



**SDDC**

Military Surface  
Deployment and  
Distribution  
Command

# 2009 NDTA Forum & Expo

Update from SDDC

on

Defense Personal Property Program



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# Agenda

- Peak Season in Review
- Customer Satisfaction Survey
- Latest from SDDC
- What's Next?



# Peak Season in Review

- After limited DPS release in Nov to 17 sites, Services' DP3 GOSC agreed to full site rollout starting in Mar '09
- Multiple issues drove early frustration with program
  - Peak season rush
  - Everyone still learning the program/system and still working TOPS
  - Non-Temp Storage/DPM data transfer from TOPS
  - Impact on system stability...partly impacted by webbots
  - Lack of functionality in some areas
- GOSC agreed to back off on some shipment types
- The process was painful, but fruitful in many ways



# Peak Season in Review

- What was learned? (I'll defer on system specifics)
  - Needed to adjust/clarify Storage In-transit (SIT) rules
  - Ensure clear understanding of automatic Letters of Warning
  - Need additional edit capability at PPSO & SDDC level
  - Tier I & Tier II Help Desk overwhelmed
  - Non-Temp Storage/DPM data transfer from TOPS



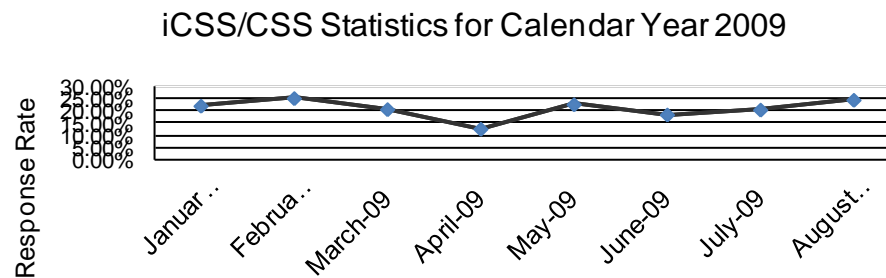
# Peak Season in Review

- What was learned? (Cont'd)
  - Additional changes/adjustments to business rules may be required
  - Not ready to implement claims score...more shipment volume needed
  - Lack of understanding of new business rules causing pain on government and industry side (some to be expected)
  - Despite pain, bases that embraced DP3 found ways to work through the process...similarly for TSPs
  - CSS return rates are not where they need to be



# Customer Satisfaction Survey

- Backbone of DP3
- Full focus and attention
- Using media to increase awareness
- Exploring multiple options to make access easier
- Some confusion exists due to TSP's internal surveys
- Make sure shipments are marked “Delivered” in DPS
- Currently, phone call survey completion only available for TOPS shipment...Update to add this capability coming for DPS
- TSP statistical validity is key



# Latest From SDDC

- Into another round of TOPS rate filing; Initial Filing for Summer begins Nov '09
- TSP Qualifications
  - Financials...FY Closeout
  - Updated Documentation
  - Filing intra-state rates where TSP is not authorized
- Rates Team Feedback: Ensure your email address is updated
- Open Season for new entrants into DP3
- Personal Property Forum – Second round in Nov near SAFB
- Invoice Calls
- Exploring new media to enhance communications on DP3 with TSPs and PPSOs
  - Until then, adding periodic program update to SDDC website



# What's Next?

- Now's the time to get everyone more comfortable with DP3...rules, procedures, the system
  - Next peak season will see a much higher volume of shipments in DPS
- Finalizing Service requirements for Non-Temp Storage shipments, local moves and the future of direct procurement method shipments (Phase III of DP3)
  - Seek industry review and comments in the next few months
- Long term training solution for PPO/PPSO personnel?



# Questions?

