

THE MILITARY SURFACE DEPLOYMENT AND DISTRIBUTION COMMAND (SDDC), IN CONJUNCTION WITH THE SERVICES, ARE PROVIDING ADDITIONAL GUIDANCE FOR THE UPCOMING PEAK SEASON. ALL INDICATIONS ARE THAT THE AVAILABLE CAPACITY (DRIVERS AND AGENTS) IS REDUCED FROM LAST YEAR AND THERE IS AN INCREASE IN CORPORATE ACCOUNT BUSINESS THAT WILL FURTHER STRAIN THE CURRENT CAPACITY AVAILABLE TO MOVE OUR SERVICE MEMBERS AND CIVILIAN EMPLOYEES.

INDUSTRY INDICATED THAT "HIGH PEAKS" IN THIS PEAK SEASON WILL LIKELY OCCUR 23 JUNE THROUGH 8 JULY AND 24 AUGUST THROUGH 9 SEPTEMBER. THE FINAL BUSY PERIOD AT THE END OF THE SUMMER WILL ALSO INCLUDE NOT ONLY LATE SUMMER MOVERS BUT THOSE SERVICE MEMBERS AND CIVILIAN EMPLOYEES WHO MOVED EARLIER IN THE SEASON, PUT THEIR SHIPMENTS IN STORAGE AND NOW REQUIRE DELIVERY OF THEIR HHGS. TO MITIGATE THE CAPACITY ISSUES AND TO ACCOUNT FOR THE BUSIEST MOVE WINDOWS, THE SERVICES AND SDDC AUTHORIZE THE FOLLOWING ADJUSTMENTS TO ALLOW FOR MAXIMUM USE OF AVAILABLE CAPACITY.

FOR SHIPMENTS WITH A PICK UP DATE BETWEEN 15 MAY – 31 JULY ONLY:

A. ALLOW LIMITED SHIPMENT REFUSALS: TSPS ARE ALLOWED THREE (3) SHIPMENT REFUSALS PER GBLOC FOR THIS PERFORMANCE PERIOD. SHIPMENT REFUSALS MUST BE IDENTIFIED AND RETURNED WITHIN 24 HOURS (ONE BUSINESS DAY) OF SHIPMENT AWARD. ANY SHIPMENT REFUSED AFTER 24 HOURS IS CONSIDERED A TURNBACK. THE GOAL OF THIS CHANGE IS TO ALLOW TSPS TIME TO ASSESS SHIPMENT CAPABILITY, REDUCE THE USE OF DPS BLACKOUT CAPABILITY, AND ULTIMATELY PROVIDE BETTER SERVICE TO OUR CUSTOMERS.

B. USE OF CODE 2 (CRATED DOMESTIC HOUSEHOLD GOODS): WHILE CODE D IS THE PREFERRED METHOD OF MOVING DOMESTIC HOUSEHOLD GOODS, CODE 2 IS AN OPTION TO UTILIZE DURING PEAK SEASON. CODE 2 MAY BE AUTHORIZED BY THE PPSO DURING PEAK SEASON TO INCREASE AREA CAPABILITY. YOUR SERVICE HQ WILL PROVIDE ANY ADDITIONAL GUIDANCE ON THE USE OF CODE 2.

C. TEMPORARY ELIMINATE USE OF THE 70% TRANSIT-TIME RULE (15 MAY – 31 JUL ONLY) FOR DIRECT DELIVERY STORAGE IN-TRANSIT (SIT). PPSO WILL NOT REQUIRE SHIPMENTS TO BE HELD FOR 70% OF THE GOVERNMENT TRANSIT-TIME PRIOR TO SIT APPROVAL. PPSO MUST PROVIDE SHIPMENT DELIVERY INSTRUCTIONS OR AUTHORIZE SIT WITHIN THE REQUIRED TWO-HOURS FREE WAITING TIME (TIME STARTS WHEN TSP ARRIVES SHIPMENT IN DPS). THIS DOES NOT ELIMINATE THE TSPS RESPONSIBILITIES TO STAY IN CONTACT WITH MEMBERS WHO HAVE A DIRECT DELIVERY ADDRESS AND TO HONOR THE NEGOTIATED DATES FOR DELIVERY. COUNSELORS NEED TO REMIND MEMBERS TO WORK WITH TSPS AND BE FLEXIBLE TO THE GREATEST EXTENT POSSIBLE IN ORDER TO ACCEPT DELIVERY UPON SHIPMENT ARRIVAL. PUNITIVE ACTION AND/OR LOW CUSTOMER SATISFACTION SURVEY (CSS) SCORES ARE STILL AVAILABLE FOR TSPS WHO EXCEED SHIPMENT RDD OR DO NOT MEET TSP/MEMBER AGREED UPON DATES FOR DIRECT DELIVERY.

NOTE: IT IS IMPERATIVE THAT ORIGIN COUNSELORS/PPSO DO NOT PUT ANY WORDS OR CHARACTERS IN **BLOCK 18** (STREET ADDRESS IN DPS) EXCEPT WHEN A VALID DIRECT DELIVERY ADDRESS IS PROVIDED BY THE MEMBER.

D. SITAPPROVAL /PREAPPROVALS: PPSO MUST PROVIDE TIMELY DISPOSITION INSTRUCTIONS OR APPROVAL OF SIT REQUESTS WITHIN ALLOTTED FREE WAITING TIME. PPSO MUST TAKE ALL NECESSARY ACTIONS TO ENSURE PREAPPROVAL OF ACCESSORIAL SERVICES AND/OR APPROVAL OF SIT ARE ACCOMPLISHED AS EARLY AS POSSIBLE TO ENSURE INDUSTRY CAPACITY IS NOT UNNECESSARILY DELAYED AND AVAILABLE TO SUPPORT THE SHIPMENTS OF OTHER SERVICE MEMBERS.

E. ORIGIN SIT: PPSOS ARE ENCOURAGED TO AUTHORIZE ORIGIN SIT FOR SHIPMENTS THAT DO NOT HAVE A DESTINATION ADDRESS AND WHEN LINE HAUL CAPABILITY IS LIMITED OR UNAVAILABLE. TSPS MAY ALSO REQUEST ORIGIN SIT APPROVAL FROM THE PPSO ICW PREMOVE SURVEY BUT NOT LATER THAN THE FIRST PACK DATE. BOTH THE TSP AND PPSO MUST ENSURE MEMBER IS AWARE OF THE ORIGIN SIT, SUBSEQUENT TRANSIT TIMES UPON RELEASE AND THE REQUIREMENT FOR SHIPMENT TO BE DELIVERED DIRECT FROM ORIGIN SIT INTO RESIDENCE. TSPS WILL RECEIVE AN UPDATED RDD ONCE SHIPMENT IS RELEASED FOR FINAL DELIVERY. ANY DESTINATION SIT MUST BE APPROVED BY DESTINATION PPSO.

F. SHIPMENT FORECASTING: RECOMMEND USE OF DPS PROJECTED PICKUPS REPORTS WITHIN ANALYTICS TO MONITOR NUMBER AND VOLUME OF AWARDED SHIPMENTS AND USE THE INFORMATION TO REDIRECT OR SEEK ALTERNATIVE REQUESTED PICKUP DATES FROM SERVICE MEMBERS. SPECIFIC INSTRUCTIONS ON HOW TO GENERATE THIS REPORT TO FOLLOW.

G. POC FOR THIS ACTION IS THE OPERATIONS TEAM. PLEASE SEND QUESTIONS TO SDDC.SAFB.PPOPS@US.ARMY.MIL.