

**Annual Regional**  
*Commercial Industry Meeting*

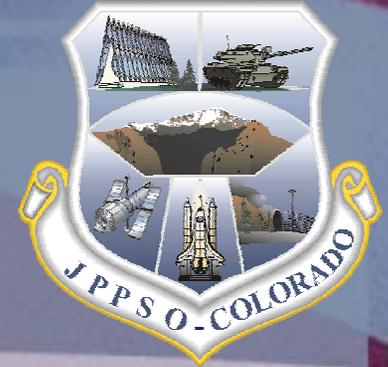
**2004**

*Presented by the*  
**Joint Personal Property Shipping Office**  
**Colorado Springs**  
*(JPPSO-COS)*

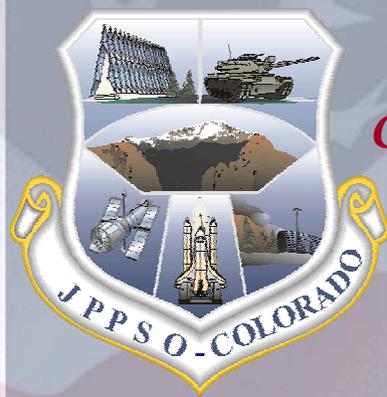
*16 September 2004*



# JPPSO-Colorado Springs Commercial Industry Meeting *Agenda*



<b>0830 – 0835</b>	<b>Directors Welcome</b>	<b>LtCol Dave Holt</b>
<b>0835 – 0850</b>	<b>Strategic Initiatives</b>	<b>LtCol Dave Holt</b>
<b>0850 – 0920</b>	<b>Commercial Industry Address</b>	<b>Scott Michael</b>
<b>0920 – 0930</b>	<b>Installation Entry Procedures</b>	<b>Ms Killingsworth</b>
<b>0930 – 0945</b>	<b>Peak Season Lessons Learned</b>	<b>Ms. Lynn Murphy</b>
<b>0945 – 1000</b>	<b>Documentation</b>	<b>Mr. Richard Wood</b>
<b>1000 – 1015</b>	<b>----- Break -----</b>	
<b>1015 – 1030</b>	<b>Inbound</b>	<b>Ms. Vicki Hardnett</b>
<b>1030 – 1045</b>	<b>Customer Service</b>	<b>TSgt Sabol</b>
<b>1045 – 1100</b>	<b>NTS</b>	<b>TSgt Boughn</b>
<b>1100 – 1115</b>	<b>Shipment Planning</b>	<b>MSgt(s) Pennington</b>
<b>1115 – 1130</b>	<b>Quality Control</b>	<b>Ms. Vanessa Barner</b>
<b>1130 – 1145</b>	<b>QA/TQAP</b>	<b>Ms. Sharon James</b>
<b>1145 – 1200</b>	<b>Questions/Answers</b>	<b>JPPSO Panel</b>
<b>1200</b>	<b>ADJOURN</b>	



# Annual Regional Commercial Industry Meeting

## 2004

Presented by the  
**Joint Personal Property Shipping Office  
Colorado Springs**  
(JPPSO-COS)

16 September 2004



## JPPSO-Colorado Springs Commercial Industry Meeting Agenda



0830 – 0835	Directors Welcome	LtCol Dave Holt
0835 – 0850	Strategic Initiatives	LtCol Dave Holt
0850 – 0930	Commercial Industry Address	Scott Michael
0930 – 0945	Peak Season Lessons Learned	Ms. Lynn Murphy
0945 – 1000	Documentation	Mr. Richard Wood
1000 – 1015	----- Break -----	
1015 – 1030	Inbound	Ms. Vicki Hardnett
1030 – 1045	Customer Service	TSgt Sabol
1045 – 1100	NTS	TSgt Boughn
1100 – 1115	Shipment Planning	MSgt(s) Pennington
1115 – 1130	Quality Control	Ms. Vanessa Barner
1130 – 1145	QA/TQAP	Ms. Sharon James
1145 – 1200	Questions/Answers	JPPSO Panel
1200	ADJOURN	



**JPPSO-Colorado Springs**  
**Commercial Industry Meeting**  
*Directors Welcome / Strategic Initiatives*

- Welcome/Introduction
- Workload Statistics
- Strategic Initiatives

*Presented by* **LtCol Dave Holt**  
 Director



**JPPSO-Colorado Springs**  
**Commercial Industry Meeting**  
*JPPSO Charter*

**JPPSO-COS** is an activity, staffed and operated by members from two or more military services, in support of all service components for movement of Department of Defense members' Personal Property. Services provided include acquisition of transportation, storage, and related services within a specified area of responsibility on a common service, non-reimbursable basis





## JPPSO-Colorado Springs Commercial Industry Meeting *JPPSO Mission & Vision*

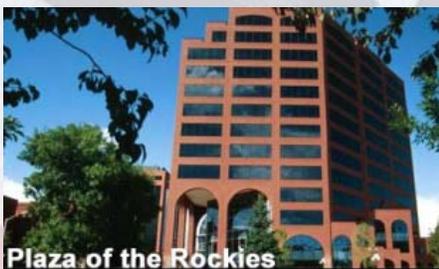


**Mission:** JPPSO-COS manages personal property movement services for our customers and makes TOPS work for the Air Force

**Vision:** Dedicated professionals committed to being the best; providing the most exceptional personal property movement services anywhere



## JPPSO-Colorado Springs Commercial Industry Meeting *JPPSO Location*



**Plaza of the Rockies**

Downtown Colorado Springs, Colorado  
14 miles west of Peterson AFB  
12 miles south of the AF Academy



<https://www.jppso-cos.af.mil>  
Director@jppso-cos.af.mil

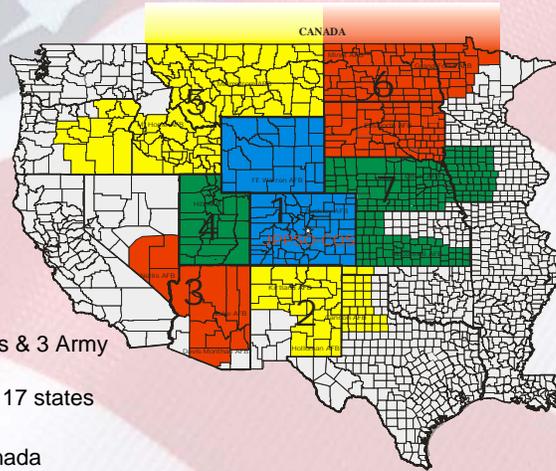
### **JPPSO-Colorado Springs**

121 South Tejon Suite 800  
Colorado Springs, CO 80903



# JPPSO-Colorado Springs Commercial Industry Meeting

## JPPSO Mission & Vision

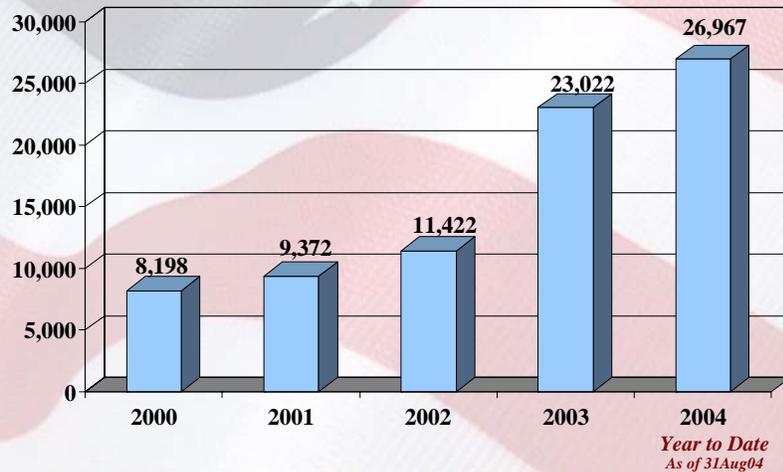


- Area of Responsibility
  - Includes 19 Air Force Bases & 3 Army facilities
  - Consists of 535 counties in 17 states
  - 1.35M square miles
  - Includes 3 provinces in Canada
  - Annually handling over 96,000 shipments



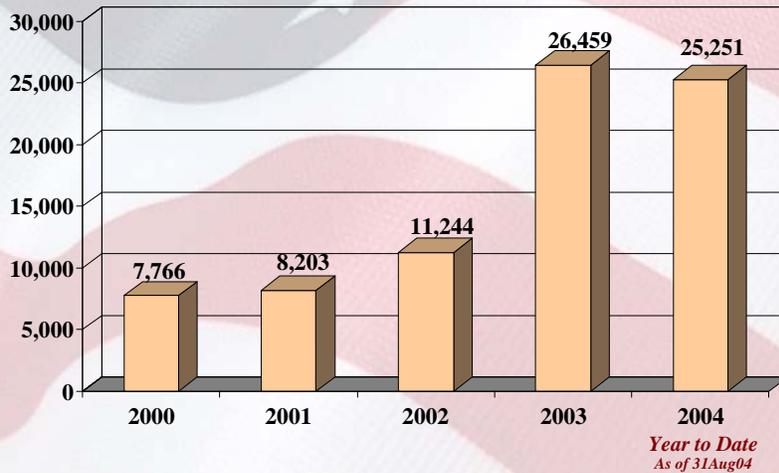
# JPPSO-Colorado Springs Commercial Industry Meeting

## Outbound Shipments

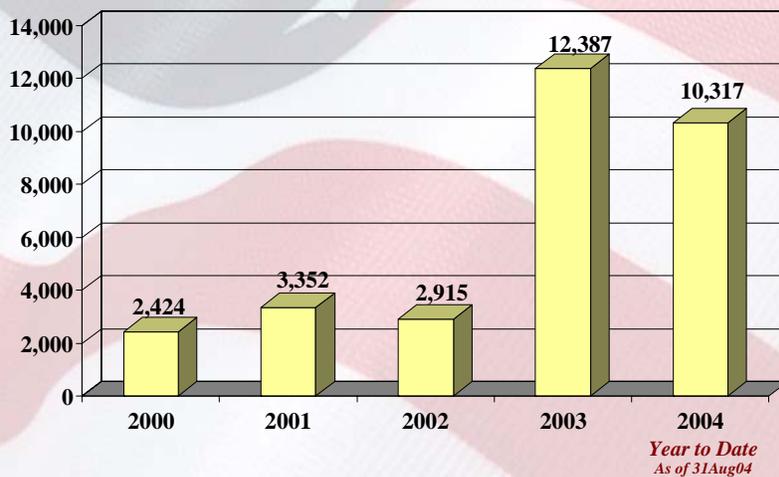




## JPPSO-Colorado Springs Commercial Industry Meeting *Inbound Shipments*



## JPPSO-Colorado Springs Commercial Industry Meeting *Nontemp Shipments*

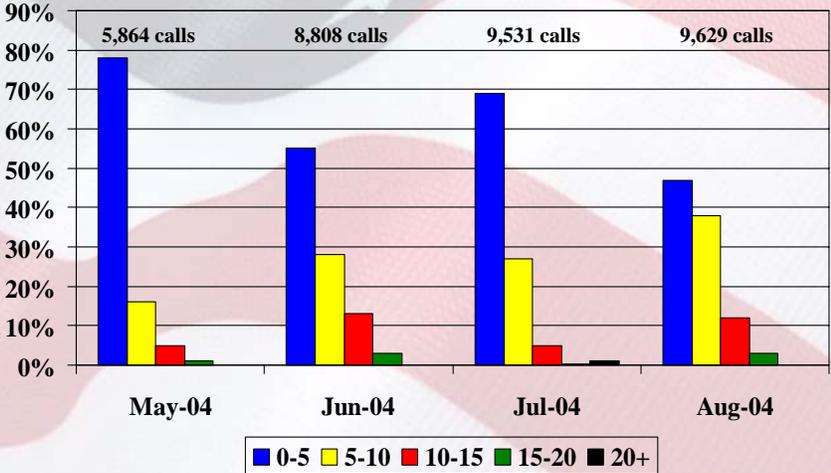




# JPPSO-Colorado Springs Commercial Industry Meeting



## Average Call Waiting Time



# JPPSO-Colorado Springs Commercial Industry Meeting

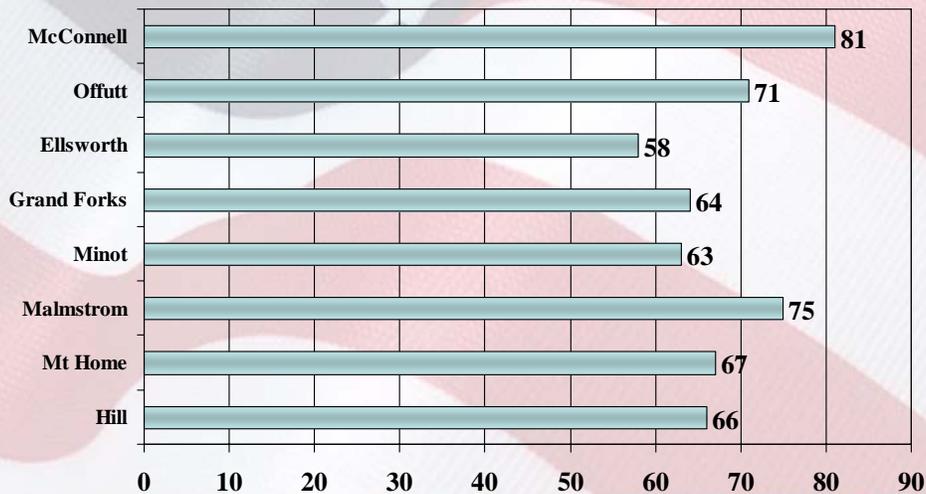


## Average Days Orders to Pickup





## JPPSO-Colorado Springs Commercial Industry Meeting Average Days Orders to Pickup



## JPPSO-Colorado Springs Commercial Industry Meeting Average Days Counseling to Pickup

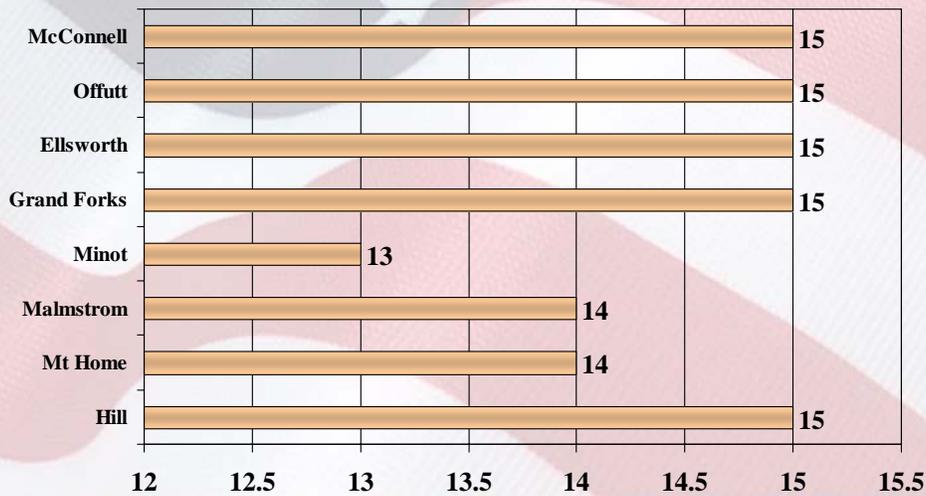




# JPPSO-Colorado Springs Commercial Industry Meeting



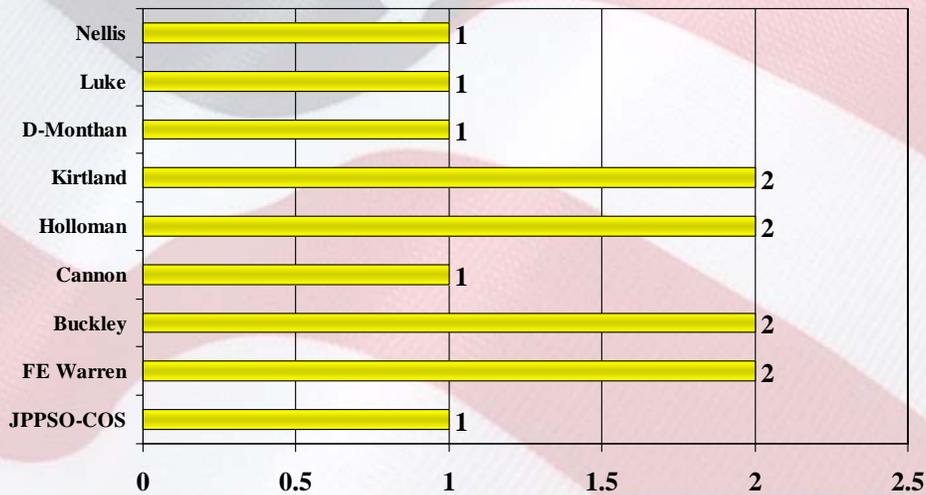
## Average Days Counseling to Pickup



# JPPSO-Colorado Springs Commercial Industry Meeting



## Average Days to Book





# JPPSO-Colorado Springs Commercial Industry Meeting



## Average Days to Book



# JPPSO-Colorado Springs Commercial Industry Meeting



## Strategic Initiatives

### ● Develop Strategic Vision for 2005

- Establishing "Service Level Objectives"
- Media Blitz
  - Keep all Parties Informed
  - Newsletter/Web - JPPSO Express
  - Identify Trends
- Training

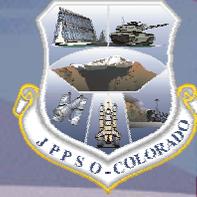
### ● Movement Process - Date Timeline

### ● Commercial Business Practices

- USAA Call Center Processes
- Carrier Organization



**JPPSO-Colorado Springs**  
**Commercial Industry Meeting**  
*Commercial Industry Address*



*Welcome*

**Mr. Scott Michael**  
American Movers Association



**JPPSO-Colorado Springs**  
**Commercial Industry Meeting**  
*Peak Season Lessons Learned*



- **Extensive Pre-Season Planning**
  - ➔ Identify Requirements/Goals
- **Flexibility**
  - ➔ Shift Personnel – Military & Civilians
- **Communication**
  - ➔ JPPSO and PPPO

*Presented by* **Ms Lynn Murphy**  
Deputy Director



## JPPSO-Colorado Springs Commercial Industry Meeting *Peak Season Lessons Learned*



- **Installation Entry Procedures**
- **Documentation**
  - ➔ Print 2 weeks out
  - ➔ EBLs – JPPSO-San Antonio
- **Outbound**
  - ➔ Book 30-days out
  - ➔ Automatic notification to customer
- **DD1780 Processing**
  - ➔ Cumbersome Single Printing Process
    - Batch Printing Script
  - ➔ Automated Process – JPPSO-San Antonio



## JPPSO-Colorado Springs Commercial Industry Meeting *Peak Season Lessons Learned*



- **Inbound**
  - ➔ Data not transmitting in TOPS
    - Delays issuing SIT Numbers
- **Inbound Peak Periods**
  - ➔ Long waiting periods for telephone customers
    - Realigned Personnel
    - Augment with Customer Service Section



## JPPSO-Colorado Springs Commercial Industry Meeting *Documentation*



- **GBLs Printed 14-days before Pickup date**
  - ➔ Mailed to Servicing Agent EVERY DAY
  - ➔ Bluebarks and Short Notice faxed
- **Return Paperwork**
  - ➔ Absolutely require legible copies
  - ➔ Tender of Service/Contract Requirements
    - 3 working days for DPM shipments
    - 7 working days for TGBL shipments
  - ➔ Email as attachments or fax (*will accept postmark*)
  - ➔ Require SSAN on all copies

*Presented by*

**Mr. Richard Wood**

Chief, Documentation & Contract Payment Center



## JPPSO-Colorado Springs Commercial Industry Meeting *Contract Payment Center*



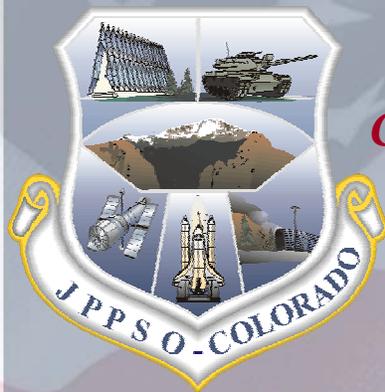
- **DD619/619-1s**
  - ➔ Turnaround time two (2) days for certifying (*allow for mail*)
- **Invoices**
  - ➔ Faxing to DFAS EDM numbers – go directly into their systems
  - ➔ Working all outstanding issues
  - ➔ Recommend **CAGE CODE** on invoices for expedited processing
  - ➔ Website [www.dfas.mil](http://www.dfas.mil) – follow prompts for inquiring for payment
    - *Select Vendor Pay*

*Presented by*

**Mr. Richard Wood**

Chief, Documentation & Contract Payment Center

***BREAK!***



**Annual Regional  
Commercial Industry Meeting**

**2004**

***Intermission***

**Carrier/Agent Golf Tournament**

Shotgun Start 1330

Check-in NLT 1300 at the Table at the front of the Clubhouse

Mulligans will be available at check-in 1 for \$3 or 2 for \$5

***BREAK!***



**JPPSO-Colorado Springs  
Commercial Industry Meeting  
*Inbound Processing***



- **Clearing Shipments via Web Site**
  - ➔ <https://www.jppso-cos.af.mil>
  - ➔ Recommend for Direct Deliveries
- **DD619-1's are generated at time of delivery**
  - ➔ Domestic Shipments only

*Presented by*

**Ms. Vicki Hardnett**

Chief, Inbound Personal Property Movement



## **JPPSO-Colorado Springs** **Commercial Industry Meeting** *Customer Service*



### ● **Shipment Tracing**

#### ➔ **Information Provided to Member**

- What you tell us is what we tell the member

#### ➔ **Information we need to have**

- Enroute location of Personal Property
- Destination Agents name & Phone number

#### ➔ **Send Late Notification to (719)554-7884**

*Presented by*

**TSgt Sabol**  
NCOIC, Customer Service



## **JPPSO-Colorado Springs** **Commercial Industry Meeting** *Customer Service*



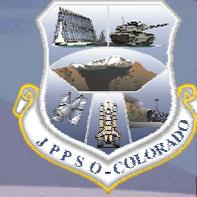
### ● **Storage In Transit (SIT)**

#### ➔ **Notifying Agents**

- We will notify agents of Extension or Conversion
- Transactions will be E-Mailed/Faxed
- Government Civilians get only 90-days of SIT



## JPPSO-Colorado Springs Commercial Industry Meeting *Nontemporary Storage*



### ● Accuracy & Timeliness of Returned Paperwork

➔ Original weight ticket and original inventory to JPPSO within 7 days

➔ Warehouse receipt must contain

- Member/employee's name, grade or rank, and social security number
- Member/employee's mailing address as provided on service order
- The number of this agreement, as modified, and the service order number

*Presented by*

**TSgt Boughn**

NCOIC, Nontemporary Storage



## JPPSO-Colorado Springs Commercial Industry Meeting *Nontemporary Storage*



➔ Warehouse receipt must contain (*continued*)

- Inventory description of personal property
- Net weight
- Location of warehouse
- Lot number
- Notation of any overage, shortage or damage
- Liability statement
- First and last inventory item numbers and total number of inventory items



## JPPSO-Colorado Springs Commercial Industry Meeting *Nontemporary Storage*



- **BOA –vs- TOS**
- **NTS Release Procedures**
  - ➔ **Phone calls will be made to set up releases and DD1164 will be mailed with inventory**
  - ➔ **Short notice - faxed**



## JPPSO-Colorado Springs Commercial Industry Meeting *Shipment Planning*



- **BOOKING - ABCS**
  - ➔ **Group E-Mail Account Recommended**
  - ➔ **Two(2) hour response time**
  - ➔ **Goal: route shipments 30-days out**
  - ➔ **Automation books directly with booking agents**

*Presented by*

**MSgt(s) Pennington**

Superintendent, Outbound Personal Property Movement



## JPPSO-Colorado Springs Commercial Industry Meeting *Shipment Planning*



- **Saturation Letters** (*DTR Appex O B7c1 & 2*)
  - ➔ **No shipments offered, but tonnage will be charged**
  - ➔ **Shipments with Pickup dates after the saturation period will still be offered**
  - ➔ **Letter Contents**
    - Dates shipments can not be accepted
    - Codes of Service
    - Can specify Origin Location/AOR/AOO
- ◆ **Alternate Dates**



## JPPSO-Colorado Springs Commercial Industry Meeting *Quality Control*



- Crews working in residence while member/POA not there
- Crews arriving without tools to assemble or disassemble items
- No shows on initial and/or sequential pack dates
- Three day pack jobs completed in one day
- Lack of communication between agent, member, and JPPSO

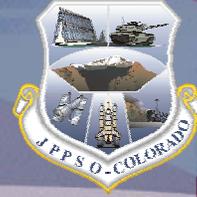
*“COMMUNICATION IS KEY”*

*Presented by*

**Ms. Vanessa Barner**  
Chief, Quality Control



## **JPPSO-Colorado Springs** **Commercial Industry Meeting** *Quality Assurance (TQAP)*



- **Individual Shipment Scores**
- **Estimating Loss and/or Damage**
- **Individual Shipment Evaluation Appeal Procedures**
- **Use of DoD Approved Alternate Carrier**
- **TO action upon Receipt of the LOI**
- **Carrier or Agent Personnel Requirements**

*Presented by*

**Ms. Sharon James**  
Chief, Quality Assurance (TQAP)



## **JPPSO-Colorado Springs** **Commercial Industry Meeting** *Quality Assurance (TQAP)*



- **Major Suspension Violations**
  - ➔ **Shipment/Overflow in Origin Warehouse on/after RDD**
  - ➔ **Utilizing an Unauthorized Servicing Agent**
  - ➔ **Failed to Pickup on Agreed Date**
  - ➔ **Excessive Damage** (*DTR Appendix B Part IV para NN*)
  - ➔ **Failure to Return Paperwork**

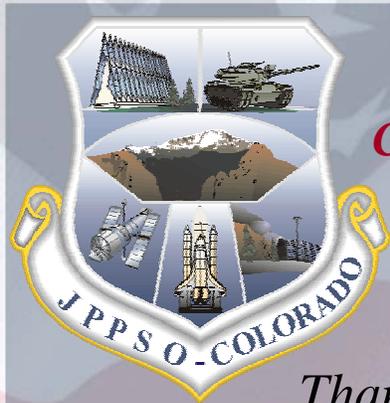


**JPPSO-Colorado Springs  
Commercial Industry Meeting**  
*Questions & Answers*



**JPPSO Panel**

- LtCol Dave Holt.....Director
- Ms. Lynn Murphy.....Deputy Director
- Mr. Richard Wood.....Documentation & Billing
- Ms. Vicki Hardnett.....Inbound
- TSgt Sabol.....Customer Service
- TSgt Boughn.....Nontemporary Storage
- MSgt(s) Pennington.....Shipment Planning
- Ms. Vanessa Barner.....Quality Control
- Ms. Sharon James.....Quality Assurance
- TSgt Jameson.....Quality Assurance



**Annual Regional  
Commercial Industry Meeting**

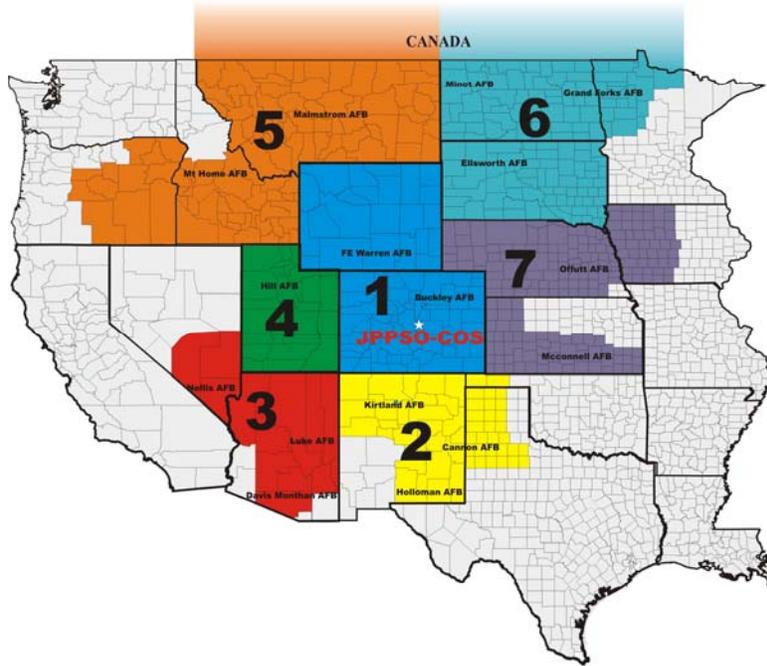
**2004**

*Thank you for coming!*

*Presented by the*  
**Joint Personal Property Shipping Office**  
**Colorado Springs**  
*(JPPSO-COS)*

# JPPSO-Colorado Springs

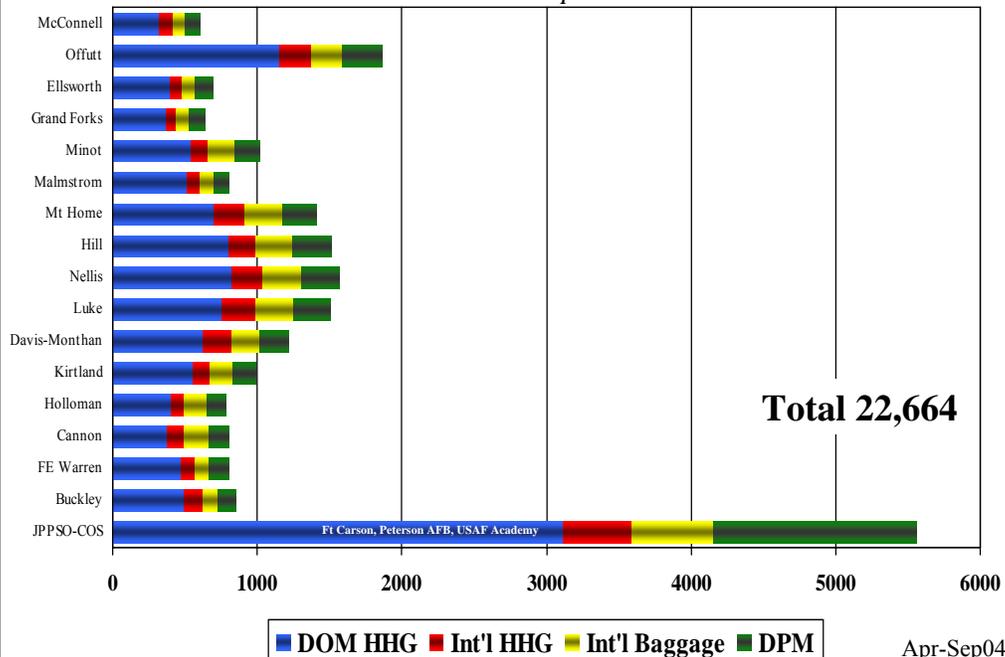
## Area Of Responsibility



# JPPSO-Colorado Springs

## Summer 2004 Statistics

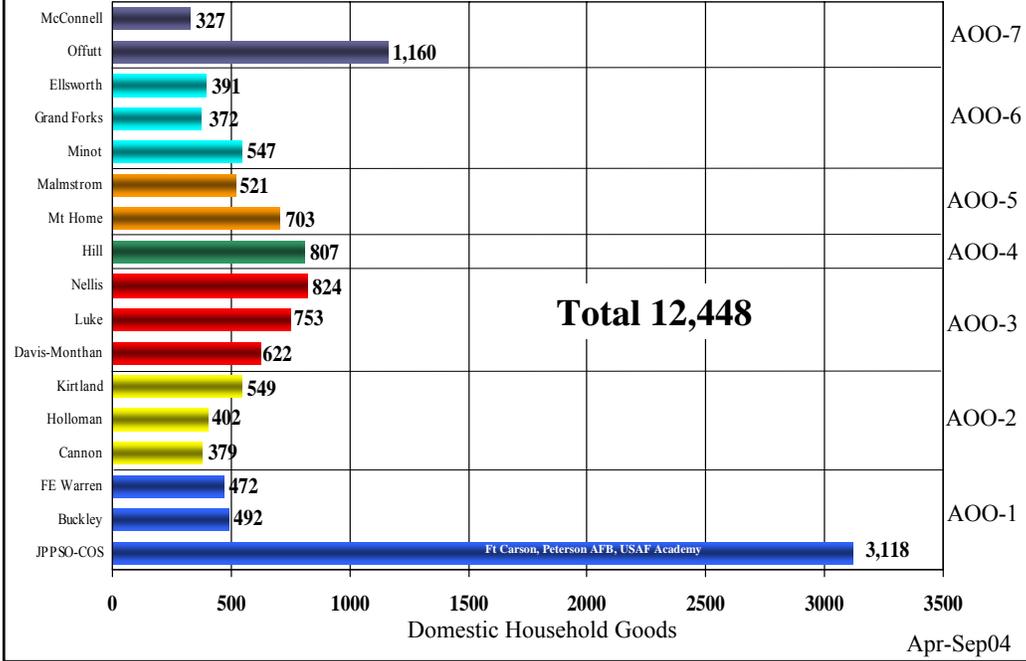
### Outbound Shipments



# JPPSO-Colorado Springs

## Summer 2004 Statistics

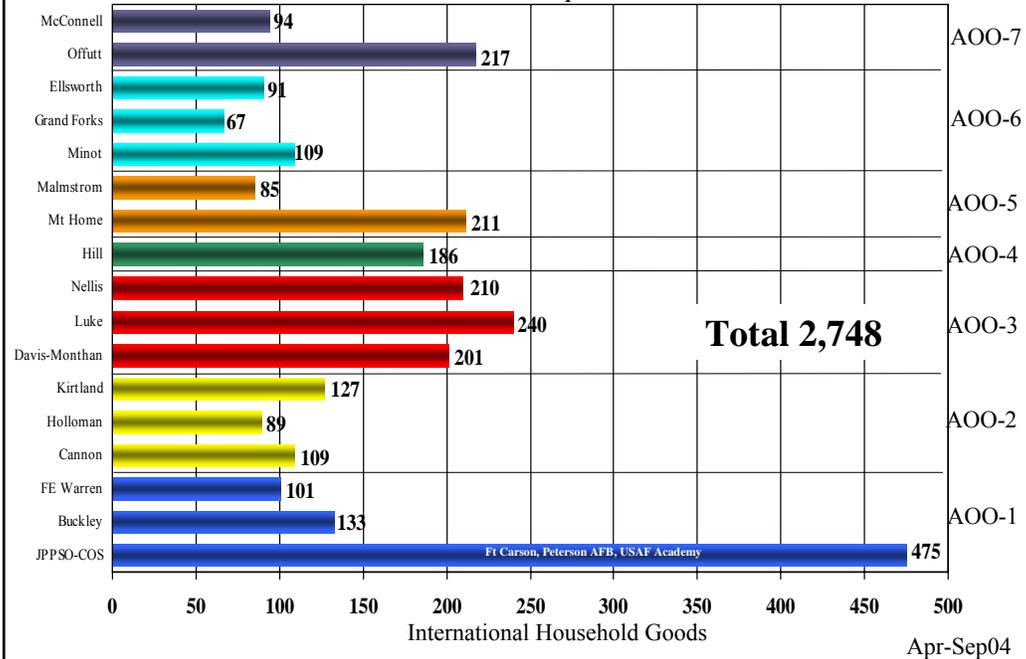
### Outbound Shipments



# JPPSO-Colorado Springs

## Summer 2004 Statistics

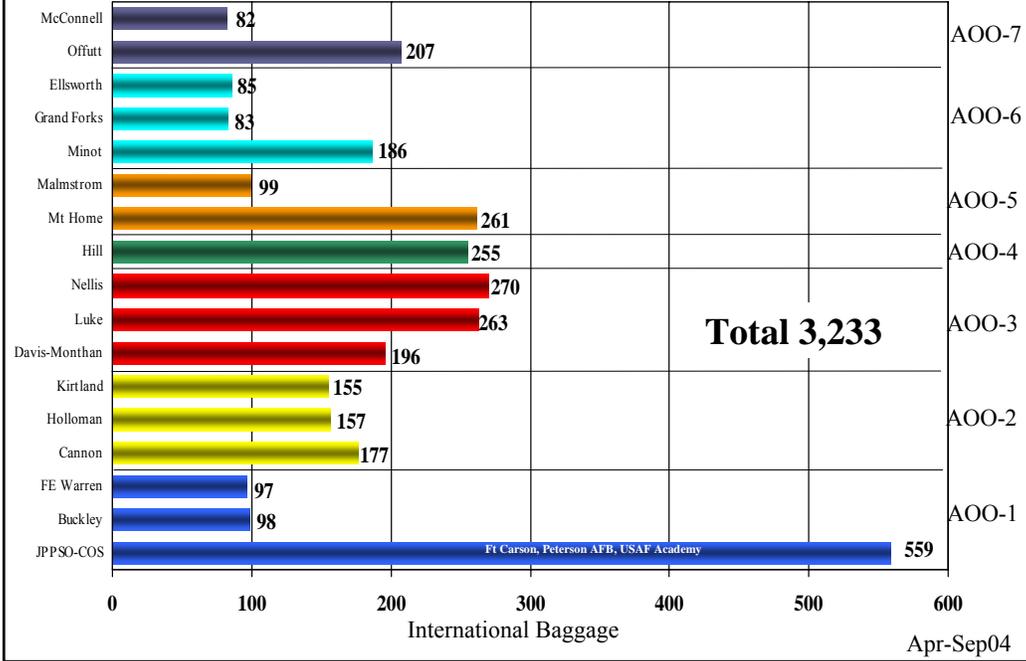
### Outbound Shipments



# JPPSO-Colorado Springs

## Summer 2004 Statistics

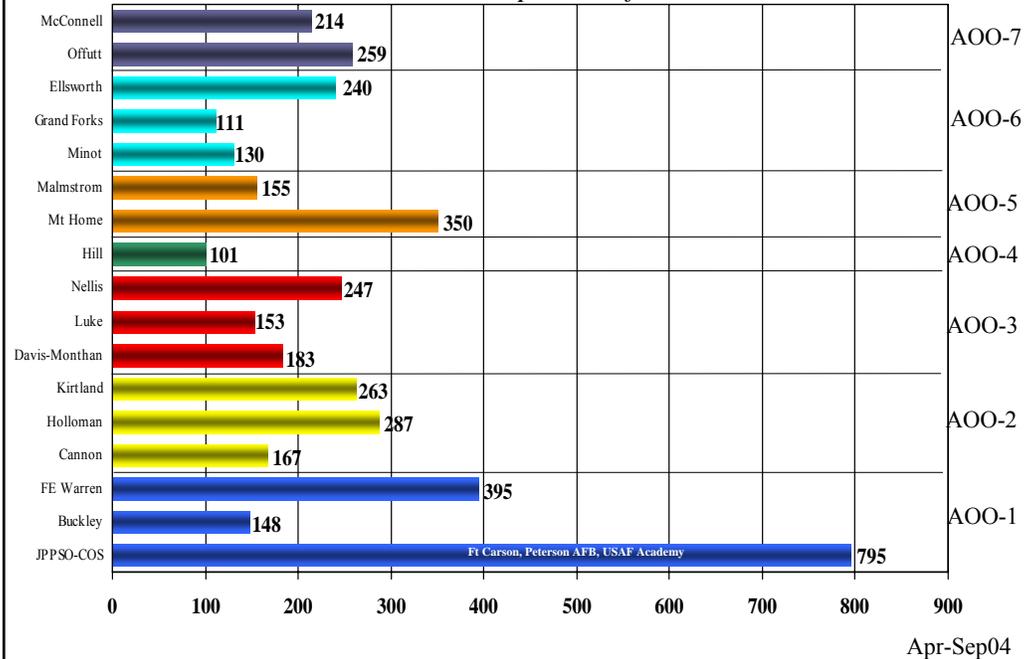
### Outbound Shipments



# JPPSO-Colorado Springs

## Summer 2004 Statistics

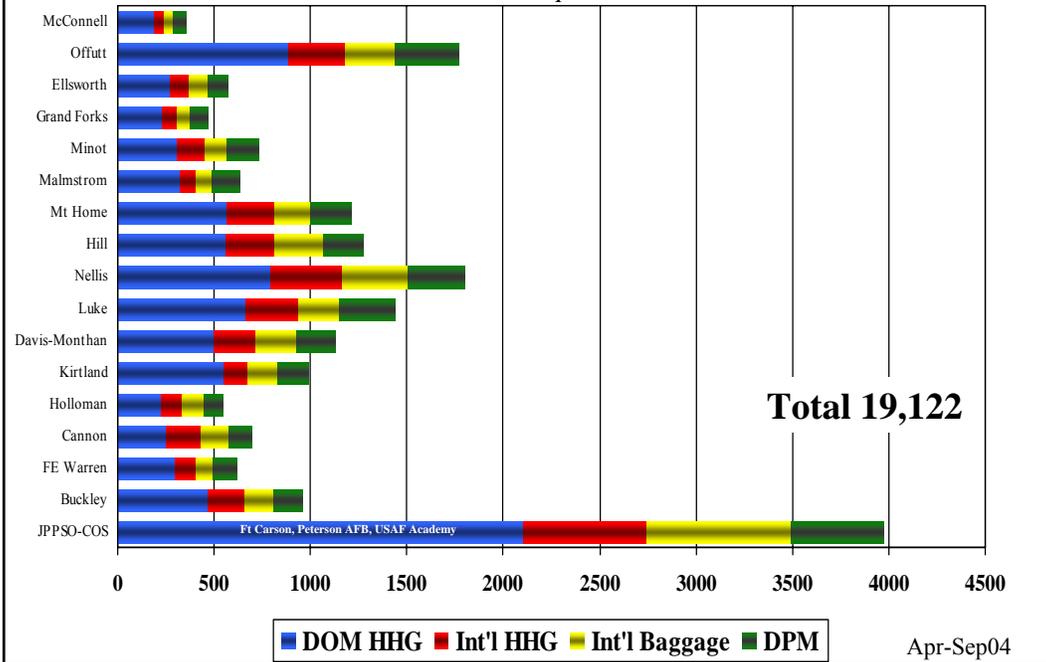
### Outbound Shipment Refusals



# JPPSO-Colorado Springs

## Summer 2004 Statistics

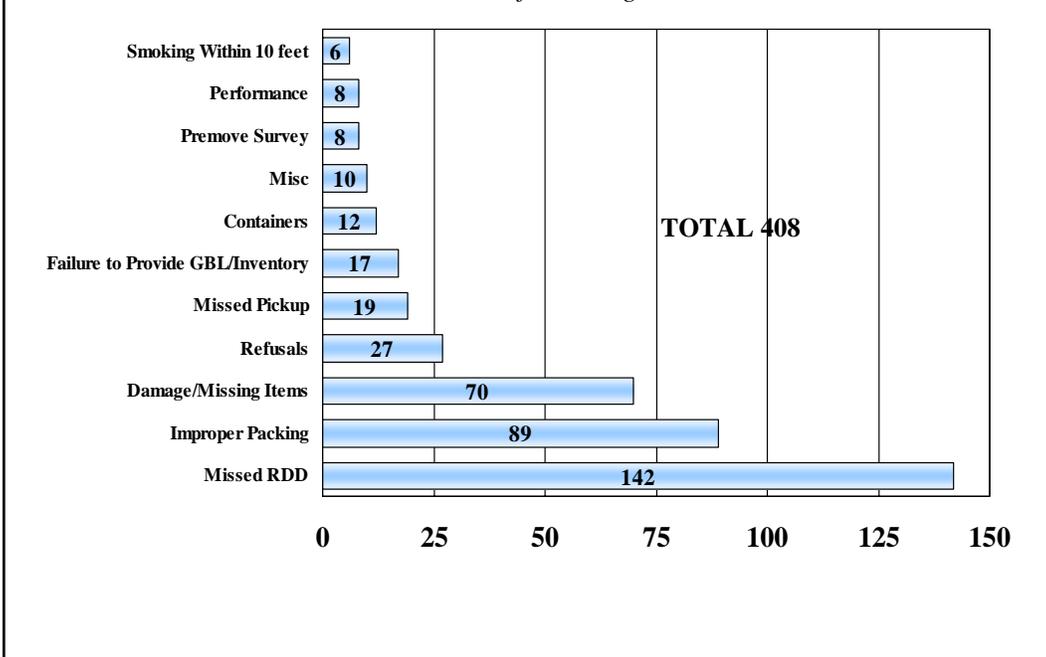
### Inbound Shipments



# JPPSO-Colorado Springs

## Summer 2004 Statistics

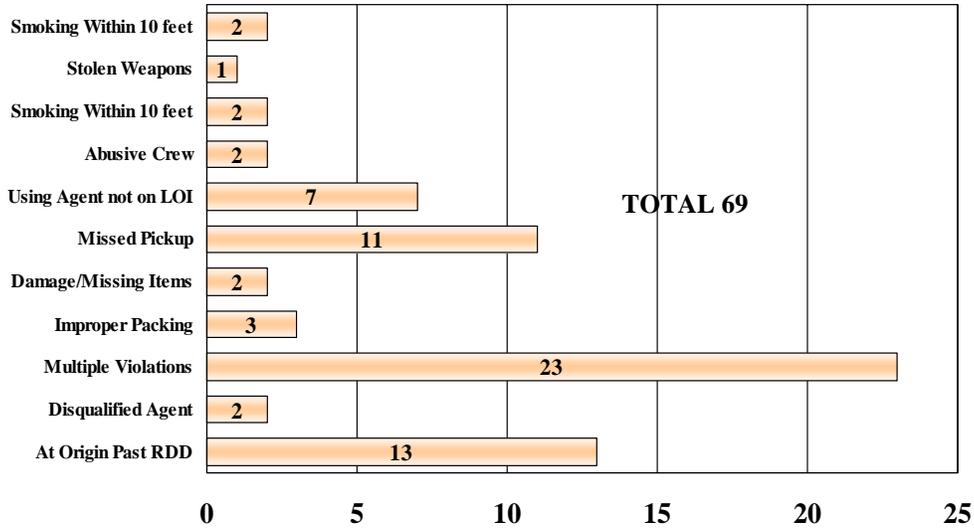
### Letters of Warning



# JPPSO-Colorado Springs

## Summer 2004 Statistics

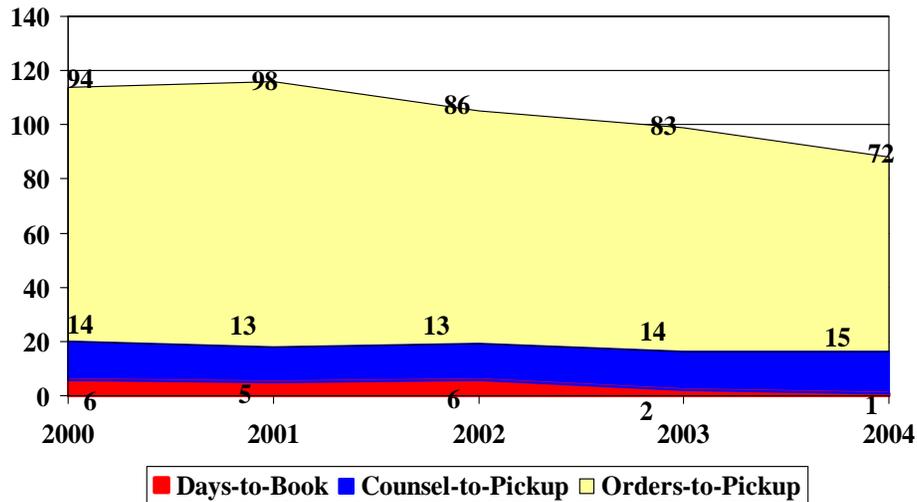
### Suspensions



# JPPSO-Colorado Springs

## Average Days from Orders to Pickup

### Outbound Shipments

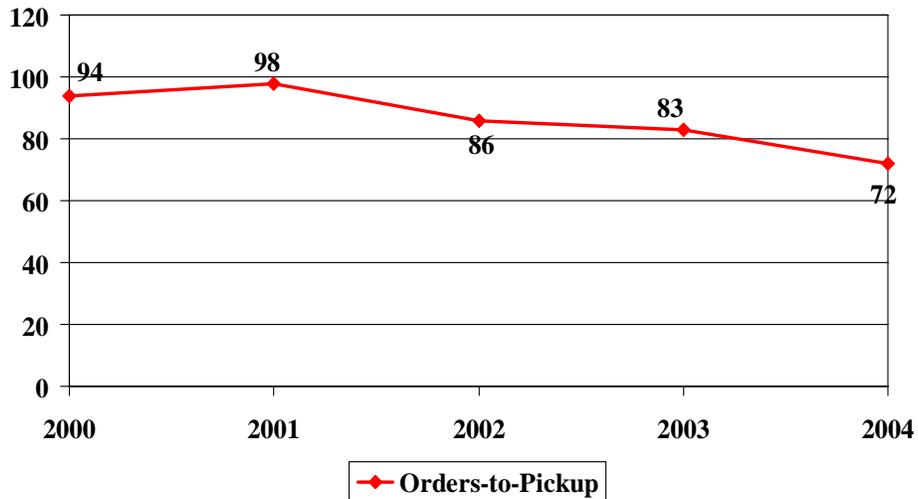


SOURCE: Shipment records in TOPS

# JPPSO-Colorado Springs

## Average Days from Orders to Pickup

Outbound Shipments

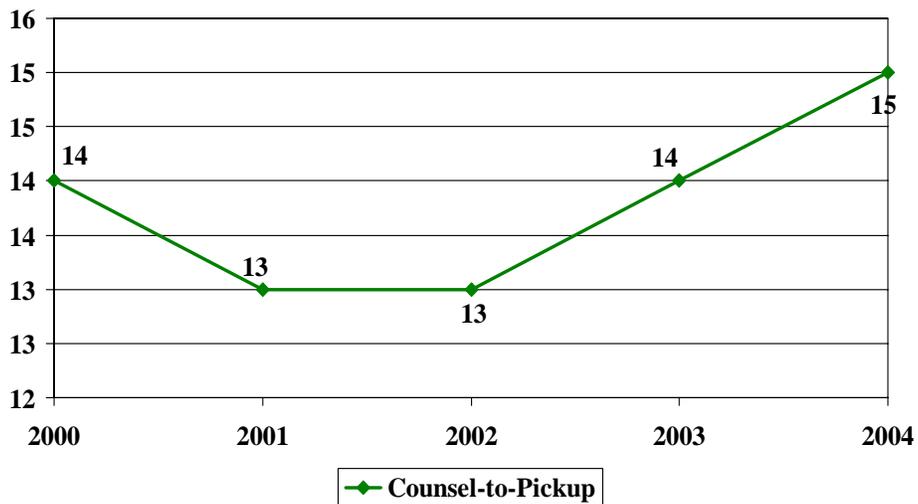


SOURCE: Shipment records in TOPS

# JPPSO-Colorado Springs

## Average Days from Counseling to Pickup

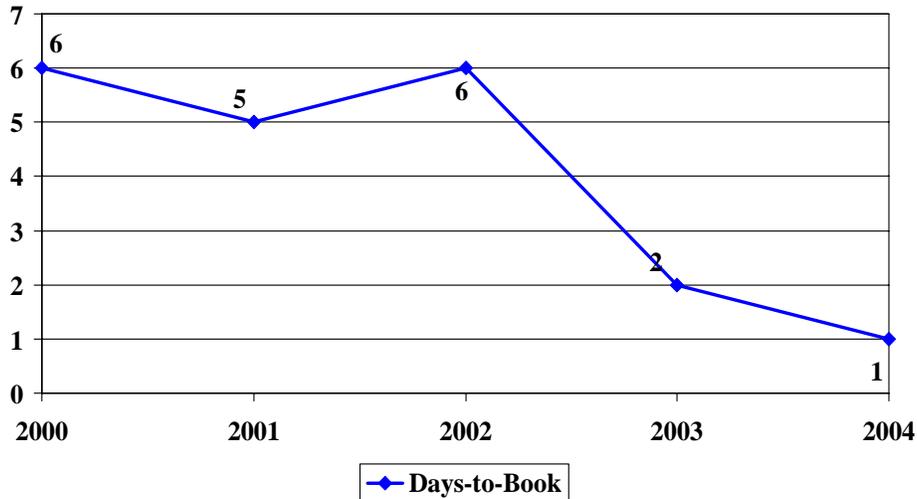
Outbound Shipments



SOURCE: Shipment records in TOPS

## JPPSO-Colorado Springs

### *Average Days to Book Outbound Shipments*



SOURCE: Shipment records in TOPS

## JPPSO-Colorado Springs

### *Quality Control Issues Who to Contact to Request Accessorial Services*

JPPSO-COS (719)554-9243  
Buckley AFB (720) 847-6687/6947  
FE Warren AFB (307)773-3137  
Cannon AFB (505)784-4341  
Holloman AFB (505)572-5148  
Kirtland AFB (505)846-1858  
Davis Monthan AFB (520)228-2320  
Luke AFB (623)856-6423  
Nellis AFB (702)652-4951  
Hill AFB (801)777-6379  
Ellsworth AFB (605) 385-1183  
Malmstrom AFB (406) 731-6280  
Minot ND (701) 723-4192  
Offutt AFB (402) 294-5044  
Mountain Home (208) 828-3576  
McConnell AFB (316) 759-5916

# JPPSO-Colorado Springs

## Quality Assurance Issues

### References

#### Individual Shipment Scores

Appendix O. Paragraph C.5.d. The carrier is required to submit the DD Form 1840 to the origin TO within 75 days of delivery. In the absence of a DD Form 1840, DD form 1840R, or other supporting documentation which would indicate loss and /or damage sustained on the move, the carrier will not earn any of the 40 points possible for loss and/or damage. The carrier must maintain documentation regarding their timely submission of the DD Form 1840. If the DD Form 1840 information has not been received by the origin TO, the TO will compute the score with the information available and annotate the absence of the DD Form 1840.

#### Estimating Loss and/or Damage

Appendix O. Paragraph C.4.c. (1) The completed DD Form 1840/1840R will be the primary source document used by the TO to develop an estimated dollar value as to loss and/or damage sustained to the member's/employee's property on the move. Other documentation may be used at the discretion of the TO to estimate loss/or damage and to more fully judge the ability of the carrier to meet both the needs of the member/employee and the carrier's adherence to the TOS. If the loss and/or damage are based on information other than a DD Form 1840, a notation must be made in the remarks section of the DD Form 1780. For example, "Damage in the amount of \$600 derived from other than DD Form 1840." If documentation other than the DD Form 1840 is used to derive the loss and/or damage estimate, a copy of that documentation must be forwarded to the carrier with the DD Form 1780.

#### Individual Shipment Evaluation Appeal Procedures

Appendix O Paragraph C.6.e. Upon receipt, the TO will verify that the appeal meets the 45-day appeal period requirement, and then review all facts. Appeals will be adjudicated by the TO within 45 calendar days of receipt and the carrier notified of the decision in writing. Adjustments to the carrier's DD Form 1780 will be made by the TO, and the carrier advised, in writing, of the decision regarding the appeal. If the TO does not provide a response within 45-days of receiving the appeal, the carrier's appeal will automatically be granted. The carrier is responsible for providing proof of the original appeal and the appeal date.

# JPPSO-Colorado Springs

## Quality Assurance Issues

### References

#### Use of a DOD Approved Alternate Carrier

Appendix B.Part II. Paragraph I. When I accept a shipment and find that because of unavoidable circumstances I am unable to physically transport the shipment, I may, upon notification to the origin PPSO, arrange with another DOD-approved carrier to perform the required services. In such case, I will inform the PPSO of the name of the carrier to whom the shipment has been transferred. I will continue to be shown on the PPGBL/BL as the initial carrier and will accept through responsibility from time of pickup at origin to delivery at destination.

#### TO action upon receipt of the LOI

Appendix A. Paragraph A.2.n.(2) Acceptance or Rejection of the LOI. Within 30 calendar days of receipt, the TO must determine whether or not the carrier has met all requirements and must advise the carrier in writing, of the LOI's acceptance or reason for rejection. Acceptance action (dated and signed with the effective rate cycle) will be annotated on the top portion of the LOI. LOIs must be submitted 30 days prior to a rate cycle filing date to be considered for the rate cycle. For International, any LOI received after the 30-day time frame will be considered for the following rate cycle. For Domestic, any LOIs received after the 30-day time frame will be effective for the next rate filing.

#### Carrier or Agent Personnel Requirements

Chapter 402 Paragraph K.9.b. Administrative Personnel. The carrier's office or the carrier's agency office will be staffed at all times during normal working hours with personnel authorized to book shipments and arrange for the provision of services. One employee with such authority is required for one to three DOD-approved carriers represented. One additional employee with such authority is required when more than three DOD-approved carriers are represented.

# JPPSO-Colorado Springs

## *Movement Predictions*

*October 2004 thru March 2005*

	<u>Inbound</u>	<u>Outbound</u>
Colorado Springs Metro Area	2,883	2,021
Buckley AFB, CO	546	487
FE Warren AFB, WY	412	454
Cannon AFB, NM	689	476
Kirtland AFB, NM	630	584
Holloman AFB, NM	446	419
Davis Monthan AFB, AZ	806	708
Luke AFB, AZ	937	974
Nellis AFB, NV	1,099	891
Hill AFB, UT	842	812
Ellsworth AFB, SD	412	349
Grand Forks AFB, ND	265	247
Minot AFB, ND	449	441
Malmstrom AFB, MT	383	439
Mt Home AFB, ID	901	729
Offutt AFB, NE	1,104	968
McConnell AFB, KS	289	308

# JPPSO-Colorado Springs

## *Quality Control*

*Code 2 from Texas*



Piano



## **JPPSO-Colorado Springs**

### *JPPSO Contact Information*

**DOCUMENTATION:** PHONE: (719)554-9259

FAX: (719)554-9287

Email: [documentation@jppso-cos.af.mil](mailto:documentation@jppso-cos.af.mil)

**BILLING:** PHONE: (719)554-7862

FAX: (719)554-9287

Email: [billing@jppso-cos.af.mil](mailto:billing@jppso-cos.af.mil)

**SHIPMENT PLANNING:** PHONE: (719)554-9292

FAX: (719)554-7887

Email: [shipment\\_planning@jppso-cos.af.mil](mailto:shipment_planning@jppso-cos.af.mil)

**NONTEMP STORAGE:** PHONE: (719)554-9297

FAX: (719)554-7887

Email: [nts@jppso-cos.af.mil](mailto:nts@jppso-cos.af.mil)

**INBOUND:** PHONE: (719)554-9291

FAX: (719)554-9289

Email: [inbound@jppso-cos.af.mil](mailto:inbound@jppso-cos.af.mil)

**QUALITY CONTROL:** PHONE: (719)554-9293

FAX: (719)554-7884

Email: [quality\\_control@jppso-cos.af.mil](mailto:quality_control@jppso-cos.af.mil)

**QUALITY ASSURANCE:** PHONE: (719)554-9256

FAX: (719)554-9254

Email: [tgap@jppso-cos.af.mil](mailto:tgap@jppso-cos.af.mil)

**CUSTOMER SERVICE:** PHONE: (719)554-9294

FAX: (719)554-7884

Email: [customer.service@jppso-cos.af.mil](mailto:customer.service@jppso-cos.af.mil)

<https://www.jppso-cos.af.mil/>

## **JPPSO-Colorado Springs**

### *DFAS Contact Information*

#### *Vendor Pay*

**AIR FORCE – DFAS Dayton**

Customer Service: 1-800-756-4571

(voice messaging – press 2 and then 3)

**ARMY – DFAS Lawton**

Robbie Sheehy: 1-800-442-0337

**NAVY – DFAS Norfolk**

Customer Service: 1-800-209-1628

**MARINE CORPS – Logistics Base Albany,GA**

Customer Service: (229)639-5684/5685

**COAST GUARD – Chesapeake, VA**

WEB Site: [www.fincen.uscg.mil/vendor\\_info.htm](http://www.fincen.uscg.mil/vendor_info.htm)

<http://www.dfas.mil/>

**LETTER OF INTENT (LOI)**

**HOUSEHOLD GOODS OR UNACCOMPANIED BAGGAGE (PRESCRIBING DIRECTIVE IS DOD 4500.9-R)**

**THIS SECTION FOR PPSO USE ONLY**

A. TITLE \_\_\_\_\_ C. ACCEPTANCE DATE \_\_\_\_\_ D. THIS LOI IS EFFECTIVE \_\_\_\_\_  
 B. SIGNATURE \_\_\_\_\_ CYCLE \_\_\_\_\_

**THIS SECTION FOR CARRIER USE ONLY**

YOU ARE REQUESTED TO ACCEPT THIS LOI AS EVIDENCE OF OUR INTENT TO PROVIDE PERSONAL PROPERTY SERVICES FROM YOUR AREA(S) OF RESPONSIBILITY. WE ARE A DOD APPROVED CARRIER AND COPIES OF FEDERAL AND/OR STATE CERTIFICATES AND/OR PERMITS ARE ON FILE WITH HQMTMC. I CERTIFY THAT THE FOLLOWING STATEMENTS ARE TRUE AND COMPLETE. ANY MISREPRESENTATION AND/OR FALSIFICATION MAY BE SUBJECT TO PROSECUTION UNDER SECTION 1001, TITLE 18, UNITED STATES CODE. I FURTHER CERTIFY I HAVE WRITTEN AGREEMENTS WITH AGENTS INDICATED ON THIS LOI FOR THE PURPOSE OF HANDLING NOTED CODES OF SERVICE. I CERTIFY THAT FACILITIES OF THESE AGENTS HAVE BEEN INSPECTED BY AN AUTHORIZED REPRESENTATIVE OF MY COMPANY AND SUCH FACILITIES MEET THE STANDARDS OF THE TENDER OF SERVICE.

TITLE, TYPED NAME AND SIGNATURE OF CARRIER APPROVING OFFICIAL \_\_\_\_\_ DATE \_\_\_\_\_  
 President, THERESA JESSOP \_\_\_\_\_ September 13, 2004

LOI WILL REMAIN ON FILE CONTINUOUSLY UNTIL REPLACED WITH ANOTHER LOI OR RETURNED BY PPSO

1. CARRIER NAME: YOUR COMPANY	2. CARRIER SCAC: TQAP	3. CARRIER PHONE: 800-555-1212
4. CARRIER ADDRESS: 2100 S. 6 <sup>th</sup> Street Colorado Springs, CO 80817  CARRIER P.O. BOX:	5. CARRIER FAX: 719-555-1212	6. CARRIER E-MAIL: TQAP@YOURCOMPANY.NET

7. TO: (PERSONAL PROPERTY SHIPPING OFFICE/GBLOC):  
 KKFA  
 JPPSO Colorado Springs  
 121 S. Tejon Street  
 Suite 800  
 Colorado Springs, CO 80903

8. TYPE OF LOI: (CHECK ONLY ONE TYPE PER FORM)  
 A. \_\_\_ DOMESTIC INTRASTATE B.  DOMESTIC INTERSTATE C. \_\_\_ INTERNATIONAL HHG D. \_\_\_ INTERNATIONAL UB

9. NEW OR REPLACEMENT LOI:  
 A. \_\_\_ NEW LOI B.  THIS LOI REPLACES LOI ACCEPTED 07/29/99

10. THIS LOI IS APPLICABLE TO YOUR OPERATING AREA(S) (LIST AREA(S)):  
 Operating Areas Zone(s)1, 2 and 3  
 Domestic Please List each Domestic Zone that you wish to cover, if you wish to cover ALL Domestic Zones, then just write ALL  
 Must submit separate LOI's for INTRASTATE and INTERSTATE  
 PLEASE USE CURRENT LOI FROM THE AUGUST 2003 DTR APPENDIX A FIGURE A-1 NOTICE THAT THE BLOCKS HAVE CHANGED

11. SCOPE OF OPERATING AUTHORITY AS INDICATED ON CERTIFICATES/PERMITS ON FILE WITH HEADQUARTERS MTMC: (\*)

<input type="checkbox"/>	A. C = CONUS	<input type="checkbox"/>	E. CAE = CONUS + AK W/EXCEPTION ( )
<input type="checkbox"/>	B. CA = CONUS + AK	<input type="checkbox"/>	F. CAHE = CONUS + AK & HI W/EXCEPTION ( )
<input checked="" type="checkbox"/>	C. CAH = CONUS + AK & HI	<input type="checkbox"/>	G. I = INTRASTATE ( )
<input type="checkbox"/>	D. CE = CONUS W/EXCEPTION ( )	<input type="checkbox"/>	*PPSO MAY REQUEST A COPY

**LETTER OF INTENT (LOI)**

**HOUSEHOLD GOODS OR UNACCOMPANIED BAGGAGE (PRESCRIBING DIRECTIVE IS DOD 4500.9-R)**

CARRIER SCAC: TQAP

12. LIST OF DESIGNATED AGENTS:

A. C/S	B. BOOKING AGENT	C. AGENT NAME/MAILING ADDRESS	D. AGENT PHYSICAL ADDRESS	E. PHONE/TELEX/FAX
1,2	Yes Area 1	TQAP International 2100 S. 6 <sup>th</sup> Street Colorado Springs, CO 80817	2100 S. 6 <sup>th</sup> Street Colorado Springs, CO 80817	Shipment Offers: Phone: 719-555-1212 Fax: 719-555-1212 Email: TQAP@YOURCOMPANY.NET
	Area 1	Billy's Transportation 26 Billy Drive Colorado Springs, CO 80910	26 Billy Drive Colorado Springs, CO 80910	Phone: 719-444-1212 Fax: 719-444-1212
	Area 1			
	Area 1			
1,2	Yes Area 2	TQAP International 2100 S. 6 <sup>th</sup> Street Colorado Springs, CO 80817	2100 S. 6 <sup>th</sup> Street Colorado Springs, CO 80817	Shipment Offers: Phone: 719-555-1212 Fax: 719-555-1212 Email: TQAP@YOURCOMPANY.NET
	Area 2	Billy's Transportation 26 Billy Drive Clovis, NM 88101	26 Billy Drive Clovis, NM 88101	Phone: 505-555-1212 Fax: 505-555-1212
	Area 2			
1,2	Yes Area 3	Billy's Transportation 26 Billy Drive Colorado Springs, CO 80910	26 Billy Drive Colorado Springs, CO 80910	Shipment Offers: Phone: 719-555-1212 Fax: 719-555-1212 Email: TQAP@YOURCOMPANY.NET
	Area 3	Billy's Transportation 26 Billy Drive Flagstaff, AZ 86001	26 Billy Drive Flagstaff, AZ 86001	Phone: 602-555-1212 Fax: 602-555-1212
	Area 3			

13. REMARKS (THIS SECTION MAY BE USED BY CARRIER AND/OR PPSO)

Email to offer shipments: TQAP@YOURCOMPANY.NET  
 Fax number to offer shipments: 719-555-1212  
 800#: 800-555-1212