

INFORMATION PAPER

14 March 2022

SUBJECT: Army Personal Property Peak Season 2022

1. Purpose: To outline concerns and initiatives for Household Goods (HHG) shipments during the summer peak moving season (May-August 2022) as well as mitigation strategies taken by the Army and USTRANSCOM Defense Personal Property Management Office to support Soldiers, Families, and our Department of the Army Civilians.

2. Background: Fallout from the COVID-19 pandemic has led to Transportation Service Providers (TSPs) experiencing labor constraints, port congestions, shortage of equipment and supplies as well as increases in material costs. These shortfalls have limited capacity, increased missed required delivery dates (RDD) by 50% compared to the previous years and it is anticipated that lead times could be extended (4 to 6 weeks) for shipment pickups. It is probable that TSPs will fall short of the DOD projected 9K shipments per week goal which will impact quality service to our Soldiers and Families during the crest of the peak season (June & July).

3. The Army and USTRANSCOM have instituted multiple mitigation measures to reduce the impact of industry shortfalls on the Soldier and their Family:

- a. Assist TSPs with demand planning:
 - 1) The Army has provided clear and accurate demand requirements.
 - 2) International and domestic transit times are extended based on actual transit time statistics for 2021. These changes will provide Service Members more predictable timelines and greater expectation management.
- b. TSP accountability to the Soldier and their Family:
 - 1) Personal Property Shipping Offices issue punitive actions to TSP if they fail to meet DOD standards.
 - 2) The Army has met and exceeded the Army Service Standard of 75% minimum in-person inspection rate.
 - 3) Soldiers and Families customer satisfaction surveys are key sources of information to hold the TSP accountable.
 - 4) TSP failure to pick up by the scheduled date or deliver by the RDD, will result in payment of inconvenience claims.
- c. Preparing Army transportation professionals and leadership:
 - 1) All Army Personal Property Counselors received standardized training and guidance. This enables Service Members and their Families to receive the same high quality support and accurate information regardless of their locality or Transportation Office.
 - 2) The 2021 Army PCS Playbook was a huge success and will be updated and distributed to the field April 2022. This playbook provides leadership a menu of options to assist leaders, Soldiers and Families with their HHG process.
 - Go into www.militarysourceone.mil to start the process.
 - Be flexible with dates as they added a new feature with the 7 day spread window
 - Latest p/u date
 - Desired p/u date
 - 3) Make sure all information is up to date (emails, phone numbers, POC, etc.)

d. Communication strategies:

- 1) Once orders have been received, start your outbound process ASAP to guarantee your shipment to be processed in a timely manner by the PPSO (APG). This allows your application to be submitted to the JPPSO (Fort Belvoir) to lock in your booking request date.
- 2) The Army participates in multiple forums to include the Army Relocation Advisory Committee where engagement includes spouse representatives with well-established social media influence related to PCS moves and Personal Property Relocation Advisory Panel supported by all Services and their PCS Advocates.
- 3) Leaders are encouraged to conduct authorized media engagements, town halls and provide print or digital media to the Soldiers and Families in order to shape expectations and provide best practices for the moving season
- 4) Access the Army's PCS Move application, which is available for download on Apple or Android devices <https://www.militaryonesource.mil/moving-housing/moving/pcs-and-military-moves/>.
- 5) Soldiers and Families can find personal property program overview information and TSP ratings on the Customer Facing Dashboard, <https://www.ustranscom.mil/dp3/index.cfm#overview>.

e. Easing the burden on Soldier and Families:

- 1) MILPER Message 22-045 provides local Commanders the ability to approve change of report dates up to 30 days early and 30 days later than published report date with some exceptions, and up to 60 day deferments with Military Personnel Division approval.
- 2) Intercontinental Hotel Groups lodging facilities on Army installations have agreed to only charge Soldiers and Families at their Basic Allowance for Housing rate when they are forced to remain in temporary lodging due to delays in their personal property shipment and/or housing availability.
- 3) Soldiers and Families can call 1-800-521-9959 or chat with an agent via the Army PCS App. After-hour support is linked through the USTRANSCOM Customer Service Center, 1-833-645-6683.
- 4) POC for APG LRC PPSO 410-306-2056/2057, for Passenger travel 410-278-3744. For the ITO call 410-278-2697.

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