

The background of the slide features the official seal of the United States Department of State. It is a circular emblem with a blue outer ring containing the text "DEPARTMENT OF STATE" at the top and "UNITED STATES OF AMERICA" at the bottom, separated by two gold stars. In the center is the bald eagle, the national symbol of the United States, with its wings spread. The eagle holds an olive branch in its right talon and a bundle of arrows in its left. A shield with vertical red and white stripes and a blue top section is on the eagle's chest. Above the eagle's head is a constellation of thirteen stars.

Office of Logistics Management

**Transportation and Travel Management
Division**

**“How to Coordinate a Household Goods
Move”
(COMMITMENT TO EXCELLENCE)**

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Who We Are

Logistics Management exists to support customers world-wide. Our clients, both overseas and domestic, are primarily from the Department of State, but may also be members of any other US Government Agency involved in foreign affairs and operations.

What we do

- 17,000 personal property shipments (\$65M)
- 26 million pounds of long-term personal property storage
- 40,000 airline ticketing and other travel transactions
- 15,000 shipments of cargo (supplies, materials, furnishings) (\$30M)

Systems Innovations for Enhanced Customer Service

Aggregate Weight Calculator - Microsoft Internet Explorer provided by Department of State - (Ver 1.0)

Address: <http://in.a.state.gov/aggregate/aggregateRate.cfm?process=1>

BUREAU OF ADMINISTRATION **OpenNet**
MAKING DIPLOMACY WORK

► Bureau of Administration
► Intranet Central (INet)
► A/LM Home

Main Menu | Log Out

Method of Shipment: Surface
Destination: ANKARA
Origin: US
Group: PERS
Weight In lbs: 7200
Submit

Updated Existing Shipment Order!
Place Next Shipment Remove All Shipments

Type	Destination	Group	Weight	\$ Rate	\$ Estimated Total
1. Surface	ANKARA	PERS	7200 lbs	\$0.82	\$5,904.00
Total:					\$5,904.00

** List of Approximated Weights for Items

Start | AGGREGATE RATE... | RE: Forum panels... | FW: ILMs - T ALD... | Aggregate Weig... | A/LM Office of Log... | Untitled Message | << 12:31 PM

- Aggregate rate program to determine how much to obligate for transportation
- Includes packing, shipping, handling charges and WCF surcharges.



Integrated Logistics Management System

eLogistics for the Department of State

Systems Innovations

Integrated Logistics Management System Transportation replaces the previous State Transportation and Tracking System (STATS)

Integrated Logistics Management System Transportation will manage:

Transportation planning

Transportation execution

Transportation agreements

Freight, packing and storage payment auditing

Systems Innovations for Enhanced Customer Service



Transportation Shipping Cost

Shipping Cost for Post: LONDON

Date Submitted: 01/20/2006 06:49:12 AM

Shipments Arriving At Post(HHE & UAB costs should be per 100 lbs or 45.5 kg)

	\$HHE	\$UAB	\$POV
1. Cost incurred at post's Port/Airport of debarkation.	1.05	1.00	229.00
2. Drayage or inland transportation cost from port to place where the shipment is held awaiting delivery and packing.	11.29	30.07	70.35
3. Cost for delivery of shipments to employee's residence. Include cost of unpacking and placing of effects. If Embassy staff does the delivery and placing of effects, estimate the cost of labor	20.40	40.28	

Shipments Forwarded From Post(HHE & UAB costs should be per 100 lbs or 45.5 kg)

	\$HHE	\$UAB	\$POV
1. Drayage or inland transportation charges from post to port of embarkation.	11.73	30.10	105.52
2. Cost incurred at POE.			
3. Ocean Freight from POE to appropriate U.S. port (POE) as quoted by ocean carrier freight Forwarder or non-vessel operation common carrier	14.42	7.92	3412.00
4. All surcharges applied by ocean carrier	0.00	0.00	0.00
5. Cost for export packing including new lift vans.	33.95	55.93	0.00

* Program used by posts to report Shipping Costs.

Customer Satisfaction



Damages to personal property or residence

Fiscal Year 2006

Number of International Shipments: 15,045

Number of ITGBL Shipments: 1,731

Number of Domestic Shipments: 642

Total: 17,418

Long-term personal property storage

- Hagerstown warehouse
- Commercial warehouses in the DC metro area

Airline ticketing and other travel transactions

- Carlson Wagonlit Travel

Shipments of cargo (supplies, materials, furnishings, hazardous materials)

- 6 Regional Logistics Centers – Despatch Agents
(Baltimore, New York, Miami, Seattle, Brownsville, TX,
and Antwerp, Belgium)



Unique Services Provided by the Department of State

Under Authorized and Order Departure Authority

- Evacuation of US Govt. Personnel Abroad
- Evacuation of US Private Citizens Abroad

DOS has the capability of chartering aircraft to meet the need of strategically planned evacuations.

DOS coordinates with evacuating posts to effectively manage inbound shipments.

Reasons for Evacuations

- **Threat of War** 
- **Civil Unrest** 
- **Terrorism** 
- **Hurricane** 
- **Earthquake** 
- **Coup/Unrest**
- **Threat of Missile Attack** 
- **Border War** 

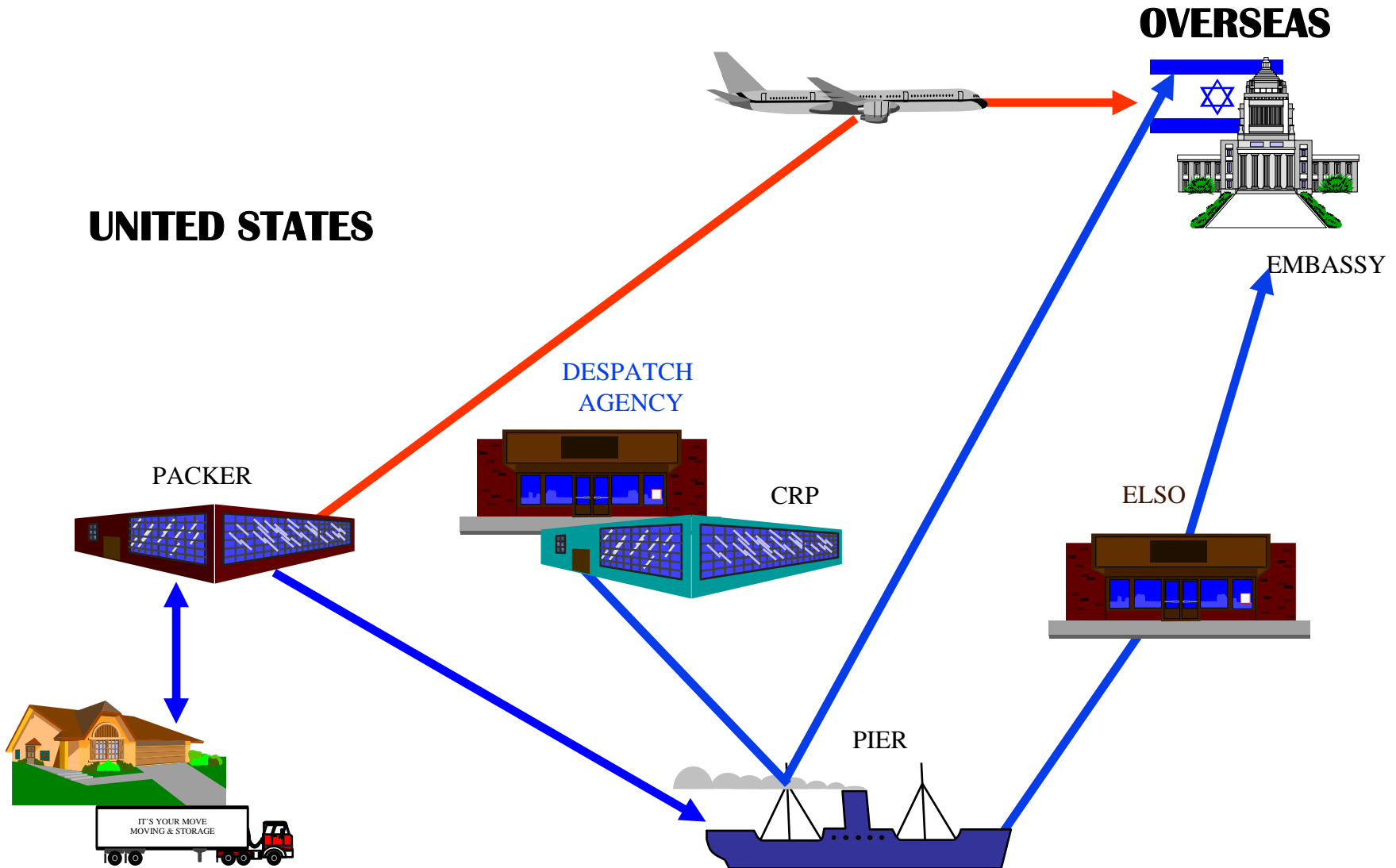
Shipping Methods

Transportation Operations utilizes two methods for the shipment of Personal Effects:

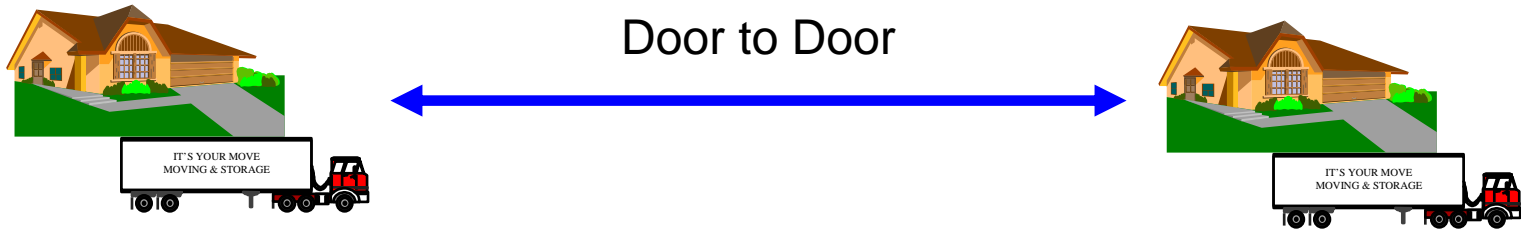
Direct Procurement Method (DPM)

*International Through Government Bill of Lading
(ITGBL)*

Direct Procurement Method



International Government Through Bill of Lading Program (ITGBL)





DOS Participates in GSA's CHAMP For ITGBL Door to Door Shipments

DOS has specific requirements under GSA RFO-Section 5

- New wood ISPM 15 certified liftvans
- Full replacement value
- Adjusted RDD
- Post selects destination agents
- Currently there are 92 participating destinations.
- Carrier selection is predetermined by top performance.
- Shipments allocated on an alternating basis and by service routes.

ITGBL Features & Benefits

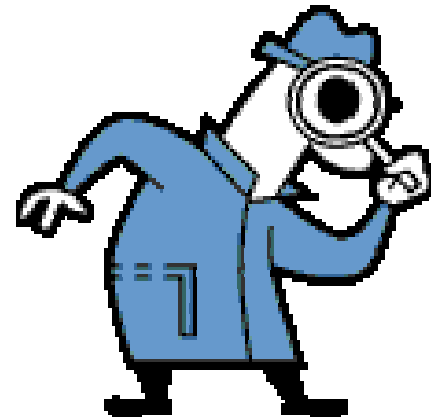
- Insurance
 - Replacement Valuation included
 - Maximum liability is \$8.50 times the net weight of the shipment
- Reduction of paperwork at post
- Best value
- Future (Mandatory) Expansion of ITGBL

Shipping Challenges

- Service providers must use packaging materials that meet USDA/APHIS WPM (Wood Packaging Material-ISPM 15) guidelines
- DOS local packed shipments are inspected to guarantee compliance
- Service providers are required to pay for any repack or transportation shipment fees associated with non-compliance.

Shipping Challenges

- 11 Inspectors
 - Retired Foreign Service Officers
 - 90% of all shipments get inspected in the DC area
- All Warehouses in the Metro Area are inspected quarterly



Customer Satisfaction Survey

- Automatically surveys all employees with outbound shipments.
- Survey encompasses all aspects of travel and transportation.
- Survey information transformed into statistical data for management.
- Survey Return Rate over: 44%

Audits Section

- Voucher Processing Data for FY06
- Total number of manual vouchers 31,000. Amount paid 40 Million
- Total number of vouchers paid through Power Track 13,000. Amount paid 25 Million.

Power Track

- DOS utilized since November 2003
- 200 service providers currently using Power Track.
- Approximately 20 service providers to be added
- 1.2% Service Fee Charged to Vendor



- Vouchers are processed for all modes of transportation.
- Power Track is the new MANDATORY payment and auditing system.



How to do business with DOS

- Door to door **International** or **Domestic** shipments

DOS is a participant of the GSA CHAMP program

To Participate as an international forwarder

- Carrier must submit to GSA DOS specific rates.

To Participate as a destination agent abroad

- Contact Embassy or Consulate

DOS Tenders packing, forwarding or trucking

All tenders are performance based

- DOS 1 - Packing services for outside DC metro area
- DOS 2 - Packing and Forwarding of UAB to or from Baghdad
- DOS 4 - Domestic Freight Forwarding
- DOS 5 / 7 – International Freight Forwarding of UAB
- DOS 12 - Trucking Tender LTC Local Baltimore / DC area
- DOS 13 - POV Drive-away Local Baltimore / DC area
- DOS 14 - Preparation of Secure Containers
- Trucker LCL Long Haul

How to do business with DOS

To Participate in DOS Tenders

Contact Charles Olden, Quality Control Analyst,
OldenCW@state.gov

or

Shawn Griffin, Chief Quality Control,
GriffinSR@state.gov

- DOS RFO's are published Oct. – Dec. each year with rates effective Jan.1 of the following year.



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