--- Comments End ---
R 252023Z JUN 10
FM COMDT COGARD WASHINGTON DC//CG-12//
TO ALCOAST
BT
UNCLAS //N04050//
ALCOAST 335/10
COMDTNOTE 4050
SUBJ: DELAYS IN SHIPMENT OF HOUSEHOLD GOODS (HHG)
A. COMDT COGARD WASHINGTON DC 012004Z APR 10/ALCOAST 166/10
1. THIS IS THE FIRST PEAK SEASON THAT WE HAVE MOVED THE MAJORITY OF PERSONAL PROPERTY IN THE DEFENSE PERSONAL PROPERTY SYSTEM (DPS) VERSUS THE LEGACY TRANSPORTATION OPERATIONAL PERSONAL PROPERTY STANDARD SYSTEM (TOPS). DPS BUSINESS RULES HAVE FORCED NEW RELATIONSHIPS BETWEEN TRANSPORTATION SERVICE PROVIDERS (TSP) AND AGENTS FOR PLANNING, COORDINATION AND EXECUTION OF MOVES. UNDER TOPS, COORDINATION TOOK PLACE BETWEEN THE TRANSPORTATION OFFICER (TO)
AND OR THE PERSONAL PROPERTY SHIPPING OFFICES (PPSO) AND LOCAL AGENTS. THOSE LOCAL AGENTS, IN TURN, DEALT WITH AN ESTABLISHED LOCAL
NETWORK. UNDER DPS, THE CRITICAL COORDINATION NOW OCCURS BETWEEN THE
TSP AND LOCAL AGENTS IN WHICH ESTABLISHED RELATIONSHIPS DO NOT EXIST.
THIS HAS RESULTED IN POOR COMMUNICATION AND LACK OF AWARENESS OF LOCAL CAPABILITY. OTHER CONTRIBUTING FACTORS INCLUDE A 15-20 PERCENT
DECREASE IN DRIVER AVAILABILITY WHILE COMMERCIAL MOVES HAVE GROWN BY
APPROXIMATELY 12 PERCENT.
2. DUE TO THE HIGH VOLUME OF HHG BEING TRANSPORTED AT THIS PEAK SEASON, TSP AVAILABILITY IS VERY LIMITED. MANY PREVIOUSLY BOOKED HHG

SHIPMENTS HAVE BEEN TURNED BACK TO THE PPSO BECAUSE TSP HAVE OVERBOOKED THEMSELVES. ADDITIONALLY, DUE TO THE LACK OF AVAILABLE DRIVERS MANY HHG SHIPMENTS HAVE NOT BEEN PICKED UP ON THE DATE THEY
WERE SCHEDULED.
3. PERSONAL PROPERTY PROCESSING OFFICE (PPPO) AND PPSO ARE EXHAUSTING EVERY OPTION AVAILABLE TO ACCOMMODATE ALL MEMBERS NEEDS
WITH LIMITED SUCCESS. MEMBERS SHOULD SCHEDULE THEIR HHG SHIPMENTS AT
LEAST FOUR WEEKS IN ADVANCE. DURING THIS PEAK SEASON, IT IS HIGHLY UNLIKELY THAT REQUESTED PACK AND PICKUP DATES WITH LESS THAN FOUR WEEKS NOTICE WILL BE ACCOMMODATED. IF YOU HAVE A HHG SHIPMENT SCHEDULED WITHIN THE NEXT FOUR WEEKS IT IS HIGHLY RECOMMENDED THAT
YOU CONTACT YOUR TSP AND SETUP YOUR PRE-MOVE SURVEY IF YOU HAVE NOT
DONE SO ALREADY. THIS IS THE ONLY WAY TO ENSURE YOUR REQUESTED PACK
AND PICKUP DATES HAVE OR CAN BE MET. IF YOU HAVE NOT BEEN CONTACTED
BY YOUR TSP, CONTACT YOUR SERVICING PPSO IMMEDIATELY.
4. IF A MEMBERS HHG SHIPMENT DATE CANNOT BE MET, THEY HAVE THE OPTION OF CONDUCTING A PERSONALLY PROCURED MOVE (PPM) BY RENTING A
TRUCK AND MOVING THEIR HHGS THEMSELVES OR CONTRACTING A COMMERCIAL
CARRIER OF THEIR CHOICE, SUBJECT TO REIMBURSEMENT LIMITS SET BY THE DEFENSE PERSONNEL PROPERTY SYSTEM (DPS). IF A MEMBERS ACTUAL ALLOWABLE COST TO CONDUCT A PPM EXCEEDS THE GOVERNMENT CONSTRUCTED
COST, COMDT (CG-122) HAS AUTHORIZED REIMBURSEMENT OF ACTUAL ALLOWABLE
EXPENSES UP TO THE MAXIMUM COST AUTHORIZED IN TOPS. MEMBERS CANNOT
BE PAID TOPS BASED INCENTIVE RATES FOR PPMS. IF A MEMBER ELECTS TO CONDUCT A PPM THERE IS NO ENTITLEMENT TO FULL REPLACEMENT VALUE AND
ARE ADVISED TO PURCHASE ADEQUATE PERSONAL PROPERTY INSURANCE FOR THE
DURATION OF THE TRANSPORTATION AND STORAGE PERIOD.
5. REF A ADVISES MEMBERS TO SCHEDULE THEIR HHG MOVEMENTS AS SOON AS
PRACTICABLE AND THAT REQUESTED DATES TO MOVE HHG ARE NOT

GUARANTEED.
THE EARLIER ARRANGEMENTS ARE MADE, THE MORE LIKELY THEY ARE TO BE ACCOMMODATED. REF A ALSO RECOMMENDS THAT MEMBERS NOT SELL A HOME OR
CANCEL A RENTAL AGREEMENT UNTIL THEY HAVE CONFIRMED THEIR PACK AND
PICK UP DATES WITH THE TRANSPORTATION OFFICE.
6. WE ARE WORKING CLOSELY WITH THE TO, PPPO, AND PPSO TO PROVIDE ASSISTANCE AND GUIDANCE. ULTIMATELY OUR GOAL IS TO ENSURE THAT OUR
SERVICE MEMBERS AND THEIR FAMILIES ARE PROVIDED THE BEST POSSIBLE SERVICE. COMMANDS AND MEMBERS SHOULD REMAIN FLEXIBLE AND PLAN OR ADJUST DEPARTING AND REPORTING DATES AS NEEDED DURING THIS CHALLENGING PERIOD.
7. RELEASED BY CAPT C. A. HAINES, ACTING DIRECTOR FOR PERSONNEL MANAGEMENT.
8. INTERNET RELEASE IS AUTHORIZED.
BT