



**DEPARTMENT OF THE AIR FORCE  
PERSONAL PROPERTY ACTIVITY HEADQUARTERS  
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23 February 2015

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Mr. White/Mr. Scott,

The Air Force Personal Property Activity, Headquarters has identified eight special interest areas to focus on during the upcoming Peak Season. Below is a list of violations and the corresponding reasons why these are viewed as customer service Special Interest Items (SIIs). Our hope is your organizations will partner with us to mitigate service failures that negatively impact customers. We believe transparency and open communication are very important in forging a strong DoD and Industry partnership that will ensure world-class moving experiences for our service members and their families. Our Enterprise-wide SIIs are as follows:

**Violation:**

TSP staying at the member's home past 2100—Ref: DTR Volume IV, Appendix B, Paragraph C.1.a -- "I further agree I must not begin any service that will not allow completion by 2100 hours without prior approval of the PPSO and the customer."

**Reason for Focus:**

Numerous customers complain how they feel forced to accept extremely late packaging and pick-up of their property to meet the time lines they have set for the PCS. TSP could leave but tell customer they may not be able to come back the next day to complete the shipment.

**Violation:**

Failure to complete pre-move survey—Ref: DTR Volume IV, Chapter 402 Paragraph C.7.c--"Subject to the customer's availability, the TSP will complete the pre-move survey and update DPS with pre-move survey data (e.g., pack/pickup dates, and RDD information) as soon as possible but NLT three GBDs prior to the pickup date. For short-fuse shipments: The TSP is required to conduct pre-move survey (physically or telephonically) and enter pre-move data (e.g., estimated weight, pack/pickup dates (including all changes) in DPS as soon as possible but NLT one GBD prior to the first scheduled pack/pickup date. NOTE: TSPs will notify the PPSO when the customer is unavailable for the pre-move survey."

**Reason for Focus:**

Numerous customer state they did not receive a pre-move survey or the pre-move survey was not effective. This is an important first step in having the correct packing supplies and personnel and identifies obstacles early enough in the process to take preventative action and improve the move.

**Violation:**

Failure to update DPS with a Scheduled Delivery Date—Ref: DTR Ref Volume IV, Chapter 402 Paragraph D.3.b--"In all cases, except when a delivery is scheduled and executed on the same day, the TSP will enter the scheduled delivery date (including all changes) into the DPS as soon as possible but NLT the close of business on the day prior to the scheduled delivery date."

**Reason for Focus:**

The lack of a SDD prevents the Quality Assurance Inspectors to be present to inspect these shipments and hampers the effective management of SIT. HAFC analysis of SDD conducted Jan 2016 showed more than 30% of shipments delivered did not contain a SDD. Daily live data shows 30-50 shipments scheduled for delivery on a particular day and then when reports are run after the fact more than 200 shipments had occurred on those days.

**Violation:**

Failed to deliver shipment on or before the RDD—Ref: DTR 4500.9-R Part IV, Appendix B., Para C.1.a. "When a shipment is accepted at origin, I agree to meet the specified pickup date and will deliver the shipment on or before the RDD as stated on the BL."

**Reason for Focus:**

More than 30% of dHHG in peak season 2015 arrived after the RDD.

**Violation:**

Failure to update DPS with Reweigh information—Ref: DTR 4500.9-R, Part IV, Chapter 402, Para D.7. (b). "The TSP must enter the reweigh information (e.g. gross; tare; net weights; ticket number (if applicable); and reweigh date) into DPS and submit weight tickets to the ordering PPSO within seven working days."

**Reason for Focus:**

Accuracy of weight is a DoDIG Special Interest Item. More than \$500,000 from HAFC would have been spent if reweighs were not accomplished.

**Violation:**

Failure to unload and unpack at destination—Ref: DTR 4500.9-R Part IV, Appendix B., Para C.13 "All articles disassembled by the TSP or originating from non-temporary storage must be reassembled. On a one-time basis, all barrels, boxes, cartons, and/or crates must be unpacked (upon request) and the contents placed in a room designated by the customer."

**Reason for Focus:**

A routine problem heard from customers is how the crew "gets an attitude" when they request unpacking, and things "go downhill from there". Or drivers will tell customers they don't unpack/reassemble, that service will need to be scheduled through the local agency. That well may be the case, but the TSP needs to plan accordingly and make those arrangements beforehand. In most cases the Government is paying for full service packing/unpacking that does not occur or occurs at great aggravation to the customer.

**Violation:**

Failure to settle Claims in a timely manner—Ref: The Defense Personal Property Program Claims and Liability, paragraph 2.4, “2.4.1. On loss and damage claims, the TSP shall pay, deny, or make an offer within 60 days of receipt of a complete, substantiated claim through DPS. 2.4.2. The TSP will complete payment to the customer or repair of items within 30 days of receipt of notice that the customer has accepted a full or partial settlement.”

**Reason for Focus:**

Customers complain about lack of TSP communication/support when processing claims.

**Violation:**

Failure to settle inconvenience claims in a timely manner—Ref: DTR 4500.9-R Part IV, Appendix B., Para C.13.b, “I agree to acknowledge receipt of an inconvenience claim filed by a customer or a PPSO within seven calendar days from the date of receipt. I further agree to reimburse the customer within 30 days from receipt for reasonable out-of-pocket expenses while awaiting the delivery of their Household Goods (HHG) or Unaccompanied Baggage (UB) which result from my failure to pick up on the agreed dates and deliver on or before the RDD as stated on the BL or correction notice thereof.”

**Reason for Focus:**

Customers complain about lack of TSP communication/support when processing claims.

The Air Force Personal Property Enterprise is committed to improving customer service and is fully aware open communication is needed to forge a strong industry/government relationship. We hope your associations will join us in forging a partnership that is transparent and focused on improving the move experience for our DoD customers and their families.

Sincerely,



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