



Slide 1





**MILITARY SURFACE DEPLOYMENT  
& DISTRIBUTION COMMAND**

**Defense Personal Property Program  
On-line Education Series**

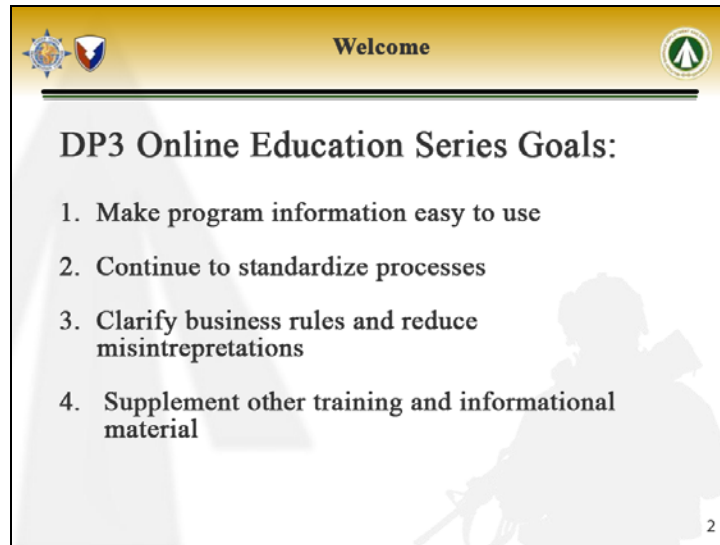
**“Quality Assurance (QA) Punitive Actions”**



**1M1H1P**



1



Welcome

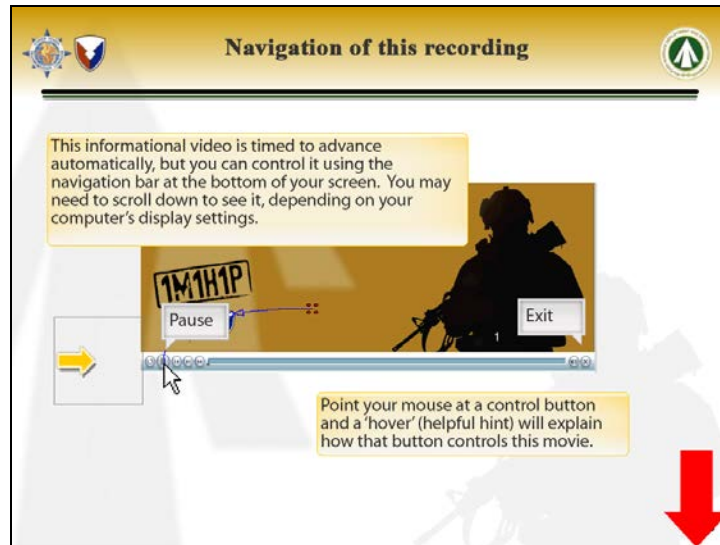
**DP3 Online Education Series Goals:**

1. Make program information easy to use
2. Continue to standardize processes
3. Clarify business rules and reduce misinterpretations
4. Supplement other training and informational material

2

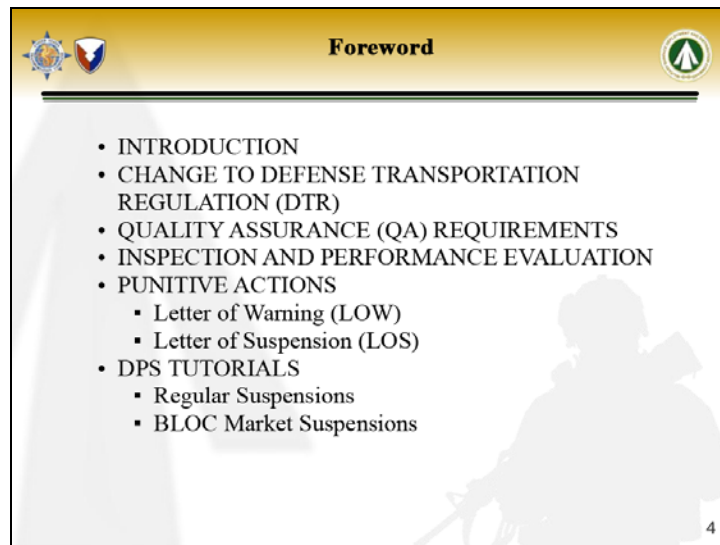
SDDC personal property is proud to present the online education series. The purpose of this series is to make program information easily available to users through the internet, to continue to standardize processes across our global infrastructure, to clarify business rules and reduce misinterpretation, and to supplement the other existing training and informational material.

Slide 3



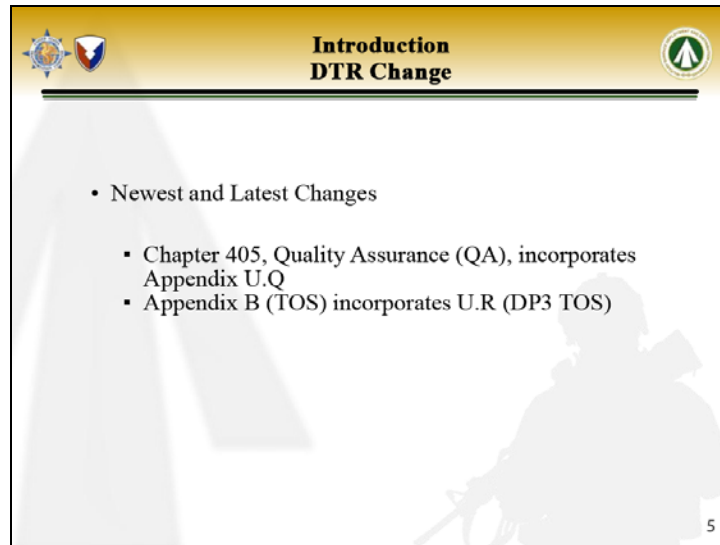
This informational video is timed to advance automatically, but you can control it using the navigation bar at the bottom of your screen. You may need to scroll down to see it, depending on your computer's display settings.

Point your mouse at a control button and a "hover" (helpful hint) will explain how that button controls this movie. Closed Captions of this presentation are available by clicking the "CC" button on the bottom right of your screen if you wish to read along with the presentation.



Today's presentation is on Quality Assurance requirements and taking suspension actions. We will give a brief introduction and discuss the changes to the Defense Transportation Regulation Part IV. Some refer to this publication as the "Business Rules". We will then introduce the reasons behind QA requirements.

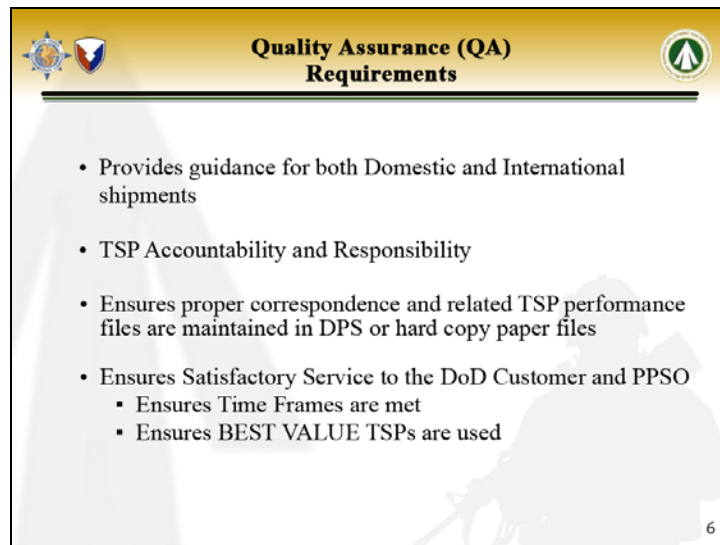
The bulk of this presentation will discuss punitive actions – how to determine what actions to take and how to issue suspensions. The last set of slides will be a guide for how to issue punitive actions through DPS.



The slide features a yellow header with the text "Introduction DTR Change" in bold black font. To the left of the header is a circular logo with a compass rose and a shield, and to the right is a circular logo with a green triangle. The main content area is white with a faint background image of a soldier in silhouette. A bulleted list is centered on the slide, and a small number "5" is in the bottom right corner.

- Newest and Latest Changes
  - Chapter 405, Quality Assurance (QA), incorporates Appendix U.Q
  - Appendix B (TOS) incorporates U.R (DP3 TOS)

The conversion of DP3 Phase I and Phase II Business Rules into Defense Transportation Regulation (DTR) Part IV chapters and appendices has been completed. The QA requirements from U.Q (Quality Assurance) have been incorporated into Chapter 405. You will notice that the Quality Assurance chapter is a lot shorter; most if not all of the information in reference to Best Value Score (BVS), Performance Score (PS), and Customer Satisfaction Survey (CSS) has been relocated to Chapter 403 Best Value. Also, the Tender of Service U.R has been incorporated into Appendix B. Major changes will be highlighted and identified during this presentation.



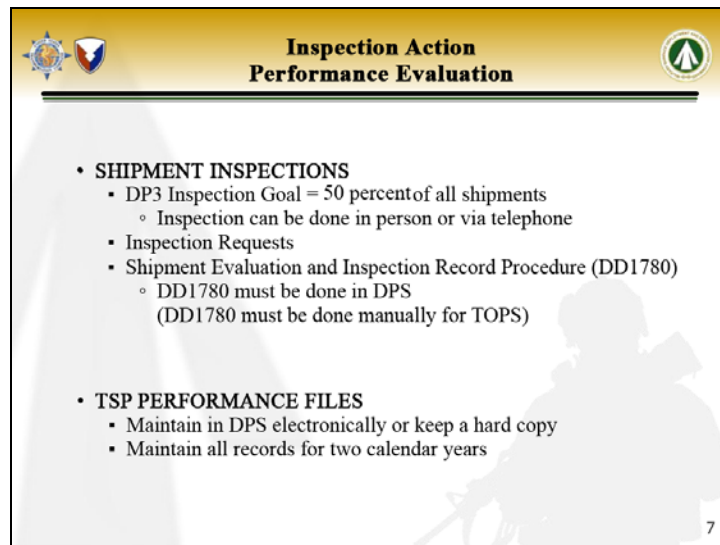
The slide features a yellow header with the title "Quality Assurance (QA) Requirements" in bold black text. On the left side of the header is a circular logo with a compass rose and a shield, and on the right is a circular logo with a green tree. The main content area is white with a faint background image of a person in a military uniform. A list of requirements is presented in black text, with a small number "6" in the bottom right corner of the slide frame.

### Quality Assurance (QA) Requirements

- Provides guidance for both Domestic and International shipments
- TSP Accountability and Responsibility
- Ensures proper correspondence and related TSP performance files are maintained in DPS or hard copy paper files
- Ensures Satisfactory Service to the DoD Customer and PPSO
  - Ensures Time Frames are met
  - Ensures BEST VALUE TSPs are used

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QA requirements are necessary as they provide guidance and rules for all shipments. They make sure that TSPs are held accountable for all parts of the move including but not limited to shipment storage, loss and damage, claims, or other violations. They ensure that TSPs are held to a high standard by dictating the methods of communication between PPSOs and TSPs and ensuring proper documentation of TSP performance files. They also make certain that proper measures are taken to preserve these records. Most importantly, QA requirements aim to ensure that the highest level of service is given to DoD customers by seeing that shipment time frame requirements are met and Best Value TSPs are used.



The slide features a yellow header with the title "Inspection Action Performance Evaluation" in bold black text. On the left of the header is a circular logo with a compass and a shield, and on the right is a circular logo with a green triangle. The main content area has a light gray background with a silhouette of a person in uniform. The text is organized into two main sections, each with a bold heading and several sub-bullets.

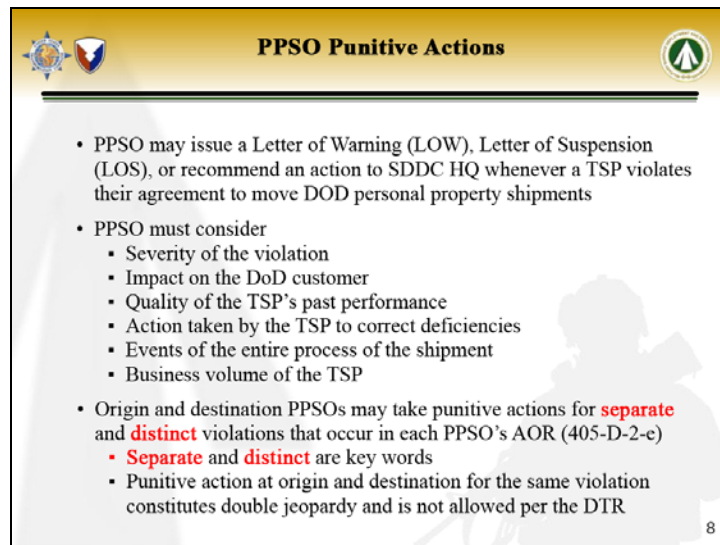
- **SHIPMENT INSPECTIONS**
  - DP3 Inspection Goal = 50 percent of all shipments
    - Inspection can be done in person or via telephone
  - Inspection Requests
  - Shipment Evaluation and Inspection Record Procedure (DD1780)
    - DD1780 must be done in DPS
    - (DD1780 must be done manually for TOPS)
- **TSP PERFORMANCE FILES**
  - Maintain in DPS electronically or keep a hard copy
  - Maintain all records for two calendar years

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The shipment inspection is a vital process in the movement of personal property and serves as the backbone of quality assurance. The written goal in the DTR is for 50 % of all shipments to be inspected. However, each Branch of Service determines their own goal policy. Due to a wide range of other PPSO responsibilities, budget, and in many cases, distance, a physical/in person inspection may not be possible. Therefore, a telephone inspection is an option for a PPSO to use. When a customer requests that their shipment be inspected, the responsible PPSO should make every effort to inspect that shipment. For both in person and telephone inspections, a DD form 1780 must be used. The DD Form 1780 is the primary document for inspections, and it must be filled out in DPS. Forms for shipments moving in TOPS (SS and OTO shipments) are to be prepared manually.

The PPSO must maintain a TSP performance file. PPSOs are encouraged to use DPS to maintain TSP files. A hard copy of a TSP performance file is an option but should be kept to a minimum. TSP performance files should include Origin and Destination DD Form 1780s, DD Form 1840s, LOWs and LOSs, Customer Satisfaction Surveys (CSS), reweigh records, photographs, and any other related document or other communication concerning TSP performance.

These performance files must be maintained for two calendar years. The TSP files, especially the customer comments on the CSS, should be reviewed by the PPSO and can be used as supporting evidence when issuing a Letter of Warning or a Letter of Suspension. Before taking punitive action the PPSOs should review the TSP's performance to ensure that correct action is being taken.



The slide is titled "PPSO Punitive Actions" and features a yellow header with a compass icon on the left and a green circular icon on the right. The main content is a bulleted list of guidelines for punitive actions. The list includes: PPSO may issue a Letter of Warning (LOW), Letter of Suspension (LOS), or recommend an action to SDDC HQ whenever a TSP violates their agreement to move DOD personal property shipments; PPSO must consider severity of the violation, impact on the DoD customer, quality of the TSP's past performance, action taken by the TSP to correct deficiencies, events of the entire process of the shipment, and business volume of the TSP; and Origin and destination PPSOs may take punitive actions for separate and distinct violations that occur in each PPSO's AOR (405-D-2-c). The words "separate" and "distinct" are highlighted in red. A small number "8" is in the bottom right corner of the slide.

**PPSO Punitive Actions**

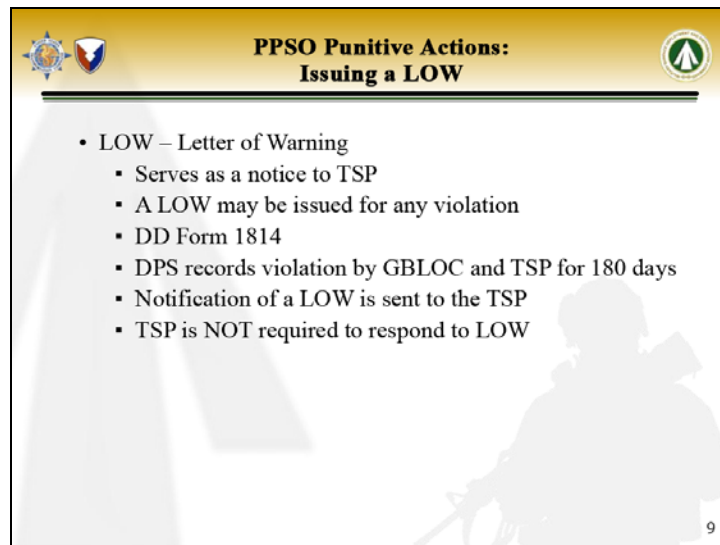
- PPSO may issue a Letter of Warning (LOW), Letter of Suspension (LOS), or recommend an action to SDDC HQ whenever a TSP violates their agreement to move DOD personal property shipments
- PPSO must consider
  - Severity of the violation
  - Impact on the DoD customer
  - Quality of the TSP's past performance
  - Action taken by the TSP to correct deficiencies
  - Events of the entire process of the shipment
  - Business volume of the TSP
- Origin and destination PPSOs may take punitive actions for **separate** and **distinct** violations that occur in each PPSO's AOR (405-D-2-c)
  - **Separate** and **distinct** are key words
  - Punitive action at origin and destination for the same violation constitutes double jeopardy and is not allowed per the DTR

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PPSOs are responsible for taking punitive actions against TSPs as they are the closest authority to the shipment. PPSOs may take action whenever the TSP violates any provisions of the DTR Part IV or the Tender of Service (TOS). In order to determine which actions to take the severity of the violation must be considered. PPSOs should look at the entire shipment and other punitive actions taken within the past 180 days before deciding which action to take. For example: before issuing a LOW for damages, did your investigation consider damage due to improper packing and/or handling? PPSOs should also take into consideration before issuing action the comparison between the number of shipments a TSP has performed against the number of violations. Here's an example: 3 violations in 15 shipments is much different than 3 violations in 150 shipments.

Origin and Destination PPSOs may take punitive actions for SEPARATE and DISTINCT violations which occur in each PPSO's Area of Responsibility. Violations should only be acted upon at either the origin or destination PPSO and not both unless there are indeed different violations.





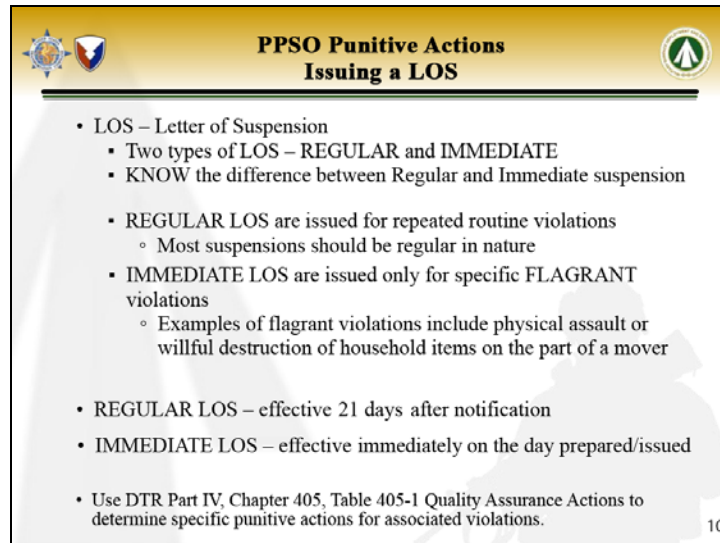
The slide features a yellow header with the title "PPSO Punitive Actions: Issuing a LOW" in bold black text. On the left side of the header is a circular logo with a compass rose and a shield, and on the right is a circular logo with a green triangle. The main content area is white with a faint background image of a person in a uniform. A bulleted list is centered on the slide, and a small number "9" is in the bottom right corner.

**PPSO Punitive Actions:  
Issuing a LOW**

- LOW – Letter of Warning
  - Serves as a notice to TSP
  - A LOW may be issued for any violation
  - DD Form 1814
  - DPS records violation by GBLOC and TSP for 180 days
  - Notification of a LOW is sent to the TSP
  - TSP is NOT required to respond to LOW

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A Letter of Warning (LOW) is normally the initial formal notice concerning the TSP performance and or/violation. A LOW serves as a notice to a TSP that they have committed an infraction. When a carrier commits the same violations three or more times the PPSO may want to consider issuing a Letter of Suspension (LOS). This may not be the case all the time, however. PPSOs should use all resources available and TSP performance files to determine if a LOW is warranted or not. A LOW may be issued for any violation and is not limited to the items listed on the DD Form 1780. PPSOs should remember if they choose the “other” block on DD Form 1780 they must enter information in the remarks area. A notification of a LOW is sent to the TSP via DPS or can be sent manually for shipments moving in TOPS. A TSP is NOT required to respond to a LOW unless requested by the PPSO.



The slide features a yellow header with the title "PPSO Punitive Actions Issuing a LOS" in bold black text. On the left side of the header is a police badge icon, and on the right is a green circular icon with a white arrow pointing up. The main content area is white with a faint background image of a person in a uniform. It contains a bulleted list of information regarding Letters of Suspension (LOS). The list includes the definition of LOS, the two types (REGULAR and IMMEDIATE), the differences between them, and their respective effective dates. A reference to DTR Part IV, Chapter 405, Table 405-1 is provided at the bottom. A small number "10" is located in the bottom right corner of the slide frame.

**PPSO Punitive Actions  
Issuing a LOS**

- LOS – Letter of Suspension
  - Two types of LOS – REGULAR and IMMEDIATE
  - KNOW the difference between Regular and Immediate suspension
  - REGULAR LOS are issued for repeated routine violations
    - Most suspensions should be regular in nature
  - IMMEDIATE LOS are issued only for specific FLAGRANT violations
    - Examples of flagrant violations include physical assault or willful destruction of household items on the part of a mover
- REGULAR LOS – effective 21 days after notification
- IMMEDIATE LOS – effective immediately on the day prepared/issued
- Use DTR Part IV, Chapter 405, Table 405-1 Quality Assurance Actions to determine specific punitive actions for associated violations.

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PPSOs have two different kinds of LOSs they may issue against a TSP. PPSOs need to know the difference to minimize unnecessary administrative workload.

The majority of the punitive action taken by a PPSO should be a regular suspension. The DTR Part IV, Chapter 405 is very specific and should be used as a reference prior to taking punitive action.

Regular suspensions are issued for repeated routine violations. Again, most suspensions should be regular. These regular suspensions are effective 21 days after notification to the TSP. Again, PPSOs should research and investigate the TSP historical records prior to issuing a regular LOS.

Immediate suspensions are issued for FLAGRANT violations listed in DTR IV, Chapter 405. Immediate suspensions are effective immediately on the day the suspension is issued. Therefore a thorough investigation and research is very important prior to taking action.

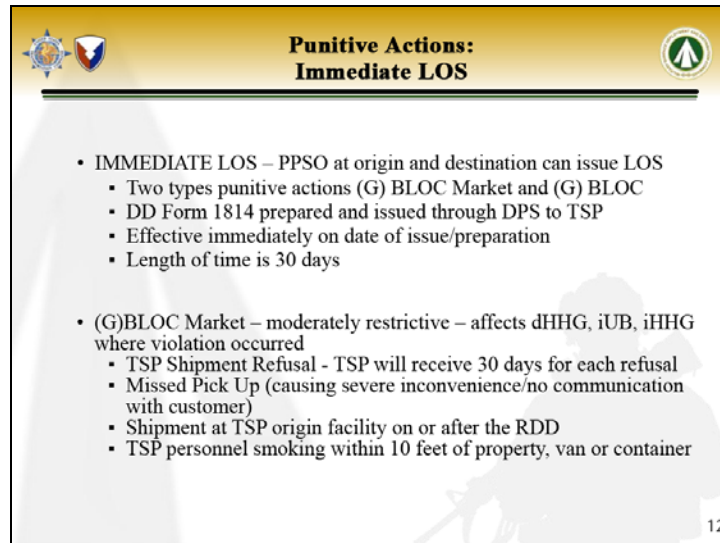
**Punitive Actions:  
Regular LOS**

- REGULAR LOS may be taken on a TSP when three or more LOWs are issued for repeated violations
  - DD Form 1814 must be issued within DPS to TSP
  - TSP has 20 days to respond to the notification
  - Effective date of punitive action is 21 days after TSP notification
  - Length of time is 30 days
- PPSO may issue two types of punitive action(s) on a REGULAR LOS:
  - (G)BLOC Market – moderately restrictive – affects dHHG, iUB, or iHHG markets where violation occurred
  - (G)BLOC – most restrictive – affects ALL Markets where violation occurred. For example, issue after a repeated third LOS issued within a 180 days

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After investigating, researching, and analyzing the shipment concerned, and consequently making the decision to take a regular suspension, the PPSO's next step is to decide what type of regular suspension to issue: BLOC or BLOC Market which will be explained in upcoming slides. You might have noticed that we have not listed Channel Suspensions. Channel Suspensions are reserved solely for SDDC's internal use.

The TSP has 20 days to respond to the notification of suspension, and the PPSO should review the response to determine if the LOS should take effect on the 21st day or be removed. TSPs are suspended for 30 days once the suspension takes effect.




**Punitive Actions:  
Immediate LOS**

- IMMEDIATE LOS – PPSO at origin and destination can issue LOS
  - Two types punitive actions (G) BLOC Market and (G) BLOC
  - DD Form 1814 prepared and issued through DPS to TSP
  - Effective immediately on date of issue/preparation
  - Length of time is 30 days
- (G)BLOC Market – moderately restrictive – affects dHHG, iUB, iHHG where violation occurred
  - TSP Shipment Refusal - TSP will receive 30 days for each refusal
  - Missed Pick Up (causing severe inconvenience/no communication with customer)
  - Shipment at TSP origin facility on or after the RDD
  - TSP personnel smoking within 10 feet of property, van or container

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Immediate suspensions take effect immediately and last for 30 days from the begin date. Again, there are two types of suspensions: BLOC and BLOC market.

Most immediate suspensions should be taken as a result of the violations listed here and on the next slide. These are also listed in Chapter 405. Take a moment to read through some of these violations.



**Punitive Actions:  
Immediate LOS**

- (G)BLOC – most restrictive – ALL Market originating from (G) BLOC
  - FLAGRANT violations
  - Turn-Back – TSP unable to service after accepting shipment
  - TSP personnel under the influence of, or using alcohol or unlawful drugs at DOD Customers residence.
  - TSP personnel using abusive language, actions, or immoral conduct in the presence of the DOD customer or family members.
  - Evidence of fraud or theft
  - Evidence of deliberate damage to DOD customer possessions
  - Evidence of false statements
  - Use of a disqualified or revoked TSP in any capacity
  - Use of a non-qualified/ineligible DOD warehouse for storage of a DOD customers shipment.

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**DPS Suspensions**

- 3 ways to take a suspension in DPS under QA Management in Shipment Management

	Type of Suspensions Possible to Enter	
	GBLOC	Market-GBLOC
Origin/Destination Inspections	YES	NO
Pending Suspensions	YES	NO
QA Actions	YES	YES

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There are 3 ways to take a suspension in DPS. All of these options are under the QA Management section under the Shipment Management Seibel header. The first is through Origin Inspections or Destination Inspections. The second is under Pending Suspensions. Through these two avenues only GBLOC suspensions can be submitted. In the QA Actions section both GBLOC and Market GBLOC suspensions can be issued. Remember that Channel-COS suspensions are reserved for SDDC use.

In the next series of slides we will go over how to issue a suspension through both the Inspections queue and the QA Actions queue

**Inspections Queue  
Suspensions**

Defense Personal Property System (DPS)

Home | ZONES | DPS Analytics | Customer Surveys | Forms | Shipment Mgmt | Best Value Scoring | DPS User Satisfaction | Claims | Consignment Guide | HELP

Show: Shipment Mgmt | Tuesday, September 14, 2010 3:45:00 PM | Reports | Queries

**Main**

- Dashboard Management
- Inventory Management
- SIT Management
- Shipment Requests and Corrections
- QA Management**
  - Origin Inspections
  - Destination Inspections
  - Inspection Suspensions
  - TSP Suspensions/Non-Use
  - QA Actions
  - Reasons/Warnings/Suspensions
  - QA Forms Print
  - QA Search
- Administration
- Search/Reports

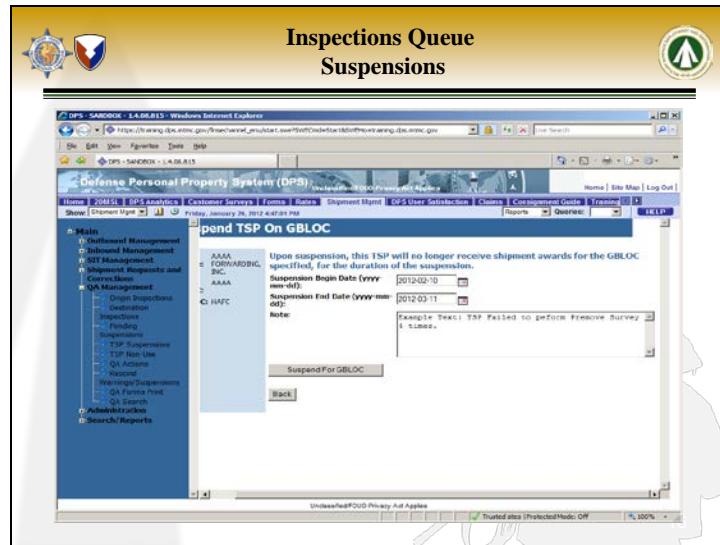
**TSP QA History**

TSP Name:	AAAA FORWARDERS	Number of Violations (Past 180 Days)	Violation
TSP SCAC:	BIC	20	Failed to perform preventive survery
Print ID: 1814	AAAA	10	Improperly packed/damaged shipment
Warning		10	Improper/inadequate packing materials used
		12	Improper inventory management
		7	Improper DCA (D-100/D-104) management
		10	Used unqualified personnel
		6	Improperly secured/covered appliances
		1	Failed to weigh shipment in accordance with manner prescribed by DCA
		1	Failed to remove materials/tobacco
		3	Failed to provide required documents to PPIG
		2	Failed to provide required documents to customer
		5	Failed to unplug/reassemble
		1	Containers not properly marked
		2	Failed to protect containers from weather

Take Immediate Punitive Action/Suspend TSP

Return To Inspections

This and the next two slides will clarify the steps in issuing a suspension from the Inspections Queue. This is a screenshot from the process of submitting inspections in either the origin or destination inspections header under QA Management. Most PPSOs enter suspensions from this screen. It has come to SDDC's attention that certain wording in DPS is causing confusion regarding the issuance of REGULAR versus IMMEDIATE suspensions. After completing the DD1780, the PPSOs should keep in mind that the majority of suspensions taken are regular suspensions. On this particular screen, although the button to start the action reads, "Take Immediate Punitive Action/Suspend TSP", it does NOT mean issue an immediate suspension. It simply means start the suspension process now. If a PPSO does not wish to issue a suspension, simply click the "Return To Inspections" button.

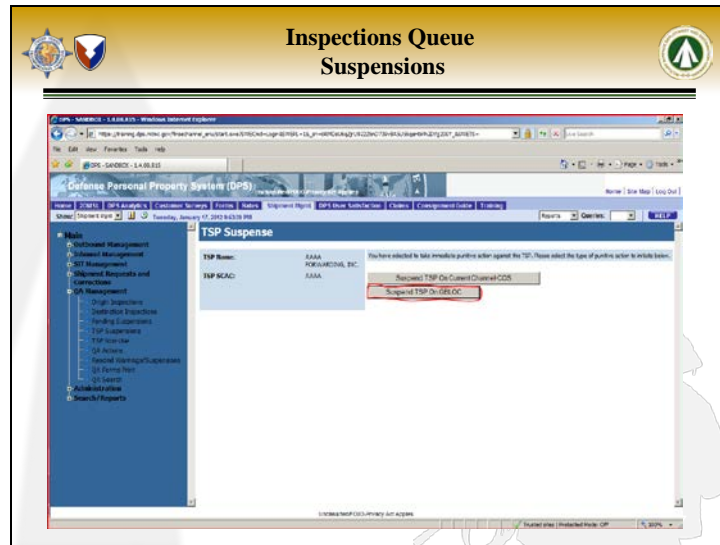


Select the dates to begin and end the suspension. This is the screen that determines if the suspension will be regular or immediate. For regular suspensions the begin date should be 21 days out and for an immediate suspension the begin date will be the same day you are taking the suspension. The end date in both cases is 30 days from the begin date.

In the note field, enter information regarding the violation the suspension is being issued for.

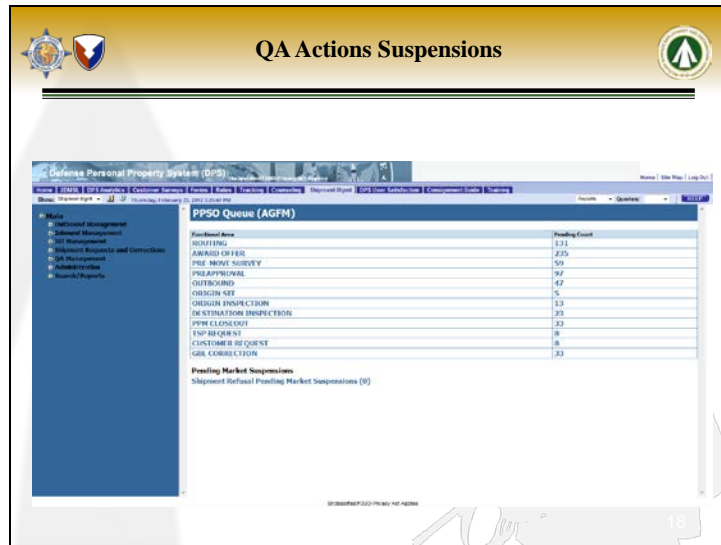
When all of the information entered is correct click the "Suspend For GBLOC" button.





Note the words at the top: “You have selected to take immediate punitive action against this TSP”. Once again this does NOT mean an immediate suspension; it means you have elected to start the process to take a suspension NOW.

There are two types of actions listed. The only one available for PPSO use is the Suspend TSP on GBLOC option. Again, Channel-COS is reserved for SDDC use.



The next process discussed is the steps on how to initiate suspensions taken from the QA Actions Queue. A Change to the Quality Assurance Chapter 405 provides the option for PPSOs to take a BLOC Market suspension for violations other than shipment refusals. These types of suspensions (either regular or immediate) will need to be taken through QA Actions under Shipment Management. This is the only area which provides the capability to select a Market-GBLOC suspension. To begin the process of issuing a suspension expand the QA Management Section of the tree on the left.

**QA Actions Suspensions**

Defense Personal Property System (DPS)

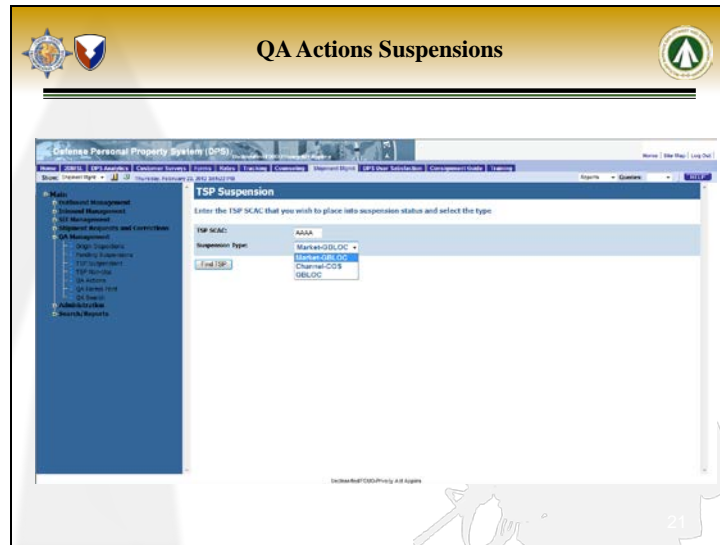
PPSO Queue (AGFM)

System/Line	Pending Count
ROUTING	131
AWARD OFFER	230
PRE-HOW SURVEY	56
PREAPPPOINTMENT	92
OUTRIGGER	42
ORIGIN SET	5
DESIGN INSPECTION	13
DISTRIBUTION INSPECTION	23
PPM CLOSOUT	33
TSP REQUEST	8
CUSTOMER REQUEST	8
GBR COLLECTION	33

Pending Market Suspensions  
Shipments Refused Pending Market Suspensions (0)

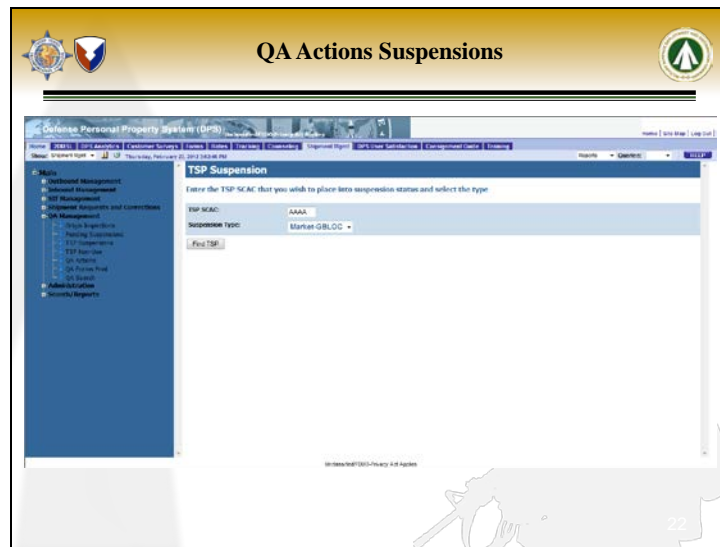
Suspensions are taken under the QA Actions item. Clicking this item will bring you to the next screen.





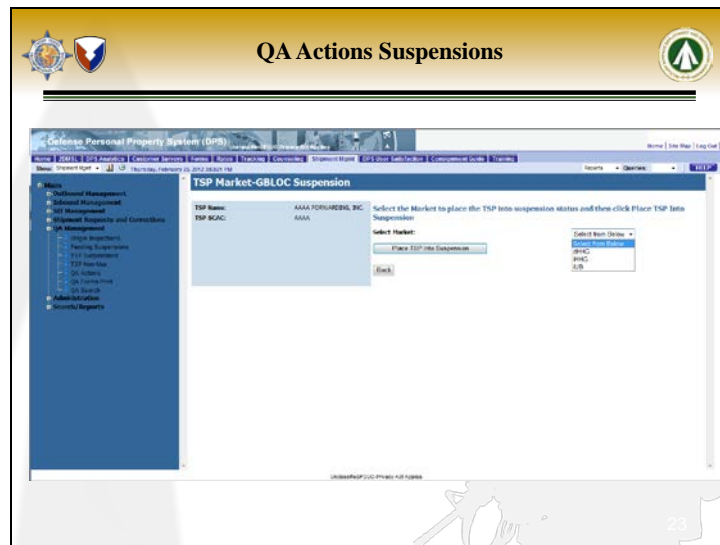
Next click the arrow to see choices in the suspension type drop down menu. Here is where to choose which type of suspension to issue. As a reminder, PPSOs should only select either Market-GBLOC and GBLOC suspension types. For a Market-GBLOC suspension click the appropriate highlighted choice. Remember that this suspension type is less restrictive than the GBLOC type. Note that the drop down will default to Market-GBLOC so be sure to change it if issuing a GBLOC suspension.

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Once you have selected the appropriate type of suspension, click the “Find TSP” button

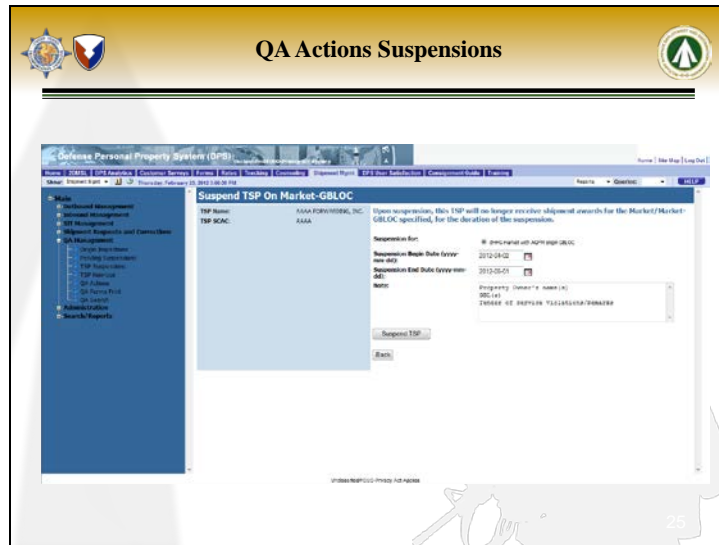
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If Market-GBLOC has been selected as the suspension type, this screen will be the next one to appear. click the arrow for the drop down menu to display the three different market choices. Select the appropriate market in which the violation has occurred.







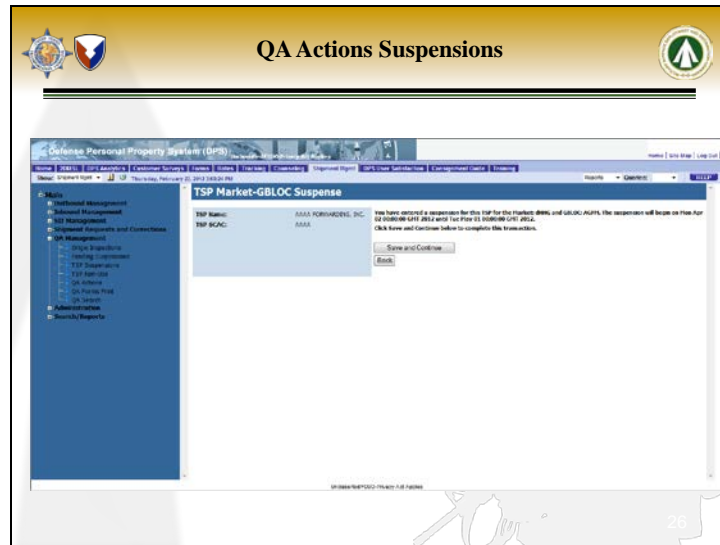
Select the dates to begin and end the suspension. Once again, it's important to remember that this is the screen that determines if the suspension will be regular or immediate. For regular suspensions the begin date should be 21 days out and for an immediate suspension the begin date will be the same day you are taking the suspension. The end date in both cases is 30 days from the begin date.

Entering text into the note box is the most important step when issuing a suspension through QA Actions. The PPSO must enter information in the notes area in reference to the shipment or shipments that the suspension is being issued for.

If not the TSP will not know for which shipment or why the suspension action was taken. As a minimum enter the property owner's name, the GBL(s), and the violation(s)

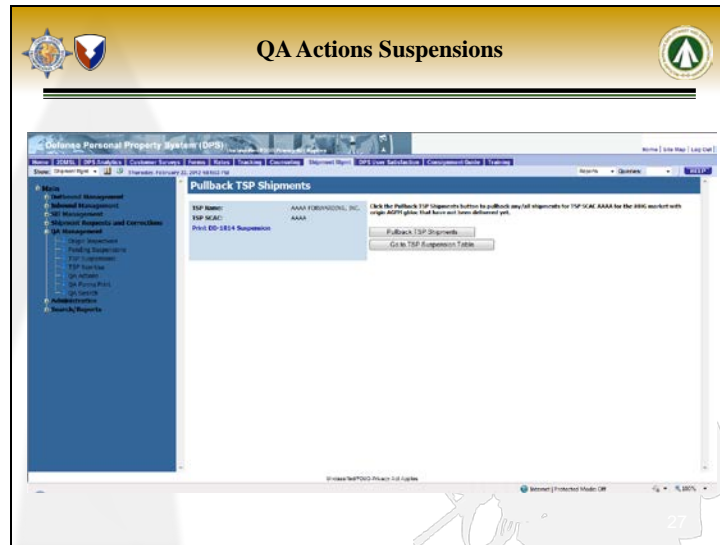
When all of the information entered is correct click the "Suspend TSP" button.

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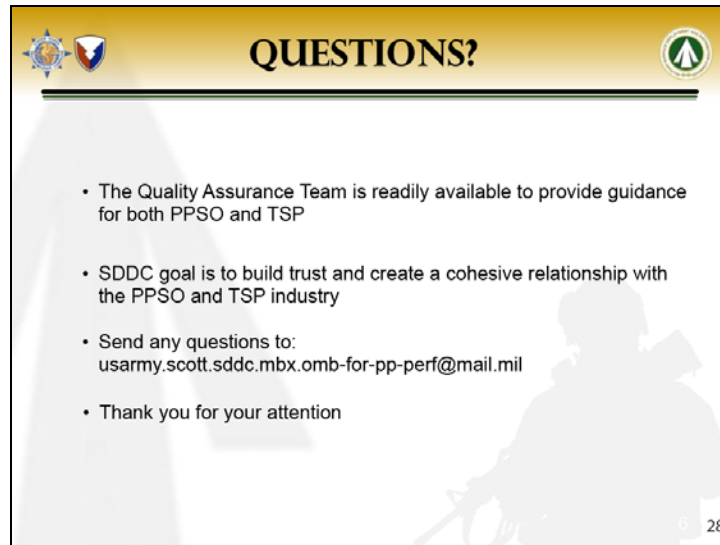


Review the information shown on the screen. If the information is correct, click the “Save and Continue” button to complete the suspension.

Slide 27



This last screen will allow the PPSO to print a hard copy of the DD1814.



The slide features a yellow header with the word "QUESTIONS?" in bold black text. On the left is a circular logo with a compass rose and a shield, and on the right is a green circular logo with a white triangle. The main content area is white with a faint background image of a soldier. It contains four bullet points: the first states the Quality Assurance Team's availability; the second describes the SDDC goal; the third provides an email address; and the fourth is a thank you. A small "28" is in the bottom right corner.

## QUESTIONS?

- The Quality Assurance Team is readily available to provide guidance for both PPSO and TSP
- SDDC goal is to build trust and create a cohesive relationship with the PPSO and TSP industry
- Send any questions to:  
[usarmy.scott.sddc.mbx.omb-for-pp-perf@mail.mil](mailto:usarmy.scott.sddc.mbx.omb-for-pp-perf@mail.mil)
- Thank you for your attention

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In closing, the Quality Assurance Team is available to assist and support all PPSOs and TSPs. We look forward to working with all of you. Feel free to

Thank you for your attention