

ATTACHMENT V.Q.2

DOMESTIC SMALL SHIPMENT (DS2) & INTRA-COUNTRY MOVES (ICM) QUALITY ASSURANCE (QA)

A. INTRODUCTION

1. This attachment provides the Defense Personal Property Program (DP3) quality assurance standards for all through government bill of lading moves including; Domestic Small Shipments (dS2) and International Intra-Country Moves (iCM). These standards consist of scored and non-scored factors.
2. Scored factors consist of the Customer Satisfaction Survey (CSS), Claims Score (CS), and Rate Score (RS). All scored factors comprise a Transportation Service Provider's (TSP) Best Value Score (BVS) used to rank TSPs on the Traffic Distribution List (TDL).
3. Non-scored factors include Defense Transportation Regulation (DTR), Part IV requirements 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: The DOD customer is primary gauge of quality of service as determined by customer satisfaction survey results. The Personal Property Shipping Offices (PPSOs) must use reports and quality control procedures specified in this Attachment to ensure only those TSPs providing high quality service are used.
2. Time Frames: All time frames, unless otherwise noted, are in calendar days.
3. TSP'S Right to Appeal: Scored factors (CSS, CS, RS) in the DP3 are automated calculations made by the Defense Personal Property System (DPS) as a result of data retrieved by the DOD customer, the TSP, and the DPS. The DPS collects this scored data, compiles it, and reports it as a BVS. The BVS is not subject to the standard appeals process delineated within this Attachment for suspensions or other punitive action related to non scored factors. Refer to Paragraph (Para) [E.9](#) for further information on the review process of scored factors.

A TSP has a right to appeal any action taken by a PPSO as permitted by this Attachment. Appeal data must be provided to the responsible PPSO within 15 days of the punitive action. TSPs must provide documentary evidence to support appeals and any appeal opens the entire case for a new evaluation. The TSP listed on the Bill of Lading (BL) must initiate an appeal and cannot be delegated to any entity(s), including a company under Common Financial and Administrative Control (CFAC). The PPSO receiving an eligible appeal must review facts of the case and render a decision based on the merits of an appeal. An appeal denied by the PPSO may be further appealed by the TSP to SDDC as described in Para [E.4.c](#).

4. Correspondence: All correspondence concerning appeals can be mailed, Electronic Mailed (e-mailed), or Facsimile (FAXED) but must be supported by evidence of timely submission such as certified mail, e-mail delivery confirmation, or other electronic data subject to review and interpretation by appellate bodies delineated in these rules. All correspondence must include the Standard Carrier Alpha Code (SCAC). A 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. A 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), Statements or Entries Generally.

5. Shipment Inspections:

- a. Non- Scored Factors in the DP3: All applicable requirements of the DTR Part IV, this Attachment, 400NG, International Tender, and other guidance provided by SDDC including, but not limited to, TMAs messages, is evaluated independently from BVS factors (scored). The monitoring of services provided to the DOD customers for violations of non-scored factors (i.e., reference non-score factors on DD Form 1780, Shipment Evaluation and Inspection Record, Figure V.Q.2-2, is a critical component of this program and necessary to ensure that 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 the PPSO and/or SDDC. Punitive actions on a BL cannot be brought against a TSP for an offense for which they have already been cited on that BL. The PPSOs and SDDC can enact punitive action against a TSP based on its overall performance. Application of punitive action against a TSP for both scored and non scored elements is not double jeopardy. A TSP receives a score affecting traffic distribution (BVS factors) but the TSP is still subject to punitive action if found to be in violation of the DTR Part IV requirements.
- b. Inspection Quotas: Witnessed weigh and re-weighs must be accomplished to the maximum extent possible based on workload and location of weighing/re-weighing. The PPSO, QA, and the DOD customer have the right to observe every weighing of a shipment. The TSP must enter the time and specific location for each weighing into the DPS and provide a reasonable opportunity for interested parties to be present at weighing.
- c. Inspection Authority: The PPSO inspections, although not directly impacting scored factors of the DP3, are used to validate that TSPs are performing In Accordance With (IAW) terms and conditions for program participation. See Para C. Whether or not a PPSO inspection occurs, CSS and CS results for a shipment apply towards a TSP's BVS. CSS comments may be used as supporting evidence in issuance of a Letter of Warning (LOW)/Letter of Suspension (LOS), DD Form 1780, Figure V.Q.2-2, must be used to annotate findings of inspections and substantiate PPSO punitive action.
- d. Inspection Requests: When requested by another PPSO, DOD customer, SDDC, or TSP, a PPSO must make maximum effort to inspect a specific shipment, subject to the PPSO's ability and Service policy. The following considerations must be made when requesting an inspection at destination:
 - (1) Whether or not an inspection was conducted at origin.
 - (2) Indication of poor quality service or Tender of Service (TOS) violations (which must be identified in the request for inspection).
 - (3) Any indication of DOD customer's dissatisfaction with TSP services.
- e. DD Form 1780 Procedures:
 - (1) The DD Form 1780 is a web form in the DPS and must be used by inspectors to record violations found on inbound or outbound shipments.
 - (2) SDDC/Service Headquarters (HQ) and TSPs have viewing rights of DD Form 1780s and can review this data in the DPS.

The DD Form 1780 must be completed in the DPS and contain the DOD customer's name(s), BL number, and precise TSP contractual shipment violation(s)
- f. Performance Records: PPSOs must use the DPS reports capability to the fullest extent possible, minimizing paper files and increasing performance review effectiveness. PPSOs must maintain performance files on each active TSP.

- g. **TSP Performance Files:** A separate electronic (or paper) TSP performance file must be kept for each TSP qualified to serve the PPSOs Area of Responsibility (AOR). The TSP performance file must contain, or make reference to, the following:
- (1) Origin and destination shipment inspections (e.g., DD Form 1780)
 - (2) TSP performance reports (e.g., reports generated from DPS data, CSS)
 - (3) Investigation records of complaints made against the TSP
 - (4) TSP's notifications of failure to meet pickup and Required Delivery Date (RDD).
NOTE: Report available in the DPS.
 - (5) Shipments re-weigh records.
NOTE: Report available in the DPS.
 - (6) Copies of warning and suspension notices (DD Form 1814, Carrier Warning/Suspension/Reinstatement/Cancellation of Warning, Figure V.Q.2-1) issued and TSP's replies to such notices.
NOTE: This data is available for review by the PPSO and Services in the DPS.
 - (7) Copies of other communications concerning the TSP performance (including commendations).
 - (8) Photographs depicting substandard service.
- h. **TSP File Maintenance:** TSP performance files must contain records for two calendar years. Records must be maintained for international and domestic programs.
- i. **Storage Ware Facilities File Maintenance:** A separate file must be kept for each storage warehouse qualified by the overseas PPSO to serve the PPSOs AOR. See the DTR Part IV, Appendices D and E for detail on storage warehouse qualification. The storage warehouse file must contain or make reference to the following:
- (1) Records of facilities and equipment inspections (DD Form 1811, Pre-Award Survey of Contractor's/Carrier's Facilities Equipment, Figure V.Q.2-3 and DD Form 1812, Warehouse Inspection Report, Figure V.Q.2-4).
NOTE: In areas serviced by a Regional Storage Management Office (RSMO), the RSMO is responsible for initial and semi-annual warehouse inspections which may be delegated to the PPSO/Personal Property Processing Office. The RSMO is responsible for providing inspection reports in a timely manner to the appropriate PPSOs for their file.
6. **PPSO Review:** The PPSO must review each TSP's performance in the DPS as well as its hard copy/electronic performance file every four months. Punitive actions issued to TSPs, whether for inbound or outbound shipments are compiled and tracked by the DPS. Customer comments are also accessible within the DPS and must be reviewed and monitored by the PPSO for both performance failures and successes. The PPSO must ensure violations are recorded in the DPS and punitive actions are issued. The PPSO must also ensure punitive action is taken when a TSP violates requirements of their contractual agreement. The PPSO must look for recurring deficiencies or patterns of unacceptable performance and actions must be taken to warn, suspend, or recommend disqualification to SDDC.
NOTE: The DPS contains reporting capability to assist the PPSO with periodic reviews.

7. **TSP Review:** A TSP may review its performance within the DPS using ad hoc reports, including surveys, claims scores, LOWs, and other performance factors. If a hard copy file is kept by the PPSO, a TSP may request to review only its own hard copy performance file.

C. QA REQUIREMENTS AND STANDARDS

The DTR, Part IV, applicable DP3 International Tender and other guidance provided by SDDC, including, but not limited to, TMAs and TOSs, specify requirements of service the TSP agrees to fulfill in the movement of DOD- sponsored personal property shipments.

1. **QA Actions:** When a TSP violates any provision of its agreement and/or the DP3 Business Rules, or commits unethical or unlawful acts, the PPSO may issue a LOW, LOS, or recommend the TSP's disqualification to SDDC. CSS comments may be used as supporting evidence in issuance of a punitive action. The PPSO must take into consideration violation severity; impact on the DOD customer; quality of the TSP's past performance, and actions TSP may have taken to correct deficiencies. QA actions, as they apply to the DP3, are discussed in detail throughout this attachment and can be summarized as shown in [Table V.Q.2-1](#). All interactions in the DP3 are exclusively between the Government and DOD approved TSPs.

- a. **PPSO:** Types of actions taken:

- (1) LOW for both scored and non-scored elements

NOTE: CSS comments may be used as supporting evidence in the issuance of a LOW/LOS

LOSs can be issued by the PPSO for a minimum of 30 days at three different levels:

- (a) Market: Domestic Household Goods (dHHG), International Household Goods (iHHG), International Unaccompanied Baggage (iUB), and dS2
 - (b) Channel: A channel consists of an origin state/country to a destination state/region/country. Each channel equates to a rate area
 - (c) A Bill of Lading Location Code (BLOC): A BLOC is assigned to each personal property transportation office to link it to a location and approving Service for transportation mission accountability. It identifies PPSOs authorized to obligate personal property transportation funds within the DOD.
- (2) Immediate Suspensions: Immediate suspensions must be taken if shipments are refused in the market the violation occurred, when property is endangered, or as otherwise referenced in Para [E.2.c](#).
 - (3) Recommendation for Disqualification. The PPSO must forward supporting documentation to SDDC if it is believed, based on performance or other actions, a TSP should be disqualified from participating in DOD traffic. After holding a TSP Review Board (TRB), SDDC has authority to disqualify a TSP. SDDC may also place a TSP in immediate non-use until a TRB is held or the problem corrected. (Reference SDDC Regulation 15-1, [Procedure for Disqualifying and Placing a Transportation Services Provider \(TSP\) in Non-Use](#).)

- b. **SDDC Actions:** Types of actions taken:

- (1) Suspensions may be enacted by SDDC at the following levels across multiple areas and/or channels:
 - (a) Market. An immediate suspension resulting from a shipment refusal. The TSP must be suspended for 30 days at BLOC and market where refusal occurred. SDDC may suspend at multiple markets across multiple BLOCs.

- (b) Channel. A TSP can be removed from any channel or combination of channels across the program based on its performance on inbound traffic, outbound traffic, or both.
 - (c) BLOC. SDDC can suspend a TSP for all traffic out of a BLOC or multiple BLOCs.
NOTE: See Para [E.2](#) for further detail.
- (2) Immediate Non-Use. SDDC may impose immediate non-use as discussed above when it is determined a TSP has failed to meet safety, security, or program requirements
 - (3) Disqualification. See Para [E.5](#) and SDDC Regulation 15-1.
- 2. [TSP Accountability and Appearance](#): The TSP on the BL is fully responsible for the shipment (including, but not limited to, all loss and damage, claims, or other violations). No subcontractor or separate entity is considered to have moved the shipment for purposes of QA. The TSP will use sound judgment in its selection of personnel. Company representatives must present a clean, professional appearance with the company name they represent on their attire.
 - 3. [TSP use of Interline Agreements](#):
 - a. SDDC provides a listing of currently approved TSPs and a list of TSPs who have been disqualified, disapproved, or had their approval revoked.
 - b. Disapproved TSPs are not authorized to move DOD shipments in any capacity (e.g., interline agreement, subcontracting). TSPs that were DOD- approved and have had their approval revoked (i.e., been disqualified, disbarred) are not authorized to move DOD shipments in any capacity (e.g., interline agreement, subcontracting). TSPs that use disqualified or otherwise ineligible TSPs or warehouse facilities face possible disqualification action following a TRB.
 - c. TSPs that have never applied for DOD approval may be used as sub-contractors by TSPs on the Active list. TSPs must be cautious as use of sub-contractors or interlining with TSPs that have never applied for DOD approval, and subsequently provide unsatisfactory service, may negatively affect the TSPs PS, to include possible immediate suspension.
 - d. Under this rule, Household Goods (HHG) TSPs are only allowed interline agreements with DOD-approved TSP's or those who have never applied for participation in the DOD personal property program. In addition, trip leasing is only permitted with other DOD-approved HHG TSPs. TSPs are not required to get a trip lease approval from SDDC. Regulations and rules governing trip leasing as set forth in the Code of Federal Regulations (CFR), Title 49, Part 376, [Lease and Interchange of Vehicles](#), apply. Failure to comply with the regulatory requirements result in disqualification/nonuse or revocation of the DOD HHG approval by SDDC.
 - 4. [Warehouse Facility Procedures](#). Warehouse facility qualification and inspection requirements are addressed in Appendices D and E of this Regulation. A warehouse that loses approval as documented on a DD Form 1812, [Figure V.Q.2-4](#), is removed from the DPS.
NOTE: In areas serviced by a RSMO, the RSMO is responsible for initial and semi-annual warehouse inspections but the PPSO must conduct periodic warehouse inspections as dictated by its Service's policy.

D. TSP ASSESSMENT PROGRAM

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

1. Best Value Methodology (BVM). The BVM is designed to distribute shipments, rather than tonnage. Each TSP must have a PS within each shipment market it serves. Shipment markets include:
 - a. dHHG
 - b. dS2
 - c. iHHG
 - d. iUB
 - e. NTS.
2. BVS: The heart of the DP3 uses ‘Best Value’ to distribute traffic to TSPs. The BVM includes a RS, based on the TSP’s rates, worth 30 percent of the BVS; a PS, based on the results of a CSS, worth 50 percent of the BVS, and a CS worth 20 percent of the BVS. BVS is calculated using the following formula:

$$\text{BVS} = 70 \text{ percent PS (50 percent CSS + 20 percent CS)} + 30 \text{ percent RS}$$

- a. PSs are by market (i.e. dHHG, iHHG, iUB, or dS2).
 - b. PSs are calculated at the end of each performance period (four times a year), based on the TSPs past 12 months of performance data. Performance periods are as follows in the DPS:
 - (1) 1 January to 14 May
 - (2) 15 May to 31 July
 - (3) 1 August to 30 September
 - (4) 1 October to 31 December.
3. PS:
 - a. The PS is comprised of CSS Score (50 percent) and CS (20 percent). The PS is calculated for each market. These are explained in detailed below.
 - (1) CSS: The CSS is the primary source of data used to determine the performance portion of each TSP’s BVS. The CSS provides the DOD and 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 the DPS upon delivery of each shipment. CSS comments may be used as supporting evidence in issuance of a LOW/LOS.
 - (a) Survey Objectives
 - 1 Obtain customer input on TSP performance.
 - 2 Use the most economical method of obtaining customer input to lessen the budget impact on Services while maintaining statistically valid results.
 - 3 Target customers moving shipments to complete the survey.

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

- (2) CS:
- (a) The CS is the second source of data used in determining the PS of each TSP's BVS, recognizing resolving claims is important for DOD customers, and the Armed Services. The CS is computed by market (e.g., dHHG, iHHG, dS2,).
 - (b) The CS is calculated on a 100-point scale, and makes up 20 percent of the BVS. [Table V.Q.2-3](#) describes the measures and metrics that determine the CS.

NOTE 1: Any outstanding claims against a TSP that has been placed in permanent, world-wide non-use status by SDDC can be transferred by the customer to the Service Military Claims Office and still be 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 TSP and the customer as it occurred in the DPS.

4. [TSP PS Information](#): Each TSP must have access to all of its PS (i.e., CSS and CS via the DPS). A TSP may review its PS and status at the end of each performance period in the DPS. TSPs may check their BVS channel ranking via the TDL in the DPS. All performance data must be contained in the DPS and available to PPSOs, Military Services, and TSPs.
5. [Annual Minimum Performance Score \(MPS\) and Participation in the DP3](#): Prior to each new performance period TSPs with PSs lower than established MPS are considered ineligible for that new performance period. In addition, at the end of the last performance period of the year, DOD approved TSPs with a PS less than the newly established MPS are not allowed to file rates in any channels in that market for the upcoming annual rate cycle. These TSPs cannot participate in the program, in that market, for one full year, but are allowed to come back into the program in that market as "New Entrants" in the following years rate filing provided they meet all of the DOD's qualification requirements. Within the DPS, new entrants are classified as both new TSPs requesting initial approval, and TSPs requesting re-qualification after prior approval has been revoked. 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 TSP's PS from the previous year, they are only allowed to file rates and come in to the program as new entrants (see new entrants Para C.6. below). If the MPS bar for the next rate filing period is higher than the 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 Attachment U.E, Minimum Performance Score for more information on MPS.

6. [Initial Ranking at Market Startup](#): The initial ranking that occurs at market start up remains in effect for a minimum of 6 months from the time the program becomes available for booking purposes. After the initial 6 month period, ranking will occur at the end of each performance period as outlined in Attachment U.G, Transportation Service Provider (TSP) Ranking. The re-rankings are performed by the DPS, for the first year of the DP3, using the applicable 12 months of performance data (i.e., most recent PS) and the most current rate data (RS). After collecting 12 months of claims data, or when determined to be sufficient by SDDC, subsequent PS must be composed of the CSS and the CS. This PS score is combined with the TSP's most recent rate data to determine a new BVS prior to the inception of each new performance period. See Appendix U.F, Best Value Score (BVS) for more detail.
- a. See Attachment U.G, Transportation Service Provider (TSP) Ranking, for more detail.
 - b. New Entrants Performance Score: Within the DPS, new entrants are classified as both new TSPs requesting initial approval, and TSPs requesting re-qualification after prior approval is revoked. In addition, a TSP not filing rates for 3 consecutive rate cycles must have its

approval revoked, thereby precluding participation in future rate cycles. Any TSP whose approval is revoked in this manner must reapply during a qualification open season as a new entrant to participate. See Attachment U.G, Transportation Service Provider (TSP) Ranking, for more detail on new entrant's performance score.

E. SHIPMENT EVALUATION AND PUNITIVE ACTIONS

Shipment evaluation in the DP3 is not tallied per shipment but rather per comprehensive performance period. At the end of each performance period TSPs receive a comprehensive PS based on completed claims and CSSs over the previous 12 months. BVS scores 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, and RS. Non-scored performance factors are covered in this Regulation, the International and/or Domestic Personal Property Rate Solicitation, and other guidance provided by SDDC including, but not limited to, TMAs and messages. Evaluation of the TSP performance begins when the origin PPSO offers a shipment to the TSP. Acceptance of the offer binds the TSP to perform IAW the general terms established by the DOD and agreed upon by the TSP and the specific terms contained on the BL and the rate solicitation. Inspections of shipments were expected to occur as detailed in Para [B.5](#).

See V.F.2 for more detail on performance periods and markets. At the onset of each new performance period (except the initial annual performance period where a new MPS applies), if an active TSP's PS falls below the MPS, the DPS places the TSP on the "Inactive" TSP list. These TSPs are not eligible for shipment allocation in the DPS for the duration of the performance period. PSs are recalculated after completion, and prior to, commencement of the next performance period (four per year), based on the TSPs past 12 months of performance data.

At conclusion of each performance period, if a TSP's new PS score, based on the past 12 months of performance data, rises above the MPS, the TSP is returned to the TDL for that performance period and in the quality band based on its BVS (PS + RS). Details on year end MPS calculations are found in Para [D.5](#) and Attachment U.E, Minimum Performance Score.

NOTE: Although CSS and Claims data is accumulated from all shipments in the DPS, the PS is only recalculated prior to commencement of each performance period (4 times a year), based on the TSP's past 12 months of performance data

1. **LOW:** A LOW, DD Form 1814, [Figure V.Q.2-1](#), is issued by the PPSO to a TSP for unacceptable performance. The LOW must state, as a minimum:
 - a. The DOD customer's name,
 - b. BL number, and
 - c. Reference from this Regulation indicating the violation that resulted in the LOW.

The CSS customer comments may be used as supporting evidence in the issuance of a LOW/LOS. A LOW serves notice to a TSP if violations or performance problems continue, suspension action may follow. LOWs must be prepared by the PPSO using the DPS. A LOW is generated by the DPS after an inspector inputs a violation in the DPS. The DPS tallies LOWs by BLOC for a rolling 180 days for TSP inbound/outbound traffic. After a TSP has three or more LOWs in a single BLOC, they may receive a LOS for outbound traffic for that BLOC and/or channel(s). The TSP may view the DD Form 1780, [Figure V.Q.2-2](#), which supports the DPS warning. Notification of the LOW are sent to the TSP via the DPS. Unless a written response is requested by the PPSO or SDDC, TSPs are not required to respond to LOWs.

NOTE: A LOW must not be issued for shipment refusals.

2. LOS:

- d. General: The DPS notifies a TSP of a suspension action. The TSP can print the LOW and other documents supporting the suspension, such as any DD Forms 1780, [Figure V.Q.2-2](#), or previous LOWs. The LOS must state the following to substantiate the suspension:

- (1) Customer's name(s),
- (2) BL number,
- (3) The rule or regulation that was violated on the shipment(s).

The LOS must state "Failure to provide corrective action within 30 days from the effective date of a suspension may result in referral to SDDC for removal from the DP3."

A suspension may apply worldwide, (SDDC), BLOC (PPSO) market, Channel, or entire BLOC as discussed in Para [C.1.b](#) above. The TSP must remain suspended for a minimum of 30 days. To be removed from a suspension (with the exception of those resulting from a shipment refusal) the TSP must provide acceptable proof of corrective action. A suspension must remain in effect until the PPSO is satisfied the TSP has taken action to preclude recurrence of those problems which gave rise to the suspension.

NOTE: See [Table V.Q.2-1](#) for an overview of QA actions in the DPS. Violations of the TSP's agreement are tallied by the DPS to facilitate PPSO/SDDC's visibility of performance failure trends. The DPS reporting supports PPSO/SDDC in monitoring the number of LOWs/LOSs for a TSP.

PPSO Suspensions: When three or more LOWs are issued by a PPSO for the same violation, the PPSO may take suspension action against a TSP. PPSOs must consider the volume of traffic commensurate with the number of LOWs for the same type of violation prior to issuing a LOS. Three or more of the same violations in itself does not necessarily justify suspension action. Prudent traffic management must be applied.

- (1) Suspension Date and Length: When a regular suspension is issued within the 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 TSP prior to being removed from suspension. A TSP must provide acceptable corrective action before it may be reinstated.
- (2) TSP Corrective Action: A TSP must provide proof of corrective action to the PPSO before reinstatement from suspension. Correction notice must be sent through the DPS to the PPSO no later than 15 days following suspension and the TSP remains in suspension status until such time as acceptable corrective action is completed. If corrective action is deemed to be insufficient, PPSO must notify the TSP via the DPS within 15 days of the date of the TSP's notice of corrective action. TSPs failure to provide corrective action within 30 days from the effective date of a suspension may result in removal from the DP3.
- (3) Pullback: The PPSO, at its discretion, may pullback shipment(s) (e.g., cancel the Service Order) not packed and award the shipment(s) to another TSP when a suspension is issued to a TSP.
- (4) Basis for Suspensions: A suspension may be generated based on violations detected at origin or destination. When a PPSO detects a violation they believe is overt or falls

within specifications, then the PPSO will notify the appropriate PPSO who may take immediate suspension action.

- (5) Multiple Suspensions, Recommendations, and Double Jeopardy: All suspensions must run consecutively. If a TSP receives a second suspension while under a current suspension, the TSP remains in a suspended status for a minimum of 30 days before the second suspension begins. A single PPSO may not impose an additional suspension on a single TSP for the same type of violation if the pickup date of the shipment on which the same violation occurred was prior to the date of the original suspension. A PPSO must not suspend a TSP more than once on a single shipment; however, the PPSO must require corrective actions apply to all violations before the TSP is reinstated.

If a destination PPSO notes repeated violations or a single overt violation on an inbound shipment(s) that requires a regular, or an immediate suspension, respectively, the destination PPSO must contact the origin PPSO, stating all the facts pertinent to the case. See Para E.3.a for more detail.

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

- e. Regular Suspensions: A regular suspension must be imposed when a TSP repeatedly violates a provision of its contractual agreement, or commits any single violation which merits immediate suspension as referenced in Para C.1.a.2. As a guideline, when a TSP commits the same violation three or more times during a 180-day period, suspension action must be considered.

NOTE: Suspensions are not tied to the length of the DP3 performance periods.

- (1) Grounds for Regular Suspension: Two types of regular suspensions may be enacted by the PPSOs. The types are:
- (a) Out of an entire BLOC or
 - (b) An outbound channel(s).
- (2) Suspension by "market" is considered an immediate suspension and is discussed in Para c. below. Examples of reasonable grounds to impose a regular suspension:
- (a) Failure to meet BL agreed upon pickup date.
NOTE: Double Jeopardy does not apply (e.g., member responds to timely services provided by the TSP at origin on the CSS) as a TSP's failure to meet an agreed upon pickup is a violation of its agreement with the DOD and grounds for a LOW.
 - (b) Repeated failure to perform a pre-move survey as required.
 - (c) Repeated failure to meet RDD agreed on between the TSP and the customer and entered on the BL in the DPS.
NOTE: Double jeopardy does not apply as a TSP's failure to meet the RDD is a violation of its agreement with the DOD and grounds for a LOW.
 - (d) Failure to correct a deficiency noted in a LOW.

- (e) Repeated failure to update/input shipment data in the DPS as required by this Regulation.
- f. **Immediate Suspensions:** An immediate suspension must be imposed by a PPSO/SDDC in the following circumstances: 1) Shipment refusal and 2) Performance on a single shipment was such that continued participation in DOD traffic is unacceptable.

When an immediate suspension is issued, the DPS removes the TSP from the TDL.

- (1) **Due To Shipment Refusal:** PPSO must remove the TSP from the TDL for the PPSO's market in which the shipment was refused, preventing the DPS from awarding future shipments to the TSP. The TSP is not eligible to receive shipments from that PPSO's market for 30 calendar days. If the TSP refuses a second shipment award from the same PPSO in the same market, it receives an additional 60-day suspension. If the TSP refuses a third shipment at the same PPSO and in the same market, they are removed from that PPSO's market for the remainder of the annual rate cycle or 90 days, whichever is longer. If a TSP reaches 3 suspensions for shipment refusals at different PPSOs but in the same market within 180 days, SDDC must suspend the TSP in that market at the worldwide level for an additional 30 days. Repeated PPSO initiated Continental United States (US) market suspensions due to shipment refusals may result in TRB action.
- (2) **Shipment refusals are handled as follows in the DPS:** The DPS monitors the TSP response to shipment offers to ensure they are accepted within one business day after shipment has been assigned based on business days (e.g., excluding weekends and holidays). The DPS must take in consideration domestic and international time zones to avoid automatically removing a TSP inadvertently. If the TSP fails to respond to a shipment offer within the required time, the DPS:
 - (a) Sends notification to the QA and Outbound PPSO in the DPS and automatically generates an e-mail to the TSP indicating the TSP failed to respond in a timely manner to the shipment award ('Notice of Non-Response'). The DPS marks the e-mail 'URGENT' and sends to the e-mail addresses provided by the TSP.
 - (b) The DPS charges the TSP a shipment and re-offers the shipment to the next available TSP.
 - (c) The PPSO QA must initiate a DD 1814, [Figure V.Q.2-1](#) to the TSP. The DD 1814 must list the exact TOS violation. The TSP must be advised that a 'Non-Response' constitutes a 'Refusal' and the punitive action that will follow.
 - (d) The DPS does not 'automatically' remove the TSP (Inactivate the TSP) from the system or market. This action is performed by the PPSO to ensure the "Non-Response" was not due to a system problem.
 - (e) Following confirmation by the PPSO that the "Non-Response" was not due to a system problem, the TSP must be immediately suspended for 30 days out of that market out of that BLOC(s).

NOTE: TSPs may avoid being charged with shipment refusals by using the DPS to perform daily updates of blackout dates.

- g. All Others: The PPSO may use suspension at the BLOC level for all other violations that merit immediate suspensions. The immediate suspension must be effective on the date the PPSO initiates the suspension (e.g., the system date on which the DPS sends the TSP notification). An immediate suspension must be issued for the following violations, including but not limited to:
- (1) TSP personnel being under the influence of, or using, alcohol or unlawful drugs at the DOD customer's residence.
 - (2) TSP personnel using abusive language, actions, or immoral conduct in the presence of the DOD customer or the DOD customer's family.
 - (3) 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 TSP's personnel.
 - (5) Evidence of deliberate damage to the DOD customer's possessions.
 - (6) A DOD customer's property remaining in a TSP's facility on or after the member's/employee's desired delivery date.
 - (7) A DOD customer's property being moved in local or linehaul service, where protection from the elements is not provided.
 - (8) Evidence of a TSP or 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) Use of a non qualified DOD warehouse for storage of a DOD customer's shipment

3. Nonuse and Suspension Procedures:

- a. PPSO Suspension Actions & Subtypes: The PPSO, IAW the provisions of this Regulation, TOS, the Defense Personal Property Program International Tender, DP3 Business Rules, and other guidance provided by SDDC including, but not limited to TMAs and messages, may suspend a TSP for the following reasons: 1) Unsatisfactory performance. 2) Shipment refusal. 3) Refusal to abide by requirements as delineated in its contractual agreement

Suspensions due to shipment refusal last for 30 days. All other suspensions are for a minimum of 30 days but may be longer depending on the severity of the violation. A PPSO suspension may be enacted for: 1) a Channel, or 2) out of a BLOC.

If a destination PPSO notes repeated violations or a single overt violation on an inbound shipment(s) that requires a regular, or an immediate suspension, respectively, the destination PPSO must contact the origin PPSO, stating all facts pertinent to the case. The origin PPSO, upon review of the facts, may take suspension action. If the origin PPSO disagrees with the destination PPSO's recommendation, the origin PPSO must advise the destination PPSO of the reasons for not taking suspension action within 7 days. If the destination PPSO disagrees with the refusal, all facts and documents pertaining to the case must be forwarded to SDDC for resolution.

A summary of PPSO initiated suspension actions, and criteria for use, is below:

- (1) PPSO BLOC Suspension: Most restrictive. PPSOs must utilize this as a result of overt violations justifying an immediate suspension as discussed in Para C.1.a. BLOC suspension is the default suspension type for immediate suspensions other than shipment refusals and can also be used for regular suspensions.

- (2) **PPSO Market Suspension**: Less restrictive than traditional BLOC removal but more restrictive than the proposed channel suspension subtype. Whenever a TSP refuses a shipment, they are flagged for an immediate 30 day suspension within the market in which they refused a shipment. Enactment of the 30 day suspension requires PPSO confirmation of the refusal and will be effective immediately. Suspension from that market applies only to the market originating at that BLOC and not the worldwide market. The DPS automatically reinstates a TSP to the TDL at termination of the 30 days. .
- (3) **PPSO Channel Suspension**: Least restrictive of all PPSO actions. When a TSP violates requirements of its contractual agreement, it is subject to suspension by the origin PPSO. The DPS allows a PPSO to enact a suspension outbound channel, or a combination of channels. For example, if personnel representing TSP XYZD are caught smoking in a van by the PPSO inspector on an inbound shipment (i.e., channel Germany to US25), the PPSO may place the TSP in suspension for the channel GE to US25. The TSP is limited to channels outbound from the rate area or region in which the BLOC resides; however, action may be taken on one, or more than one, outbound channel combination depending on the severity of the TSP's violations. A TSP who is suspended for violations of the DOD program rules is initially suspended by the PPSO for the channel, or channels, in which the violation(s) occurred. If the TSP commits another violation that merits suspension during the next 180 days, the PPSO has the option to suspend the TSP for the entire BLOC instead of channels only.

NOTE: A 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 18 USC 1001.

- b. **SDDC Nonuse/Suspension Actions**: Nonuse of a TSP may be for a definite or indefinite period of time for a 1) market (see Note 1), 2) Channel (Attachment U.D, Rate Filing) (see Note 2), or 3) BLOC(s).

NOTE 1: If a TSP has more than 3 suspensions for shipment refusals at different PPSOs but in the same market, SDDC may suspend the TSP in that market at the worldwide level for an additional 30 days.

NOTE 2: A channel is a combination of origin and destination rate areas where rates are filed in the DPS.

No traffic can be offered to a TSP in nonuse. Nonuse of a TSP may be directed by SDDC, as a result of, but not limited to, the following:

- (1) Non-payment of debts owed to the government (Federal Claims Collection Act of 1966) or to other entities (i.e., unpaid claims to the Service Claims Offices, or other entities exposing Government shipments to actual and/or potential delay, frustration, seizure, or detention).
- (2) Overall performance. (Includes but is not limited to: Not meeting the MPS, repeated violations of its contractual agreement)
- (3) No active Cargo Liability Insurance.
- (4) Failure to meet or maintain requirements in Attachment U.C, "TSP Qualification" or the "How to do Business in the Department of Defense Personal Property Program" book.
- (5) Failure to disclose a CFAC relationship.

NOTE 1: Any outstanding claims against a TSP that has been placed in permanent, world-wide nonuse status by SDDC can be transferred by the customer to their Service Military Claims Office and still be eligible for FRV.

NOTE 2: SDDC initiated suspension may include removal from One Time Only/Volume Move/Special solicitation.

NOTE 3: A TSP failing to disclose CFAC may be removed from the program for a period of up to 2 years and prosecuted for filing a false official statement in violation of 18 USC 1001.

c. Turnback and Pullback of Shipments:

- (1) A turnback occurs when the TSP notifies the origin PPSO that they are unable to service a shipment previously accepted. The TSP has the opportunity to set blackout dates and is not permitted to turnback a shipment in the DP3. TSPs inability to service a shipment already accepted results in a SDDC initiated non-use action for the specific worldwide market across the entire program. If a TSP turns back a shipment, SDDC must be immediately notified so action may be taken against the TSP. The TSP is returned to the TDL at the appropriate place in the quality band based at its current BVS. TSPs are assigned an administrative number of shipments equal to the TSP with the highest number of shipments in the respective quality band.
- (2) Shipments pulled back (no fault of the TSP) must not be charged on the TDL. When the PPSO determines a shipment must be pulled back from a TSP in the interests of the Government, the shipment will not be charged to the 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 TSP. Shipments pulled back due to the fault of the TSP are charged against the TSP on the TDL.
- (3) Repeated turnbacks are considered adequate grounds for a TSP review board at SDDC and removal from the entire DP3.
NOTE: A TSP removed from the Personal Property program due to "qualification" or "performance" reasons must not be allowed to re-enter/re-qualify until the next open season as set by SDDC.
- (4) Shipments pulled/turned back within 5 business days of the pickup date are considered short notice shipments when reallocated to a new TSP. Such shipments are not charged against the new TSP on the TDL.
- (5) Turnback, connected to a TSP with impending bankruptcy and supported by documentation, are allowed. However, the TSP is subject to immediate removal from the entire DP3 or other action as determined by SDDC.

4. TSP Suspension Action Appeal:

a. Appeals to the PPSO:

NOTE: PPSOs will not accept appeals of scored BVS factors or of BVS scores. Such appeals must be sent directly to SDDC. See Para [E.9](#) for appeals of the factors comprising the BVS (CS, CSS, and RS).

A TSP has the right to appeal a suspension imposed by the PPSO. All appeals must be mailed or e-mailed directly to the PPSO who imposed the suspension. The appeal must be dated within 15 days from the suspension notification date. TSPs who e-mail appeals must provide evidence the e-mail was sent to a generic PPCIG e-mail address or through the DPS. TSPs should use e-mail delivery and/or read receipts with the e-mailed appeal. The PPSO

- must verify the appeal meets the 15- day appeal period requirement, and review all facts upon receipt. PPSOs must use the post marked date of the TSP's mail or date of the e-mail to determine if the 15-day appeal period was met. The TSP's appeal must be factual, fully documented, and provide irrefutable evidence of why the suspension action was erroneous and/or should be removed.
- b. PPSO Appeal Outcomes: The PPSO must respond to the TSP's appeal in writing (e.g., e-mail) no later than 15 days from date of appeal or the TSP may be reinstated. The PPSO may use e-mail or the DPS to respond to all appeals regardless of how they were received. The PPSO must either inform the TSP the appeal is granted or provide a reason for its denial.
- (1) There are three scenarios for a successful appeal in the TSPs favor.
 - (a) TSP's appeal is upheld in the TSPs favor before the suspension takes effect (21st day): The TSP remains on the TDL without having lost any shipments.
 - (b) TSP's appeal is upheld in the TSPs favor after they have been removed from the TDL: The DPS allows for make-up shipments to be awarded. For example, the TSP must be returned to the TDL at the quality band based on its most current BVS. TSPs must be awarded make-up shipments equal to the TSP with the highest number of shipments in the respective quality band. Example: If the TSP is in the top quality band and both the TSP above and below the TSP have been awarded four shipments, the returning TSP must be returned to the TDL and awarded four makeup shipments before any other TSP in the band is awarded a shipment.
 - (c) A TSP's appeal is upheld in the TSPs favor after it has been removed from the TDL and after a new performance period has begun: Makeup traffic is not awarded for successful appeals crossing into a new performance period, unless it applies to the current performance period. Makeup traffic for the current performance period is based on a TSPs most current BVS score and quality band, independent of which band the TSP may have been in prior to the suspension. See Para (b) above. A TSP not meeting the MPS for the new performance period is excluded from all make up tonnage.
 - (2) For an unsuccessful appeal (not in the TSPs favor): If a TSP's appeal is rejected, the suspension is effective on the 21st day from notification and remains in effect. At end of each performance period, suspended TSPs still have a BVS score calculated but remain in suspension status. When a TSP's suspension expires, the TSP is returned to the TDL at the place in the quality band based on its most current BVS. TSPs are awarded administrative shipments (not real shipments) equal to the TSP with the highest number of shipments in the respective quality band, independent of which band the TSP may have been in prior to the suspension. Example: If a TSP is in the top quality band and both the TSP above and below the TSP has been awarded 4 shipments, the returning TSP is returned to the TDL and awarded 4 administrative shipments.
- Appeals to SDDC: If an appeal is denied by the PPSO, the TSP may further appeal to SDDC at Sddc.safb.icss@us.army.mil
- c. Appeals must come from the responsible TSP identified on the BL and cannot be delegated to any entity, including companies that are in CFAC. This appeal must be initiated no later than 15 days from date of the PPSO's decision. Appeal must include a copy of the TSP's initial appeal to the PPSO, the PPSO's response, and other supporting documents which assists appellate authority in rendering a decision. SDDC is final appellate authority for appeals. SDDC may respond by e-mail and/or through the DPS to the TSP and PPSO, regardless of how the appeal was received. If SDDC does not respond within 20 days from the e-mail or

- postmarked date of the TSP's appeal, the TSP must be reinstated until the TSP is provided a response. The TSP must maintain evidence the appeal was complete and was sent to a generic SDDC e-mail address (to be determined) with an accompanying delivery and/or read receipt. SDDC must inform the TSP the appeal is granted or provide a reason for its denial.
- d. [SDDC Appeal Outcome](#): SDDC must respond to the TSP's home office, as listed on the ETOSS, and notify the PPSO of the decision via the DPS or e-mail. The TSP must be returned to the TDL(s) IAW the procedures outlined in this Attachment. See [Para D](#)
5. [Disqualification \(Ref. SDDC Reg. 15-1\)](#): Only SDDC may disqualify a TSP. Disqualification action may be taken independently by SDDC, or may result from the recommendation of a PPSO. Disqualification of a TSP usually occurs as a result of non-compliance with the requirements of its contractual agreement. Prior to making a decision on disqualification, SDDC must convene a TRB as described in [Para D.8](#) below. Grounds for disqualification include, but are not limited to:
- a. [Failure to Maintain Qualifications Requirements](#): Failure to comply with all SDDC TSP Qualification program requirements as described in Attachment V.C.2, Domestic Small Shipment (dS2) Transportation Service Provider (TSP) Qualifications, or other requirements as specified by SDDC.
- b. [Repeat Violations Of Performance Criteria](#): The DPS reporting must support PPSO/SDDC in monitoring the number of LOWs/Suspensions for TSPs. Violations of TSPs' contractual agreement are monitored by PPSOs/SDDC across all channels, markets, and PPSO BLOCs. If a TSP has repeat suspensions (three or more) at one or more PPSOs in a single market, AOR, or channel during a 12- month timeframe, SDDC may disqualify the TSP. See [Table V.Q.2-1](#).
- c. [Repeat Suspensions Due to Shipment Refusals](#):
- (1) If a TSP reaches three suspensions for shipment refusals at different PPSOs but in the same market within 180 days, SDDC may suspend the TSP in that market at the worldwide level for an additional 30 days.
- (2) Repeated SDDC initiated worldwide market suspensions due to shipment refusals are grounds for SDDC disqualification/non-use as described in [Para C.1.a.i](#) above.
- NOTE:** Blackout Dates: TSPs can modify blackout dates for specific origin PPSO and destination region combinations by shipment category in the DPS. This provides TSPs with flexibility required to manage workloads, while maintaining a pool of available TSPs for expected DOD shipments. The DPS allows real-time updates of blackout dates by TSPs to prevent shipment awards.
6. [Short-Fuse Shipments](#). Shipments that require pickup in five business days or less. This shipment is a "bonus" and is not counted against the TSPs scheduled shipment distribution. Failure to accept a short fuse shipment is not grounds for a suspension.
7. [PPSO Recommendation for SDDC Disqualification/Non-Use](#):
- a. A PPSO may request disqualification/non-use/removal of a TSP by SDDC in multiple scenarios, including, but not limited to, the following when a TSP:
- (1) or its representative commits a violation that is so egregious, the PPSO believes it warrants disqualification/non-use/removal.
- (2) incurs three suspensions involving a single AOR (either channel, BLOC, or market) in 180 days (if TRB action is not already initiated by SDDC).
- (3) clearly indicates its inability or unwillingness to meet its contractual agreement.

- b. The PPSO must first place the TSP in immediate suspension in the DPS and provide notice of immediate suspension and recommendation to SDDC to hold a TRB for possible DP3 removal.
 - c. The PPSO must provide all pertinent documentation to support its request for removal/non-use/disqualification to SDDC (e.g., correspondence between the customer, the PPSO and/or TSP; copies of DD Forms 1780, 1814, congressional correspondence, customer satisfaction complaints or comments, tracer requests, and/or pertinent documents or information on the TSP's performance). SDDC must review all information related to the PPSO's request and determine whether to hold a TRB.
8. [SDDC TRB](#): SDDC Regulation 15-1 outlines the TRB process and is separate from the PPSO's authority to take administrative action against a TSP. The TRB is an informal, non-adversarial fact-finding administrative procedure to consider information from the Government (PPSO/SDDC) and the TSP to determine what action, if any, needs to be taken to protect the DOD's interests. SDDC can take action to immediately remove a TSP from the program (immediate nonuse, Para [C.1.b\(2\)](#)) based on the recommendation from a PPSO as referenced above or based on independent determination of a TSP's failure to meet the requirements of the DP3. Reasons to request SDDC to consider a TRB include, but not limited to:
- a. Failure to meet ordered packing/pickup dates for personal property shipments,
 - b. Refusal to accept personal property shipments,
 - c. Failure to meet agreed upon delivery dates and/or RDDs,
 - 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 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 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 SDDC 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 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 TSP,
- p. Failure to timely provide requested documentation or information, such as Certificates of Independent Pricing or financial reports, where failure brings into question suitability of the TSP to provide transportation services to the DOD,
- q. Failure of a TSP's representative 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 representatives,
- s. Any other cause or condition of a serious or compelling nature that affects the present responsibility of a TSP providing transportation services to the DOD,
- t. Non-use action may be taken when authorized by the Deputy Chief of Staff for Operations or the Deputy Chief of Staff for Personal Property 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 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 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.

9. **TSP Appeal of Scored BVS Factors:** The scored performance factors are entered into the DPS by the customer and TSP as follows: 1) CSS score is generated based on customer feedback, 2) RS is generated by the TSP's annual rate filing, 3) CS is generated based on actions by the customer and the TSP in the DPS, comprising the claims settlement process.

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

Any BVS components completed on an individual shipment contributes to a TSP's overall BVS, which is calculated following conclusion of each performance period. Emphasis is placed on the fact that comprehensive BVS scores calculated at the end of each of the 4 performance periods may not be appealed and are not reviewed by SDDC. See Para E.9 a for more detail.

NOTE: The implication of a TSP not meeting the MPS at conclusion of each performance period is discussed in Attachment U.E, Minimum Performance Score. Questions pertaining to TSP appeals of punitive action secondary to violations of non scored factors are addressed in Para [E.4.](#)

- a. **SDDC 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 SDDC) of a TSP's BVS and its components (CS, CSS, 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.

Although BVS scores are not subject to standard appeals process delineated above for suspensions or other punitive action, TSPs may request a review of a BVS component of a shipment(s) if the shipment belongs to any of the categories mentioned in Para [E.9.a.1](#) 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. TSPs must bring any shipments in the eligible categories to SDDC’s attention no later than 15 days following calculation of the BVS subcomponent (i.e., CS, CSS, RS) for shipment in question. Failure to identify a BVS subcomponent score for possible review before the deadline negates review. For example, if 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. 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 TSP no later than 45 days from acknowledgement of eligibility. The TSP must be notified of the decision electronically or via the DPS.

SDDC must review all facts and SDDC’s decision may result in complete removal (not adjustment) of a CS or CSS, or in adjustment of a RS, as decided by SDDC. SDDC may decide to remove or adjust a single component or combination of components that comprise a BVS score based on factors discussed in this Para, or it may determine 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 TSP’s final BVS for a given performance period. If removal of a component score(s) results in loss of statistical validity for a TSP’s 12- month CSS score, SDDC must apply principles discussed in Attachment V.E.2 to help the TSP achieve statistical validity. SDDC’s decision is final.

- (1) Exceptions to Prohibition of Scored Element (BVS) Review: Occurrence of a situation listed below in no way guarantees SDDC’s decision will be rendered in the TSP’s favor. Even when SDDC agrees to review a TSP’s request, SDDC reserves the right to render a decision based on circumstances specific to individual BVS component and shipment, if accepted for review. The following non- exhaustive list includes situations where SDDC may accept a TSP’s request to review a BVS component score of an individual shipment(s):
 - (a) 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.
 - (b) BVS component scores (CSS, Claims, Rate) assigned to the wrong shipment, market, or channel due to a computer or mathematical error.
 - (c) Delays in the Defense Transportation System (DTS) when sufficiently documented.
 - (d) Compelling evidence that loss and/or damage was sustained while in the DTS.
 - (e) Natural Disasters (i.e., blizzards, hurricanes, typhoons, public authority, or negligence of the DOD customer, and/or DOD customer’s agent).
 - (f) Hostile or warlike action in time of peace or war.

- (g) Insurrection, rebellion, revolution, civil war, usurped power, or action taken by Government authority in hindering, combating, or defending against such occurrence.
 - (h) Strikes, lockouts, labor disturbances, riots, civil commotion, act of person or persons taking part in such occurrences or disorders.
 - (i) 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.
 - (j) Documented vessel breakdown at sea resulting in damage to a shipment.
 - (k) Custom delays not the fault of, or caused by, 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 TSP's deadline to submit BVS component scores for review is 15 days from the liability determination date.
- (3) **SDDC Review of Performance Period BVS Scores:** Comprehensive BVS scores calculated at the end of each of the four performance periods may not be appealed and are not reviewed by SDDC. The exception to this is if it pertains to an error with an appeal or review that was previously granted to a TSP by SDDC and which was subsequently incorrectly calculated by the DPS. The TSP has responsibility to identify scored components associated with a shipment for review by SDDC. Absent this identification, a BVS component must be counted toward a 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 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, SDDC's decision counts towards the TSP's latest BVS score as the BVS data occurred in the past 12 months

See Para V.F.2 for an overview of performance periods.

F. FULL REPLACEMENT VALUATION

Refer to the Defense Personal Property Program International Tender and/or Domestic 400NG Tariff for further detail on FRV protection and claims settlement in the 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 Sddc.safb.icss@us.army.mil. SDDC must coordinate with the European and Pacific offices for appeals within the respective AOR.

H. OPERATIONAL REQUIREMENTS

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

I. LIST OF FIGURES AND TABLES

[Figure V.Q.2-1](#) - DD Form 1814, TSP Warning/Suspension/Reinstatement/Cancellation of Warning

[Figure V.Q.2-2](#) - DD Form 1780, Shipment Evaluation and Inspection Record

[Figure V.Q.2-3](#) – DD Form 1811, Pre -Award Survey of Contractor's/Carrier's Facilities Equipment

[Figure V.Q.2-4](#) – DD Form 1812, Warehouse Inspection Report

[Table V.Q.2-1](#)- Quality Assurance Actions for dS2, and iCM Shipments

[Table V.Q.2-2](#)- Minimum Survey Requirements for Statistical Validity

[Table V.Q.2-3](#) - Claims score factors

[Table V.Q.2-4](#) - Example of Administrative Performance Score for New Entrants

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.				
<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 (Last, First, Middle Initial)		b. SIGNATURE		11. EFFECTIVE DATE OF ACTION (YYYYMMDD)

DD FORM 1814, SEP 1998 (EG)

PREVIOUS EDITION IS OBSOLETE.

Figure V.Q.2-1. DD Form 1814, TSP Warning/Suspension/Reinstatement/Cancellation of Warning

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			GBLOC:	
9. CODE OF SERVICE												
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 REMOVE SURVEY/UPDATE REMOVE SURVEY IN DPS Part C 1.C.(1)					A	FAILED TO PERFORM REMOVE 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 6.(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.2-2. 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	WALLS	
NAME OF OPERATING EXECUTIVE		ROOF		CONSTRUCTION OF BUILDING
PHONE BUSINESS: (include AREA CODE,)		FLOOR(S)		NUMBER OF FLOORS
HOME: ADDRESS OF STORAGE LOCATION (include ZIP CODE,)		BASEMENT		
GIVE NARRATIVE DESCRIPTION OF BUILDING (Use reverse for diagram of storage area, if desired.)				
WAREHOUSE NUMBER	AREA (Floor, Fire Division, etc.)	TOTAL STORAGE SPACE (Square Feet.)		
WAREHOUSE LICENSE NO.	OPERATING AUTHORITY			
OPEN FOR BUSINESS (hours and days of week.)		OWNERSHIP OF BUILDING		
PICK-UP AND DELIVERY EQUIPMENT				
NUMBER OF TRUCKS		<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		(CHECK "YES" OR "NO" AS APPROPRIATE) MINORITY BUSINESS ENTERPRISE _____ YES NO SMALL BUSINESS CONCERN _____ FIRE EXTINGUISHERS _____ IS THERE A SUFFICIENT NUMBER? _____ ARE THEY THE PROPER TYPE? _____ ARE THEY REGULARLY INSPECTED AND MAINTAINED? _____ FIRE FIGHTING PLAN _____ 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? _____ ARE UTILITIES AND OTHER SYSTEMS SERVICED AT LEAST ANNUALLY? _____ MATERIAL HANDLING EQUIPMENT _____ IS THE EQUIPMENT PROPERLY MAINTAINED? _____ SMOKING _____ ARE "NO SMOKING" SIGNS POSTED? _____ IS "NO SMOKING" POLICY ENFORCED? _____ HOUSEKEEPING _____ IS BUILDING AND OUTSIDE AREA NEATLY KEPT AND FREE FROM HAZARDOUS MATERIALS? _____ ARE COMBUSTIBLE WASTE MATERIALS STORED AT LEAST 50 FEET AWAY FROM FACILITY? _____ SECURITY _____ IS BUILDING EQUIPPED WITH BURGLAR ALARM? _____ IS A WATCHMAN ON DUTY? _____ 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 _____ IS BUILDING SUBJECT TO FLOODING? _____ SIGNATURE (Inspecting Official) _____ DATE (Yr/Mo/Day) _____ SIGNATURE (Warehouseman) _____ DATE (Yr/Mo/Day) _____ SIGNATURE (Contracting Officer/Trans. Official) _____ DATE (Yr/Mo/Day) _____		
FIRE CONTENTS RATE (Based upon 80 percent co-insurance per \$100 per year.)	WEIGHT LIMITATIONS (LBS.)	(CHECK "YES" OR "NO" AS APPROPRIATE) YES NO DOD FIRE CLASSIFICATION CODE _____ NUMBER OF MILES TO NEAREST FIRE DEPARTMENT: _____ NEAREST FIRE POUNDS OF FET FROM BUILDING: _____ FIRE HYDRANT <input type="checkbox"/> ADEQUATE <input type="checkbox"/> INADEQUATE DESCRIBE FIRE PROTECTION SYSTEM _____ FREQUENCY OF TEST/INSPECTION: _____ MAINTENANCE CONTRACT WITH _____		
SCALES		DISTANCE FROM BUILDING (MILES) _____ CERTIFIED YES NO CAPACITY _____ STORAGE METHODS (Give brief description) _____ UPHOLSTERED FURNITURE _____ PLANOS _____ FIREARMS SECURITY _____ OTHER PROPERTY _____ HAZARDOUS OPERATIONS (Describe operations in or near building which may be hazardous to stored property.) _____ TYPE OF PROGRAM FIRM HAS FOR RODENT AND/OR INSECT CONTROL _____		
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. I certify that the conditions and policies of this warehouse are, to the best of my knowledge, as indicated above. 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-2-3. 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) <input type="checkbox"/> ACTIVE		<input type="checkbox"/> INACTIVE <input type="checkbox"/> INELIGIBLE	7. CURRENT CONTRACT OR TENDER OF SERVICE ON FILE (X) <input type="checkbox"/> YES <input type="checkbox"/> NO				
8. PRE AND POST STORAGE SERVICES				10. (Continued)					
<input type="checkbox"/> a. Unauthorized equipment in use <input type="checkbox"/> b. Unauthorized cartons and packaging used <input type="checkbox"/> c. Improper packing/sealing/marking of cartons <input type="checkbox"/> d. Pickup service not accomplished on time <input type="checkbox"/> e. Improper loading/unloading of van or pallet <input type="checkbox"/> f. Disassembled parts not packaged/inventoried <input type="checkbox"/> g. Inventory stickers on finished surfaces <input type="checkbox"/> h. Improper appliance servicing/labeling <input type="checkbox"/> i. Smoking observed at residence <input type="checkbox"/> j. Employees on duty not efficient/neat <input type="checkbox"/> k. Origin premises not left in good order <input type="checkbox"/> l. Designation services improperly performed <input type="checkbox"/> m. Deviations to service order <input type="checkbox"/> n. Delivery service not accomplished on time				<input type="checkbox"/> l. Improper piano/organ storage <input type="checkbox"/> m. Improper storage of mattresses <input type="checkbox"/> n. Segregated pieces not properly identified <input type="checkbox"/> o. Improper packing of mirrors/glass table tops <input type="checkbox"/> p. Inadequate protection against mold/mildew <input type="checkbox"/> q. Aisles being used to process goods in/out <input type="checkbox"/> r. Previous discrepancies not corrected*					
9. ADMINISTRATION				11. FIRE PREVENTION AND HOUSEKEEPING					
<input type="checkbox"/> a. Incorrect inventory preparation <input type="checkbox"/> b. No separate weight ticket and certificate/PB and E/WT <input type="checkbox"/> c. Incorrect warehouse receipt preparation <input type="checkbox"/> d. Ineffective locator system* <input type="checkbox"/> e. Contract supporting paperwork needed				<input type="checkbox"/> a. Electric/heat/water systems require repair <input type="checkbox"/> b. Evidence of smoking in warehouse* <input type="checkbox"/> c. Unauthorized items stored* <input type="checkbox"/> d. Improper aisle and/or stacking clearance <input type="checkbox"/> e. No fire system inspection* _____ <input type="checkbox"/> f. No fire extinguisher inspection _____ <input type="checkbox"/> g. No extinguishers on warehouse equipment <input type="checkbox"/> h. Trash/debris in storage area <input type="checkbox"/> i. Fire doors inoperable/in need of repair <input type="checkbox"/> j. No fire plan posted <input type="checkbox"/> k. Space heaters/extension cords being used <input type="checkbox"/> l. Gas and oil not drained from motorized items <input type="checkbox"/> m. Hazards noted within 50 feet of warehouse* <input type="checkbox"/> n. Flammables/combustibles found in warehouse*					
10. STORAGE METHODS AND OPERATION				12. WAREHOUSE PRACTICES					
<input type="checkbox"/> a. Consigned lots not stored within 5 days* <input type="checkbox"/> b. Improper storage, stacks/pallets <input type="checkbox"/> c. Finished surfaces not protected by pads/wrap <input type="checkbox"/> d. Lots and separated pieces not elevated 2 inches <input type="checkbox"/> e. Lots stored against exterior walls <input type="checkbox"/> f. Lawnmovers not stored at base level of lot <input type="checkbox"/> g. Improper firearms control <input type="checkbox"/> h. Loose stack storage over 10 feet* <input type="checkbox"/> i. PBO contents not identified on inventory <input type="checkbox"/> j. Improper storage of upholstered pieces* <input type="checkbox"/> k. Improper storage of rugs/pads*				<input type="checkbox"/> a. Inadequate security* <input type="checkbox"/> b. Inadequate loading/unloading area <input type="checkbox"/> c. Structural deficiencies (doors/floors/roof/walls/windows) <input type="checkbox"/> d. Inadequate protection from sun/dust/heat/cold/moisture <input type="checkbox"/> e. Lack of insect/rodent control _____ <input type="checkbox"/> f. Vehicles parked in storage area <input type="checkbox"/> g. Commingled storage with undesirable commodities <input type="checkbox"/> h. Multiple occupancy* <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			
<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) _____ Send notice of corrective action to _____ <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.2-4. DD Form 1812, Warehouse Inspection Report

Table V.Q.2-1. Quality Assurance Actions for dS2 and iCM Shipments

Action	PPSO Initiated	SDDC Initiated
Letter of Warning (cumulative in the DPS for rolling 180 days) (Note 1)	Cumulative, by TSP, for inbound and outbound inspection violations	Can monitor and issue DOD wide
Letter of Suspension	Can be initiated in three ways 1: BLOC (out of entire AOR) 2: Market level (Out of AOR) (Note 2) 3: Channel (out of AOR)	Same as PPSO except SDDC can modify the length, and can remove a TSP from ≥ 1 channel, BLOC, or market
Immediate Suspension Immediate Nonuse (Note 3)	See Para E.2.c.	Immediate nonuse can be taken against a TSP. Refer to Para C.1.b and SDDC Regulation 15-1 for further guidance.
Disqualification	Can recommend a TSP to SDDC for disqualification	SDDC, after convening a TSP Review Board, may disqualify a TSP from the DOD program. Refer to SDDC Regulation 15-1 for further guidance.

NOTE 1: SDDC, when evaluating TSP performance, will consider performance beyond the 180 days actively tracked in the DPS.

NOTE 2: Market level suspension is used only for shipment refusals and defaults to a 30 day suspension.

NOTE 3: Immediate nonuse can only be taken by SDDC, see section C.1.b.2

Table V.Q.2-2. Minimum Survey Requirements for Statistical Validity

Number of Shipments Delivered	Required Number of Surveys	Number of Shipments Delivered	Required number of Surveys	Number of Shipments Delivered	Required Number of Surveys
1	1	37-38	26	133-139	51
2	2	39-40	27	140-147	52
3	3	41-42	28	148-155	53
4	4	43-45	29	156-165	54
5	5	46-47	30	166-175	55
6	6	48-50	31	176-184	56
7	7	51-53	32	185-196	57
8	8	54-56	33	197-208	58
9-10	9	57-58	34	209-222	59
11	10	59-62	35	223-237	60
12	11	63-65	36	238-253	61
13-14	12	66-68	37	254-271	62
15	13	69-72	38	272-292	63
16	14	73-75	39	293-314	64
17-18	15	76-79	40	315-340	65
19	16	80-83	41	341-370	66
20-21	17	84-88	42	371-403	67
22-23	18	89-92	43	404-443	68
24	19	93-97	44	444-489	69
25-26	20	98-102	45	490-544	70
27-28	21	103-107	46	545-611	71
29-30	22	108-113	47	612-694	72
31-32	23	114-119	48	695-734	73
33-34	24	120-125	49	> 735	10% of shipments
35-36	25	126-132	50		

Table V.Q.2-3. Claim Score Factors

Section	Measure	Definition	Metric	Value	% of BVS
A	Average Days to Dispose of Claim	Days from Filing to Disposal of the Claim	Average Days	15 points	3 Percent
B	Late Payment	Percent reporting payment not received within 30 days	Percent Late	15 points	3 Percent
C	Percentage of Over-Aged Claims	Percent of claims "Not Disposed" within 60 Days	Percent Over-aged	15 points	3 Percent
D	Success in Diverting Claims from Services	Percent of Total Claims Submitted to Service Claims Office	Percent Not Diverted	15 points	3 Percent
E	Customer Satisfaction with TSP's handling of the Claims Process Prior to Payment	Measure of "how satisfied" customers are with each TSP's handling of claims prior to payment.	Average Satisfaction Score	40 points	8 Percent
		Total Claims Score		100 points	20 Percent

Table V.Q.2-4. Example of Administrative Performance Score for New Entrants

Performance Scores			Channel: Virginia to Region 5				
TSP	Raw Performance Score	Mean for Market	Band	TSP	Raw Performance Score	Raw Rate Score	BVS
1	100		1	1	100	96	98.80
2	99			3	98	99	98.30
3	98			2	99	94	97.50
4	97			4	97	91	95.20
5	96		2	7	94	98	95.20
6	95			6	95	95	95.00
7	94			NE1	91	100	93.70
8	93			11	90	97	92.10
9	92		3	NE2	91	93	91.60
10	91			NE3	91	92	91.30
11	90			9	92	89	91.10
12	89			10	91	87	89.80
13	88		4	16	85	88	85.90
14	87			17	84	90	85.80
15	86			19	82	86	83.20
16	85			20	81	85	82.20
17	84						
18	83						
19	82						
20	81						
Mean for the Market =		90.5					

New Entrants	NE1	Not Available			
	NE2	Not Available			
	NE3	Not Available			

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