

What is Phase I of the Families First Program?

Phase I is the first step in the move towards the reengineered Personal Property program of the future. The goal of Phase I is to improve the electronic billing and payment process in the current program using PowerTrack and the Personal Property Central Web Application (CWA).

PowerTrack is U.S. Bank's web-based, commercial business-to-business payment system that will be used for payment of Transportation Service Provider (TSP) invoices. CWA is a web-based Government system that will be used for reviewing and approving services online, and for costing shipments. The CWA will be used in conjunction with the Transportation Operational Personal Property Standard System (TOPS).

With the introduction of PowerTrack and the CWA, there will be fundamental process changes for stakeholders in the Personal Property payment process, most notably for PPSOs, TSPs, and the Financial Community.

Who is required to participate in Phase I?

All Service and USCG installations, and all volunteer TSPs can participate in Phase I. As of May 2004, there are 14 PPSO's and approximately 137 TSPs volunteering as part of the Phase I Evaluation Period.

(July 2004. Please note that the 3 Air Force sites have not yet been implemented. Also, any shipment for an Air Force member that otherwise would be a Phase I shipment will be billed under the current program. As such, there are currently 11 participating sites.)

What is the timeline for implementing Phase I?

Prior to implementing Phase I at all Service and Coast Guard installations, there will be an initial rollout of PowerTrack and CWA that will begin in March 2004. This initial rollout will serve as the Evaluation Period (EP) for the Phase I processes, and will involve a limited number of Sites and TSPs. The EP will only include shipments between participating GBLOCs.

SDDC's goal in Phase I is to thoroughly test and validate processes prior to expansion to additional Sites and TSPs. Exit strategy metrics will be used to determine when expansion beyond the EP Sites can begin.

Who are the participating PPSO's?

There are currently 14 participating PPSO's the Phase I Evaluation Period.

(July 2004. Please note that the 3 Air Force sites have not yet been implemented. Also, any shipment for an Air Force member that otherwise would be a Phase I shipment will be billed under the current program. As such, there are currently 11 participating sites.)

Air Force (pending)
Spangdahlem AB, GE
Anchorage, AK
JPPSO Northeast

Army
Fort Belvoir, VA
Fort Hood, TX

Navy
Pearl Harbor, HI
San Diego, CA
Newport, RI

USMC
Yuma, AZ
29 Palms, CA
Beaufort, SC
Albany, GA

USCG
Alameda, CA
Miami, FL

Who are the participating TSP's?

Currently there are approximately 137 volunteer transportation providers (as of May 2004). As more TSPs agree to participate and meet PowerTrack EDI requirements, they will be added to the list that is maintained by US Bank.

How is an Evaluation Period I shipment defined?

Only shipments that meet the following 3 criteria will be processed in CWA / PowerTrack:

- Shipment moves to and from the participating PPSO sites
- The selected TSP has volunteered to participate in the Evaluation Period
- Meets the Evaluation Period shipment criteria. For example, NTS shipments will not be part of the EP. There is an extensive criteria list for what will and what will not be an EP shipment. TOPS will be loaded with all of the information, so that a PPSO will not have to know the criteria in advance.
- Note on NTS shipments: Shipments to NTS will not be part of Phase I, however shipments coming out of NTS will be eligible for the Evaluation Period

How long will the evaluation period last?

Estimated time period for the Evaluation Period is 6 months after implementation of the EP sites. The goal is for all 150 sites to be implemented by August 2005. This will be accomplished incrementally. Evaluation will not be completed until all codes of service have been completed.

Where can I find the reference materials for CWA and PowerTrack?

General SDDC questions and all Families First reference materials are on the SDDC website at:

<http://www.sddc.army.mil/>

- Click on Personal Property / POV
- Click on Programs / Families First
- Click on Phase I Training Documents
- Links are available to access training documents, FAQ's for both CWA and PowerTrack

Additionally, the PowerTrack user guides are posted on the PowerTrack website.

<https://www.powertrack.usbank.com/powertrack/>

What elements of the current program will remain the same under Phase I?

The following elements of the current program will remain the same under Phase I:

- Use of the Military Rate Tender (MRT)
- Move Counseling by PPSO
- Use of TOPS
- TSP Selection and Booking

What type of shipments will be processed during Phase I?

Phase I will include all Service and Coast Guard Sites for Codes 1-8, T, and J shipments. With Code 5, T, and J shipments, the portion transported by the TSP will be paid by PowerTrack, while the portion transported by AMC/MSC will be paid as it is today in the current Personal Property program.

Any shipment that moves on a BL or PPGBL will be part of Phase I, with the exception of:

- Non-Temporary Storage
- Shipments moved under local contracts (e.g., delivery out of SIT after conversion to customer expense)
- Direct Procurement Method
- Personally Procured Moves
- Special Solicitations (e.g., shipments to Kuwait, Cairo, Thailand, etc.)
- Shipments moved under Privately Owned Vehicle (POV) contracts

Mobile Home One Time Only's (MOTOs) and Boat One Time Only's (BOTOs) will be included in Phase I, provided qualified MOTO and BOTO TSPs are participating. Embassies with TOPS access will be the last installations activated as part of Phase I. Shipments that are not a part of Phase I will be processed as they are today in the current program.

Where can I find out more about the new processes for Phase I?

Detailed information concerning the Phase I processes is available in the Concept of Operations and Business Rules document, which is posted under this section of the web site.

Will there be information from the International sites?

We are working to add additional sites. The 14 sites in the Evaluation Period include Pearl Harbor, Alaska and Spangdahlem, Germany.

Are digital certificates required?

Not right now, but will be for ETA / CWA only. Process and effective date of requirements are on the <https://www.sddc.army.mil> website.

Can we use our existing digital certificate password for ETA?

Yes, but you will need a new one for CWA.

Also reference (<https://eta.sddc.army.mil/help.asp#CertFAQ>)

Do the participating Evaluation Period Carriers have preference over other Carriers?

No. Carrier selection will be performed under the current program rules.

How will the shipments that are not included in Phase I be processed?

All shipments that are not designated to be part of the Evaluation Period will be processed in the same manner as they are processed in the current program.

How long will the TSP be required to store the original documentation (619, 619-1, invoices, etc)?

TSPs are required to hold the hard copy documentation for a minimum of 7 years.

Will 619s and 619-1's still be available upon request?

Yes. TSPs will provide 619 and/or 619-1's upon request. Some TSP's will give online access to all documentation, with a user ID and password. TSPs without this capability will fax or mail documentation upon request.

Will CWA maintain copies of original invoices only or will it be both supplemental and original?

The TSP will maintain all hard copy documentation. CWA will store the data from original and supplemental invoices.

What are the advantages of the random sampling of the TSP's records?

One of the benefits of the Families First program is the elimination of the need for Hard Copy documentation on a regular basis. CWA and PowerTrack will each have reporting capabilities to view historical data.

For any specific Hard Copy needs, the PPSO can request from the TSP as many 619 and/or 619-1 forms as deemed necessary.

Will the 10% random audit be automatically requested?

No. The Concept of Operations document (CONOPS) outlines the specific requirements and guidelines for complying with the random sampling procedures, including which invoices to sample and how to keep the log. Business Rules state that the PPSO will sample on a minimum 10% random basis, or more often if deemed necessary.

What if the TSP goes out of business – how do we (PPSOs) pay the agent?

Procedures to address bankrupt or otherwise out of business TSP's will be followed the same way as in the current program. The agent will submit a local invoice to the PPSO for services rendered. The invoice will be submitted to DFAS for payment to the agent.

Automated setoff/offset procedures are currently being developed, and will be incorporated into a future version.

What is the Certifying Official's (CO) role?

The CO reviews and certifies the PowerTrack Summary Invoice (PSI) and sends it to DFAS. The CO prints out the Summary Invoice from PowerTrack, and reviews. After certifying, the CO then faxes it to the proper DFAS office for payment. DFAS then pays US Bank.

How will PPSOs and TSPs get access to PowerTrack?

Participating PPSOs and TSPs will be provided with PowerTrack accounts, and user IDs and passwords consistent with their entry into Phase I. U.S. Bank will administer the user IDs and passwords for PowerTrack access during Phase I.

What will PPSOs and TSPs need to do in order to use the CWA?

PPSOs and TSPs will have to be registered Electronic Transportation Acquisition (ETA) users in order to be able to use CWA. ETA provides a single point of access to the SDDC web systems.

If already an ETA user, it will be necessary to add the CWA system to the existing account. If not currently an ETA user, he or she must register for ETA.

Another important item to note is that DoD will require all users of DoD systems to use digital certificates to access systems. This means that DoD personnel will use their Common Access Card (CAC) for ETA logins. In addition, commercial users will have to obtain a digital certificate from an External Certificate Authority vendor. The current timeline for implementation is "on hold", but to find out more about ETA and digital certificates, go to <https://eta.sddc.army.mil>.

Are there any additional requirements that only apply to TSPs for Phase I?

Yes, there are TSP-specific requirements. Here are the requirements that only apply to TSPs:

- Signing a PowerTrack agreement with U.S. Bank
- Submitting invoice data electronically (EDI 859) or manually (PowerTrack web interface) to PowerTrack, along with the Notice of Service Completion
- Ability to process application advice (EDI 824) from PowerTrack when an invoice is rejected
- Ability to resubmit corrected invoices when the original invoice has been rejected

Is there more information for TSPs on signing agreements with U.S. Bank?

TSPs must have a signed agreement with U.S. Bank prior to handling shipments. Seller Agreement packages will go out in July 2003 to all SDDC-identified TSPs and existing Full Service Moving Project (FSMP) TSPs. TSP agreements and PowerTrack accounts will be required at the time when the TSP begins participating in Phase I, whether that occurs during the Evaluation Period or when the remainder of Phase I is rolled out. The priority on setting up new Seller Agreements will be dependent on the TSP's Phase I entry point.

Will TSPs that had PowerTrack agreements with U.S. Bank under FSMP be able to use the same agreements, or will they have to set up new agreements?

TSPs that had agreements with U.S. Bank under FSMP will need to sign new agreements with U.S. Bank for Phase I.

Is there more information for TSPs concerning invoice submission to PowerTrack?

Submitting an EDI invoice electronically will require the following:

- PowerTrack agreement signed and PowerTrack account established
- Three successful invoice transmissions via HTTPS, including returned EDI 997 and EDI 824 processing

Any deviation from these standards will require a signed interface agreement and possibly a contract revision.

The EDI 859 Specification is posted under this section of the web site, and will be in Seller packages sent out in July 2003.

In addition to electronic submission, there is the option to create an invoice via the PowerTrack user interface. Creating an invoice manually will require the following:

- PowerTrack agreement signed and PowerTrack account established

- This is a viable option if the TSP is processing low transaction volume

What are the system requirements for Phase I?

The system requirements for using PowerTrack and CWA are:

- Windows ME, Windows NT 4.0, Windows 2000, or Windows XP (Windows NT 4.0 will only be supported by PowerTrack until 31 December 2003. PowerTrack's support policy is consistent with Microsoft Operating System Support.)
- Pentium 200 MHz, 64 MB RAM (or as required for operating system requirements)
- 30 MB free space on hard drive (used for temporary Internet files)
- Internet connectivity by modem (minimum 56K), DSL or T1 network connection preferred
- Monitor supporting 1024 x 768 resolution, 256 colors
- Laser printer (for printing reports)

CWA:

- Internet Explorer 5.0 or higher
- Netscape 6.0
- Monitor supporting 800 x 600 resolution, 256 colors

PowerTrack

- Internet Explorer 6.0 (Netscape will not work)
- Service Pack 1 and XML Parser # 4 for IE 6.0
- Monitor supporting 800 x 600 resolution, 256 colors

How will overflows be handled under Phase I?

Overflows will be handled the same way it is today. An overflow shipment will be billed as a supplemental invoice to the original BoL.