico, Romania, Hawaii, United Kingdom	Increase Capacity	Combining channels between CONUS & 16 areas and offering as a winner takes all leverages competition, allows for industry to consolidate, and provides more capacity by combining attractive and unattractive lanes

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7	Weight/Reweight improvements	Penalty for not reweighing (\$160-\$400), increased reweigh fee (\$50-\$125), require auto reweighs within 10% of allowance and other triggers, require weight estimates 10 days prior to pack, require weights entered 4 GBDs after pickup, 2 GBDs after reweighs	Improve Service	Provides DoD customers advanced knowledge of potential excess weight situations and reduces excess costs scenarios
8	Customer Support enhancements	Add TSP must maintain customer support from 0800 – 1700, NTE 30 minutes wait. TSP must assign a single POC for coordination and communication throughout all phases of the move	Improve Service	Improves service to the DoD customer. Currently there is no POC/wait time requirement and TSPs must respond 24 hours from initial call if received outside of normal working hours and by close of business the first GBD if on weekends or holidays
9	Repair Decision change	Changing the “repair” vs. “repair cost” decision from the TSP to the customer	Improve Service	Change gives the DoD customer ability to either accept repair of damaged item to original condition OR accept the FULL cost of repair
10	Real Property (private/rental property) Damage	Clarify the TSP (not the agent) is responsible for real property damage (damage to a customer’s private/rental property or associated grounds) and allows 5 GBDs for customers to notify for recovery/restitution	Improve Service/ accountability	Standardizes an unclear process and gives some protection to the DoD customer
11	Minimum Performance Score (EWG)	Implement increasing MPS to encourage better performance (removing bottom 9%) and announce increased MPS targets for 2021 to drive improvement across supply chain vice SCAC management	Improve Service/ accountability	MPS targets announced 1 year out drive real improvement since TSPs cannot simply focus on parking authorities (SCACs)
12	In Transit Visibility (light)	Added language to address minimum ITV within one business day of occurrence; including the arrival/departure of the property from any transition point or storage facility location, the time, the status and ETA at destination. Note: Change will require TSP to email the customer directly	Improve Service/ accountability	Improves customer experience. Currently there is no ITV requirement other than a vessel information requirement in system remarks and general shipment processing statuses with associated DPS emails (e.g. awarded, in transit, arrived, etc.)
13	Unaccompanied baggage (UB) increases (EWG)	Increased the minimum weight for UB from 300 lbs to 350 lbs and increased several UB accessorials (Storage and Warehouse Handling Charges and Pickup/Delivery Transportation Rates) between 30-100%	Increase Capacity	Will make UB shipment more desirable during Peak Season