

ATTACHMENT V.Q.1

NON-TEMPORARY STORAGE (NTS) QUALITY ASSURANCE

A. INTRODUCTION

Section II provides the Defense Personal Property Program (DP3) quality assurance standards for Non-temporary storage (NTS). Quality Assurance (QA) standards in DP3 consist of scored and non-scored factors.

Scored factors consist of the Customer Satisfaction Survey (CSS), the Claims Score (CS), Rate Score (RS) and Warehouse Inspection Score (WIS). All scored factors comprise a Transportation Service Provider's (TSP) Best Value Score (BVS), used to rank TSPs on the Traffic Distribution List (TDL). Scored factors CSS, CS, RS, WIS in DP3 are automated calculations.

Non-scored factors include the requirements of the Defense Transportation Regulation (DTR), Part IV and other guidance provided by the Military Surface Deployment and Distribution Command (SDDC) including, but not limited to, Traffic Management Advisories (TMAs) and messages.

B. GENERAL QA AND PERFORMANCE

1. Satisfactory Service: An NTS TSP must consider satisfaction of the Department of Defense (DOD) customer and Regional Storage Management Office (RSMO). The DOD customer is the primary gauge of quality of service as determined by results of the customer satisfaction survey. Reports and quality control procedures specified in this attachment must be used by RSMO to help ensure only those NTS TSPs providing high quality services are used.
2. Time Frames: All time frames, unless otherwise noted, are in calendar days.
3. NTS TSP's Right to Appeal: An NTS TSP has a right to appeal any action taken by a RSMO as permitted by this Attachment. Appeal data must be provided to the responsible RSMO within 15 days of the action. NTS TSPs must provide documentary evidence to support appeals and any appeal opens the entire case for re evaluation. Initiation of this appeal is the responsibility of the NTS TSP on the Service Order (DD Form 1164) and cannot be delegated to any entity(s), including a company under Common Financial and Administrative Control (CFAC). The RSMO receiving an eligible appeal must review facts of the case and either render a decision or provide a recommendation (or redirect) to SDDC based on the merits of an appeal. An appeal denied by RSMO may be further appealed by the NTS TSP to SDDC as described in Paragraph (Para) [E.9](#).
4. Correspondence: All correspondence concerning appeals can be mailed, Electronic Mail (e-mailed) or faxed but must be supported by evidence of timely submission such as certified mail, e-mail delivery confirmation, or other electronic data which is subject to review and interpretation by appellate bodies delineated in these rules. All correspondence must include the Standard Carrier Alpha Code (SCAC). In other cases, the RSMO may utilize electronic means. A NTS TSP declaring CFAC is responsible for monitoring its mailing address locations as provided in the Electronic Tender of Service Signature sheet (ETOSS) and published by SDDC, for appeal decisions and other correspondence. An NTS TSP failing to disclose CFAC may be removed from the program for a period of up to two years and prosecuted for filing a false official statement in violation of Section 1001, Title 18 United States Code (USC).
5. Shipment Inspections:
 - a. Non- Scored Factors in the Defense Non-Temporary Storage Personal Property Program: Requirements of DTR Part IV, Appendix J, Tender of Service, Personal Property Non-temporary Storage (NTS), and other guidance provided by SDDC/RSMO including, but not

limited to, TMAs and messages, is evaluated independently from BVS factors (scored). Monitoring of services provided to DOD customers for violations of non-scored factors is a critical component of this program and necessary to ensure DOD customers continue to receive quality service promised by this program and provided by industry. Punitive action for violations of non scored factors can be taken by RSMO. RSMOs can enact punitive action against an NTS TSP based on its overall performance. The application of punitive action against an NTS TSP for both scored and non scored elements is not double jeopardy. A NTS TSP receives a score affecting traffic distribution (BVS factors) but the NTS TSP is still subject to punitive action if found to be in violation of DTR Part IV requirements.

6. Warehouse Inspections:

- a. Inspection Quotas: All warehouse facilities will be inspected at a minimum of twice annually. If the TSP did not receive two warehouse inspections within a year, the TSP will contact the RSMO to request an additional warehouse inspection.
- b. Inspection Authority: RSMO Program Manager actions are governed by the Defense Transportation Regulation (DTR) 4500.9-R. This authorization is also applicable to changes covering terms and conditions, specifications for services, rates, or any other matter directly concerned with the Tender of Service (TOS).
- c. Inspection Requests: When requested by the DOD customer, SDDC/RSMO, or the NTS TSP, a PPSO must make a maximum effort to inspect a specific shipment. This is subject to PPSO ability and Service policy. The following considerations must be made when requesting an inspection:
 - (1) An indication of poor quality service or NTS TOS violations on the shipment, (which must be identified in the request for inspection).
 - (2) Any indication of the DOD customer's dissatisfaction with NTS TSP service.
 - (3) RSMOs are responsible for initial and semiannual warehouse inspections; however, PPSOs may conduct periodic warehouse inspections as dictated by its Service's policy.
NOTE: If PPSO inspection requires opening storage vaults, the PPSO must receive prior written RSMO approval.
- d. Warehouse Inspection Record (DD Form 1812) procedures:
 - (1) DD Form 1812 must be used by RSMO/PPSO inspectors to report NTS TOS violations and to substantiate any punitive action taken by the RSMO.
 - (2) SDDC, Service Headquarters and NTS TSPs have viewing rights of DD Form 1812 data in DPS.
 - (3) Information from the DD Form 1812 must be entered in DPS.

7. Performance Records: RSMOs must use DPS reports capability to minimize paper files and increase performance review effectiveness. RSMOs must maintain performance files for two calendar years. Records must be maintained for international and domestic programs.

8. Storage Warehouse Facilities File Maintenance: A separate file must be kept for each storage warehouse qualified by RSMO. See Appendices D & E, of the DTR Part IV and NTS TSP Handbook for detail on storage warehouse qualification. The storage warehouse file must contain facility and equipment records (DD Form 1811, Pre -Award Survey of Contractor's/Carrier's Facilities Equipment, [Figure V.Q.1-5](#)) and DD Form 1812, Warehouse Inspection Report, [Figure V.Q.1-6](#)).

9. TSP Review: An NTS TSP may review its performance within DPS using ad hoc reports, including surveys, claims scores, punitive actions, and other performance factors. If a hard copy file is kept by the RSMO, an NTS TSP may request to review only its own hard copy performance file.

C. QA REQUIREMENTS AND STANDARDS

DTR, Part IV, Appendix J, Tender of Service for Storage of Personal Property and Related Services and other guidance provided by RSMO and SDDC, including, but not limited to, TMAs and TOSs, specify requirements of service the NTS TSP agrees to fulfill in movement of DOD sponsored personal property shipments. These business rules provide guidance for use of QA procedures for NTS handled in DP3 Phase III.

1. QA Actions: When an NTS TSP violates any provision of its agreement and/or the DP3 business rules, or commits unethical or unlawful acts, RSMO may suspend the NTS TSP or place them into a non-use depending on severity of the offense. CSS comments may be used as supporting evidence in issuance of a suspension as discussed in [Para D.3](#). The RSMO must take into consideration violation severity; impact on the DOD customer; quality of the NTS TSP's past performance and actions the NTS TSP may have taken to correct deficiencies. NTS QA actions in DP3 are discussed in detail throughout this Section and can be summarized as shown in [Table V.Q.1-1](#). For additional information regarding reporting capabilities within DPS, see the DP3 BVS NTS Business Rules.

All interaction is exclusively between the Government and DOD approved NTS TSPs. Warehouse facilities must obtain DOD approval and undergo inspection as delineated in the DTR, Part IV, Appendices D, E, and the TSP Handbook.

RSMO: DPS forwards a notification of an NTS TSP suspension to the RSMO work queue

Types of actions taken:

- a. Suspensions may be enacted by the RSMO at and across multiple areas and/or rate zones.
 - (1) Bill of Lading Office Code (BLOC). An NTS TSP can be removed from any BLOC based on its performance.
 - (2) Multiple BLOCs. RSMO can suspend a TSP for traffic out of multiple BLOCs.
 - b. Immediate Non-use: The RSMO may impose immediate non-use status on an NTS TSP. This can be enacted on the levels discussed above but must only be used when the RSMO determines an NTS TSP has failed to meet program requirements or safety and security of government shipments is threatened. Immediate non-use may result in an NTS TSP Transportation Review Board (TRB) hearing (See [Para E.9](#)).
 - c. Disqualification. See [Para E.4](#) and SDDC Regulation 15-1.
2. NTS TSP Accountability and Appearance: The NTS TSP named on the Service Order (DD Form 1164) is fully responsible for the shipment (including, but not limited to, loss and damage, claims, or other violations). No subcontractor or separate entity is considered to have moved the shipment for the QA purposes. The NTS TSP has responsibility to use sound judgment in its selection of personnel. Company representatives must present a clean, professional appearance with the name of the company they represent on their attire. Any violation of rules in this Attachment is considered an act of the NTS TSP listed on the Service Order and dealt with according to procedures listed herein. The responsible NTS TSP is assigned a performance (CS and CSS) score and may be faced with punitive action.
 3. NTS TSP Use of Interline agreements: The NTS TSPs will not use interlining agreements for performance of any NTS service.

In accordance with Part I, H-9, of the TOS, the NTS TSP will not contract with other persons or firms for performance of any service ordered, unless prior written approval is received from RSMO.

TSPs subcontractors are expected to resolve their commercial problems and disputes independently of SDDC. SDDC will not interfere in commercial contractual relationships of TSPs, their vendors and/or subcontractors.

D. TSP ASSESSMENT PROGRAM

The main focus of Best Value in the personal property program is to provide a quality NTS TSP for every move. Each NTS TSP must be committed to the DOD in providing quality service. Quality service is rewarded with an increased volume of business using BVS methodology.

1. Best Value Methodology (BVM): The BVM is designed to distribute shipments, rather than tonnage. Each NTS TSP must have a PS within each shipment BLOC it serves.
2. BVS: The heart of DP3 uses 'Best Value' to distribute traffic to NTS TSPs. NTS BVM includes a RS, based on TSP's rates, worth 30 percent of the BVS; a PS, based on results of a CSS, worth 25 percent of the BVS, a WIS worth 25 percent and a CS worth 20 percent of the BVS.
NTS BVS = 70 percent PS (25 percent CSS + 25 percent WIS + 20 percent CS) + 30 percent RS
 - a. Performance Scores are by BLOC
 - b. Performance Scores are calculated at end of each performance period (four times a year), based on NTS TSPs past 12 months of performance data. Performance periods are as follows in DPS:
 - (1) 01 January to 14 May
 - (2) 15 May to 31 July
 - (3) 1 August to 30 September
 - (4) 1 October to 31 December
3. CSS: The CSS is the primary source of data used to determine the performance portion of each NTS TSP's BVS. The CSS provides the DOD and NTS TSPs with direct feedback about the move experience. Each customer moving under the DOD program must be counseled on importance of completing the CSS in DPS upon delivery of each shipment. CSS comments may be used as supporting evidence in issuance of a suspension or warning.
 - a. Survey Objectives
 - (1) Obtain customer input on NTS TSP performance.
 - (2) Use the most economical method of obtaining customer input to lessen the budget impact on the Services while maintaining statistically valid results.
 - (3) Target all customers moving shipments to complete the survey.
 - b. CSS: The CSS provides DOD with direct feedback about the customer's personal property move. Following are the different types of surveys for specific Phase III type shipments.
 - (1) For NTS handling in, a customer with an NTS shipment will receive one question upon placement of the shipment into storage.
 - (2) For NTS shipment delivery the customer will receive one question upon the delivery of the shipment.

For more information on the CSS Survey and the CSS calculations refer to Attachment V.E.1

4. **Claims Score.** The CS is the second source of data used in determining the PS of each NTS TSP's BVS, recognizing claims resolution is important for DOD Service members, employees, and Armed Services. CS is computed by BLOC.

- a. The CS is calculated on a 100-point scale, and makes up 20 percent of the BVS.

For more information on the Claims Score and the Claims calculations refer to Attachment V.F.1

NOTE 1: Outstanding claims against an NTS TSP placed in non-use status by RSMO can be transferred by the customer to the Military Claims Office and remain eligible for Full Replacement Value (FRV).

NOTE 2: Individual claims scores may not be appealed as they are based on objective data reflecting the claims settlement process between the NTS TSP and customer as it occurred in DPS.

5. **NTS TSP PS Information:** Each NTS TSP must have access to each element of its PS (i.e., CSS, WIS and CS via DPS). An NTS TSP may review its PS and status at end of each performance period in DPS. An NTS TSP may request its overall BVS ranking among NTS TSPs based on its best value score (i.e., 14th of 121 TSPs). Performance data must be contained in DPS and available to PPSOs, Military Services, and TSPs.
6. **Annual Minimum Performance Score (MPS) and Participation in DP3:** Prior to each new performance period NTS TSPs with PSs lower than established MPS are considered ineligible for that new performance period. In addition, at end of the last performance period of the year, DOD approved NTS TSPs with a PS less than the newly established MPS are not allowed to file rates in any BLOC for the upcoming annual rate cycle. These NTS TSPs cannot participate in the NTS program, for one full year, but are allowed to come back into the program as "New Entrants" in the following year's rate filing provided they meet DOD's qualification requirements. Within DPS, new entrants are classified as both new NTS TSPs requesting initial approval, and NTS TSPs requesting re-qualification after prior approval is revoked. NTS TSPs not qualifying to file rates the previous year due to not meeting the MPS are allowed to participate in rate filing after one year of ineligibility using the previous year's PS. However, if the MPS bar for the next rate filing period is higher than the NTS TSP's PS from the previous year, they are only allowed to file rates and come in to the program as new entrants (see Attachment U.H). If the MPS bar for the next rate filing period is higher than the NTS TSP's PS for two years in any four year period, they must be removed from the DOD program for a minimum of two consecutive years.
NOTE: Reference Para. E and the Business Rules for MPS and BVS for more information.
7. **Initial Ranking at Program Startup:** At the start of DP3 NTS TSPs must be ranked from the highest BVS to lowest BVS. For more information on the first year of the Phase III NTS program, refer to Attachment U.H.

E. SHIPMENT EVALUATION AND PUNITIVE ACTIONS

1. **General.** Shipment evaluation in DP3 is not tallied per shipment but rather per comprehensive performance period. At end of each performance period NTS TSP's receive a comprehensive PS based on all completed claims and CSSs over the previous 12 months. BVS are not tallied per individual shipment because some shipments may never have a CS, a CSS score, or both. Scored performance factors include the CSS, CS, WIS and RS as discussed in [Para E.10.e](#). Non-scored performance factors are covered in this Attachment, and other guidance provided by SDDC/RSMO including, but not limited to, TMAs and messages. Evaluation of NTS TSP performance begins when the PPSO offers a shipment to the NTS TSP. Acceptance of the offer binds the NTS TSP to perform IAW general terms established by the DOD and agreed upon by the NTS TSP and the specific terms contained on the Service Order. See [Para D.2.b](#). for more

detail on performance periods. At the onset of each new performance period (except initial annual performance period where a new MPS applies as indicated in [Para D.6](#)) if an active NTS TSPs' PS (CS + CSS + WIS) falls below the MPS, DPS places the NTS TSP on the "Inactive" NTS TSP list. These NTS TSPs are not eligible for shipment allocation in DPS for the duration of the performance period. PSs are recalculated after completion, and prior to, the commencement of the next performance period (four per year), based on the NTS TSPs past 12 months of performance data. At conclusion of each performance period, if a NTS TSP's new PS score, based on the past 12 months of performance data, rises above the MPS, the NTS TSP is returned to the TDL for that performance period and in the quality band based on its BVS (PS + RS + WIS). Details on year end MPS calculations can be referenced in [Para D.6](#) and Attachment U.E, Minimum Performance Score.

NOTE: Although CSS and Claims data is stored for all shipments in DPS, the PS is only recalculated prior to commencement of each performance period (four times a year), based on NTS TSPs past 12 months of performance data

2. [RSMO NTS Suspensions](#): There are three types of NTS Suspensions; 1) Regular, 2) Immediate, and 3) all others.
 - a. [Regular Suspensions](#): A regular suspension must be imposed when a NTS TSP repeatedly violates any provision of its contractual agreement, or commits any single violation which merits immediate suspension as referenced in Para E.2.b. below. As a guideline, when a NTS TSP commits the same violation three or more times during a 180 day period, suspension action must be considered.

NOTE: Suspensions may overlap DP3 performance periods.

- (1) Grounds for Regular Suspension: There are two types of regular suspensions that can be enacted by RSMOs and for multiple causes. The types are for:

- (a) Out of an entire BLOC or
- (b) Multiple BLOCs.

NOTE: Suspension by "market" is considered an immediate suspension and is discussed in paragraph E.2.b. below.

- (2) Following are examples of violations that include some, but not all, reasonable grounds to impose a regular suspension:

- (a) Failure to meet agreed upon pickup date as specified on the Service Order.

NOTE: Double Jeopardy does not apply (e.g., member responds to timely services provided by the NTS TSP on CSS) as a NTS TSP's failure to meet an agreed upon pickup is a violation of its agreement with the DOD and grounds for a suspension.

- (b) Repeated failure to perform a pre-move survey as required.
- (c) Repeated failure to meet release date ordered by the PPSO or RDD agreed on between the NTS TSP and customer and entered on the Service Order in DPS.

NOTE: Double jeopardy does not apply as a NTS TSP's failure to meet the release date or RDD is a violation of its agreement with the DOD and grounds for a suspension.

- (d) Failure to correct a deficiency noted in a Warehouse inspection or warning letter.
- (e) Repeated failure to update/input move data in DPS.

- b. **Immediate Suspensions:** An immediate suspension of an NTS TSP must be imposed by a RSMO in the following circumstances: 1) Shipment refusal and 2) Performance on a single shipment is such that continued participation in DOD traffic is unacceptable.
- (1) **Due to Shipment Refusal:** The RSMO must remove the NTS TSP from the TDL in BLOC which the shipment was refused, preventing DPS from awarding future shipments to the NTS TSP. The NTS TSP is not eligible to receive shipments from that PPSO for 30 calendar days. If the NTS TSP refuses a second shipment award from the same PPSO, it receives an additional 60 day suspension. If the NTS TSP refuses a third shipment at the same PPSO, they are removed from that PPSO for the remainder of the annual rate cycle or 90 days, whichever is longer. If an NTS TSP reaches three suspensions for shipment refusals at different PPSOs within 180 days, RSMO must suspend the NTS TSP in all BLOCs for an additional 30 days. Repeated RSMO initiated CONUS BLOC suspensions due to shipment refusals may result in TRB action. See paragraph D.9
- Shipment refusals are handled as follows in DPS. DPS monitors the NTS TSP response to shipment offers to ensure they are accepted within 24 hours after shipment is assigned based on business days (e.g., excluding weekends and holidays). DPS must take in consideration domestic and international time zones to avoid automatically removing a NTS TSP inadvertently. If the NTS TSP fails to respond to a shipment offer within the required time, DPS:
- (a) Charges the NTS TSP a shipment and re-offers the shipment to next available NTS TSP.
 - (b) PPSO QA must initiate a DD Form 1814, [Figure V.Q.1-1](#) to the NTS TSP. The DD Form 1814 must list exact TOS violation. The NTS TSP must be advised a ‘Non-Response’ constitutes a ‘Refusal’ and the punitive action following.
 - (c) Notifies the appropriate RSMO to suspend the NTS TSP for the shipment “refusal”.
 - (d) DPS does not ‘automatically’ remove the NTS TSP (Inactivate the TSP) from the system. This is an overt action by the RSMO to ensure the “Non-Response” was not due to a system problem.
 - (e) Following confirmation by the RSMO that the “Non-Response” was not due to a system problem, the NTS TSP must be immediately suspended for 30 days out of that BLOC(s).
- NOTE:** NTS TSP’s may avoid being charged with shipment refusals by using DPS to perform daily updates of blackout dates.
- c. **All Others:** The RSMO may impose suspension action at BLOC or multiple BLOC level for all other violations that merit immediate suspensions. Immediate suspension must be effective the date RSMO initiates the suspension (e.g., the system date on which DPS sends the NTS TSP notification). An immediate suspension must be issued for the following violations, including but not limited to:
- (1) NTS TSP personnel being under the influence of, or using, alcohol or unlawful drugs at the DOD customer’s residence.
 - (2) NTS TSP personnel using abusive language, actions, or immoral conduct in the presence of the DOD customer or the DOD customer’s family.

- (3) NTS TSP personnel smoking in the DOD customer's residence (without DOD customer's approval) or at any time in the moving van or container.
- (4) Evidence of fraud and/or theft on the part of the NTS TSP's personnel.
- (5) Evidence of deliberate damage to the DOD customer's possessions.
- (6) A DOD customer's property remaining in a NTS TSP's facility on or after the customer's desired delivery date.
- (7) A DOD customer's property being moved locally, where protection from the elements is not provided.
- (8) Evidence of a NTS TSP or NTS TSP's representative who falsifies, conceals, or covers up by any trick, scheme, or device, a material fact; or makes any false, fictitious, or fraudulent statements, or representation; or makes or uses any false writing or document knowing the same to contain any false, fictitious, or fraudulent statement.
- (9) Evidence of the NTS TSP or NTS TSP's representative holding a shipment hostage, in violation of the NTS TOS.
- (10) Use of a subcontractor whether disapproved, disqualified, or revoked in any capacity for storage or other services of a shipment.
- (11) Use of a non-qualified DOD warehouse for storage of a DOD customer's shipment.

d. Suspension Facts:

- (1) Suspension Date and Length: When a regular suspension is issued within DPS, the suspension is immediate. All suspensions remain in effect for a minimum of 30 days. Suspensions due to shipment refusal automatically cease at the end of 30 days, provided no other refusals or violations have occurred. Suspensions secondary to any other violation may be imposed for longer than 30 days and require proof of corrective action from a NTS TSP prior to being removed from suspension. A NTS TSP must provide acceptable corrective action before it may be reinstated.
- (2) NTS TSP Corrective Action: To be removed from suspension, a NTS TSP must provide proof of corrective action to the RSMO before it can be reinstated. Notice must be sent through DPS or electronically to the RSMO no later than 15 days following suspension and the NTS TSP remain in suspension status until such time as acceptable corrective action is completed. If the NTS TSP's corrective action is deemed insufficient, the RSMO must notify the NTS TSP via DPS or electronically within 15 days of the date of the e-mail or postmark on the NTS TSP's notice of corrective action. Failure by the NTS TSP to provide corrective action within 30 days from effective date of a suspension may result in removal from DP3.
- (3) Pullback: The PPSO, at its discretion, may pullback a shipment(s) (e.g., cancel the Service Order) that is not packed and re-award the shipment(s) to another NTS TSP when a suspension is issued.
- (4) Basis for Suspensions: When a PPSO/RSMO detects a violation they believe is overt or that falls within specifications delineated in [Para E.2.](#), the PPSO will notify the appropriate RSMO who may take immediate suspension action.
- (5) Multiple Suspensions, Recommendations, and Double Jeopardy: Suspensions must run consecutively. If a NTS TSP receives a second suspension while under a current suspension, the NTS TSP remains in a suspended status for a minimum of 30 days before the second suspension begins. A single RSMO may not impose an additional

suspension on a single NTS TSP for the same type of violation if the pickup date of the shipment on which the same violation occurs was prior to the date of the original suspension. A RSMO must not suspend a NTS TSP more than once on a single shipment; however, the RSMO must require corrective actions to all violations before the NTS TSP is reinstated.

- (a) Double jeopardy is the act of applying adverse action against a NTS TSP for an offense for which they have already been punished. RSMOs can enact punitive action against a NTS TSP based on the NTS TSP's overall performance. The application of punitive action against a NTS TSP for both scored and non-scored elements is not double jeopardy. Each NTS TSP receives a score which affects traffic distribution (BVS factors) but the NTS TSP is still subject to punitive action if found to be in violation of the requirements of its contractual agreement.

e. Nonuse and Suspension Procedures:

(1) Turn back and Pullback of Shipments:

- (a) A turn back occurs when the NTS TSP notifies the PPSO they are unable to service a shipment previously accepted. The NTS TSP has the opportunity to set blackout dates and is not permitted to turn back a shipment in DP3. NTS TSP's inability to service a shipment already accepted may result in a RSMO initiated non-use action for all BLOCs. If a NTS TSP turns back a shipment, RSMO must be immediately notified so that action may be taken against the NTS TSP. The NTS TSP is returned to the TDL at the appropriated place in the quality band based at its current BVS. NTS TSP's are assigned an administrative number of shipments equal to the NTS TSP with the highest number of shipments in the respective quality band.
- (b) Shipments pulled back (no fault of the NTS TSP) must not be charged on the TDL. When the PPSO determines that a shipment must be pulled back from a NTS TSP in the interests of the Government, the shipment will not be charged to the NTS TSP on the TDL. For example, a DOD customer's orders are cancelled but the PPSO has already awarded the customers shipment for pickup. Therefore, the PPSO pulls back the shipment and this shipment is removed from the TDL so it is not counted against this NTS TSP. Shipments that must be pulled back due to the fault of the NTS TSP are charged against the NTS TSP on the TDL.
- (c) Repeated turn backs are considered adequate grounds for RSMO to request a NTS TSP review board at SDDC and removal from the entire DP3.

NOTE: A NTS TSP removed from DP3 due to qualification or performance reasons must not be allowed to re-enter/re-qualify until the next open season as set by SDDC.

- (d) Shipment pulled/turned back within five business days of pickup date are considered short notice shipments when reallocated to a new NTS TSP. Such shipments are not charged against the new NTS TSP on the TDL.
 - 1 Turn backs, connected to a NTS TSP with impending bankruptcy and supported by documentation, are allowed. However, NTS TSP is subject to immediate removal from the entire DOD program or other action as determined by SDDC. The PPSO will notify the RSMO if this occurs,

- 3. RSMO Nonuse: When three or more suspensions are issued by a RSMO for a single violation in one or more channels in a single market, then the RSMO may place a NTS TSP in nonuse.

4. [Disqualification \(Ref. SDDC Reg. 15-1\)](#): Only RSMO may disqualify a NTS TSP. Disqualification action may be taken independently by RSMO, or may result from the recommendation of a PPSO. Disqualification of a NTS TSP usually occurs as a result of non-compliance with requirements of its contractual agreement. Prior to making a decision on disqualification, the RSMO must coordinate with SDDC to convene a TRB as described in [Para E.9](#) below. Grounds for disqualification include, but are not limited to:
 5. [Failure to Maintain Qualifications Requirements](#): Failure to comply with requirements of the NTS TSP Qualification program as described in the DTR Part IV, Attachment U.Q, TSP Qualifications, or other requirements as specified by SDDC/RSMO.
 6. [Repeat Violations of Performance Criteria](#): DPS reporting must support the PPSO/RSMO in monitoring the number of LOWs/Suspensions for NTS TSPs. Violations of the NTS TSPs' contractual agreement (see [Para C](#)) are monitored by PPSOs/RSMO for NTS TSPs across all rate zones, and PPSO BLOCs. If a NTS TSP has repeat suspensions (three or more) at one or more PPSOs during a 12 month timeframe, then the RSMO may disqualify the NTS TSP. See [Table V.Q.1-1](#).
 7. [Repeat Suspensions Due to Shipment Refusals](#):
 - a. If a NTS TSP reaches three suspensions for shipment refusals at different PPSOs within 180 days, RSMO may suspend the NTS TSP for an additional 30 days.
 - b. Repeated RSMO initiated suspensions due to shipment refusals are grounds for RSMO disqualification/non-use as described in [Para E.2.b.\(1\)](#).

NOTE: Blackout Dates: NTS TSPs can modify blackout dates for specific origin PPSOs in DPS. This provides NTS TSPs with the flexibility required to manage workloads, while maintaining a pool of available NTS TSPs for expected DOD shipments. DPS allows real-time updates of blackout dates by NTS TSPs to prevent shipment awards.
 - c. Short-fused Shipments. Shipments that require pickup in five 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 to all NTS TSPs in the AOR 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 (one business day), DPS alerts the PPSO to the non-response to the short-fuse shipment notification.
8. [PPSO Recommendation for disqualification/non-use](#):
 - a. A PPSO may request disqualification/non-use/removal of a NTS TSP by RSMO in multiple scenarios, including, but not limited to, the following when a NTS TSP:
 - (1) Commits a violation that is so egregious, that the PPSO believes it warrants disqualification/non-use/removal.
 - (2) Incurs three suspensions involving a single BLOC/AOR in 180 days (if TRB action is not already initiated by RSMO).
 - (3) Clearly indicates its inability or unwillingness to meet its contractual agreement
 - b. The PPSO must provide the recommendation to RSMO to hold a TRB for possible removal from the DOD program.
 - c. The PPSO must provide all pertinent documentation to support its request for removal/non-use/disqualification to RSMO (e.g., correspondence between the customer, PPSO and/or NTS TSP; copies of DD Forms 1814, [Figure V.Q.1-1](#), 1780, [Figure V.Q.1-4](#)), 1812, [Figure](#)

- [V.Q.1-6](#), congressional correspondence, customer satisfaction complaints or comments, tracer requests, and/or any pertinent documents or information on the NTS TSP's performance). RSMO must review all information related to the PPSO's request and determine whether to coordinate with SDDC and hold a TRB.
9. [SDDC TRB](#): SDDC Regulation 15-1 outlines the TRB process and is separate from any other authority of the RSMO to take administrative action against a NTS TSP. The TRB is an informal, non-adversarial fact-finding administrative procedure to consider information from the Government (PPSO/SDDC/RSMO) and the NTS TSP to determine what action, if any, needs to be taken to protect DOD interests. RSMO can take action to immediately remove a NTS TSP from the program (immediate nonuse, [Para E.2.b](#)) based on the recommendation from a PPSO as referenced above or based on independent determination of a NTS TSP's failure to meet the requirements of the DOD HHG program. Reasons to request RSMO/SDDC to consider a TRB include, but not limited to, the following:
- a. Failure to meet ordered packing/pickup dates for personal property shipments,
 - b. Selective refusal to accept personal property shipments,
 - c. Failure to meet agreed upon delivery dates and/or release dates,
 - d. Mishandling of personal property shipments (e.g., damaged or missing transportation seals, improper loading, packing, blocking, or bracing, and improper conduct at an installation or member's/employee's residence),
 - e. Failure to adequately protect DOD shipment(s) from loss and/or damage,
 - f. Failure to furnish proper or adequate equipment, facilities or improper substitution of mode
 - g. Retention of employees who in the performance of DOD-related duties
 - (1) Use intemperate, vulgar, or abusive language,
 - (2) Exhibit evidence of illegal drug use or possession or alcohol use, or
 - (3) Engage in other offensive conduct,
 - h. Failure to settle loss and damage claims promptly
 - i. Failure to comply with applicable federal, state and local laws and regulations governing the movement of personal property,
 - j. Accidents involving DOD sponsored shipments, serious injury or fatalities, which indicate a lack of NTS TSP responsibility to perform in a safe manner,
 - k. Use of equipment, facilities, or personnel that fail to meet safety and/or security standards,
 - l. Failure to maintain qualification requirements for doing business with the DOD (e.g., failure to maintain required liability insurance coverage),
 - m. Failure to respond to a RSMO request for financial data, operational data or other information subject to request under the TOS or similar agreement,
 - n. Suspension, debarment, or proposed debarment by any federal agency under the authority of Federal Acquisition Regulation and Defense Federal Acquisition Regulation Supplement,
 - o. Indictment or conviction of a criminal offense indicating a lack of business integrity or honesty that affects the responsibility of the NTS TSP,

- p. Failure to timely provide requested documentation or information, such as Certificates of Independent Pricing or financial reports, where the failure brings into question the suitability of the NTS TSP to provide transportation services to the DOD,
- q. Failure of a NTS TSP to meet requirements for driving privileges on a DOD installation or other failure to gain timely entry to a DOD installation (e.g., apprehension, detention or arrest under a warrant or other authority),
- r. A demonstrated lack of business integrity concerning DOD sponsored shipments by one or more representative,
- s. Any other cause or condition of a serious or compelling nature that affects the present responsibility of a NTS TSP providing transportation services to the DOD,
- t. Non-use action may be taken when authorized by the RSMO based on operational or administrative deficiencies so severe as to immediately threaten safety or security of DOD cargo or HHG shipments. Unless extenuating circumstances apply, a NTS TSP in non-use for six months or more is required to re-qualify through the SDDC TSP Qualification Program prior to regaining its eligibility to participate in DOD transportation programs. A NTS TSP may not file rates with SDDC while in non-use status,
- u. Failure to disclose CFAC, which may lead to prosecution for filing a false official statement in violation of 18 USC 1001.

NOTE: SDDC is the final appellate authority and the TRB's decision is final.

10. TSP Appeal of Scored BVS factors: The scored performance factors are entered into DPS by the customer and NTS TSP as follows:

- a. CSS score is generated based on customer feedback.
- b. RS is generated by the NTS TSP's annual rate filing.
- c. CS is generated based on actions by both the customer and the NTS TSP in DPS, comprising the claims settlement process.
- d. WIS is generated by the RSMO inspection of the NTS TSP's warehouse.

This BVS score, which is based on objective information supplied by DPS as a result of data interface with the customer and NTS TSP into DPS, is thus an accurate score and is not subject to the standard appeals process delineated above for suspensions or other punitive action.

Any BVS components completed on an individual shipment contributes to a NTS TSP's overall BVS, which is calculated following the conclusion of each performance period. Emphasis is placed on the fact comprehensive BVS scores calculated at end of each of the four performance periods may not be appealed and are not reviewed by SDDC.

NOTE: Implication of a NTS TSP not meeting the MPS at conclusion of each performance period is discussed in [Para E.5](#).

- e. Review of Scored Factors (BVS Scores): SDDC recognizes there may be instances in which an unusual circumstance or a computer error may require review (by RSMO) of a NTS TSP's BVS and its components (CS, CSS, WIS, and RS) for an individual shipment.

NOTE: Comprehensive BVS scores calculated at the end of each of the four performance periods may not be appealed and are not reviewed by SDDC. See [Para D.10.e. \(3\)](#) for more detail.

Although BVS scores are not subject to the standard appeals process delineated above for suspensions or other punitive action, NTS TSPs may request a review of the BVS components of a shipment(s) if the shipment belongs to any of the categories mentioned in Para E.10.e.(1) below under “exceptions.” SDDC does not review BVS components for shipments unless they qualify as an exception, as determined in these business rules and by SDDC.

Unlike appeals of punitive action taken secondary to a violation of a non-scored element, requests to review a scored element (BVS score) must be submitted directly to SDDC. NTS TSPs must bring any shipments that are in the eligible categories to SDDC’s attention no later than 15 days following the calculation of the BVS subcomponent (i.e., CS, CSS, RS, WIS) for the shipment in question. Failure to identify a BVS subcomponent score for possible review before the deadline negates the review. For example, if the CS is generated before the CSS score, the 15 day deadline for identifying the request for CS score review begins prior to the 15 day deadline clock for requesting a review of the CSS score. The 15 day deadline applies individually to each BVS subcomponent. NTS TSPs should present an individual shipment’s BVS subcomponent for review immediately, and only if they believe the individual shipment is eligible for review as a possible exception by SDDC. All possible exceptions must be provided to SDDC individually, by BVS component, for review.

If SDDC acknowledges eligibility of a shipment’s BVS component score for review, SDDC must provide a decision to the requesting NTS TSP no later than 45 days from the acknowledgement of eligibility. The NTS TSP must be notified of the decision electronically or via DPS.

SDDC must review the facts and SDDC’s decision may result in complete removal (not adjustment) of a CS or CSS, or in the adjustment of a RS and WIS, as decided by SDDC. SDDC may decide to remove or adjust any single component or combination of components that comprise a BVS score based on the factors discussed in [Para E.10.e\(3\)](#) below, or it may determine that the BVS component score is correct. If a component of a BVS score is removed from an individual shipment, the non removed component scores are used to calculate a NTS TSP’s final BVS for a given performance period. If removal of a component score(s) results in the loss of statistical validity for a NTS TSP’s 12 month CSS score, SDDC/RSMO must apply the principles discussed in Para C.3.e. to help the NTS TSP achieve statistical validity. RSMO’s decision is final.

- (1) [Exceptions to prohibition of scored element \(BVS\) review](#): The occurrence of a situation listed below in no way guarantees that SDDC’s decision must be rendered in the NTS TSP’s favor. Even when RSMO agrees to review a NTS TSP’s request, SDDC reserves the right to render a decision based on the circumstances specific to the individual BVS component and shipment, if accepted for review. The following non exhaustive list includes situations where SDDC may accept a NTS TSP’s request to review a BVS component score of an individual shipment(s).
 - (a) CSS scores counted prior to the inception of the appropriate phase of the Defense Personal Property Program (i.e., NTS and DPM shipments prior to Phase III).
 - (b) Scores for shipments that convert to a customer’s expense, shipments moved under local contracts (e.g., delivery out of SIT after conversion to customer expense), Personally Procured Moves, or shipments moved under Privately Owned Vehicle contracts.
 - (c) BVS component scores (CSS, Claims, WIS, Rate) assigned to the wrong shipment, market, or channel due to a computer or mathematical error.

- (d) Delays in the Defense Transportation System (DTS) when sufficiently documented.
 - (e) Compelling evidence that loss and/or damage was sustained while in the hands of the DTS.
 - (f) Natural Disasters (i.e., blizzards, hurricanes, typhoons, public authority, or negligence of the DOD customer, and/or DOD customer's agent).
 - (g) Hostile or warlike action in the time of peace or war.
 - (h) Insurrection, rebellion, revolution, civil war, usurped power, or action taken by Government authority in hindering, combating, or defending against such occurrence.
 - (i) Strikes, lockouts, labor disturbances, riots, civil commotion, and acts of person or persons taking part in such occurrences or disorders.
 - (j) Inherent vice of the article or infestation by mollusks, arachnids, crustaceans, Parasites or other types of pests, fumigation or decontamination when determined by the government to not be the fault of the TSP.
- (2) **Unusual occurrences:** Some shipments involved in unusual occurrences, as explained in this Regulation, Chapter 410, are eligible for review by SDDC. Determination of a natural disaster is as directed by Service and Claims policy on a shipment by shipment basis. SDDC must not accept a shipment for review if a determination of liability has not been made. A NTS TSP's deadline to submit BVS component scores for review is 15 days from the liability determination date.

NOTE: Outstanding claims by a member or employees on a shipment that is later determined to be a natural disaster must still be paid at FRV. Claims in such cases may be transferred by the customer to their Service MCO and remain eligible for FRV.

- (3) **RSMO Review of performance period BVS scores:** Comprehensive BVS scores calculated at end of each of the four performance periods may not be appealed and are not reviewed by SDDC. Exception to this is if an error with an appeal or review was previously granted to a NTS TSP by SDDC and subsequently incorrectly calculated by DPS. The NTS TSP is responsible to identify all scored components associated with a shipment for review by SDDC. Absent this identification, a BVS component must be counted toward a NTS TSP's BVS score for that performance period. If a review of a BVS component score on a shipment(s) is still undertaken by SDDC at the conclusion of a performance period(s), those BVS component(s) scores must not be counted at the time. After SDDC makes a decision on review of individual BVS component scores, the component scores must be counted as having occurred during the performance period in which the decision was rendered by SDDC. More specifically, RSMO's decision counts towards the NTS TSP's latest BVS score as the BVS data occurred in the past 12 months.

See Para [d6D.6](#) for an overview of performance periods

F. FULL REPLACEMENT VALUATION

Refer to the "The Defense Personal Property Program Claims and Liability" located at www.sddc.army.mil for further detail on FRV protection and claims settlement in DP3. Any outstanding claim against a TSP placed in permanent, world-wide non-use status or disqualified by SDDC can be transferred by the customer to their Service Military Claims Office and still be eligible for FRV.

G. APPELLATE ADDRESSES

Inquiries and appeals must be submitted electronically to the appropriate RSMO.

H. OPERATIONAL REQUIREMENTS

NTS TSPs and PPSOs must comply with requirements for unusual occurrences as detailed in Attachment U.R.

I. LIST OF FIGURES AND TABLES

1. [Figure V.Q.1-1](#) – DD Form 1814, TSP Warning/Suspension/Reinstatement/Cancellation of Warning

DEFENSE PERSONAL PROPERTY PROGRAM (DP3) NOTIFICATION OF LOSS OR DAMAGE <u>AT</u> DELIVERY																																
COMPLETED BY TSP:																																
NAME OF OWNER _____	RANK/GRADE _____	BRANCH OF SERVICE _____																														
BL NO. _____	TSP REFERENCE NO. _____	IS THIS A PARTIAL DELIVERY (Y or N)? _____																														
SCAC _____	PICK UP DATE _____																															
PURPOSE AND GENERAL INSTRUCTIONS: <ul style="list-style-type: none"> To provide the Transportation Service Provider (TSP) notice of loss or damage discovered AT the time of delivery. The customer (or their designated representative) and the TSP's delivery representative must jointly complete this document. List in NOTED LOSS AND/OR DAMAGE section below all damage and missing items noticed before TSP's representative departs. DO NOT leave blank. If no loss or damage is discovered at the time of delivery, write "NONE" in DESCRIPTION OF DAMAGE. THIS DOES NOT CONSTITUTE "FILING A CLAIM". CLAIM MUST BE FILED VIA DPS CLAIMS MODULE – http://www.move.mil/. <p style="text-align: center;">NOTED LOSS AND/OR DAMAGE</p> <p>If more than one page is needed, include your name, Bill of Lading No. and number the Page ____ of Page ____ on each page used.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 15%;">INVENTORY NO.</th> <th style="width: 40%;">ITEM</th> <th style="width: 45%;">DESCRIPTION OF DAMAGE (If missing, so specify.) (Electronic items, provide brand & model number)</th> </tr> </thead> <tbody> <tr><td> </td><td> </td><td> </td></tr> </tbody> </table>			INVENTORY NO.	ITEM	DESCRIPTION OF DAMAGE (If missing, so specify.) (Electronic items, provide brand & model number)																											
INVENTORY NO.	ITEM	DESCRIPTION OF DAMAGE (If missing, so specify.) (Electronic items, provide brand & model number)																														
NOTE: TSP is responsible for one-time placement of items during delivery. If requested, the TSP will unpack and remove cartons to the customer's satisfaction. Member requested unpacking and removal of cartons? YES ___ NO ___																																
PLEASE READ CAREFULLY BEFORE SIGNING -- THIS IS CUSTOMER'S NOTIFICATION OF LOSS AND/OR DAMAGE <u>AT</u> DELIVERY																																
By signing below, Customer acknowledges receipt of: <ul style="list-style-type: none"> One (1) copy of this NOTIFICATION OF LOSS OR DAMAGE AT DELIVERY and one (1) copy of the NOTIFICATION OF LOSS OR DAMAGE AFTER DELIVERY. 																																
Customer understands that he/she: <ul style="list-style-type: none"> Will receive from the delivering TSP a "NOTIFICATION OF LOSS OR DAMAGE AFTER DELIVERY" document to identify loss or damage found after delivery. This notification document will provide instructions on how to file a claim on-line. Can provide notification to the TSP within 75 days by entering the information from the AFTER Delivery document into the DPS on-line claims module or mail NOTIFICATION OF LOSS OR DAMAGE AFTER DELIVERY document to the TSP by certified return receipt, fax or electronic dispatch. Will NOT be eligible for loss or damage recovery by the TSP or Government for any item not identified within 75 day period after delivery. 																																
Received for Delivery at: Street Address _____ City _____ State _____ Zip _____ Telephone Number _____ Customer Email _____ Signature of Customer _____ Delivery Date _____ (or his/her designated representative)	Name/Address of Transportation Service Provider (TSP) TSP Email: _____ Toll-Free Telephone Number _____ Fax Number _____ Delivering TSP Signature _____ Date _____																															

2.

[Figure V.Q.1-2](#) – Notice of Loss or Damage AT Delivery

3. [Figure V.Q.1-3](#) - Notice of Loss or Damage AFTER Delivery

4. [Figure V.Q.1-4](#) – DD Form 1780, Shipment Evaluation & Inspection Worksheet

5. [Figure V.Q.1-5](#) – DD Form 1811, Pre -Award Survey of Contractor's/Carrier's Facilities Equipment
6. [Figure V.Q.1-6](#) – DD Form 1812, Warehouse Inspection Report
7. [Table V.Q.1-1](#) – Quality Assurance actions in the Defense Personal Property Program

CARRIER NOTICE OF				1. DATE (YYYYMMDD)
<input type="checkbox"/> WARNING	<input type="checkbox"/> SUSPENSION	<input type="checkbox"/> REINSTATEMENT	<input type="checkbox"/> CANCELLATION	
2. FROM		3. TO		
SECTION I - SHIPMENT DATA				
4. PROPERTY OWNER'S NAME	5. PPGBL	6. PICKUP DATE (YYYYMMDD)	7. DESTINATION	
SECTION II - CARRIER ACTION				
8. <ul style="list-style-type: none"> <input type="checkbox"/> a. DUE TO THE VIOLATIONS CITED BELOW, YOU ARE HEREBY WARNED THAT A REPETITION OF THE TYPE OF SERVICE PROVIDED IN SECTION I ABOVE WILL SERVE AS A BASIS FOR YOUR SUSPENSION. <input type="checkbox"/> b. DUE TO THE VIOLATIONS CITED BELOW, YOUR COMPANY IS SUSPENDED AT THIS ACTIVITY UNTIL PROOF OF CORRECTIVE ACTION IS PROVIDED. <input type="checkbox"/> c. YOUR COMPANY WILL BE REINSTATED TO THE LIST OF CARRIERS ELIGIBLE TO SERVE THIS ACTIVITY ON THE DATE SHOWN BELOW. 				
9. TENDER OF SERVICE VIOLATIONS/REMARKS				
10a. NAME OF PERSONAL PROPERTY SHIPPING OFFICER (<i>Last, First, Middle Initial</i>)			11. EFFECTIVE DATE OF ACTION (YYYYMMDD)	
b. SIGNATURE				

DD FORM 1814, SEP 1998 (EG)

PREVIOUS EDITION IS OBSOLETE.

Figure V.Q.1-1. DD Form 1814, TSP Warning/Suspension/
 Reinstatement/Cancellation of Warning

DEFENSE PERSONAL PROPERTY PROGRAM (DP3) NOTIFICATION OF LOSS OR DAMAGE <u>AFTER</u> DELIVERY		
<u>INSTRUCTIONS TO CUSTOMER (OR HIS/HER DESIGNATED REPRESENTATIVE):</u> <ul style="list-style-type: none"> • You have up to 75 days to inspect your property, note all loss and damage not previously discovered and reported at the time of delivery and provide notice to the Transportation Service Provider (TSP). • The preferred method of submission to the TSP is via the DPS on-line Claims Module--see instructions in Section A. • If you are unable to file on-line you may give written notice of loss and damage following the instructions in Section B. • If TSP is not notified within 75 days, you may lose any potential monetary recovery for your loss and damage. • This is only notification to the TSP of your loss or damage—THIS DOES NOT CONSTITUTE FILING YOUR CLAIM. • For information about filing a claim against the TSP, see Section C below. • If you have any questions about completing this document, contact the TSP or Military Claims Office (MCO) or locate your Service Military Claims website at www.move.mil (under DOD Customer tab). 		
<u>SECTION A -- DPS ON-LINE NOTIFICATION</u> <ul style="list-style-type: none"> • On-line notification can be completed via the internet by accessing DPS via "http://www.move.mil". • You must notify TSP in DPS by midnight GMT of the 75th day following delivery to be eligible for Full Replacement Value. • If you submit this notice on-line via the DPS claims module, you DO NOT need to complete Section B. 		
<u>SECTION B -- WRITTEN NOTIFICATION</u> <ul style="list-style-type: none"> • If you are unable to provide notice on-line via DPS, you may fill out this section and send it to the TSP. • This NOTIFICATION OF LOSS OR DAMAGE AFTER DELIVERY must be mailed by certified return receipt, faxed or emailed to the TSP identified below by midnight GMT of the 75th day following delivery. • Keep a copy of this document and certified mail receipt for your records as proof it was sent to the TSP within 75 days. • If more than one page is needed, please include your name, Bill of Lading No. and number of pages on each supplemental page used. • USE ONLY BALLPOINT PEN OR INDELIBLE INK. 		
NOTICE TO TSP: You are hereby notified the customer (or their designated representative) intends to present a claim for the loss and/or damage as noted on the NOTIFICATION OF LOSS OR DAMAGE AT DELIVERY and this document. You are hereby extended the opportunity to inspect the property.		
INVENTORY NO.	ITEM	DESCRIPTION OF DAMAGE (If missing, so specify.) (Electronic items, provide brand & model number)
_____ CUSTOMER SIGNATURE (OR THEIR DESIGNATED REPRESENTATIVE)		_____ DATE OF DELIVERY
<u>SECTION C -- FILING A CLAIM AGAINST THE TSP</u> <ul style="list-style-type: none"> • With limited exceptions, to receive Full Replacement Value for eligible loss and damage, you MUST file your claim online via the DPS Claims Module within 9 MONTHS of your property's delivery. • To submit your claim to the TSP who shipped your personal property, access DPS at http://www.move.mil and follow instructions for filing a claim. • You do not need repair estimates to enter your claim in DPS. • If you choose not to file your claim in DPS, you may file a claim directly with your servicing MCO; however, you will not be eligible for full replacement value and will be responsible for obtaining repair estimates. • For ANY questions about filing a claim, contact your servicing MCO. 		
Delivery Date _____ BL _____ : Street Address _____ City _____ State _____ Zip _____ Telephone Number or Email _____ Customer's Name (PRINT) _____ Signature of Customer _____ Date _____ (or their designated representative)	SEND TO: Name/Address of Transportation Service Provider (TSP):	

Figure V.Q.1-3. Notice of Loss or Damage AFTER Delivery

SHIPMENT EVALUATION & INSPECTION WORKSHEET						1. DATE (YYYYMMDD)
2. MEMBER'S NAME (Last, First, Middle Initial)		3. GRADE/RANK	4. DEPARTMENT		5. TSP	SCAC:
6. BL/GBL ORDER NUMBER		7. ORIGIN PPSO		GBLOC:	8. DESTINATION PPSO	
9. CODE OF SERVICE						GBLOC:
10. PICKUP ADDRESS (Street, City, State and ZIP Code)			11. DELIVERY ADDRESS (Street, City, State and ZIP Code)			
12. PICKUP DATE (YYYYMMDD)	13. DELIVERY DATE (YYYYMMDD)	14. DATE IN SIT/NTS (YYYYMMDD)	15. DATE OUT OF SIT/NTS (YYYYMMDD)	16. WEIGHT		
17. LOSS/DAMAGE (if applicable)						
a. TYPE		b. SOURCE		c. Quick Claim Amount		
18. SHIPMENT INSPECTION				19. SHIPMENT INSPECTIONS		
(X) T/S CODE	VIOLATION (Attachment U.R-DPS shipments)		(X) T/S CODE	VIOLATION (Appendix J-NTS shipments)		
A	FAILED TO PERFORM PREMOVE SURVEY/UPDATE PREMOVE SURVEY IN DPS Part C 1.C.(1)		A	FAILED TO PERFORM PREMOVE SURVEY Part II C-2.A.(1)(2)		
B	IMPROPERLY PACKED/LOADED SHIPMENT Part C 5.(a-e)/11.a		B	IMPROPERLY PACKED/LOADED SHIPMENT Part II C-2.d.(1-6) C-3.(a-m)/C-2.b		
C	IMPROPER/INADEQUATE PACKING MATERIAL Part C 4.(a)(b)		C	IMPROPER/INADEQUATE PACKING MATERIAL Part II C-2.c.(1-7)		
D	PREPARED INVENTORY/DD619/LOSS DAMAGE DELIVERY FORMS IMPROPERLY Part C 15.a.(1-20)/Part B 14/Part C 18.a		D	PREPARED INVENTORY/DD1840 IMPROPERLY Part II C-5 (a-1)/H-10 a		
E	USED UNQUALIFIED PERSONNEL Part B 2.a		E	USED UNQUALIFIED PERSONNEL Part II C-2 g		
F	FOLDED/FAILED TO PROPERLY ROLL RUG(S) Part C 5.e		F	IMPROPERLY SERVICED/DESERVICED APPLIANCES Part II C-4 b.(1)(2)		
G	FAILED TO RECORD LOSS/DAMAGE Part C 18.a		G	FOLDED/FAILED TO PROPERLY ROLL RUG(S) Part II C-6 b(2)		
H	FAILED TO WEIGH/REWEIGH SHIPMENT AS PRESCRIBED BY ICC Part B 10.a.(1)(2)		H	FAILED TO RECORD LOSS/DAMAGE Part II H-10 a		
I	FAILED TO REMOVE PACKING MATERIALS Part C 12.a		I	FAILED TO WEIGH SHIPMENT AS PRESCRIBED BY ICC Part II C-4 i.(1-8)		
J	FAILED TO PROVIDE REQUIRED DOCUMENTS TO PPSO/MEMBER Part C 13.(a-c)/14.(a-b)		J	FAILED TO REMOVE PACKING MATERIALS Part II C-4 j/l.(3)		
K	FAILED TO UNPACK/REASSEMBLE Part C 17.a		K	FAILED TO PROVIDE REQUIRED DOCUMENTS TO PPSO/MEMBER Part II C-7 c/C-5 g/H-10 a		
L	FAILED TO COMPLY WITH SIT REQUIREMENTS Part C 5.(a-b)		L	FAILED TO UNPACK/REASSEMBLE Part II C-4 k/l.(1-4)		
M	FAILED TO PROTECT CONTAINERS FROM WEATHER Part C 10.a		M	FAILED TO COMPLY WITH NTS REQUIREMENTS Part II C-2 e		
N	FAILED TO PACK/WEIGH/ENTER PBP&E ON INVENTORY AND ENTER INTO DPS Part B 10.a.1/Part C 15.a.7		N	FAILED TO PROTECT CONTAINERS FROM WEATHER Part II C-2 b		
O	CONTAINERS FAILED TO MEET SPECIFICATIONS Part C 3.a		O	FAILED TO PACK/WEIGH/ENTER PBP&E ON INVENTORY Part II C-4 e		
P	FAILED TO NOTIFY PPSO ON INABILITY TO MEET RDD Part C 1.C.f		P	FAILED TO MEET VEHICLE SPECIFICATIONS (if applicable) Part II C-2 b		
Q	FAILED TO TRACE WITHIN 24/72 HOURS (As applicable) Part B 8.a		Q	FAILED TO LOCATE/PREPARE PROPERTY FOR LINEHAUL FROM NTS Part II C-6 d/H-5 a		
R	FAILED TO NOTIFY PPSO OF ARRIVAL/DELIVERY/ UPDATE ARRIVAL/DELIVERY IN DPS Part C 1.g		R	FAILED TO NOTIFY APPROPRIATE AGENCIES OF INCIDENTS OF MAJOR SIGNIFICANCE Part II C-7 d		
S	FAILED TO CONTAINERIZE/SEAL AT RESIDENCE Part C 15.a.12/19		S	OTHER (See Remarks)		
T	FAILED TO NOTIFY APPROPRIATE AGENCIES OF INCIDENTS OF MAJOR SIGNIFICANCE Part B 19.(a-b)					
U	FAILED TO NOTIFY PPSO/MEMBER OF USE OF ALTERNATE TSP Part B 7.(a-b)					
V	OTHER (See Remarks)					
20. REMARKS (Explain all marked Tender of Service (T/S) Violations in Remarks.)						

Figure V.Q.1-4. DD Form 1780, Shipment Evaluation and Inspection Record

PRE-AWARD SURVEY OF CONTRACTOR'S/CARRIER'S FACILITIES AND EQUIPMENT				DATE (Yr/Mo/Day)	
INSTRUCTIONS: THIS SELF EXPLANATORY FORM IS TO BE COMPLETED IN DUPLICATE FOR EACH WAREHOUSE OR SPECIFIC AREA THEREOF IN WHICH HOUSEHOLD GOODS ARE TO BE STORED. THE ORIGINAL TO BE RETAINED BY THE RESPONSIBLE ACTIVITY, DUPLICATE TO THE CONTRACTOR/CARRIER.					
NAME AND ADDRESS OF FIRM (Include ZIP code)		SCAC	CONSTRUCTION OF BUILDING		
			WALLS		
			ROOF		
NAME OF OPERATING EXECUTIVE		FLOOR(S)	NUMBER OF FLOORS		
PHONE (Include AREA CODE.) BUSINESS: HOME:		BASEMENT			
ADDRESS OF STORAGE LOCATION (Include ZIP CODE.)		GIVE NARRATIVE DESCRIPTION OF BUILDING (Use reverse for diagram of storage area, if desired.)			
WAREHOUSE NUMBER	AREA (Floor, Fire Division, etc.)				
WAREHOUSE LICENSE NO.	OPERATING AUTHORITY				
OPEN FOR BUSINESS (Hours and days of week.)					
PICK-UP AND DELIVERY EQUIPMENT					
NUMBER OF TRUCKS		TYPE OF TRUCKS		TOTAL STORAGE SPACE (Square feet.)	
OWNERSHIP OF BUILDING					
		<input type="checkbox"/> OWNED <input type="checkbox"/> LEASED (If leased complete the following and attach a copy of lease.) LEASE EXPIRES _____ PHONE _____ NAME AND ADDRESS OF OWNER (Include ZIP CODE.)			
FIRE PROTECTION					
FIRE CONTENTS RATE (Based upon 80 percent co-insurance per \$100 per year.)					
DOD FIRE CLASSIFICATION CODE		WEIGHT LIMITATIONS (LBS.)		(CHECK "YES" OR "NO" AS APPROPRIATE)	
				CATEGORY OF BUSINESS	
				YES	NO
NUMBER OF MILES TO NEAREST FIRE DEPARTMENT:		MINORITY BUSINESS ENTERPRISE			
NEAREST FIRE HYDRANT	NUMBER OF FEET FROM BUILDING:	SMALL BUSINESS CONCERN			
	POUNDS OF PRESSURE:	FIRE EXTINGUISHERS			
	<input type="checkbox"/> ADEQUATE <input type="checkbox"/> INADEQUATE	IS THERE A SUFFICIENT NUMBER?			
DESCRIBE FIRE PROTECTION SYSTEM		ARE THEY THE PROPER TYPE?			
		ARE THEY REGULARLY INSPECTED AND MAINTAINED?			
FREQUENCY OF TEST/INSPECTION:		FIRE FIGHTING PLAN			
MAINTENANCE CONTRACT WITH		IS A FIRE FIGHTING PLAN POSTED?			
		ARE ALL EMPLOYEES FAMILIAR WITH THE PLAN?			
CLIMATE PROTECTION					
		IS BUILDING PROTECTED FROM EXTREME COLD?			
		IS BUILDING PROTECTED FROM EXTREME HEAT?			
		IS BUILDING PROTECTED FROM EXTREME HUMIDITY?			
		IS VENTILATION ADEQUATE?			
SCALES		ARE UTILITIES AND OTHER SYSTEMS SERVICED AT LEAST ANNUALLY?			
TYPE AVAILABLE	DISTANCE FROM BUILDING (MILES)	MATERIAL HANDLING EQUIPMENT			
CERTIFIED	YES NO	IS THE EQUIPMENT PROPERLY MAINTAINED?			
CAPACITY		SMOKING			
STORAGE METHODS (Give brief description)					
RUGS		ARE "NO SMOKING" SIGNS POSTED?			
		IS "NO SMOKING" POLICY ENFORCED?			
HOUSEKEEPING					
UPHOLSTERED FURNITURE		IS BUILDING AND OUTSIDE AREA NEATLY KEPT AND FREE FROM HAZARDOUS MATERIALS?			
PIANOS		ARE COMBUSTIBLE WASTE MATERIALS STORED AT LEAST 50 FEET AWAY FROM FACILITY?			
SECURITY					
FIREARMS SECURITY		IS BUILDING EQUIPPED WITH BURGLAR ALARM?			
		IS A WATCHMAN ON DUTY?			
OTHER PROPERTY		DO POLICE PATROL THE AREA?			
		ARE DOORS AND WINDOWS ADEQUATELY PROTECTED?			
		IS SEPARATION FROM JOINT OPERATION OCCUPANT, IF ANY, ADEQUATE? (See "Hazardous Operation" below.)			
FLOODING					
TYPE OF PROGRAM FIRM HAS FOR RODENT AND/OR INSECT CONTROL		IS BUILDING SUBJECT TO FLOODING?			
		SIGNATURE (Inspecting Officer)		DATE (Yr/Mo/Day)	
I certify that I have inspected the above described facility and find that, to the best of my knowledge, the information herein is true and correct.					
		SIGNATURE (Warehouseman)		DATE (Yr/Mo/Day)	
I certify that the conditions and policies of this warehouse are, to the best of my knowledge, as indicated above.					
		SIGNATURE (Contracting Officer/Trans. Officer)		DATE (Yr/Mo/Day)	
I certify that I have reviewed this survey and <input type="checkbox"/> APPROVE, <input type="checkbox"/> REJECT the facility for storage of household goods.					

DD Form 1811, JUN 79 EDITION 1 AUG 73 IS OBSOLETE.

Figure V.Q.1-5. DD Form 1811, Pre-Award Survey of Contractor's/Carrier's Facilities Equipment

WAREHOUSE INSPECTION REPORT <i>(Read Instructions on back before completing form.)</i>				1. (X as applicable) <input type="checkbox"/> BOTH BOA AND SIT <input type="checkbox"/> RSMO <input type="checkbox"/> ITO		2. DATE OF INSPECTION (YYYYMMDD)					
3. CONTRACTOR/CARRIER		4a. ADDRESS OF WAREHOUSE		b. FIRE SYSTEM/CLASS		c. LOTS	d. WEIGHT				
a. NAME								SS/1	USS/2	D & R/3	FCR/4
b. ADDRESS (Include ZIP Code)											
5. CONTRACT REFERENCE NUMBER		6. STATUS (X)		7. CURRENT CONTRACT OR TENDER OF SERVICE ON FILE (X)		<input type="checkbox"/> YES	<input type="checkbox"/> NO				
		<input type="checkbox"/> ACTIVE		<input type="checkbox"/> INACTIVE <input type="checkbox"/> INELIGIBLE							
8. PRE AND POST STORAGE SERVICES				10. (Continued)							
<input type="checkbox"/> a. Unauthorized equipment in use				<input type="checkbox"/> l. Improper piano/organ storage							
<input type="checkbox"/> b. Unauthorized cartons and packaging used				<input type="checkbox"/> m. Improper storage of mattresses							
<input type="checkbox"/> c. Improper packing/sealing/marking of cartons				<input type="checkbox"/> n. Segregated pieces not properly identified							
<input type="checkbox"/> d. Pickup service not accomplished on time				<input type="checkbox"/> o. Improper packing of mirrors/glass table tops							
<input type="checkbox"/> e. Improper loading/unloading of van or pallet				<input type="checkbox"/> p. Inadequate protection against mold/mildew							
<input type="checkbox"/> f. Disassembled parts not packaged/inventoried				<input type="checkbox"/> q. Aisles being used to process goods in/out							
<input type="checkbox"/> g. Inventory stickers on finished surfaces				<input type="checkbox"/> r. Previous discrepancies not corrected*							
<input type="checkbox"/> h. Improper appliance servicing/labeling				11. FIRE PREVENTION AND HOUSEKEEPING							
<input type="checkbox"/> i. Smoking observed at residence				<input type="checkbox"/> a. Electric/heat/water systems require repair							
<input type="checkbox"/> j. Employees on duty not efficient/neat				<input type="checkbox"/> b. Evidence of smoking in warehouse*							
<input type="checkbox"/> k. Origin premises not left in good order				<input type="checkbox"/> c. Unauthorized items stored*							
<input type="checkbox"/> l. Designation services improperly performed				<input type="checkbox"/> d. Improper aisle and/or stacking clearance							
<input type="checkbox"/> m. Deviations to service order				<input type="checkbox"/> e. No fire system inspection* _____							
<input type="checkbox"/> n. Delivery service not accomplished on time				<input type="checkbox"/> f. No fire extinguisher inspection _____							
9. ADMINISTRATION				<input type="checkbox"/> g. No extinguishers on warehouse equipment							
<input type="checkbox"/> a. Incorrect inventory preparation				<input type="checkbox"/> h. Trash/debris in storage area							
<input type="checkbox"/> b. No separate weight ticket and certificate/PB and E/WT				<input type="checkbox"/> i. Fire doors inoperable/in need of repair							
<input type="checkbox"/> c. Incorrect warehouse receipt preparation				<input type="checkbox"/> j. No fire plan posted							
<input type="checkbox"/> d. Ineffective locator system*				<input type="checkbox"/> k. Space heaters/extension cords being used							
<input type="checkbox"/> e. Contract supporting paperwork needed				<input type="checkbox"/> l. Gas and oil not drained from motorized items							
10. STORAGE METHODS AND OPERATION				<input type="checkbox"/> m. Hazards noted within 50 feet of warehouse*							
<input type="checkbox"/> a. Consigned lots not stored within 5 days*				<input type="checkbox"/> n. Flammables/combustibles found in warehouse*							
<input type="checkbox"/> b. Improper storage, stacks/pallets				12. WAREHOUSE PRACTICES							
<input type="checkbox"/> c. Finished surfaces not protected by pads/wrap				<input type="checkbox"/> a. Inadequate security*							
<input type="checkbox"/> d. Lots and separated pieces not elevated 2 inches				<input type="checkbox"/> b. Inadequate loading/unloading area							
<input type="checkbox"/> e. Lots stored against exterior walls				<input type="checkbox"/> c. Structural deficiencies (doors/floors/roof/walls/windows)							
<input type="checkbox"/> f. Lawnmovers not stored at base level of lot				<input type="checkbox"/> d. Inadequate protection from sun/dust/heat/cold/moisture							
<input type="checkbox"/> g. Improper firearms control				<input type="checkbox"/> e. Lack of insect/rodent control _____							
<input type="checkbox"/> h. Loose stack storage over 10 feet*				<input type="checkbox"/> f. Vehicles parked in storage area							
<input type="checkbox"/> i. PBO contents not identified on inventory				<input type="checkbox"/> g. Commingled storage with undesirable commodities							
<input type="checkbox"/> j. Improper storage of upholstered pieces*				<input type="checkbox"/> h. Multiple occupancy*							
<input type="checkbox"/> k. Improper storage of rugs/pads*				<input type="checkbox"/> i. Weight stored in excess of authorized limit*							
13. DEFICIENCIES OBSERVED/ACTIONS TAKEN BASED ON QUALITY CONTROL RATING RAW SCORE											
<input type="checkbox"/> a. No deficiencies observed				A: 0		B: 1 - 8		C: 9 - 16		D: 17 & OVER	
<input type="checkbox"/> b. Corrective action without report is required as soon as possible											
<input type="checkbox"/> c. Corrective action, confirmed in writing, is required by (YYYYMMDD) _____											
<input type="checkbox"/> d. You are _____ for further business as of _____											
<input type="checkbox"/> e. You are continued ineligible for further initial service orders.											
14. DOCUMENT FILES CHECKED				15. LOT NUMBERS CHECKED							
15. CONTRACTOR/CARRIER REPRESENTATIVE				17. SIGNATURE OF DEPARTMENT OF DEFENSE INSPECTOR							
a. SIGNATURE		b. TITLE									

DD FORM 1812, SEP 1998 (EG)

PREVIOUS EDITION IS OBSOLETE.

COPY DESIGNATION:

COPY 1 - RSMO/
ITO FILE COPY

COPY 2 - CONTRACTOR/
AGENT COPY

COPY 3 - ITO/RSMO
INFO COPY

Figure V.Q.1-6. DD Form 1812, Warehouse Inspection Report

Table V.Q.1-1. Quality Assurance Actions for NTS Shipments

Action	PPSO Initiated	RSMO Initiated
Letter of Suspension	Can recommend an NTS TSP to RSMO for Suspension	AOR Specific or Multiple AOR. Issued for single or multiple violations. Refer to C.2.a
Immediate Suspension	Can recommend a NTS TSP to RSMO for Immediate Suspension.	AOR Specific or Multiple AOR. Shipment refusals or unacceptable single shipment performance. Refer to C.2.b
Disqualification	N/A	Multiple AOR. Forward to HQ SDDC to recommend TSP Review Board for Disqualification in NTS Program. Refer to C.4