Joint Personal Property Shipping Office – Southeast (JPPSO-SE)

INDUSTRY DAY 2018

presented by:
Warren Bennett, Regional Director
• Transition to Mechanicsburg
  – Deb McGlennon
• New organization structure
  – See next slide
Agenda

- HHG SE Team POCs
- JPPSO Regional Sites (AOR)
- Points of Interest & Concerns
- Questions
INBOUND
- Clearing Shipment
- Scheduling Delivery
OUTBOUND
- Booking

• SIT/NTS Extensions
• SIT Delivery Out
• Expiration Notices Conversion to customers expense

• QA
• Day of Move issues
• Appeals
• Suspensions
• Pre-approvals (CWA/DPS)
• Weights

• NTS Handling In/Out
• Electronic (CWA/DPS)
• DPMs
• DD619 (non-PowerTrack)
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<th>Vendor Management</th>
<th>Shipment Management</th>
<th>Quality Assurance</th>
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**Please do not send emails to multiple addresses**

Any calls to JPPSO-SE should be made via the JPPSO Call Center (904) 546-6130 or 546–6120 during hours of operation (0730-1600 Monday – Friday) or email jppso_se_counseling@navy.mil.
JPPSO-SE’s PPPO AOR

- NAS Jacksonville, FL
- NAS Key West, FL
- NAS Meridian, MS
- NSA Millington, TN
- NAS JRB New Orleans, LA
- NAS Pensacola, FL
- Camp Lejeune, NC
- Fort Benning, GA
- Fort Polk, LA
- Fort Buchanan, PR
- Fort Gordon, GA
- Fort Stewart, GA
- Fort Jackson, SC
- MCLB Albany, GA
- MCAS Beaufort, SC
- MCAS Cherry Point, NC
- Redstone Arsenal, AL
- Fort Rucker, AL
Points of Interest & Concerns

Vendor Management

• Quality Assurance
  – Pre-approval Request returned “DENIED” to TSP’s.
    • TSP’s not reviewing NOTES requesting clarification or additional supporting information/documentation.
  – Unpacking of shipments not being performed.
  – Failure to perform Pre-move Survey is an ongoing issue.
• JPPSO-SE handles pre-approvals for most, but not all of our PPPOs
• NTS extras must be requested in advance, but very little qualifies to be approved.
• Read the messages in DPS if a preapproval is denied.
• Monitor reweigh notifications
• NTS firearm verification forms
• Punitive action being taken for:
  – GBL corrections needed when TSP printed GBL too soon
  – Failure to conduct reweighs when requested in advance
  – Missed RDDs
  – CSS comments
  – Failure to update delivery status in DPS
  – Failure to perform or input pre-move survey
  – Failure to unpack
  – Failure to submit shipment documents on time (NTS and GBL)
  – Failure to containerize shipments at residence
Points of Interest & Concerns

Vendor Management

• Invoicing
  – Timely submission of invoices and NTS Handling-In Documents continues to contribute hinder expedited process.
  – Invoices prior to Regionalization dates continue to be the responsibility of the PPPO for processing.

• Rated Documents
  – Email box for rated GBL documents from TSPs is (navy_hhg_docs@navy.mil)
- CNNQ Outbound & Inbound supporting documents to: Navy_HHG_Docs@navy.mil
  - Send shipment documents to this email address only. Adding other email addresses does not get it processed more quickly and can only cause confusion and delay.
  - We encourage TSPs to hold their invoices until they are able to submit all documents or to bill the BSC separately. If we don’t have all documents, we will dispute and then deny and nothing gets paid. By billing the BSC later, everything can get paid more quickly.

- Common causes for invoicing delays:
  - No OBL/ABL. (We need 100% OBL/ABL to verify Fuel Surcharges.)
  - Required shipment documentation not received prior to submitting invoice
    - We are issuing LOWs for when we have to dispute due to having no origin documents
  - DPS status not updated
  - Non response to DPS invoicing messages
  - Inaccurate weight tickets

- CNNQ doesn’t approve destination invoices until origin has approved.
• DPM invoicing will be transitioning to Syncada this year.
• Modifications to the DPM contracts are necessary.
• DPM TSPs will have to create their invoices in Syncada
  – US Bank will provide training, as needed
  – DPM TSPs will be paid within 3 business days of invoice approval
  – Invoices will require the Line of Accounting (LOA) which JPPSO-SE will have to put on the shipment paperwork.
  – Currently unknown is previously submitted invoices can go through Syncada or if they will have to be re-submitted to DFAS
• Non-Temp-Storage releases
  – TSP not communicating with NTS TSP inability to pickup NTS Release on schedule date. Agents are informing this office of failure to show or pickup NTS lot.
  – NTS TSPs should contact this office immediately when TSP is no show. NTS TSPs reporting missed p/u two weeks later.

• Storage In Transit (SIT)
  – TSP not delivering out shipments in DPS as per current regulations.
Points of Interest & Concerns

Shipment Management

• Outbound/NTS Shipments
  – DPS not updated when pre-move survey is complete
  – Avoid printing of GBL prior to completing pre-move survey and later requesting GBL modifications for changes.

• Inbound
  – TSPs not documenting status of shipment in DPS (i.e. missed RDD, Schedule Delivery, ETA etc...)
Points of Interest & Concerns

Shipment Management

Code 2 Criteria:

• 1. Shipments estimated at 7,000 lbs. or less
• 2. Shipments without a direct delivery address at the time of booking
• 3. Shipments traveling long distances (800 miles or more).
• 4. Shipments that DO NOT contain extra-large items that won't fit in a
  • Standard Type II container
- Defense Biometric Identification System (DBIDS) is the newest joint solution to allow quicker access to multiple military installations.
- Each installation is different in regards to how to procure a DBIDS card, but all are supposed to accept them.
  - Contact your local PPPO and Pass ID office to inquire on the requirements to qualify for DBIDS.
- NAS Jacksonville
  - There is a form attached to this email from the Pass/ID office. You fill out the form with the company information, list Mr. Warren Bennett as your sponsor and send the form to the POCs. They will then send you what information you need to provide for your employees.
- NS Mayport
  - NS Mayport does not recognize individual moves as a long term contract eligible for DBIDS. Therefore, employees will have to be screened and given a pass each visit.
    - The exception is DPM Contractors who have a contract on file with a contract number and expiration date.
Information requested in order to authorize a DBIDS card may include, but is not limited to:

- Name
- Social Security Number
- Company/Employer Information
- Company Address
- Company Phone Number(s)
- Contract Number(s)
- Contract Date(s) of Performance
- Company-issued Employee Identification Number
- Individual Digital Photo
- Date of Birth
- Fingerprints
- Employee Home Address
- Employee Personal Phone Numbers
Vendors are required to ensure their staff can perform services on station
- Clearance procedures cannot be circumvented and service members should not be tasked with sponsoring TSP crews, equipment or surveyors onto any military installation.

If you are ever held up at a gate because they are requesting something completely different from any other requirement in the past, please call your local PPPO or JPPSO immediately. We can get involved to find out what is required to access the installation.

The 2018 Tariff (Item 120, 7h.) newly addresses wait time at a gate:

h. Subject to PPSO/PPPO approval, TSPs may request waiting time in excess of free waiting time for base access delays. TSP must contact the PPSO/PPPO to request pre-approval for waiting time when wait time exceeds 2 hours for shipments picking up from and/or delivering to a military installation. A fee of $75.00 (per instance) will apply and may be invoiced utilizing Item Code 226A (Misc Charge) with a note explaining the charge. (Note: this $75.00 fee is only for base access delays). Upon notification from the TSP, PPSO/PPPOs will validate specific conditions at the affected installation (e.g. review force protection changes, physical choke points and delays associated with accessing the start of security checks, etc.).

1. Waiting time will not be authorized if delays are in any way due to TSP/agent actions.
2. Waiting time does not apply to port agents who pick shipments up from and/or deliver to the APOD/APOE and/or the SPOD/SPOE.
3. This charge will only be authorized one time per shipment location (e.g. once at origin and once at destination). For example, if a TSP has a 3 day pack out and all three days the TSP/agent encounters long waiting lines, the TSP will only be paid for 1 day of waiting time the other days will not apply.
4. Free waiting time at residence of up 1 hour still applies.
Installations may use any or all of the below factors to determine a person’s eligibility for DBIDS:

- Identified in the Foreign Fugitive File.
- Identified in the Immigration Violator File.
- Registered in the National Sex Offender Registry Database.
- Felony convictions for Rape, Child Molestation, Trafficking in Humans, Espionage, Sabotage, Treason, or Terrorism.
- Other Felony Convictions. Other than the disqualifiers listed above in paragraphs (a) through (e), any felony conviction within the past 10 years is grounds for denying installation access. COs may waive this requirement. Felony convictions more than 10 years old, except for those identified above do not require a waiver.
- Persons released from prison or on probation within five years after a felony conviction may apply for a waiver.
- Arrests for a disqualifying event without disposition (conviction, dismissal, not guilty or acquittal) more than 10 years old are not grounds for denying access.
DISCOVERY OF MOLD/WATER DAMAGE

- Upon discovery of water/mildew/mold, immediately notify JPPSO. We will notify PPPO and attempt to have them send an inspector. Recommend the driver/crew take photographs.
- The inspector will not determine if it is or isn’t mold.
- NTS TSP/member will be required to procure services of a qualified mold remediation firm before shipment will be rescheduled for pickup.
  - A receipt, generic invoice or summary of services will not be acceptable. A write-up or report detailing the scope of the inspection, testing and results is needed. Be prepared to have the entire shipment inspected, not only the items that were pointed out by the driver.
  - Remediation can be done by any qualified cleaning company, but if mold is the concern, a company who can determine if it is mold will be required.
  - If all of the above is done properly, once remediated, the original TSP will be required to go back and pick up the shipment or face punitive action.

NOTIFICATIONS

- TSP notifies customer and responsible JPPSO/PPPO.
- JPPSO/PPPO will notify the appropriate Military Claims Office (MCO).

- The TSP must notify the JPPSO/PPPO prior to leaving the shipment. If notification is after the fact and there are no pictures or supporting information to the claim that there was an issue with the shipment, the TSP will be charged with a missed pickup.
- TSPs are paid to inspect, rider/inventory on every pickup. Once they take possession of the goods, they are liable for the condition.
- NTS TSPs may wipe down items when laying it out for pickup. If how unwrapped items look is the only inspection that is done, TSPs can easily get stuck with surprises inside boxes or crates.
- Take photos when possible and document specifically what items you are concerned about. The NTS TSP/member may or may not agree, but they should always know what you saw that caused hesitation.
  - Even if only certain items are identified as potentially molded, the NTS TSP/member is required to have the entire shipment inspected and remediated.
  - If the item in question was stored away from the rest of the property and the TSP can confidently accept the rest of the shipment for delivery to the member, they should move what they can and only leave the questionable items behind.
- When remediation is documented properly, the original TSP is expected to continue servicing that shipment.
  - TSPs should still be prudent in inspection shipments even after remediation, as liability is not negated because it was previously cleaned.
- If mold is ever detected at delivery, you are NOT to leave the property at the member’s residence (to include in their garage).
  - Remove the property from the residence as quickly as possible and get it to somewhere it can be remediated. The longer it is left at residence, the more likely you are to be paying for the cleaning, sanitizing of the house.
- NTS TSPs who fail to uncrate, unwrap and inspect shipments prior to local deliveries, open themselves up to not discovering issues until the property is inside the member’s house.
- QA/QC inspectors in JPPSO-SE’s AOR will not speak as to whether items are contaminated and TSPs should be hesitant to accept property if an inspector tells you to because they deem the property safe.