

CDR MTMC ALEXANDRIA VA//MTPP-PP//

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ESC DI FIELD OFFICE M ALICE SPRINGS NT AS//TO//
CDRUSAREUR DCSLOG HEIDELBERG GE//AEAGD-TC//
CDUSNAVEUR DET IBERLAND SUPPCMP LISBON PO
513CCW RAF MILDENHALL UK//LGTT//
4722 SPTS CFB NORTH BAY ONTARIO CAN//LGTT//
MCAS BEAUFORT SC//S4TMO//
COMNAVSUPSYSCOM MECHANICSBURG PA//05//
COGARD WASHINGTON DC//G-WPM-2/GLCL//
HQDA WASHINGTON DC//DALO-TSP-PP//
CMC WASHINGTON DC//LFT-4//
HQUSAF WASHINGTON DC//ILTT//
CDRMTMC ALEXANDRIA VA//MTIM-TPPP//
CDR599THTRANSOPTML WHEELER AAF HI
DIRMTMC598THTRANSGP VAIHINGEN GE

SUBJECT: INFORMATION ADVISORY—PREPARATION FOR THE 2003 SUMMER SHIPPING SEASON

1. PLEASE REVIEW THE FOLLOWING SUGGESTIONS AND GENERAL ITEMS OF INTEREST AS YOU PREPARE FOR THE 2003 SUMMER SHIPPING SEASON. PASS THIS MESSAGE TO ALL COUNSELORS, BOOKING AND SHIPPING CLERKS, AND OTHER MEMBERS OF THE TRANSPORTATION OFFICE INVOLVED IN THE MOVEMENT OF PERSONAL PROPERTY. ADVISE THEM THAT SUMMER RATES ARE IN THE TOPS SYSTEM.

A. USE OF HIGH COST CARRIERS: INSTALLATION TRANSPORTATION OFFICES (ITOS) WHO EXPERIENCE A SHORTAGE OF CAPACITY DURING THE PEAK SUMMER MONTHS HAVE THE OPTION TO USE ALL CARRIERS ON THEIR TRAFFIC DISTRIBUTION ROSTER (TDR), INCLUDING THOSE WITH HIGH RATES. AS THE PEAK SEASON SLOWS DOWN, ITOS SHOULD ENSURE THE EQUITABLE DISTRIBUTION OF TRAFFIC, IN ACCORDANCE WITH ESTABLISHED GUIDELINES.

B. PERSONNEL SHORTAGES: ITOS EXPERIENCING A SHORTAGE OF PERSONNEL SHOULD BEGIN SEARCHING FOR ADDITIONAL RESOURCES. CONTACT YOUR MILITARY AND CIVILIAN PERSONNEL OFFICES TO DISCUSS THE RECRUITMENT OF TEMPORARY SUMMER HIRES AND THE USE OF RESERVE TROOPS.

C. PROJECTIONS: HAVE YOUR PERSONNEL OFFICES PROVIDE YOU WITH A FORECAST ON THE NUMBER OF MEMBERS THAT WILL MOVE THIS SUMMER. LET

THEM KNOW HOW IMPORTANT IT IS TO ISSUE ORDERS AS SOON AS POSSIBLE. DETERMINE IF YOU WILL HAVE ANY HOMEPORT, UNIT, OR VOLUME MOVES. REQUESTS FOR VOLUME MOVES SHOULD BE SUBMITTED TO HQMTMC (MTPP-PP-R) AT LEAST 30 DAYS IN ADVANCE OF THE FIRST SCHEDULED PICK-UP.

D. MEETINGS: MEET WITH YOUR AGENTS/CARRIERS AS SOON AS POSSIBLE TO DISCUSS YOUR REQUIREMENTS FOR THE UPCOMING SUMMER. PROVIDE THEM WITH AN ESTIMATE ON THE NUMBER OF MEMBERS THAT WILL MOVE THIS SUMMER. LET THEM KNOW THAT YOU INTEND TO USE CODE 2 SERVICE, ESPECIALLY FOR SHIPMENTS GOING INTO NONTEMPORARY STORAGE (NTS) AND STORAGE-IN-TRANSIT (SIT). FOCUS ON PAST PROBLEMS AND HOW TO RESOLVE THEM. DISCUSS PROCEDURES ON BOOKINGS, REFUSALS, CLEARING OF SHIPMENTS TO RESIDENCE AND INTO NTS. DETERMINE EACH AGENT'S DAILY CAPACITY BY CODE OF SERVICE SO TURN-BACKS ARE HELD TO AN ABSOLUTE MINIMUM. ASK AGENTS/CARRIERS REGARDING ANY CONCERNS THEY HAVE, SUCH AS LABOR SHORTAGES, NONAVAILABILITY OF CODE 2 CONTAINERS, ETC. CONTINUE MEETING WITH YOUR AGENTS/CARRIERS THROUGHOUT THE SUMMER SO THERE ARE NO SURPRISES.

E. SATURATION NOTICES: SATURATION NOTICES SHALL ONLY BE ACCEPTED FROM CARRIERS IAW DTR, PART IV. ALTHOUGH PAST PRACTICE HAS ALLOWED SUBMISSION OF SATURATION NOTICES VIA THE CARRIER'S AGENT, THIS PRACTICE WILL NO LONGER BE ACCEPTABLE. SHOULD THE ITO RECEIVE SATURATION NOTIFICATION FROM A CARRIER'S AGENT, THE ITO SHALL NOTIFY THE CARRIER'S AGENT TO REPORT THE SATURATION TO THE CARRIER(S) IT REPRESENTS. THE CARRIER SHOULD, IN TURN, NOTIFY THE PPSO IF THE SATURATION APPLIES.

F. ADVERTISE: WORK WITH YOUR LOCAL PUBLIC AFFAIRS OFFICE THROUGH ARTICLES IN BASE NEWSPAPERS, BULLETIN BOARDS, AND NEWSLETTERS, ADVISING MEMBERS TO CONTACT THE ITO AS SOON AS ORDERS ARE RECEIVED. USE THIS MEDIUM THROUGHOUT THE SUMMER TO KEEP YOUR MEMBERS ADVISED ON POTENTIAL PROBLEMS.

G. PAMPHLETS: AVAILABLE PAMPHLETS SHOULD BE PROVIDED TO THE MEMBER IN ADVANCE OF THE INITIAL COUNSELING SESSION, POSSIBLY BY THE PERSONNEL OFFICE ISSUING PCS ORDERS. THE 'IT'S YOUR MOVE' AND 'SHIPPING YOUR POV' PAMPHLETS CAN BE DOWNLOADED FROM THE MTMC WEB PAGE.

H. COUNSELING SESSIONS: CONSIDER COUNSELING MEMBERS USING GROUP SESSIONS, GEARING EACH SESSION TOWARDS SPECIFIC AUDIENCES SUCH AS OVERSEAS, CONUS, SEPARATIONS, RETIREMENTS, AND PERSONALLY-PROCURED MOVES. BOTH HUSBAND AND WIFE SHOULD BE ENCOURAGED TO ATTEND THE COUNSELING SESSION TOGETHER. DURING COUNSELING, ITOS SHOULD REMIND MEMBERS REGARDING THE REQUIREMENT FOR CARRIERS/AGENTS TO PROVIDE A TOLL-FREE NUMBER PRIOR TO SHIPMENT PICK-UP. FOR NAVY MEMBERS, AN ON-LINE COUNSELING PROGRAM AT WWW.SMARTWEBMOVE.NAVSUP.NAVY.MIL IS AVAILABLE AT CONUS NAVY SITES SHIPPING WITHIN CONUS. SMARTWEB MOVE IS ALSO AVAILABLE IN THE NATIONAL CAPITOL REGION FOR ALL BRANCHES OF SERVICE SHIPPING WITHIN CONUS. NAVY MEMBERS MAY CONTACT THE NAVY HHG HOTLINE AT 1-800-444-7789 TO DETERMINE THEIR ELIGIBILITY TO USE SMART WEB MOVE. THE SMART WEB MOVE IS AVAILABLE AND ENCOURAGED FOR USE BY MEMBERS FROM ANY BRANCH OF SERVICE TO USE AS A GUIDANCE TOOL IN PREPARATION FOR THE COUNSELING SESSION.

I. WEIGHT ESTIMATOR: INFORM MEMBERS THAT A WEIGHT ESTIMATOR IS AVAILABLE ON THE MTMC WEB SITE AT WWW.MTMC.ARMY.MIL. THE ESTIMATOR IS A USEFUL TOOL FOR MEMBERS TO USE WHEN ESTIMATING THE WEIGHT OF THEIR HHG AND WILL PROVIDE A MORE ACCURATE FIGURE FOR THE ITO TO USE FOR PLANNING PURPOSES.

J. PERSONAL PROPERTY CONSIGNMENT INSTRUCTION GUIDE (PPCIG): MEMBERS SHOULD BE MADE AWARE OF HOST COUNTRY REQUIREMENTS WHEN ASSIGNED OVERSEAS. SPECIAL EMPHASIS SHOULD BE PLACED ON SHIPMENTS OF PRIVATELY-OWNED FIREARMS (POFS), THE SHIPMENT OF MOTORCYCLES WITH HHGS, AND OTHER UNIQUE REQUIREMENTS. SEVERAL IMPORTANT ISSUES ARE NOTED BELOW:

(1) POFS CANNOT BE SHIPPED TO AUSTRALIA, ITALY, JAPAN, OKINAWA, SICILY, AND GERMANY.

(2) HANDGUNS (PISTOLS AND REVOLVERS) CANNOT BE SHIPPED TO THE UNITED KINGDOM.

(3) MOTORCYCLES/MOPEDS SHIPPED WITH HHGS TO ITALY MUST BE PACKED IN A SEPARATE CONTAINER AND THE MAKE, MODEL, AND CHASSIS NUMBER INDICATED ON THE INVENTORY AND IN BLOCK 27 OF THE PPGBL OR TCMD.

(4) MAKE CERTAIN THE MEMBER'S NEW DUTY STATION OR THE DESTINATION CITY NAME IS PLACED IN BLOCK 18 OF THE PPGBL WHEN SHIPPING PERSONAL PROPERTY TO GERMANY. UNDER NO CIRCUMSTANCES WILL 'GERMANY' BE PLACED IN BLOCK 18.

K. NONCONFORMING MOTORCYCLES: NONCONFORMING MOTORCYCLES IMPORTED TO THE UNITED STATES MAY NOT BE SHIPPED WITH THE HHG. THEY MUST BE SHIPPED SEPARATELY AND CONSIGNED DIRECTLY TO THE REGISTERED IMPORTER AND/OR INDEPENDENT COMMERCIAL IMPORTER CONTRACTOR CHOSEN BY THE MEMBER (SUBJECT TO EXCESS COSTS). THIS BECOMES THE DESTINATION OF THE SHIPMENT AND NO FURTHER MOVEMENT AT GOVERNMENT EXPENSE IS AUTHORIZED.

L. PICK-UP DATES: MEMBERS SHOULD NOT SCHEDULE PICK-UPS FOR THE DAY THEY CLOSE ON A HOUSE OR ON THE DAY THEY MUST VACATE AN APARTMENT. SCHEDULING PICK-UPS FOR THESE DATES LEAVE NO ROOM TO ADJUST TO UNFORESEEN PROBLEMS, SUCH AS SHORTAGE OF AGENT EQUIPMENT, WHICH DOES OCCUR DURING THE SUMMER MONTHS. A WINDOW OF TIME MAY BE ESTABLISHED TO ALLOW FOR LAST MINUTE CHANGES. SOME SHIPPING OFFICES WORK WITH THE MEMBER AND AGENT TO SCHEDULE THE PACK-OUT ON ONE DAY AND PICK-UP FOR ANOTHER. THIS OPTION SHOULD ONLY BE USED WHEN AGREED TO IN ADVANCE BY THE MEMBER. SHIPPING OFFICES SHOULD NEVER ACCEPT MORE APPLICATIONS FOR A SPECIFIC DATE THAN LOCAL AGENTS CAN HANDLE.

M. ESTABLISH REALISTIC TRANSIT TIMES: THE TRANSIT TIMES PROVIDED THROUGH TOPS ARE THE MINIMUM (LEAST) NUMBER OF DAYS THAT YOU CAN ASSIGN A SHIPMENT AND SHOULD NEVER BE THE SOLE SOURCE FOR DETERMINING THE REQUIRED DELIVERY DATE (RDD). COUNSELORS SHOULD ASSIGN LONGER TRANSIT TIMES IF THE MEMBER IS GOING ON LEAVE OR WILL BE ON TDY EN ROUTE. IN SOME CASES, A LONGER TRANSIT TIME WILL ALLOW FOR MORE DIRECT DELIVERIES TO RESIDENCE AND REDUCE THE NUMBER OF SHIPMENTS THAT ARE PLACED IN SIT. WHEN THE DESTINATION HAS BEEN IDENTIFIED AS SATURATED, ITOS ARE ENCOURAGED TO PLACE SHIPMENTS INTO SIT AT ORIGIN.

N. TQAP ISSUE:

(1) BATCH MAILINGS. ITOS MUST INCLUDE COVER SHEETS WITH EACH BATCH MAILING (15TH AND 30TH OF EACH MONTH). AT A MINIMUM, THE COVER SHEET MUST LIST THE MEMBER'S NAME AND THE GBL NUMBER. ITOS MUST RESPOND TO ALL CARRIER APPEALS IN WRITING WITHIN THE PRESCRIBED TIMEFRAME.

(2) SHIPMENT SCORING. ALL SHIPMENTS MUST BE SCORED WITHIN 12 MONTHS OF PICK-UP. EACH CARRIER SHALL RECEIVE INDIVIDUAL SHIPMENT AND SEMI-ANNUAL SCORES, REGARDLESS OF ITS STATUS (I.E., NONUSE).

O. ONE-TIME-ONLY (OTO) REQUESTS: ITOS MUST FOLLOW THE SPECIFIED FORMATS/INSTRUCTIONS WHEN SUBMITTING OTO REQUESTS.

(1) DOMESTIC MOBILE HOMES & BOATS: SEE APPENDIX A OF THE DOMESTIC MOBILE HOME & BOAT RATE SOLICITATION 6.

(2) INTERNATIONAL: SEE APPENDIX 7C OF THE INTERNATIONAL PERSONAL PROPERTY RATE SOLICITATION. ALSO, ITOS MUST CONSULT THE PPCIG, VOLUME II, FOR AVAILABLE CODES OF SERVICE, PRIOR TO SUBMITTING REQUESTS.

P. POINT OF CONTACT (POC): NOTE THE REQUIREMENT FOR IN-TRANSIT TELEPHONE NUMBER AND ADDRESS IN BLOCK 8. MAKE CERTAIN THE MEMBER PROVIDES POC AND TELEPHONE NUMBER AT THE NEW DUTY STATION IN BLOCK 10B OF THE DD FORM 1299. A MAJOR REASON SHIPMENTS ACCRUE SIT CHARGES IS THE ABSENCE OF A VALID POC THAT CAN ARRANGE DELIVERY AT DESTINATION. ALSO, ASK MEMBER FOR CELL PHONE NUMBERS, E-MAIL ADDRESSES, AND ANY CONTACT INFORMATION AVAILABLE AND PLACE THE INFORMATION IN THE REMARKS SECTION (BLOCK 25) OF THE PPGBL.

Q. NTS SHIPMENTS: MEMBERS SHOULD BE ADVISED TO LEAVE THEIR NTS SHIPMENTS IN STORAGE UNTIL THEY ARRIVE AT THE NEW DUTY STATION AND ACQUIRE A PERMANENT RESIDENCE. THIS WILL HELP REDUCE THE NUMBER OF SHIPMENTS MOVING FROM NTS TO SIT, WHICH IS VERY EXPENSIVE AND IN LIMITED SUPPLY DURING THE SUMMER MONTHS. RETIRED AND SEPARATED MEMBERS MUST PROVIDE A VALID POC, TO INCLUDE COMPLETE ADDRESS AND TELEPHONE NUMBER. SHIPPING OFFICES SHOULD CONTACT THEIR SERVICING REGIONAL STORAGE MANAGEMENT OFFICE (RSMO) IF THEY ENCOUNTER DIFFICULTY BOOKING NTS.

R. DESTINATION SIT: SEVERAL ITOS USE THE PROCEDURES NOTED BELOW TO LOCATE MEMBERS PRIOR TO PLACING SHIPMENTS IN SIT. WE BELIEVE THE PROCEDURES MERIT CONSIDERATION BY ALL ITOS.

(1) USE INTRODUCTORY ROSTERS TO LOCATE MEMBERS THROUGH THEIR SPONSOR OR UNIT.

(2) CONTACT PERSONNEL, HOUSING, OR BILLETING OFFICES TO DETERMINE IF THE MEMBER HAS REPORTED FOR DUTY.

(3) PROVIDE AN ITO REPRESENTATIVE OR HANDOUT AT ALL IN-PROCESSING BRIEFINGS TO OBTAIN CONTACT INFORMATION FROM ALL NEWLY ASSIGNED PERSONNEL.

(4) ATTEMPT TO CONTACT THE MEMBER AT THE ADDRESS AND TELEPHONE NUMBER INDICATED ON THE DD FORM 1299.

(5) PUBLISH ARTICLES IN BASE BULLETINS AND NEWSPAPERS REMINDING NEWLY ASSIGNED PERSONNEL TO CONTACT THE ITO IMMEDIATELY UPON ARRIVAL AT THE NEW DUTY STATION.

S. DCSPPP TOLL-FREE NUMBER: THE TOLL-FREE NUMBER IS 1-866-257-7381. ITOS MAY LEAVE VOICE MAIL MESSAGES, WHICH WILL BE RETURNED BY THE NEXT BUSINESS DAY.

2. POC IS THE OPERATIONS TEAM, MTPP-PP-Q, DSN: 328-3049 OR (703) 428-3049, FAX: (703) 428-3389.