

# DAYCOS NEWS

3<sup>rd</sup> Quarter 2007

## In This Issue

DPS Invoicing Update	1
Upcoming Meetings	1
AccuBill Updates	2
Relay For Life Event	2
Procedures for Website Errors	3
Progress Continues on Daycos' DPS Services	3
Employee Anniversaries	3
The "Odds" on DPS	4
Did You Know...?	4
FAQs	5
Daycos' Numbers	5



## DPS Invoicing Update

The testing of invoicing in DPS has been a challenging task that has progressed more slowly than one might have imagined back in January 2007 when we started this process. At times, it appeared that getting even one invoice line item successfully rated in DPS was going to be an impossible task. However, while it has been slow, progress has been made in the testing of the invoicing functionality of DPS.

The plan for the DPS invoicing test team has been to test every possible line item code for Domestic, International, and Baggage shipments. Since Domestic invoices will be billed under the 400NG, a completely new tariff, most of the team's time thus far has been focused on those items. Daycos has submitted invoices containing 115 distinct 400NG item codes, of which 61 have been successfully rated by DPS and returned to PowerTrack with a rating that matched the original invoice submitted by Daycos. The remaining 54 domestic line items have either not been rated by DPS or rated at a dollar amount that does not match the original invoices. These items must be researched on a case-by-case basis to determine the source of the problem, which is a time-consuming and difficult process.

While continuing to research the non-matching domestic item codes, the testing team has progressed into sending International and Baggage invoices as well. Since these tariffs are substantially similar to the current ones in use today, we are optimistic that there will be a much higher percentage of matching items than we have seen in the Domestic invoices. Thus far, we have sent invoices containing 60 distinct line items to DPS in both International and Baggage invoices. We are still awaiting the rating process on 30 of those, but of the 30 that have been rated, 28 were rated correctly and matched our original invoice.

The next step in testing the invoicing in DPS is to include additional TSPs. We had hoped to be able to include other TSPs sooner in the process; however the invoice test team felt it was preferable to continue with a limited group until the process of submitting invoices was functioning and most of the line items had been successfully tested. Although these goals are by no means accomplished, they do appear to be within reach, so the government test team members have begun working with PowerTrack on the process of adding additional TSP testers.

## Upcoming Meetings

Daycos tries to have at least one representative at meetings and events to ensure that we are abreast of upcoming changes in the industry and are able to report to you what we learn. These meetings also provide us an opportunity to meet with those of you also in attendance. We are planning to attend the following upcoming events and meetings:

### Visit to DFAS-Indianapolis:

September 11  
Indianapolis, IN  
Sue Fuchtmann & Brandon Day

### National Defense Transportation Association Annual Forum:

September 17-19  
Charleston, SC  
Brandon Day

### DPS Town Hall Meeting

O'Fallon, IL  
September 21st  
Sue Fuchtmann & Brandon Day

### AMSA Meeting:

September 25  
Washington, D.C.  
Sue Fuchtmann

### JPPSO-COS Regional Meeting:

October 2-3  
Colorado Springs, CO  
Brandon Day

### Andrews Van Lines Convention:

October 3-6  
Council Bluffs, IA  
Brandon Day

### Bekins Convention:

October 3-7  
Rancho Mirage, CA  
Sue Fuchtmann

### HHGFAA Annual Meeting:

October 14-17  
New York, NY  
Sue Fuchtmann, John Day,  
Brandon Day, Paula Alder, &  
Tami Pick

## AccuBill Updates

The Daycos AccuBill program enables you to log on to our internal billing program through the internet to generate and submit your invoices both electronically to PowerTrack and DFAS - Indy and via paper from the convenience of your own office. This enables you to retain all of your billing in house while taking advantage of electronic billing and the most current industry updates, including rate solicitation changes with no up-front costs to you.

In addition to the capabilities that AccuBill currently boasts, we have added several new features - some with the help of our current users - that we hope will prove beneficial to all .

Auto-matching - Save time and resources by choosing to have your AccuBill invoices in Audit Exception status matched daily! The newest feature to AccuBill allows you to opt for your Families First invoices to be automatically matched daily in PowerTrack at no additional charge. When utilizing this feature, AccuBill will match each and every line on your Families First invoices within 24 hours of the invoice going into Audit Exception Status in PowerTrack. Upon matching, Daycos will provide you an email advising you line for line, of the invoices and amounts that were matched in PowerTrack. There will also be a report available via our website for your convenience.

Uncreated Invoice Search - This feature provides you with the ability to get invoice or rating information even if the invoice keyed into AccuBill has not yet been approved as being ready for submission to the finance center. We have received suggestions from some of our users that being able to retrieve this information without sending the invoice to the finance center would be beneficial in allowing for timely payment to their agents. To assist with this request the "Invoice Search" section of XRSNet, contains a new option to select "uncreated invoices."

This reporting feature will contain all invoices that have been keyed into AccuBill and have not yet been approved for submission to the finance center. Once the query has been generated, you

**Search For Invoices**

Select SCAC: All SCACs

Generated:  Today  
 Yesterday  
 Last 7 Days  
 between 08/06/2007 and 08/06/2007

Invoice Type:  Originals  
 Supplementals  
 Both

Invoice Choices (for PT resent invoices):  Initial  
 Resent  
 Both

AccuBill:  Include uncreated invoices

should receive a listing of all related invoices. From this point, you will be able to download, print, or email a PDF of the SF1113 voucher for the specific invoice number to use as a rating tool.

Unapproved Invoices - Finally, we received a recommendation requesting a report that would provide all invoices that had been keyed into AccuBill but had not yet been approved in the "Invoices Needing Approval" screen. This reporting feature has also been added to XRSNet under the "Reports" section. When you go to that section, click on "AccuBill" and select the report name "unapproved invoices."

When this report is queried, you also have the option to download, print, or email a list of invoices in this status requiring further attention from your staff.

If you are interested in learning more about our AccuBill service or any of the new or existing features, please contact us at [AccuBill@daycos.com](mailto:AccuBill@daycos.com).



The kids stock up on candy from the piñata at the annual picnic.

## Relay For Life 2007

June 1<sup>st</sup> and 2<sup>nd</sup> kicked-off the 12<sup>th</sup> Annual Relay For Life event held in Norfolk each year. The Relay For Life is a nation-wide annual fundraiser for the American Cancer Society that raises money for cancer research, patient services, and educational tools and services. It is an overnight event, starting at 6 pm on Friday and ending at 7 am on Saturday. Daycos is a very big supporter of the Relay For Life every year. We are a Platinum Corporate Sponsor and have a Relay team, and a few of our employees are active in the event's Planning Committee.

This year the Daycos Relay team raised a total of \$8,768.00! Giving credit where credit is due, our top fundraiser this year was Jo Alexander, who was able to raise a total of \$4,428.00 – both with the help of a donation made in her name for celebrating her 20 years at Daycos, and her own amazing fundraising efforts. In addition to fundraising, the Daycos team also has three members on the annual Planning Committee – Jo Alexander, Danelle McKeown, and Tami Pick. These ladies spend countless hours all year preparing for the event

The Norfolk Area Relay For Life event raised a total of \$235,827.67 this year, which is one of the highest in the High Plains Division and the entire United States, per our population bracket. Out of 63 participating teams, Daycos was the 4<sup>th</sup> Highest Total Fundraising Team this year! Daycos is proud to be a part of an event that raises so much money for a great cause.



The Daycos Relay For Life team: (Front Row): Lynda Kassmeier, Paula Alder, Jo Alexander, and Angela Lehman. (Back Row): Alisson Zoubek, Brandon Day, Sarah Dittmer, Tami Pick (Team Captain), Lisa Jones, Sue Fuchtmann, and Danelle McKeown (Team Captain). Not pictured: Cassandra Mech

## Procedures for Website Errors

We at Daycos have been working to make sure that our website is as fast as it can possibly be. To continue toward that goal we have implemented several new procedures to ensure that we can diagnose and fix any issues with our website as soon as possible.

The first thing we have done is to implement a bug tracking program for our internal users. As soon as one of our employees notices something is wrong with the website or a customer reports something, we enter the issue into our bug tracking program. This ensures that everyone from programmers to customer service specialists is aware of the problem.

We have also created a notification procedure on the website. If we need to notify our customers about a problem, you will see a box in the upper right corner of the website. Clicking on this link will take you to a page that explains any issues we are having as well as give you an estimation of the time frame for resolution. We will use this procedure only when the situation affects all of our customers.



While on the subject of website issues, we would like to review some tips for helping us diagnose potential website problems. We monitor the site 24/7, and the vast majority of the time we are aware of and working to fix any issues before a customer even reports one. We also rely on customers to submit reports on errors that they might encounter. Not all problems customers run into affect the whole site; sometimes errors are specific to a particular shipment and a problem with the data in it. The best way to notify us of any issues is to use the email link at the bottom of the error message you receive. Click on the link, fill in as much detail as you can about the problem you are having, and hit send. Using this link will provide us with a ton of information that you don't see, such as information on who the user logged in as, url the user was visiting, and the gbl. We need this information from you to diagnose any problems. If you email us without using the contact form, we will probably have to contact you and try to get as much of that information as possible before we can start to troubleshoot the error.

Questions? You can [send them](#) to a Daycos employee.  
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Tami gets tossed in the pool at the picnic.

## Daycos Fun!

The ladies take a break under the shade during the annual miniature golf outing.



## Progress Continues on Daycos' DPS Services

The progress on our DPS -related services continues at a rapid pace. New features are constantly being added to both DPSPortal.com and the DPS Data Interchange services. In addition, each update to the DPS system requires an update to our interface. At this point, DPS is still a moving target, but we take aim at it daily.

Over the past few months, we have mapped out all of the information required by DPS. This information has been used to create definitions of the database fields that DPS uses. We are currently adding restrictions of what data can be changed, when they can be changed, and whether or not they are required or optional. This database structure will form the basis of all of our DPS services. Of course, getting the DPS data in the right format is only the first step. The next goal is to develop a system that will transfer the DPS data between our customers' systems and ours. Our programmers are working to make the framework for transferring data simple, flexible, and easily adapted to all of our customers' systems.

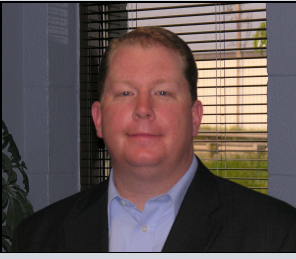
We have also been working on the DPSPortal.com website to interface with DPS. Web pages are being added to emulate the functionality of the DPS website as well as address its shortcomings. A lot of time and effort is being devoted to ensure that DPSPortal.com is a very fast and easy-to-use website.

For more information on our DPS services, please visit [www.daycos.com/dps](http://www.daycos.com/dps).

## Employee Anniversaries

9/5	Allen Longe	7 Years	Billie
9/7	Audrey Obermire	2 Years	Billie
9/8	Jackie Mayer	4 Years	Billie
9/14	Danelle McKeown	9 Years	Customer Support Specialist
10/21	Kirk Strauser	4 Years	Network Administrator/Programmer
10/23	Dana Nickeson	1 Year	Customer Support Specialist
11/7	Lisa Jones	2 Years	Billie
11/11	Amy Finley	5 Years	Billie
11/14	Brandon Day	12 Years	CEO
11/27	Jane Uhlir	1 Year	Bookkeeper
11/27	Christina Paulson	1 Year	Billie

## The “Odds” on DPS



Brandon Day

“So, do you think they will actually launch DPS this year?”

If you have not asked, or been asked, this question many times recently, then you probably just started your employment in our fine industry. It is the question on everyone’s minds as they follow the updates on the testing of this new system. Of course, everyone has an answer to the question, and the answers range from “that Families First thing will never happen” to “we will be moving shipments in DPS this fall.” If the HHGFAA ever decides to do another training session in Las Vegas, a smart casino could make a nice profit by opening betting lines on the over/under on number of shipments moved in DPS in 2007. (For the record, I would set the over/under number at 78 shipments. To place your bets, send cash only to Chuck White, c/o HHGFAA.)

The truth of the matter is that no one really knows what will happen with DPS. We are all just guessing, even those “in the know.” I believe that when the head of the test team, Maj. Moritz, states that we will be moving shipments in DPS this fall, he firmly believes what he is saying is true. Of course he is in as good as place as anybody to make sure his prediction comes true. However, I also believed that Lt. Col. Schafer, the former Program Manager, was being truthful when he told the SAT team in January that “this train [DPS] is rolling down the tracks, and it can’t be stopped.” It turned out that it could - and was - stopped. Sometimes “stuff” happens, and it can’t be predicted or prevented.

The interesting thing about this guessing game is that everybody is

focused on predicting the likelihood of DPS launching, and not much discussion is happening about whether people want DPS to launch. Of course most people agree that launching DPS before the bugs are worked out of the software would be a huge mistake, but when I ask people about whether they want DPS to be launched if the software can be adequately fixed, I get quite a few blank looks. It reminds me of my days as a Political Science major in college, when we studied how the media and voters spent so much time examining who was winning the Presidential race and almost no time looking into candidates’ beliefs and positions or who *should* be winning. (By the way, that was the first time I was able to incorporate something I learned in Political Science into my work in this industry. My father must be relieved that all that money he spent on my college tuition finally paid off.)

If I do get a response on the desirability of DPS, it usually tends to be negative. Between the rate reasonableness, the drastic change to the distribution model, the reliance on customer surveys, etc, there is a lot to fear in DPS. A lot of people would seem to want DPS and Families First to just go-away. I tend to concur that if we could just freeze

time, and keep the current system in place, it would be the best scenario for most TSPs. Of course, I would also like to still have a the full head of flowing locks that I had when I was studying Poli Sci at the University of Nebraska, but unfortunately time marches forward (and my hairline marches backward).

First of all, the government has invested significant time, effort, and money into DPS. To date, they have spent \$123 billion dollars on DPS (That amount is not correct, of course, but every time I hear a cost it gets higher and higher, so I just wanted to get out ahead of the curve.) Walking away from it at this point would be a bit of a PR problem.

In addition, talking to the Services,

and I think most people agree that they are driving this bus to a large degree, there is not a lot of enthusiasm for staying in the current environment. TOPS, the computer system that supports the current program, is on its last legs. They are pretty adamant that it needs to be replaced - and soon - if it is not replaced by DPS, then it will have to be replaced with something.

So if we can’t stay where we are and we don’t want to move forward to DPS, what option does that leave? The most likely scenario seems to be (cue ominous music) a single source provider. Transcom has been fairly open that they would like to take the program in that direction. In fact, Lt. Col Schafer even referenced that possibility in a publicly released PowerPoint presentation. The likelihood of them being able to pull it off is open for debate, but I don’t think one can deny their desire to give it a shot.

So in summary, we can’t stay where we are, moving to DPS is scary, and moving to a single source provider is downright frightening. Glad to be so uplifting. The truth is, I don’t think that a perfect solution exists, and we will be forced to make the best of a less-than-desirable outcome. Of course, we still have a long road to go just to see if DPS can get the bugs worked out so that it can be launched. At least that will give us some time to place our bets.

**“A smart casino could make a nice profit by opening betting lines on the over/under on number of shipments moved in DPS in 2007.”**

### Did you know....

That you can receive electronic payment emails/files for all PowerTrack invoices that are submitted electronically? For all customers who currently participate in our Billing, AccuBill or Translation service, we can request that PowerTrack electronically provide 820 payment information for the shipments that we submit to PowerTrack on your behalf. When we receive that information, we then forward it onto your office for your review. If you are not currently receiving this feature and are interested in it, please contact us at [support@daycos.com](mailto:support@daycos.com) for more details.

## FAQs

The following are questions are frequently asked of our customer support department.

- Q. Why wasn't this service billed?
- A. This is a generic question used as an example to illustrate that often times, when an item that was sent to us for billing does not get billed on the invoice we have generated, billing staff have reason during invoicing as to why. The information the biller has notated is accessible to you via the status link on our website....



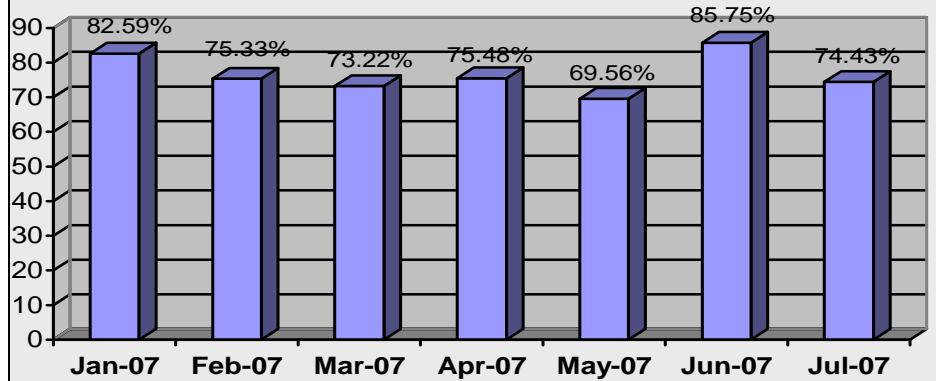
The information often appears as:

"08/15/07 08:50:31 AM Sent BIL-FYI With Addtl notes: We could not bill the shuttle noted on the DD619 as we did have the number of man hours and vehicle hours."

- Q. Can you bill for both a bulky charge and crating service for the same item on a domestic shipment?
- A. No. We received clarification on this charge recently from SDDC and their answer was no. Only one or the other can be billed for an item, but not both.
- Q. Why was only one long carry billed on my international shipment?
- A. Per the solicitation, only one long carry charge is applicable for international shipments, regardless of the number of feet over the 75 free feet that the long carry contained.
- Q. Why wasn't the stair carry billed on my international shipment?
- A. Stair carries are not an applicable charge for international shipments.

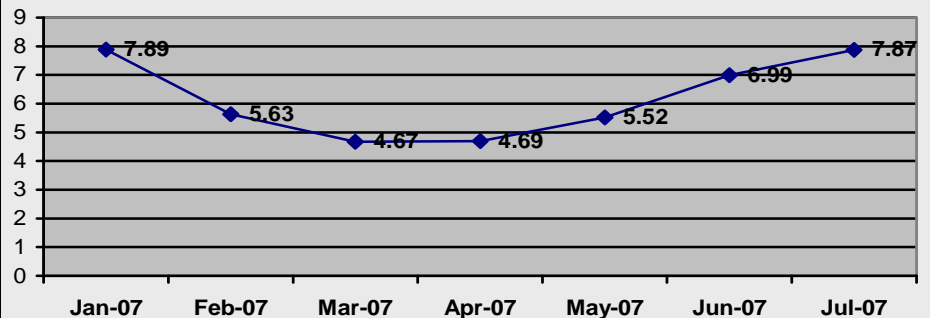
## Daycos Numbers

### Percentage of Invoices Requiring Intervention



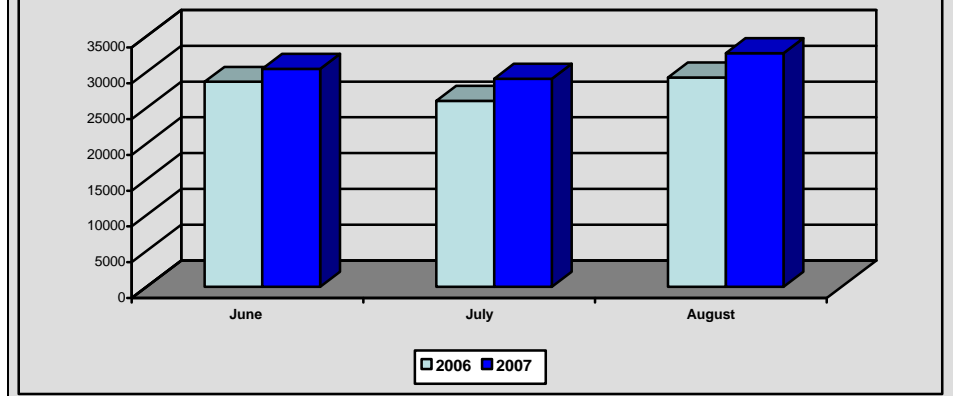
This chart shows the percentage of CWA/PowerTrack invoices that have required some action by Daycos in order for the invoice to be paid. Actions can range from an email being sent to a PPSO reminding them that more than 3 days have passed since the invoice was submitted, to rebilling and resubmitting an invoices several times in order to get all the line items paid.

### Average Payment Times



This chart shows average payment times for CWA/PowerTrack shipments since the beginning of 2007.

### Number of Invoices Submitted



This graph indicates the number of invoices submitted by Daycos during the summer of 2007 (dark blue), compared to 2006 (light blue).