

**PCS JTF Personal Property Advisory #26-0017A, Supersedes USTC PP Advisory #26-0017, Dated 10 November 2025**

**Date:** 22 December 2025

**From:** Permanent Change of Station Joint Task Force (PCS JTF) Defense Personal Property Management Office (DPMO), Scott AFB, IL 62225

**To:** Department of Defense (DoD) Approved Transportation Service Providers (TSPs)

**Subject:** Update #1 Recalculation of Performance Scores for the 1st Performance Period (PP) 15 May 2026 – 31 July 2026

1. The data pull for 1<sup>st</sup> PP has changed to 1 February 2025 – 31 October 2025
2. Transportation Service Providers (TSPs) were encouraged to identify shipments in advance of this advisory for all three categories of Best Value Score (BVS), i.e., Customer Satisfaction Survey (CSS), On-Time Performance (OTP) and Claims.
3. The window to submit BVS appeals will run from receipt of this advisory through 17 November 2025, 2359hrs, CST. Any appeals received after this date/time will NOT be considered. See paragraph 10 for the appeal submissions process.
  - 3.1. After receiving this advisory, use the applicable DPS Report Viewer to identify shipments that require appeals for 15 May 2026 PP. All remaining relevant exclusions have been applied as of today. Submitting excessive appeals (for items already updated in DPS) without following these instructions creates additional unnecessary workload for adjudicators and slows overall processing time. Negative trends regarding unnecessary appeal submissions (already updated in DPS) may be reviewed by DPMO Household Branch Chief.
4. Transitioned shipments from the Global Household Goods Contract (GHC) to the Tender of Service (TOS) Program has been treated as follows and was excluded during 1 October 2025 PP:
  - 4.1. **For GHC Shipments Picked Up from a Storage Facility by TOS TSPs (regardless of date):**
    - 4.1.1. **Treated as Non-Temp Storage Release (NTSR)/Storage In-Transit Release (SITR) for BVS purposes.**
    - 4.1.2. **Excluded from Performance Period:** These shipments are not factored into Origin CSS, OTP Score, or Claims Score.
    - 4.1.3. Destination CSS **will not** be excluded, as the customer is able to rate the TSP's destination services.
  - 4.2. **For GHC Shipments Picked Up from Customer Residence/alternate location by TOS**

**TSPs:**

**4.2.1. On or Before July 31, 2025:** Treated the same as shipments from storage facilities (These shipments are not factored into Origin CSS, OTP Score, or Claims).

- Destination CSS **will not** be excluded, as the customer can rate the TSP's destination services provided.

**4.2.2. On or After August 1, 2025:** Treated as normal shipments. All applicable BVS components (CSS, OTP, Claims) will be applied to all shipments and count towards a TSPs Performance Score.

5. TSPs who are NOT statistically valid for CSS will continue to receive supplemental survey scores equivalent to the mean (average) value of the market (calculated each PP) as needed to achieve statistical validity. The Mean Score (MS) will not be provided until all appeals have been adjudicated.
6. Approved appeal(s) will be viewable in DPS no later than (NLT) 19 December 2025. If an appeal has not been approved by this date, the TSP can conclude the appeal has been denied.
7. TSPs must update the Pickup, Delivery, and Claims Payment dates, IAW the business rules to receive the most accurate performance score. BVS data will continue to be pulled in daily to ensure the TSP receives the most accurate performance score.
8. The PP Minimum Performance Score (MPS) and BVS MS advisory will be published NLT **23 December 2025**. The MPS will be adjusted each subsequent PP to ensure industry's capacity to meet DoD relocation requirements is not negatively impacted.
9. Appeal Process for all three categories (CSS, OTP, and Claims):
  - 9.1. Submitter must be listed on the TSP's Electronic Tender of Service Signature Sheet or the appeal will not be accepted.
  - 9.2. TSP's submitting an appeal should do so for all SCACs represented in a separate email for each category.
  - 9.3. Appeals should not be necessary for NTSR/SITR, Reshipment, CSS Outside of Date Range, and Conversion to Members Expense as these shipment types have been removed in advance from all three categories in DPS. TSPs should only appeal when the shipment is identified in the CSS module.
  - 9.4. The subject line of the email must identify the category (Origin CSS, Destination CSS, OTP PU, OTP Delivery, Claims Late Payment, or Claims Satisfaction Survey) and the type of appeal being submitted: for example, NTSR/SITR, Reshipment, Origin or Destination CSS Outside Date Range, Conversion, OTP (PU or Del), Late Payment, or Claims Satisfaction Survey.

**9.5. Acceptable Reasons for CSS Appeals:**

- 9.5.1. NTSR/SITR:** Appeal reason should only say “**NTSR**” or “**SITR**”, no additional explanation is needed. Submit an appeal only when a shipment pickup address has been identified as a NTSR/SITR and the survey is in the CSS Tab. Appeal should not be submitted when there are two pickups, and the Primary Pickup address is a residence, and the additional pickup address is a NTS facility. This appeal reason only applies to Origin Survey responses.
- 9.5.2. Terminated:** Appeal reason is Shipment Terminated. This appeal reason only applies to Destination Survey responses.
- 9.5.3. Reshipment:** Appeal reason should only say “**Reshipment**”, no additional explanation is needed. Submit an appeal when the original TSP is not picking up; if same TSP, no need to submit an appeal. This appeal reason only applies to Origin Survey responses.
- 9.5.4. Origin CSS Outside Date Range:** Appeal reason should only say “**Outside Date Range**”, no additional explanation is needed. Submit an appeal only when an origin survey has been identified as exceeding the nine months from pickup date and is in the CSS tab.
- 9.5.5. Destination CSS Outside Date Range:** Appeal reason should only say “**Outside Date Range**”, no additional explanation is needed. Submit an appeal only when a destination survey has been identified as exceeding the nine months after delivery date and is in the CSS tab.
- 9.5.6. Conversion to Member’s Expense:** Appeal reason should only say “**Conversion**”, no additional explanation is needed. Submit an appeal only when the delivery date exceeds the conversion date and is in the CSS tab. This appeal reason only applies to Destination Survey responses.
- 9.5.7. Missing Score:** Appeal reason should only say “**Missing Score**”, no additional explanation is needed.
- 9.5.8. Survey Completed on Wrong Shipment:** Appeal reason should only say “**Comment**”, no additional explanation is needed. Example: when a survey is completed on a HHG shipment but should have been completed on a UB shipment.
- 9.5.9. AMC Delay:** Appeal reason should only say “**AMC**”, no additional explanation is needed. This appeal reason only applies to Destination Survey responses. If the TCN appeal does not provide all dates, the appeal will automatically be denied.
- 9.5.10. OTP PU:** Acceptable reasons for appeal:

**9.5.10.1.** The Reason Code: Date changes at Customer Requested/Government Convenience and the Reason Code has not been updated in DPS Shipment Management. The TSP must provide an email from the Service member or DoD civilian to the PPSO requesting the date change. Appeals without a written request from the Service member or DoD civilian will be considered for the TSP's Convenience.

**9.5.10.2.** The Actual Pick-up Date is less than or equal to two Government Business Days (GBD) before the Planned Pickup Date as shown in DPS Shipment Management. The TSP must provide a signed and dated copy of the inventory (last page is acceptable) from origin. Altered documents will result in a denial of the appeal and a non-use action for unethical violations.

**9.5.10.3.** The Actual Pickup Date and Actual Pickup Entry Date is equal to or less than four GBD excluding holidays and weekends as shown in Shipment Management.

**9.5.10.4.** The Actual Pickup Date is within the Seven Day Spread as shown in DPS Shipment Management.

**9.5.11. OTP Del:** Acceptable reasons for appeal:

**9.5.11.1.** Late delivery or missed Required Delivery Date caused by the Government or Air Mobility Command and is not the fault of the TSP.

**9.5.11.2.** When the shipment is scored for Destination SIT.

**9.5.11.3.** The shipment was setback to a previous status and an audit shows more than one Delivery and Delivery Entry Date when the Actual Delivery and Actual Delivery Entry Date is equal to or less than three GBDs excluding holidays and weekends. The appeal spreadsheet should show Actual Delivery Date in DPS Shipment Management, not what may appear in Additional Remarks. The Appeal Reason should clearly state the shipment was reset. When submitting an appeal for the Actual Delivery Date, TSPs must provide the Notification of Loss/Damage at Delivery Form or the signed inventory at delivery (last page is acceptable) to support the appeal. Altered documents will result in a denial of the appeal and a non-use action for unethical violations.

**9.5.12. Claims Late Payment:** Acceptable reasons for appeal:

**9.5.12.1.** Entry Date for payment is less than or equal to 30 days from any single Settled Item Date on all line-items. If one Settled Line-Item Entry Date for payment is greater than 30 days from settled date, the BL is **not** appealable.

**9.5.12.2.** Claim filed greater than two years from Delivery Entry Date.

**9.5.12.3.** Claims transferred to a Military Claims Office (MCO) are not appealable.

**9.5.12.4.** Do not send in an appeal with no Payment Create Entry Date, the Payment Create Entry Date is less than or equal to 30 days from the Settled Date, or at least one Payment Create Entry Date is 30 days greater than the Settled Date.

**9.5.13. Claims Satisfaction Survey: Acceptable reasons for appeal:**

**9.5.13.1.** Loss/Damage is greater than 180 days from the date the status changed to delivered complete “AND” there was no notification of loss/damage reported during/on the delivery date. Falsified information will result in a denial of the appeal and a non-use action for unethical violations.

**9.5.13.2.** Claim filed greater than two years from the date the status changed to delivered complete.

**9.5.13.3.** Claims transferred to an MCO are not appealable.

**9.5.13.4. DO NOT** submit an appeal for no Loss/Damage Notification/Report (LDR) received in DPS.

**9.6.** Appeals must be submitted in Microsoft Excel workbook or a similar spreadsheet program using the applicable format and headings below. The CSS spreadsheet has changed from one to two separate spreadsheets – one for origin and one for destination. Carriers shall review the spreadsheets before sending in any appeal(s). If data is not entered in the appropriate cell, USTRANSCOM reserves the right to reject appeals(s) until corrected.

**Origin Customer Satisfaction Surveys**

TSP POC	TSP EMAIL	TSP POC PHONE #	SCAC	GBL	MARKET	APPEAL TYPE	CSS APPEAL REASON	Actual PU Date in DPS	Survey Date in DPS	DPS Score	Excluded in DPS (Y/N)
Jane Doe	<a href="mailto:jane.doe@mover.com">jane.doe@mover.com</a>	xxx-xxx-xxxx	ABCD	WKAS0000001	OTO	Dates	Survey exceeds 9mths from Del Date	7/1/2023	5/1/2023	36	N
Jane Doe	<a href="mailto:jane.doe@mover.com">jane.doe@mover.com</a>	xxx-xxx-xxxx	EFGH	CNNQ0000002	dHHG	NTSR	NTSR	10/1/2023	11/1/2023	36	N
Jane Doe	<a href="mailto:jane.doe@mover.com">jane.doe@mover.com</a>	xxx-xxx-xxxx	IGKL	AGFM0000003	iHHG	Reship	We did not pick it up	12/1/2023	3/1/2023	36	N

**Destination Customer Satisfaction Surveys**

TSP POC	TSP EMAIL	TSP POC PHONE #	SCAC	GBL	TCN	MARKET	APPEAL TYPE	CSS APPEAL REASON	Actual PU Date in DPS	Date Dropped at AMC	Date PU from AMC	Date Arrived at Destination Agent	Actual Delivery Date in DPS	Conversion Date in DPS	Survey Date in DPS	DPS Score	Excluded in DPS (Y/N)
Jane Doe	<a href="mailto:jane.doe@mover.com">jane.doe@mover.com</a>	xxx-xxx-xxxx	QRST	HAF0000010	N/A	dHHG	Conversion	Delivered before converted	11/1/2023	N/A	N/A	12/18/2023	12/22/2023	12/22/2023	1/5/2024	64	N
Jane Doe	<a href="mailto:jane.doe@mover.com">jane.doe@mover.com</a>	xxx-xxx-xxxx	UVWX	KKFA0000011	N/A	iHHG	Outside Date Range	Survey exceeds 9mths from Del Date	10/30/2021	N/A	N/A	12/15/2023	12/18/2023	N/A	1/21/2024	64	N
Jane Doe	<a href="mailto:jane.doe@mover.com">jane.doe@mover.com</a>	xxx-xxx-xxxx	YZAB	BGNC0000012	N/A	OTO	Terminated	Terminated	10/31/2022	N/A	N/A	12/19/2023	N/A	N/A	12/8/2024	64	N
Jane Doe	<a href="mailto:jane.doe@mover.com">jane.doe@mover.com</a>	xxx-xxx-xxxx	CDEF	KKFA0000013	F3121215271IUB	AMC Delay	AMC	AMC	1/2/2024	1/7/2024	3/7/2024	3/8/2024	3/15/2024	N/A	4/16/2024	64	N

**NOTE:** Appeal(s) submitted for AMC Delay will be denied if the submission does not include a TCN and all required dates.

### OTP Pickup

TSP POC	TSP EMAIL	TSP Phone Number	SCAC	GBL#	MARKET	APPEAL TYPE	On Time Performance APPEAL REASON	Final Earliest Spread Pickup Date as Shown in DPS Shipment Management	Final Latest Spread Pickup Date as Shown in DPS Shipment Management	Final Planned Pickup Date as Shown in DPS Shipment Management	Actual Pickup Date in DPS Shipment Management	Date/Time Stamp PU Date Entered into DPS from Audit Trail	Override Reason in DPS Shipment Management	Did customer request a date change? (Y/N)	What code reason did the PPSO enter?	On Time Pickup Score 0-2 GBDs prior Final Planned PU Date (25) pts	Timely Entry of Pickup Score 0-4 GBDs from Actual PU Date (25) pts	Total Pickup Spread Score PU Date within the Spread Dates (50) pts	Total Pickup Score
Jane Doe	jane.doe@aol.com	xxx-xxx-xxxx	JDJD	BGAC0000001	dHHG	OTP-PU	NTS	7/12/2023	7/18/2023	7/18/2023	7/18/2023	7/27/2023	N/A	N		25	0	50	75
Jane Doe	jane.doe@aol.com	xxx-xxx-xxxx	JDJD	BGAC0000002	iHHG	OTP-PU	Holiday	6/29/2023	7/5/2023	6/30/2023	6/30/2023	7/7/2023	N/A	N		25	0	50	75
Jane Doe	jane.doe@aol.com	xxx-xxx-xxxx	JDJD	BGAC0000003	iUB	OTP-PU	requested pickup outside the 7 day spread	6/14/2023	6/20/2023	7/28/2023	7/28/2023	8/4/2023	N/A	Y	N/A	25	0	0	25
Jane Doe	jane.doe@aol.com	xxx-xxx-xxxx	JDJD	BGAC0000004	OTO	OTP-PU	requested date change	6/17/2023	6/23/2023	6/23/2023	6/9/2023	6/26/2023	TSP Convenience	Y	Convenience	0	0	0	0

### OTP Delivery

TSP POC	TSP EMAIL	TSP Phone Number	SCAC	GBL#	TCN	Market	APPEAL TYPE	On Time Performance APPEAL REASON	Storage Type	Pickup Date as shown in DPS Ship Management	AMC Delay Appeal(s)- Proof of Acceptance date to AMC	AMC Delay Appeal(s)- Proof of delivery date from AMC	AMC Delay Appeal(s)- Arrived at Dest Agent	Original Arrival Date as shown in Shipment Management Audit Trail	Original Arrival Date Time as shown in Shipment Management Audit Trail	Additional Arrival Date/Time as shown in DPS Shipment Management Audit Trail (multiple Arrival Date Stamp Time)	First Available Del Date (FADD) as shown in DPS Shipment Management	Required Delivery Date as shown in DPS Shipment Management	Actual Delivery Date as shown in DPS Shipment Management	Original Delivery Date Stamp from DPS Analytics	Additional Del Date as shown in Data Fix/Shipment Set back to intrastate status)	On Time Del Score Delivery Date on or before FDD (25)	Timely Entry of Del Score Delivery Date <3 GBDs (25)	Total Delivery Score	
Jane Doe	jane.doe@aol.com	xxx-xxx-xxxx	JDJD	BGAC0000001		N/A	dHHG	OTP Del	Customer requested date change, which pushed RDD Delivered earlier than GBL RDD	N/A	11/4/2022	N/A	1/24/2023	1/24/2023	1/24/2023	N/A	2/17/2023	2/14/2023	2/17/2023	2/17/2023	N/A	0	25	25	
Jane Doe	jane.doe@aol.com	xxx-xxx-xxxx	JDJD	BGAC0000002		N/A	iHHG	OTP Del	1/6/23	N/A	11/18/2022	N/A	12/23/2022	12/23/2022	12/23/2022	12/30/2022	12/30/2022	11/8/2022	12/30/2022	1/1/2023	N/A	0	25	25	
Jane Doe	jane.doe@aol.com	xxx-xxx-xxxx	JDJD	BGAC0000003	F3121215270000XX		iUB	OTP Del	AMC Delivered on the GBL	N/A	2/23/2023	3/29/2023	4/6/2023	4/12/2023	4/19/2023	4/28/2023	4/28/2023	4/28/2023	4/27/2023	4/28/2023	5/2/2023	N/A	0	25	25
Jane Doe	jane.doe@aol.com	xxx-xxx-xxxx	JDJD	BGAC0000004		N/A	OTO	OTP Del	RDD 1/3/23	N/A	10/24/2022	N/A	12/28/2022	12/28/2022	12/28/2022	1/9/2023	1/9/2023	1/2/2023	1/9/2023	1/5/2023	N/A	0	25	25	

NOTE: Appeal(s) submitted for AMC Delay will be denied if the submission does not include a TCN and all required dates.

### Claims Late Payment

TSP POC	TSP EMAIL	TSP Phone Number	SCAC	GBL#	Loss/Damage Report (Ldr) Number	Mark	APPEAL TYPE	Claim APPEAL REASON	NTS (Y/N)	Reship Same TSP (Y/N)	Delivery Date as shown in Shipment Management	Settlement Date in DPS Claims Module or CSS Tab	Late Payment Ind	Payment Create Date/Time in Claims Module	Payment Date in Claims Module or CSS Tab
Jane Doe	jane.doe@movers.com	xxx-xxx-xxxx	JDJD	BGAC0000001	1-48CW6TR	dHHG	Late Payment	NTS	Y	Y	12/19/2022	12/22/2022	Y	5/12/2023	3/6/2023
Jane Doe	jane.doe@movers.com	xxx-xxx-xxxx	JDJD	BGAC0000002	1-47CW6TR	iHHG	Late Payment	Claim filed in excess of 2 yrs	Y	Y	12/15/2022	12/12/2022	Y	3/25/2023	3/24/2023
Jane Doe	jane.doe@movers.com	xxx-xxx-xxxx	JDJD	BGAC0000003	1-46CW6TR	iUB	Late Payment	Payment create date less than 30 days from settled date	Y	Y	12/22/2022	9/20/2020	Y	5/23/2023	3/24/2023
Jane Doe	jane.doe@movers.com	xxx-xxx-xxxx	JDJD	BGAC0000004	1-45CW6TR	OTO	Late Payment	Payment create date less than 30 days from settled date	Y	Y	12/19/2022	12/22/2022	Y	5/10/2023	3/4/2023

### Claims Satisfaction Survey

TSP POC	TSP EMAIL	TSP Phone Number	SCAC	GBL#	Loss/Damage Report (Ldr) Number	Mark	APPEAL TYPE	Claim APPEAL REASON	NTS (Y/N)	Reship Same TSP (Y/N)	Transferred to MCO (Y/N)	Loss/Damage Report received from customer	Was a Loss/Damage Report submitted at delivery with at least one item noted (Y/N)	LDR Notification	Arrival Date	Conversion Date	Delivered Date	Delivered Date Time	Claimed Filed exceed 2yr timeframe	Claims Survey Date	Claims Survey Score
Jane Doe	jane.doe@movers.com	xxx-xxx-xxxx	JDJD	AGFM0000001	2L-2B11B	dHHG	Claim Satisfaction	Loss Damage >180 Days	N	N	N	N/A	N	N/A	1/19/2023	1/18/2023	1/20/2023	1/20/2023	N	1/19/2023	0
Jane Doe	jane.doe@movers.com	xxx-xxx-xxxx	JDJD	AGFM0000002	2L-2CQPH	iUB	Satisfaction	NTSR	Y	N	N	1/5/2022	Y	7/2/2022	6/30/2022	N/A	1/5/2022	1/6/2022	N	9/15/2022	0
Jane Doe	jane.doe@movers.com	xxx-xxx-xxxx	JDJD	AGFM0000003	2L-2DQPM	OTO	Satisfaction	Claim filed date exceeds 2 yrs	N	N	N	12/17/2019	Y	5/19/2018	5/18/2018	N/A	12/17/2019	12/20/2019	Y	12/21/2022	25

Note: DPMO will use all available information in validating and adjudicating appeals.

- 10.** Submit all categories of appeals to [transcom.scott.tcj9.mbx.pp-css@mail.mil](mailto:transcom.scott.tcj9.mbx.pp-css@mail.mil). DPMO will use all available facts to verify if an appeal meets the criteria and if it is timely. TSPs should use email delivery and read receipts when submitting an appeal. TSPs must have evidence of sending the email within the appeal window.
- 11.** Submit questions or concerns to [transcom.scott.tcj9.mbx.pp-css@mail.mil](mailto:transcom.scott.tcj9.mbx.pp-css@mail.mil). If the submitter has not received an email acknowledging receipt of appeal within two GBDs, contact 618-817-9179.
- 12.** This message was approved for release by the Chief of Operations, Defense Personal Property Management Office, (TCJ9-O).