



Defense Personal Property Program (DP3)
Phase III Business Rules
Federal Register Notice (FRN) (DOD-2010-OS-0034)
Disposition of Comments

This notice provides a final response to Domestic Small Shipments (dS2) and Nontemporary Storage (NTS) comments received in connection with the DP3 Phase III FRN. All identified changes have been updated in the applicable final business rule attachments. USTRANSCOM and SDDC will continue to review the comments received in connection with Intra-Country and Local Moves and will publish final disposition when completed.

[Appendix A](#). Phase III FRN Comments (Final Responses to dS2 and NTS).

POC is Mr. Jim Teague, USTRANSCOM J5J4-PI, 618-220-6998 or DSN 770-6998.

PHASE III FRN COMMENTS (FINAL RESPONSE)

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|-----------------|-------|---------|---|---------------------|---|
| V.Q.1 - NTS QA | C.3.e | (BLANK) | The table used for statistical validity will almost certainly not work for NTS shipments. Due to the relatively small volume of NTS shipments that most NTS TSP's handle, they would need to have a huge percentage of survey completion to ever reach statistical validity. Many NTS TSP's handle fewer than 25 NTS lots per year. This table would require them to have a survey completion rate of 80% (20 out of 25) to ever reach validity. Even if the NTS TSP handled 100 lots, it would need to have a return rate of nearly 50% consistently to achieve validity. SDDC should take a look at stats to see what the average number of NTS lots handled in per year by NTS contractor has been historically. Then I believe there should be more dialogue about what is a realistic way to capture meaningful service data. We have clear evidence from dHHG, iHHG and iUB shipments that the rate of return is extremely low already. There is no reason to think that NTS will be any higher; in fact, one could speculate that it may well be lower due to overseas deployment of the service member. This is a critical area that SDDC should work with the industry associations to come up with some new options. We should not attempt to impose the same survey process on this program if it does not fit the model well. | | Upon NTS startup, SDDC will review the number of TSPs that file NTS Rates and shipment volume to determine appropriate statistical validity chart updates. Industry will be notified of any subsequent changes. |
| V.E.1 - NTS CSS | 1.4 | (BLANK) | The table used for statistical validity will almost certainly not work for NTS shipments. Due to the relatively small volume of NTS shipments that most NTS TSP's handle, they would need to have a huge percentage of survey completion to ever reach statistical validity. Many NTS TSP's handle fewer than 25 NTS lots per year. This table would require them to have a survey completion rate of 80% (20 out of 25) to ever reach validity. Even if the NTS TSP handled 100 lots, it would need to have a return rate of nearly 50% consistently to achieve validity. SDDC should take a look at stats to see what the average number of NTS lots handled in per year by NTS contractor has been historically. Then I believe there should be more dialogue about what is a realistic way to capture meaningful service data. We have clear evidence from dHHG, iHHG and iUB shipments that the rate of return is extremely low already. There is no reason to think that NTS will be any higher; in fact, one could speculate that it may well be lower due to overseas deployment of the service member. This is a critical area that SDDC should work with the industry associations to come up with some new options. We should not attempt to impose the same survey process on this program if it does not fit the model well. | | Upon NTS startup, SDDC will review the number of TSPs that file NTS Rates and shipment volume to determine appropriate statistical validity chart updates. Industry will be notified of any subsequent changes. |

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| V.J.1 - NTS Shipment Mgt | 3.4 Refusal of NTS Lot Awards | (BLANK) | If a TSP refuses a NTS lot, the PPSO may recommend placing the TSP in an ineligible status for a period of thirty (30) calendar days to the appropriate RSMO. Multiple refusals may lead to disqualification by the RSMO. | Please explain the difference between Refusals and Rejections as outlined in paragraph 3.2.2 This is very subjective. One TSP may refuse a shipment without action by the PPSO and the next one refuses a shipment and the PPSO recommend placing the TSP in ineligible status. This is extremely dangerous policy. I suggest the notice of refusals be sent to the RSMO for action not PPSO and this be further defined | The RSMO is responsible for taking action for shipment refusals, see V.Q.1 NTS Quality Assurance. |
| General Comment | (BLANK) | (BLANK) | The claims metrics portion of DPS does not work correctly. They also reward speed of cashing out a claim rather than proper investigation of dollar amount of damage and possible repairs to the members' goods. We believe that they add little to no value to the DOD at a great cost and administrative burden. In addition, the DPS claims module is very unfriendly to the user, particularly to the service members. We believe SDDC should do away with the claims metrics in these new markets and in the existing markets. | | The claims module/metric is under review by the Claims Working Group, which includes Industry representatives. TSPs will be notified of any subsequent changes. |
| V.Q.2 - ds2, LM/ICM QA | (2) CLAIMS SCORE | (BLANK) | (BLANK) | I suggest you do away with the CS as is being considered in the domestic and international programs due to the complexity and customer dissatisfaction with the program design. | The claims module/metric is under review by the Claims Working Group, which includes Industry representatives. TSPs will be notified of any subsequent changes. |
| V.Q.1 - NTS QA | C.4.b Note 2 | (BLANK) | If claims metrics are used, individual scores must be appealable. There is already plenty of evidence that the way the claims module captures data is flawed and the TSP must have the right to appeal claims scores based on objective evidence of error. | | The claims module/metric is under review by the Claims Working Group, which includes Industry representatives. TSPs will be notified of any subsequent changes. |
| V.D.1 - NTS Rate Filing | General Comment | | If rates cannot be changed monthly as in the current program, a fuel surcharge is needed for applicable charges, to ensure TSPs can cover their fuel costs. | Include a fuel surcharge for applicable charges. | To compensate for fuel price fluctuations, TSPs will be able to adjust their rates four times per year during the established rate filing time periods. |
| ds2 Solicitation | Item 300 - Rate Filing Prerequisites | (BLANK) | Item 300 copied from International Rate Solicitation except for para b. Para b. States that "TSP's in CFAC may not file rates in the same rate channel". This provision is not found in either tariff 400NG nor the International Rate Solicitation. This issue does not belong in the ds2 Rate Solicitation. Also, the same rules that are in place for dHHG should also be in place for the ds2 market as the TSPs providing services for the dHHG market will also be the same ones providing services for the ds2 market. The rules should be the same for both domestic markets. | Remove the language stating that "TSP's in CFAC may not file rates in the same rate channel" and ensure that the same rules in place for dHHG are also in place for the ds2 market as the TSPs providing services for the dHHG market will also be the same ones providing services for the ds2 market. The rules should be the same for both domestic markets. | The Domestic CFAC policies will restrict TSPs in CFAC from filing rates in the same rate channel. The Business Rules have been updated accordingly. CFAC will be reviewed during the program efficiency review, and Industry will be notified of any subsequent changes. |

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| V.D.1 - NTS Rate Filing | 9. Cancellation of Rates | (BLANK) | In the NTS program, TSPs can cancel their rates. TSPs can add, delete, change or correct rates in DPS. These changes or updates, do not become applicable until the next performance period. If the rate is outside of the competitive range, the TSP will be removed from the program for that given performance period. A TSP that files rates for any AOR/Zone may cancel a rate after it has been accepted by SDDC. The cancellation does not become effective until the next performance period; at that time, the TSP will not be available for award for the performance period in which their rate was cancelled. | This paragraph seems to indicate that a TSP can add, delete, change or correct rates in DPS at any time and the change will become applicable the next performance period if competitive. This seems to contradict earlier verbiage that TSP may only file rates one time per year. | The language was updated to read, TSPs can add, delete, change or correct rates in DPS, prior to each rate filing deadline (four times per year). These changes or updates, do not become applicable until the next performance period. |
| V.E.1 - NTS CSS | 1.4 Statistical Validity Table 1 | (BLANK) | Required number of surveys - # of shipments 10 must have 9 CSS, 30 shipments must have 22 CSS. The return rates in the Intl program have been under 25%. How is any TSP going to meet the requirements. Most in HI have less than 100 lots in storage so not possible to get half scored if they all delivered in a 12 month period. Minimum survey requirements needs to be reduced for most AOR's. | | Upon NTS startup, SDDC will review the number of TSPs that file NTS Rates and shipment volume to determine appropriate statistical validity chart updates. Industry will be notified of any subsequent changes. |
| V.Q.2 - dS2, LM/ICM QA | E | (BLANK) | We don't believe that the FRV claims rules need to be reiterated here. They are spelled out elsewhere in the business rules and every time we put a little bit of the language someplace else, it makes it more difficult to assure that all sections have consistent language. | | The FRV and claim rules were omitted from the document, please refer to "The Claims and Liability Business Rules" located on the SDDC website. |
| V.Q.1 - NTS QA | E | (BLANK) | We don't believe that the FRV claims rules need to be reiterated here. They are spelled out elsewhere in the business rules and every time we put a little bit of the language someplace else, it makes it more difficult to assure that all sections have consistent language. | | The FRV and claim rules were omitted from the document, please refer to "The Claims and Liability Business Rules" located on the SDDC website. |
| V.J.2 - dS2 Shipment Mgt | Appendix V.J.2, Domestic Small Shipment (dS2) Shipment Management, Section 4, Storage-In-Transit (SIT): | (BLANK) | This section requires ALL SIT to be approved by the PPSO. SIT should be handled as in the current DP3 program—where SIT is automatically approved when shipments arrive and the member has no destination address. In this case, the PPSO has no alternative to approval. There is no reason to create an approval step when the outcome is predetermined. | Recommendation: Make SIT approval automatic for shipments with no delivery address, as in the current DP3 program. | All dS2 shipments will require SIT approval. The language was updated to read "Once the TSP has determined the member/employee is not available to accept delivery, the TSP must enter the shipment in DPS and request SIT. DPS will issue the required SIT number to the TSP." |
| V.Q.2 - dS2, LM/ICM QA | C | 8 | CSS language is redundant with CSS chapter. | Remove. | The CSS language was omitted from the document. |
| V.J.2 - dS2 Shipment Mgt | C.4.e.2 - No Delivery Address at Destination | (BLANK) | This section moves away from the established norms in Phase II. This seems to indicate that if there is no delivery address at destination the PPSO must still be involved in SIT approval. Currently DPS issues a SIT number without PPSO intervention. | | All dS2 shipments will require SIT approval. The language was updated to read "Once the TSP has determined the member/employee is not available to accept delivery, the TSP must enter the shipment in DPS and request SIT. DPS will issue the required SIT number to the TSP." |

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| V.Q.2 - dS2, LM/ICM QA | E | 24 | FRV language does not belong in this chapter. | Remove. | The FRV and claim rules were omitted from the document, please refer to "The Claims and Liability Business Rules" located on the SDDC website. |
| V.D.1 - NTS Rate Filing | (BLANK) | (BLANK) | If the TSP wants to re-file rates for that AOR for the second performance period and if the new rates pass the competitive range check at the beginning of the next performance period, the TSP will then be included in that AOR and be available for shipments. | As I understand this, a TSP that did not fall within the competitive range in the 1st round or 2nd round will be given a chance to re-file and be eligible for shipment award in the second performance period thus possibly placing that TSP ahead of other TSP's who did file their rates competitively the 1st or 2nd round and that TSP may remain more competitive for the remainder of the year? This logic seems to penalize the TSPs who landed in a competitive range in the 1st or second round. Why even bother with rate reasonableness? If a TSP desires to file rates high, they will be in the 4th quartile and not receive any work anyway. | NTS warehouse storage capacities fluctuate drastically, therefore the current annual rate filing rules in Phase II would not be conducive for NTS rate filing. |
| V.E.1 - NTS CSS | 1.5.3 | 9 | How will this score be factored into the linehaul TSP's score? | It shouldn't be used because the customers will blame the delivery TSP for claims or other problems caused by the NTS contractor. | Paragraph 1.5.3 has been removed from Attachment V.E.1. |
| V.F.1 - NTS BVS | 2.0 Performance Score (PS) | (BLANK) | Claim Score (CS) 20% . | When will the claim score be factored into the BVS? Will this be based on claims filed in DPS only? Will the customer be required to file claims in DPS? Will shipments booked prior to the 1st year of startup be excluded from the claims score? | The claims module/metric is under review by the Claims Working Group, which includes Industry representatives. TSPs will be notified of any subsequent changes. |
| V.F.2 - dS2 BVS | B | 6 | We continue to object to the claims metrics, especially with the problems in the claims part of DPS. | Remove the first metric, average days to settle, because it rewards TSPs who don't adequately investigate the claim, but instead just pay it upfront. It penalizes TSPs who are fully complying with the day time limit to settle claims. | The claims module/metric is under review by the Claims Working Group, which includes Industry representatives. TSPs will be notified of any subsequent changes. |
| dS2 Solicitation | Item 411 | (BLANK) | These liability provisions should be carefully checked to make sure they match completely with other claims and liability provisions of DP3. A working group composed of the Claims Services and industry should share this project. | | The FRV and claim rules were omitted from the document, please refer to "The Claims and Liability Business Rules" located on the SDDC website. The Claims Working Group, which includes Industry representatives have participated in the Claims and Liability Business Rules . TSPs will be notified of any subsequent changes. |

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| V.Q.1 - NTS QA | D Shipment Eval-7.(c) - Repeat Suspensions Due to shipment Refusals | (BLANK) | Short-Fused Shipments- Shipments that require pickup in 5 business days or less. Failure to accept a short fused shipment is not grounds for a suspension. NTS TSP's are notified of short-fused shipments simultaneously by quality band via DPS. The first NTS TSP to accept the shipment in DPS receives that shipment as a bonus. This language does not match Appendix V.J.1 - NTS Shipment Management which states in 3.2.4 "First DPS will send out the short-fuse shipment request to TSP in quality band one in the AOR. Four duty hours after the notification is sent out, DPS will check if any TSP from quality band one have indicated interest in the shipment. If there are multiple interested TSP's, the shipment will be awarded to the TSP with the highest BVS. | | The NTS short fuse shipments will be offered to all quality bands, and the business rules have been updated accordingly. |
| General Comment | (BLANK) | (BLANK) | Because of the large number of rules, and their repetitive nature, it is especially difficult to tell what special modifications have been made. It would be better for SDDC to identify what changes you've made from the basic rules for each type of shipment. The way the rules are structured now, it will be very difficult for a PPSO or a TSP to keep track of where the rules are different depending on the type of shipment. The rules are too repetitive the way they are currently structured. | | Upon implementation of Phase III all Business Rules will be consolidated into the DTR for ease of interpretation. |
| V.J.1 - NTS Shipment Mgt | 3.2.4 Short Fuse NTS Lots | (BLANK) | NOTE: Short Fuse shipments will be considered a "bonus" and will not be counted against a TSP's shipment distribution. TSPs will not be assigned an "administrative shipment" for refusing a short fuse shipment. | I suggest a different code for short fuse shipment, blackout rejections, and manual rejections. If a TSP questions the distribution, they will not be able to distinguish between the 3 situations. | DPS does not award short fuse shipments to TSPs, therefore there is no opportunity to refuse a shipment. An administrative shipment is not allocated. |
| dS2 Solicitation | Item 300.b, CFAC | (BLANK) | This item conflicts with V.C.2., 2.2.5.2, which states "Domestic TSP's must declare CFAC on the ETOSSS. While there is no restriction in the domestic program on TSP's participating in the same lane of traffic or same code of service, TSP's are nevertheless required to declare CFAC." It does not make sense to single out this one domestic market to impose a CFAC restriction on rate filing, and the rest of the business rules do not support this restriction. | | The Domestic CFAC policies will restrict TSPs in CFAC from filing rates in the same rate channel. The Business Rules have been updated accordingly. CFAC will be reviewed during the program efficiency review, and Industry will be notified of any subsequent changes. |
| V.C.2 - dS2 Quals | 2.2.5.a.2 | (BLANK) | This item conflicts with dS2 Rate Solicitation 300.b. It does not make sense to single out this one domestic market to impose a CFAC restriction on rate filing, and the rest of the business rules do not support this restriction. We think that the language here in V.C.2. should prevail | | The Domestic CFAC policies will restrict TSPs in CFAC from filing rates in the same rate channel. The Business Rules have been updated accordingly. CFAC will be reviewed during the program efficiency review, and Industry will be notified of any subsequent changes. |

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| V.D.1 - NTS Rate Filing | 3. Rate Filing, Rate Adjustments, and Performance Period Timeline | (BLANK) | NTS TSPs can file or adjust rates up to six (6) times a year. The newly filed rates will become valid at the beginning of the next performance period. There are six performance periods. The annual rate cycle is from 15 May of the current year to 14 May of the following year. During annual rate filing, TSPs are required to re-file rates even if they currently have rates for the AORs they are participating in. If the TSP does not file rates at the annual rate filing, the TSP will not be available for lots within the first performance period of the annual rate cycle. A performance period is the period over which TSPs will be evaluated for purposes of quartile ranking and shipment allocation. DPS will rack and stack NTS TSP prior to the start of each performance period. The performance periods are: | Why use a different rate filing criteria for Deployment shipments vs. standard shipments. If DPS has the ability to file rates 6 times a year under deployments, why not allow 6 times for standard NTS shipments? Also there seems to be no rate reasonableness criteria. | Standard and deployment storage rate filings will continue to be filed separately. Deployment storage rates are filed in accordance with specific requirements when requested by the RSMO. |
| V.Q.1 - NTS QA | (1) NTS TSP MOVED SHIPMENTS: | (BLANK) | If an NTS TSP moved shipments during the evaluation period but does not have a statistically valid number of surveys completed, an SDDC Customer Service Representative (CSR) may contact customers and complete the survey by entering their responses into DPS. If statistical validity cannot be obtained, the NTS TSP's previous customer satisfaction score carries over. Claims completed since the previous performance period, and during the previous 12 months, result in a new CS. The new CS is combined with the carried over CSS score and the NTS TSP receives a new PS. If an NTS TSP carries over the same CSS score due to a lack of statistical validity for more than four performance periods (one year), SDDC CSR may conduct telephonic surveys or assist the NTS TSP in attaining statistical validity utilizing supplemental neutral surveys. This methodology allows NTS TSPs to receive credit for surveys completed and ensures NTS TSP performance is taken into consideration and BVS methodology retained. | I would suggest mirroring the domestic and international policy recently adjusted so as to not carry over CS but add in neutral scores each performance period. | Upon NTS startup, SDDC will review the number of TSPs that file NTS Rates and shipment volume to determine appropriate statistical validity chart updates. Industry will be notified of any subsequent changes. |
| V.J.1 - NTS Shipment Mgt | 3.7 | (BLANK) | The TSP should not have to provide the cost of a service in its request for pre-approval except for non-tariff items (such as third party service charges). Quantities should be supplied, but if it is a tariff item, the TSP should not have to rate the charges out since they are a function of the rate solicitation or tariff. | | The applicable item codes and rates will be used from the 400NG. TSPs are not required to enter costs except for third party services into DPS. The Business Rules will be updated accordingly. |
| NTS TOS | Appendix V.J.1 (NTS Shipment Management) Section 2.3: | (BLANK) | This section describes a process where 100% of shipments will be awarded to NTS TSPs in the top (first quartile) quality band. Placing all shipments with the TSPs in quality band one will discourage many companies from bidding for this market, as they realize that companies with mid-range quality scores will receive no shipments. Moreover, a distribution that provides zero shipments for TSPs outside the top quality band allows no method for TSPs to move up to the top quality band via good survey scores. | | The shipment award process was updated to 5-3-2-1 distribution. |

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| V.J.1 - NTS Shipment Mgt | 2.3 | (BLANK) | We disagree with awarding 100% of the shipments to TSP's in the first quality band. Doing so may jeopardize SDDC's future available capacity and will cause a "feast or famine" syndrome. If you are in the first quality band, you will get traffic, you will get scores, and your PS is likely to go lower because of naysayer's bias in the survey process. Next re-ranking someone rolls up from quartiles 2, 3 or 4 and rides the top, and then the cycle repeats. SDDC would be better served utilizing qualified TSP's in all quartiles in rotation to assure that DOD has NTS warehouse capacity when they need it. If NTS TSP's don't get any business, they are very likely to drop out of the program due to the cost and administrative burden of staying qualified, which can't be justified if they are not getting traffic. Just the cost of a CPA review of financials is typically \$3000 to \$7000 annually, which has to be covered by profits in this traffic line. | | The shipment award process was updated to 5-3-2-1 distribution. |
| V.J.2 - dS2 Shipment Mgt | B.4.D -SHORT FUSE SHIPMENTS | (BLANK) | This a complete departure from the methodology used to distribute short fuse shipments. Theoretically the TSP with the highest BVS in a channel could move every short fuse shipment. Is this methodology envisioned for other Markets? | | The dS2 short fuse shipments will be offered to all quality bands, and the business rules have been updated accordingly. |
| V.J.2 - dS2 Shipment Mgt | d1 | 5 | Short fuse process will result in far more shipments going to the top TSP than specified in the shipment distribution tables, since the top ranked TSP will take all they can handle except during the height of peak season. | Use the Phase II process. | The dS2 short fuse shipments will be offered to all quality bands, and the business rules have been updated accordingly. |
| V.Q.1 - NTS QA | (c) Short-fused Shipments | (BLANK) | Shipments that require pickup in 5 business days or less. Failure to accept a short-fused shipment is not grounds for a suspension. NTS TSPs are notified of short-fused shipments simultaneously by quality band via DPS. The first NTS TSP to accept the shipment in DPS receives that shipment as a bonus (over and above the normal distribution within the quality bands). If no NTS TSP accepts a short-fused shipment within 24 hours (1 business day), DPS alerts the PPSO to the non-response to the short-fuse shipment notification. | The process described in this paragraph conflicts with the Shipment Management 3.2.4 section. | The shipment award process was updated to 5-3-2-1 distribution. |

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| V.J.1 - NTS Shipment Mgt | 3.2.4 | (BLANK) | The proposed business rules on short fuse in market differ dramatically from dHHG, iHHG or iUB. We are concerned about these changes as it may not offer the best options for timely coverage of shipments, specifically because they are already short fuse. If a shipment needs to be picked up the same day or within 24 hours, waiting 4 or 8 or 12 duty hours may actually force a service failure and result in an unhappy customer. We believe that the current short fuse program works well and TSP's have an option of accepting or not accepting an order, but if they accept it, they get it right now, without any delay for the customer, the TSP or the PPSO. The order is dealt with immediately. All TSP's within all 4 quality bands are technically acceptable for service, having met the minimum performance score and having rates within the competitive range. TSP's with lower PS can use short fuse shipments to improve their PS for future re-rankings. Selecting based on BVS removes the opportunity for a TSP to move up in the rankings based on giving good service. We think this market should use the same short fuse procedures as are currently in place in the dHHG, iHHG and iUB markets. | | The shipment award process was updated to 5-3-2-1 distribution. |
| V.C.1 - NTS Quals | 2.4 | (BLANK) | This section states that disqualified TSP's reapplying for qualification will receive their prior performance score. We don't think this makes any sense. The TSP should receive the same score as any other newly-qualified TSP. At a minimum, SDDC should define how long the "old" performance score would carry over. If several years go by, we don't think that prior performance score is an accurate measure of the NTS TSP's performance any more. | | TSPs will receive new performance scores upon requalification. The Business Rules were updated accordingly. |
| dS2 Solicitation | 1.0 | (BLANK) | This shows the dS2 as a portion of the Domestic Program but isn't it a totally separate Market? Rates are filed differently and CFAC is in effect. | | The Domestic CFAC policies will restrict TSPs in CFAC from filing rates in the same rate channel. The Business Rules have been updated accordingly. CFAC will be reviewed during the program efficiency review, and Industry will be notified of any subsequent changes. |
| V.Q.2 - dS2, LM/ICM QA | (BLANK) | (BLANK) | A number of key issues are raised in the comments below but some of the most significant areas of concern are: The short fuse distribution methodology in a number of the new Markets, distribution of shipments to only the first Quality Band in some new markets, and CFAC mandates in a domestic procurement; is this foreshadowing for what to expect in the DP3 Phase II Domestic Markets. Please explain the rationale for moving the program in these directions | | The dS2 short fuse shipments will be offered to all quality bands, and the business rules have been updated accordingly. The Domestic CFAC policies will restrict TSPs in CFAC from filing rates in the same rate channel. The Business Rules have been updated accordingly. CFAC will be reviewed during the program efficiency review, and Industry will be notified of any subsequent changes. |

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| V.F.2 - dS2 BVS | B.2.b | (BLANK) | We have already seen that claims metrics in DPS for dHHG,iHHG and iUB do not work correctly. We urge SDDC to re-evaluate whether capturing these claims metrics result in any real value compared to the complexity of programming and measuring them. Customers who are unhappy with claims settlements send in poor customer surveys and that ends up rewarding TSP's who perform well and punishing TSP's who do not. | | The claims module/metric is under review by the Claims Working Group, which includes Industry representatives. TSPs will be notified of any subsequent changes. |
| V.F.1 - NTS BVS | 2.3 Claims Score (CS) | (BLANK) | (BLANK) | As I understand NTS shipment scoring, one score will be issued for packing and pickup of the NTS shipment and another score will be issued for delivery and unpacking of a NTS shipment. How will a CS be issued on the packing and pickup score? The customer obviously has no claim until the shipment is delivered. Will the full 25% be given to the TSP for NTS Pickup? I suggest you do away with the CS as is being considered for domestic and international. This is cumbersome and complicated and will cost more to manage that will yield results. | The claims module/metric is under review by the Claims Working Group, which includes Industry representatives. TSPs will be notified of any subsequent changes. |
| NTS TOS | Part II.F.8.c | (BLANK) | How will DPS capture the time at which a claim is transferred from a linehaul TSP back to the NTS TSP in order to establish the claims metrics? | How will DPS capture the time at which a claim is transferred from a linehaul TSP back to the NTS TSP in order to establish the claims metrics? | The claims module/metric is under review by the Claims Working Group, which includes Industry representatives. TSPs will be notified of any subsequent changes. |
| V.F.1 - NTS BVS | 2.3 | 12 | We continue to object to the claims metrics, especially with the problems in the claims part of DPS. | Remove the first metric, average days to settle, because it rewards TSPs who don't adequately investigate the claim, but instead just pay it upfront. It penalizes TSPs who are fully complying with the day time limit to settle claims | The claims module/metric is under review by the Claims Working Group, which includes Industry representatives. TSPs will be notified of any subsequent changes. |
| V.F.1 - NTS BVS | 2.3 Claims Score | (BLANK) | We have already seen that claims metrics in DPS for dHHG,iHHG and iUB do not work correctly. We urge SDDC to re-evaluate whether capturing these claims metrics result in any real value compared to the complexity of programming and measuring them. Customers who are unhappy with claims settlements send in poor customer surveys and that ends up rewarding TSP's who perform well and punishing TSP's who do not. | | The claims module/metric is under review by the Claims Working Group, which includes Industry representatives. TSPs will be notified of any subsequent changes. |
| V.H - TSP Ranking (NTS, dS2, LM. ICM) | B.4 | (BLANK) | Why are the BVS elements weighted differently in the first year? | | The new entrant BVS weighting is different for the first year because CSS and CS data will be collected the first year in order to calculate TSP's performance scores. |

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| V.J.1 - NTS Shipment Mgt | (BLANK) | (BLANK) | In an AOR/zone with four TSPs in each quality band, all four TSPs in the first band are awarded a shipment in a round-robin fashion until 100% of the shipments have been awarded, or, TSP capacity is exhausted. Once capacity in quality band one is exhausted, DPS will start awarding shipments to NTS TSPs in quality band two until 100% of the shipments have been awarded, or the quality band two TSPs' capacities are exhausted and so forth. | If I understand this correctly, each TSP in band 1 will receive 1 shipment until the distribution works all the way through band 1 then it will start over again in band 1 and continue this cycle. This concept will have a devastating effect on business. It is a lot more cost effective to dedicate trucks and crews to many shipments within an area vs. 1 per week/ 2week period. The economies of scale do not work with this model. Shipments should be distributed to the number 1 ranking TSP until they cannot take anymore, then move on to the number 2 ranking band 1 TSP. | The shipment award process was updated to 5-3-2-1 distribution. |
| General Comment | Part IV | (BLANK) | d. SHORT-FUSE SHIPMENTS: Short Fuse shipments are defined as shipments requiring pickup within five (5) business days or less. DPS will offer short-fuse shipments electronically to TSPs. TSPs that have entered "Blackout Dates" during this period receive shipment notifications as well. First, DPS will send out the short-fuse shipment request to TSPs in quality band one in the AOR. Four (4) duty hours after the notification is sent out, DPS will check if any TSPs from quality band one have indicated interest in the shipment. If there are multiple interested TSPs the shipment will be awarded to the TSP with the highest BVS. If no TSPs from quality band one responded or accept the shipment within four hours, then the shipment will be offered to TSPs in quality band two. After an additional four duty hours DPS will check if any TSPs from quality bands one or two have indicated interest in the shipment. If there are multiple TSPs interested, the shipment will be awarded to the TSP with the highest BVS. If no TSP responded after eight (8) duty hours, then the shipment is expanded and offered to all quality bands. After an additional four (4) duty hours (therefore twelve duty hours in total), DPS will check to see if any TSPs are interested in the shipment. If there are multiple interested TSPs the shipment will be awarded to the TSP with the highest BVS. If no TSP accepts a short fuse shipment within twelve (12) duty hours, DPS will alert the PPSO of the "Non-Response." The PPSO must then take action to ensure the customer's shipment is serviced (e.g. contact the customer to obtain an alternate date, or ship via DPM or Personally Procured Method). NOTE: DPS will not check whether any TSPs have indicated an interest in the shipment until a minimum of four (4) duty hours have passed from the time the shipment was offered. | Why aren't short fuse awarded to all TSPs (in all bands in the market)? This is different than what is currently in DP3. | The dS2 short fuse shipments will be offered to all quality bands, and the business rules have been updated accordingly. |

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| V.J.2 - dS2 Shipment Mgt | B.4.d | (BLANK) | Short fuse shipments should be defined based on the first service date of the shipment (pack date), not the load date. In the dHHG market, we experience difficulties because the short fuse nature of the shipment is based on the load date. We have seen many, many shipments that are scheduled to pack within the next 5 business days, but because the load date is outside 5 business days, it is comes across as a standard offer rather than short fuse. This can cause extreme operational difficulties. It is not uncommon to receive a shipment with a pack day 1 day from now, but a load date 5-10 days after the pack date. This should not be allowed. | | dS2 shipments are 999 lbs or less and will be packed and loaded on the same day. The Business Rules will remain as written. |
| V.J.2 - dS2 Shipment Mgt | B.4.d | (BLANK) | The proposed business rules on short fuse in market differ dramatically from dHHG, iHHG or iUB. We are concerned about these changes as it may not offer the best options for timely coverage of shipments, specifically because they are already short fuse. If a shipment needs to be picked up the same day or within 24 hours, waiting 4 or 8 or 12 duty hours may actually force a service failure and result in an unhappy customer. We believe that the current short fuse program works well and TSP's have an option of accepting or not accepting an order, but if they accept it, they get it right now, without any delay for the customer, the TSP or the PPSO. The order is dealt with immediately. All TSP's within all 4 quality bands are technically acceptable for service, having met the minimum performance score and having rates within the competitive range. TSP's with lower PS can use short fuse shipments to improve their PS for future re-rankings. Selecting based on BVS removes the opportunity for a TSP to move up in the rankings based on giving good service. We think this market should use the same short fuse procedures as are currently in place in the dHHG, iHHG and iUB markets. | | The dS2 short fuse shipments will be offered to all quality bands, and the business rules have been updated accordingly. |
| V.J.1 - NTS Shipment Mgt | 3.2.5 | (BLANK) | Short fuse shipments should be defined based on the first service date of the shipment (pack date), not the load date. In the dHHG market, we experience difficulties because the short fuse nature of the shipment is based on the load date. We have seen many, many shipments that are scheduled to pack within the next 5 business days, but because the load date is outside 5 business days, it is comes across as a standard offer rather than short fuse. This can cause extreme operational difficulties. It is not uncommon to receive a shipment with a pack day 1 day from now, but a load date 5-10 days after the pack date. This should not be allowed. | | The NTS short fuse shipments will be offered to all quality bands, and the business rules have been updated accordingly. |
| V.J.1 - NTS Shipment Mgt | 3.2.4 Short Fuse NTS Lots | (BLANK) | Awarding language in this section must match language in QA Short Fuse section.....First to accept gets shipment or best BVS of those interested gets shipment. | | The NTS short fuse shipments will be offered to all quality bands, and the business rules have been updated accordingly. |

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| V.E.2 - dS2 CSS | A.5 | (BLANK) | The table used for statistical validity may not work for dS2 shipments. Due to the relatively small volume of dS2 shipments that TSP's may handle, they would need to have a huge percentage of survey completion to ever reach statistical validity. SDDC should take a look at stats to see what the average number of dS2 shipments is envisioned to be and determine if the chart for statistical validity is applicable in this arena since the chart was developed for a program envisioning hundreds of thousands of shipments historically (dHHG). Then I believe there should be more dialogue about what is a realistic way to capture meaningful service data. We have clear evidence from dHHG, iHHG and iUB shipments that the rate of return is extremely low already. There is no reason to think that dS2 will be any higher, in particular due to the smaller population of shipments. We should not attempt to impose the same survey process on this program if it does not fit the model well. | | Upon dS2 startup, SDDC will review the number of TSPs that file dS2 rates and shipment volume to determine appropriate statistical validity chart updates. Industry will be notified of any subsequent changes. |
| V.E.2 - dS2 CSS | A.5 | | The table used for statistical validity may not work for dS2 shipments. Due to the relatively small volume of dS2 shipments that TSP's may handle, they would need to have a huge percentage of survey completion to ever reach statistical validity. SDDC should take a look at stats to see what the average number of dS2 shipments is envisioned to be and determine if the chart for statistical validity is applicable in this arena since the chart was developed for a program envisioning hundreds of thousands of shipments historically (dHHG). Then I believe there should be more dialogue about what is a realistic way to capture meaningful service data. We have clear evidence from dHHG, iHHG and iUB shipments that the rate of return is extremely low already. There is no reason to think that dS2 will be any higher, in particular due to the smaller population of shipments. We should not attempt to impose the same survey process on this program if it does not fit the model well. | | Upon dS2 startup, SDDC will review the number of TSPs that file dS2 rates and shipment volume to determine appropriate statistical validity chart updates. Industry will be notified of any subsequent changes. |
| V.F.2 - dS2 BVS | B.2 | (BLANK) | See earlier comments on other documents--we seriously doubt that most TSP's will ever reach statistical validity due to the relatively low volume of shipments and very high survey return rate required to achieve validity. This needs to be revisited in dialogue with industry. | | Upon dS2 startup, SDDC will review the number of TSPs that file dS2 rates and shipment volume to determine appropriate statistical validity chart updates. Industry will be notified of any subsequent changes. |

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| V.Q.2 - dS2, LM/iCM QA | C.3 | (BLANK) | The table used for statistical validity may not work for dS2/LM/iCM shipments. Due to the relatively small volume of dS2/LM/iCM shipments that TSP's may handle, they would need to have a huge percentage of survey completion to ever reach statistical validity. SDDC should take a look at stats to see what the average number of dS2/LM/iCM shipments is envisioned to be and determine if the chart for statistical validity is applicable in this arena since the chart was developed for a program envisioning hundreds of thousands of shipments historically (dHHG). Then I believe there should be more dialogue about what is a realistic way to capture meaningful service data. We have clear evidence from dHHG, iHHG and iUB shipments that the rate of return is extremely low already. There is no reason to think that dS2/LM/iCM will be any higher, in particular due to the smaller population of shipments. We should not attempt to impose the same survey process on this program if it does not fit the model well. | | Upon dS2 startup, SDDC will review the number of TSPs that file dS2 rates and shipment volume to determine appropriate statistical validity chart updates. Industry will be notified of any subsequent changes. |
| dS2 Solicitation | 2.2.5.a.2 | (BLANK) | This states that Domestic TSPs must declare CFAC on the ETOSS but there is "no restriction in the domestic program on TSPs participating in the same lane of traffic or same code of service." This is in conflict with the dS2 Rate Solicitation which states that CFAC TSPs CANNOT compete in the same channels! | | The Domestic CFAC policies will restrict TSPs in CFAC from filing rates in the same rate channel. The Business Rules have been updated accordingly. CFAC will be reviewed during the program efficiency review, and Industry will be notified of any subsequent changes. |
| dS2 Solicitation | Item 300 b | (BLANK) | CFAC in place for this Domestic Program - Why? | | The Domestic CFAC policies will restrict TSPs in CFAC from filing rates in the same rate channel. The Business Rules have been updated accordingly. CFAC will be reviewed during the program efficiency review, and Industry will be notified of any subsequent changes. |
| V.D.1 - NTS Rate Filing | 2. Annual Rate Filing | (BLANK) | If the TSP wants to re-file rates for that AOR for the second performance period and if the new rates pass the competitive range check at the beginning of the next performance period, the TSP will then be included in that AOR and be available for shipments. As I understand this, a TSP that did not fall within the competitive range in the 1st round or 2nd round will be given a chance to re-file and be eligible for shipment award in the second performance period thus possibly placing that TSP ahead of other TSP's who did file their rates competitively the 1st or 2nd round and that TSP may remain more competitive for the remainder of the year? This logic seems to penalize the TSPs who landed in a competitive range in the 1st or second round. Why even bother with rate reasonableness? If a TSP desires to file rates high, they will be in the 4th quartile and not receive any work anyway. | | NTS warehouse storage capacities fluctuate drastically, therefore the current annual rate filing rules in Phase II would not be conducive for NTS rate filing. |

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| V.F.1 - NTS BVS | 2.1 | (BLANK) | See earlier comments on other documents--we seriously doubt that most TSP's will ever reach statistical validity due to the relatively low volume of shipments and very high survey return rate required to achieve validity. This needs to be revisited in dialogue with industry. | | Upon NTS startup, SDDC will review the number of TSPs that file NTS Rates and shipment volume to determine appropriate statistical validity chart updates. Industry will be notified of any subsequent changes. |
| dS2 Solicitation | Item 336, FRV | (BLANK) | This item does not apply to this solicitation. The FRV rules are fully detailed elsewhere in the business rules and this language is not consistent with those business rules. Looks like this is language lifted from an older solicitation that should not apply under DP3. | | The FRV and claim rules were omitted from the document, please refer to "The Claims and Liability Business Rules" located on the SDDC website. |
| V.Q.1 - NTS QA | E | 18 | FRV language does not belong in this chapter. | Remove. | The FRV language was omitted from the document. |
| General Comment | (BLANK) | (BLANK) | While written comments are important, the vetting of the Phase II Business Rules showed us that face to face dialogue was extremely valuable, especially if it includes people from JPMO, SDDC, the software developer, RSMO, PPSO users and the moving industry. This allows each group to best demonstrate its concerns and needs before software development begins. We strongly urge SDDC to form some kind of working group that will allow dialogue with stakeholders in the program. | | SDDC is open to dialogue with Industry during the PPF, Symposiums, Federal Register Comments, and when necessary to obtain Industry recommendations. |
| dS2 Solicitation | Item 408 | (BLANK) | These liability provisions should be carefully checked to make sure they match completely with other claims and liability provisions of DP3. A working group composed of the Claims Services and industry should share this project. | | The claims module/metric is under review by the Claims Working Group, which includes Industry representatives. TSPs will be notified of any subsequent changes. |
| dS2 Solicitation | n | 48 | The definition of catastrophic loss may need to change when shipments only weigh a couple hundred pounds. If 2 of 3 items are damaged, that's more than 60%, but is probably not catastrophic. | Remove this section as the loss of a small shipment can be handled under normal claim rules. | This has been referred to the Service Military Claims Office for review. TSPs will be notified of any subsequent changes. |
| V.Q.1 - NTS QA | (1) NTS TSP MOVED SHIPMENTS: | (BLANK) | If an NTS TSP moved shipments during the evaluation period but does not have a statistically valid number of surveys completed, an SDDC Customer Service Representative (CSR) may contact customers and complete the survey by entering their responses into DPS. If statistical validity cannot be obtained, the NTS TSP's previous customer satisfaction score carries over. Claims completed since the previous performance period, and during the previous 12 months, result in a new CS. The new CS is combined with the carried over CSS score and the NTS TSP receives a new PS. If an NTS TSP carries over the same CSS score due to a lack of statistical validity for more than four performance periods (one year), SDDC CSR may conduct telephonic surveys or assist the NTS TSP in attaining statistical validity utilizing supplemental neutral surveys. This methodology allows NTS TSPs to receive credit for surveys completed and ensures NTS TSP performance is taken into consideration and BVS methodology retained. | I would suggest mirroring the domestic and international policy recently adjusted so as to not carry over CS but add in neutral scores each performance period. | Concur, a supplemental survey score based on the mean of the market will be provided for TSP's CSS Scores. |

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| V.J.1 - NTS Shipment Mgt | 3.7 | (BLANK) | The TSP should not have to provide the cost of a service in its request for pre-approval except for non-tariff items (such as third party service charges). Quantities should be supplied, but if it is a tariff item, the TSP should not have to rate the charges out since they are a function of the rate solicitation or tariff. | | The applicable item codes and rates will be used from the 400NG. TSPs are not required to enter costs except for third party services into DPS. The Business Rules will be updated accordingly. |
| NTS TOS | Appendix V.J.1 (NTS Shipment Management) Section 2.3: | (BLANK) | This section describes a process where 100% of shipments will be awarded to NTS TSPs in the top (first quartile) quality band. Placing all shipments with the TSPs in quality band one will discourage many companies from bidding for this market, as they realize that companies with mid-range quality scores will receive no shipments. Moreover, a distribution that provides zero shipments for TSPs outside the top quality band allows no method for TSPs to move up to the top quality band via good survey scores. | | The shipment award process was updated to 5-3-2-1 distribution. |
| V.J.1 - NTS Shipment Mgt | 2.3 | (BLANK) | We disagree with awarding 100% of the shipments to TSP's in the first quality band. Doing so may jeopardize SDDC's future available capacity and will cause a "feast or famine" syndrome. If you are in the first quality band, you will get traffic, you will get scores, and your PS is likely to go lower because of naysayer's bias in the survey process. Next re-ranking someone rolls up from quartiles 2, 3 or 4 and rides the top, and then the cycle repeats. SDDC would be better served utilizing qualified TSP's in all quartiles in rotation to assure that DOD has NTS warehouse capacity when they need it. If NTS TSP's don't get any business, they are very likely to drop out of the program due to the cost and administrative burden of staying qualified, which can't be justified if they are not getting traffic. Just the cost of a CPA review of financials is typically \$3000 to \$7000 annually, which has to be covered by profits in this traffic line. | | The shipment award process was updated to 5-3-2-1 distribution. |
| V.J.2 - dS2 Shipment Mgt | B.4.D -SHORT FUSE SHIPMENTS | (BLANK) | This a complete departure from the methodology used to distribute short fuse shipments. Theoretically the TSP with the highest BVS in a channel could move every short fuse shipment. Is this methodology envisioned for other Markets? | | The dS2 short fuse shipments will be offered to all quality bands, and the business rules have been updated accordingly. |
| V.J.2 - dS2 Shipment Mgt | d1 | 5 | Short fuse process will result in far more shipments going to the top TSP than specified in the shipment distribution tables, since the top ranked TSP will take all they can handle except during the height of peak season. | Use the Phase II process. | The dS2 short fuse shipments will be offered to all quality bands, and the business rules have been updated accordingly. |

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| V.Q.1 - NTS QA | (c) Short-fused Shipments | (BLANK) | Shipments that require pickup in 5 business days or less. Failure to accept a short-fused shipment is not grounds for a suspension. NTS TSPs are notified of short-fused shipments simultaneously by quality band via DPS. The first NTS TSP to accept the shipment in DPS receives that shipment as a bonus (over and above the normal distribution within the quality bands). If no NTS TSP accepts a short-fused shipment within 24 hours (1 business day), DPS alerts the PPSO to the non-response to the short-fuse shipment notification. | The process described in this paragraph conflicts with the Shipment Management 3.2.4 section. | The NTS short fuse shipments will be offered to all quality bands, and the business rules have been updated accordingly. |
| V.Q.1 - NTS QA | D Shipment Eval-7.(c) - Repeat Suspensions Due to shipment Refusals | (BLANK) | Short-Fused Shipments- Shipments that require pickup in 5 business days or less. Failure to accept a short fused shipment is not grounds for a suspension. NTS TSP's are notified of short-fused shipments simultaneously by quality band via DPS. The first NTS TSP to accept the shipment in DPS receives that shipment as a bonus.....This language does not match Appendix V.J.1 - NTS Shipment Management which states in 3.2.4 "First DPS will send out the short-fuse shipment request to TSP in quality band one in the AOR. Four duty hours after the notification is sent out, DPS will check if any TSP form quality band one have indicated interest in the shipment. If there are multiple interested TSP's, the shipment will be awarded to the TSP with the highest BVS. | | The NTS short fuse shipments will be offered to all quality bands, and the business rules have been updated accordingly. |
| V.J.1 - NTS Shipment Mgt | 3.2.4 | (BLANK) | The proposed business rules on short fuse in market differ dramatically from dHHG, iHHG or iUB. We are concerned about these changes as it may not offer the best options for timely coverage of shipments, specifically because they are already short fuse. If a shipment needs to be picked up the same day or within 24 hours, waiting 4 or 8 or 12 duty hours may actually force a service failure and result in an unhappy customer. We believe that the current short fuse program works well and TSP's have an option of accepting or not accepting an order, but if they accept it, they get it right now, without any delay for the customer, the TSP or the PPSO. The order is dealt with immediately. All TSP's within all 4 quality bands are technically acceptable for service, having met the minimum performance score and having rates within the competitive range. TSP's with lower PS can use short fuse shipments to improve their PS for future re-rankings. Selecting based on BVS removes the opportunity for a TSP to move up in the rankings based on giving good service. We think this market should use the same short fuse procedures as are currently in place in the dHHG, iHHG and iUB markets. | | The NTS short fuse shipments will be offered to all quality bands, and the business rules have been updated accordingly. |

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| V.C.1 - NTS Quals | 2.4 | (BLANK) | This section states that disqualified TSP's reapplying for qualification will receive their prior performance score. We don't think this makes any sense. The TSP should receive the same score as any other newly-qualified TSP. At a minimum, SDDC should define how long the "old" performance score would carry over. If several years go by, we don't think that prior performance score is an accurate measure of the NTS TSP's performance any more. | | TSPs will receive new performance scores upon requalification. The Business Rules were updated accordingly. |
| V.J.2 - dS2 Shipment Mgt | C.4.e.2 - No Delivery Address at Destination | (BLANK) | This section moves away from the established norms in Phase II. This seems to indicate that if there is no delivery address at destination the PPSO must still be involved in SIT approval. Currently DPS issues a SIT number without PPSO intervention. | | All dS2 shipments will require SIT approval. The language was updated to read "Once the TSP has determined the member/employee is not available to accept delivery, the TSP must enter the shipment in DPS and request SIT. DPS will issue the required SIT number to the TSP." |
| dS2 Solicitation | Item 429.b | (BLANK) | The rules regarding SIT approval based on the minimum percentage of transit time should be spelled out here more thoroughly. Where is the transit time guide for dS2 shipments? | The rules regarding SIT approval based on the minimum percentage of transit time should be spelled out here more thoroughly. Where is the transit time guide for dS2 shipments? | Question 1: The SIT authorization transit time chart was added to the dS2 Solicitation Item 429.b. Question 2: Refer to the DTR Appendix L, Transit Time for Domestic through GBL HHG shipments including Alaska. |
| dS2 Solicitation | 519 | 74 | SIT charges are the same everywhere in CONUS? A 100 pound shipment would receive \$2.33 for handling it in? | There needs to be a minimum charge more than the 100 pound minimum weight will generate, because there is a minimum cost no matter how small the shipment, and two dollars is insulting to the warehouseman. A week's storage is 70 cents? | All rate tables will be updated prior to market releases and rate filing. |
| V.F.1 - NTS BVS | 3.1 Rate Score for NTS | (BLANK) | (BLANK) | I suggest you consider consolidating some of the NTS pricing items. Consolidate packing, drayage in, and handling in into one price. Consolidate delivery out and unpacking into one price. The rate score does not take into consideration the number of months a shipment will be in storage as the current distribution model does. | Services reviewed the rate score methodology and determined that no subsequent changes will be made. |
| V.J.1 - NTS Shipment Mgt | 3.10 Updating Shipment Information | (BLANK) | 7) If the requested changes are made after the TSP has performed the pre-move survey and the Service Order has been printed, the PPSO modifies the existing Service Order by making the necessary changes and sends notification to the TSP via DPS to reprint Service Order. | If changes are made to a shipment after the service order has been printed and the TSP does not agree with the changes (ie. Date, boat, extra services outside the agreed upon scope) can the TSP return the shipment for reassignment without penalty? | Yes, boats can be turned back without penalty if over 14ft. Refer to Attachment V.Q.1, section D.2.e.1 has been updated accordingly. |