



Transportation and Property Mgmt.

GSA CITY PAIR PROGRAM THE BEST VALUE IN THE SKY!

Contract airfares for the FY02 City Pair Program have been awarded in over 5,092 routes to 14 airlines. This year, Government travelers can expect to retain the travel flexibility that unrestricted fares provide, at an average discount of 72%. This means a savings of nearly \$3 billion in 2002. These Government airfare rates are outstanding!

Our customers told us they want more non-stop flights and we listened. For FY02, non-stop service will be available in 1,689 markets, 95% of all markets where nonstop service was offered. Having flights available throughout the day is also important, so we examined the offered flight schedules with a fine-tooth comb. We checked for the shortest flight time and availability of jet service, too. (Yes, there still are prop planes out there.)

New this year, we also have a dual fare test in 337 domestic markets. The dual fare test includes heavily discounted restricted fares (capacity-controlled), in addition to the standard unrestricted fares. Government travelers will need to book tickets early, since the capacity-controlled fares will be available on a first-come, first-served basis. No need to worry though, because if the traveler can't make advance arrangements, then unrestricted fares will continue to guarantee last-seat-availability with the same outstanding value that GSA has been providing for years.

Here's our fine print: Seat availability is the **only** restriction on capacity-controlled fares. All tickets **are** fully refundable, there are **no** advance purchase requirements, **no** change or cancellation fees, **no** minimum or maximum stay requirements and **no** extended calendar blackout periods.

Please check out our website at <http://www.fss.gsa.gov/city-pairs/> to read more about the City Pair Program – it's the best value in the sky!

INTERNATIONAL WORLDWIDE EXPRESS (WWX) SMALL PACKAGE DELIVERY PROGRAM

Before award of the **Worldwide Express (WWX) Small Package Delivery** contract, military and Federal civilian agencies had separate procedures for international express small package shipments. Then GSA and DOD agreed to partner in a Government-wide endeavor. They would leverage the Federal Government's international small package shipping requirements to obtain better services and save taxpayer dollars. Given DOD's overwhelming volume of international shipments and contingency needs, headquarters Air Mobility Command (AMC) assumed contracting and program management responsibilities. On July 30, 1998, the first WWX contract was awarded to multiple commercial carriers by the- atres/regions (Southern, European, Central and Pacific).

The next-generation contract began October 1, 2001 with DHL Airways, FedEx, and UPS. **WWX-2** offers pick-up, transportation, active tracking, customs clearance and delivery of general commodities and hazardous materials to and from CONUS and international locations and between international locations. Contractors also provide significant volume price reductions from commercial rates, and best value service commitments. DOD is a mandatory user of WWX-2. Civilian agencies may sign on as participants.

For more information visit DOD's website at <http://public.scott.af.mil/hqamc/wwx/wwx.htm> for valuable tools such as carrier contracts for download, a rate calculator, points of contact, an executive summary, links to carrier websites (government and commercial), contract service guides, and much more.

For more information, please contact:

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NEW EXPRESS SHIPPING AVAILABLE FROM GSA

GSA has entered a new era in providing express transportation services for the Federal Government customer. Effective on August 16, 2001, GSA's new Multiple Award Schedule (MAS) for Domestic Express Delivery Services (Schedule 451 III) now offers an expanded range of services and contractors for agencies to choose from.

Since the program began in 1983, three contractors (DHL Worldwide Express, Airborne Express, and Federal Express) have provided the Government delivery service at various times through single award contracts. Government agencies had requested more service options, a diversity of carriers, and more choice in selecting services and carriers.

The new MAS offers expanded service levels for the Government customer – giving you Next Day and Two Day service, as before, but now including service for Same Day and Three Day Delivery. This service covers small package shipments (up to 150 pounds) and for the first time heavyweight shipments over 150 pounds. The Schedule also allows the contractor to offer additional new service enhancements as they become available.

The schedule contracts have a base period of 5 years with three additional 5 year renewal options. This schedule allows agencies to select the carrier or carriers that fit their needs. To see an up-to-date listing of awarded contractors, contractor pricing, points of contact, and more helpful contract informa-

tion, go to: <http://www.fss.gsa.gov/services/express/>

Using the schedule agencies will have these new benefits:

- **Choice.** Agencies can select one, two, or more contractors depending upon their needs.
- **Long-term Relationships.** With longer term contracts, agencies can build long-term relationships with their carriers.
- **Competition.** Increases competition among contractors and encourages them to provide better prices and improved service.

Agencies are now in the process of establishing Blanket Purchase Agreements for their express shipping services under the new multiple award schedule contract. Contact your Agency's headquarters traffic management officials for information on who your Agency has selected for the new and expanded services.

For more information contact:

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LET'S BEAT LAST YEAR

As a reminder, all GSA Form 3080s should be submitted to GSA by the Federal Agency Transportation Officer as soon as possible following completion of the shipment to the address identified on the form. This is to ensure proper credit, inclusion into the GSA Form 3080 database and ultimately becoming part of the yearly household good carrier Customer Satisfaction Index (CSI). These reports should **NOT** be held until or submitted at the last minute. Sometimes they are not submitted due to resolution of a claim. However, the form only asks for an estimate of loss or damage that might have occurred and not amount of settlement.

The yearly cutoff for GSA to receive the completed Forms is 60 days following the end of the final quarter of the calendar year, or the last day of February of the following year. This timeframe allows enough time for data entry, end-of-year rollup and the overall preparation of reports. If large volumes of GSA Form 3080's are received at the last minute, inclusion of these forms becomes more difficult and/or the processing and reporting function becomes more difficult. This can lead to possible errors and/or delays which can ultimately affect the outcome of an individual carrier's CSI.

Beginning in January 2001, a new GSA Form 3080 was issued to allow this form to be used for both domestic and international household goods moves. Including international shipment information on this form will enable GSA to more effectively begin collecting data on international shipments moved under CHAMP and establish a CSI. The last revision of the GSA Form 3080 was July 2001. This form can be found on the following web sites:

www.kc.gsa.gov/fsstt

<http://insite.gsa.gov> (document library)

For Calendar Year 2000, with your participation, GSA was able to collect 1,604 Household Goods Carrier Evaluation Reports, GSA Form 3080s on 10,102 domestic shipments reported under GSA's Centralized Household Goods Traffic Management Program (CHAMP). This resulted in a rate of return of 15.88% for the domestic program only. **For Calendar Year 2001, the final day is February 28, 2002.** By working hand in hand with GSA, we can **BEAT LAST YEAR!**

TIPS FOR MOVE IN DAY

Move-in day is always hectic, but here are some tips that may make it move smoother.

- ✓ Are you there before movers? Take time to tidy up so movers can unpack items directly onto clean and/or lined shelves. Remove already unpacked boxes and trash.
- ✓ Review floor plan and refresh your memory about where you want furniture/appliances placed.
- ✓ Are your utilities on? If not, follow-up on delay
- ✓ Do you have pets? If so confine them to an out-of-the-way area so they are not in the way. You might consider boarding them.
- ✓ At least one person needs to be present when mover arrives.
- ✓ Coordinate the unloading process: one person checking the inventory sheets during unloading while a second person direct movers on where to place items.
- ✓ Try to unpack those items you will need first day or two.

It is important to try and focus on creating a sense of home for your family, especially if you have children.

For more information, please contact:

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