



DEPARTMENT OF THE AIR FORCE
JOINT PERSONAL PROPERTY SHIPPING OFFICE - SAN ANTONIO (DOD)
613 NORTHWEST LOOP 410, SUITE 400
SAN ANTONIO TX 78216-5518

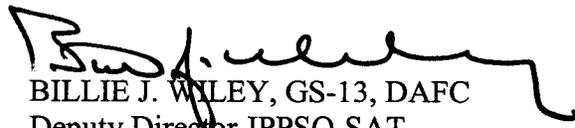
20 Jun 03

MEMORANDUM FOR ALL DOD PERSONAL PROPERTY MOVING COMPANIES

FROM: JPPSO-SAT

SUBJECT: Tracing Personal Property Shipments

1. In an effort to improve efficiencies and save valuable time spent on the phone we are launching an automated shipment tracing process. We solicit your support of this initiative because we are convinced it is a win, win for both of our organizations. So with that, we are changing our personal property tracing procedures to an electronic (e-mail/web-based) method. All of our personal property shipments, domestic and international, will be traced with a particular contact or lead/tracing agent designated by the carrier. **(Send your generic tracing email address to: tracing@jppsosat.randolph.af.mil)**
2. Our automated system will send an e-mail to your designated tracing agent the day after the RDD if the shipment still hasn't arrived and we have not received an RDD extension request. You are expected to take immediate action to provide us status of the overdue shipment(s). Additional action will be taken if we have not received a reply within 24 hours from date/time of e-mail tracer on domestic shipments and 120 hours on international shipments.
3. Our electronic shipments tracer will include customer's name, carrier's name and SCAC code, Bill of Lading number or TCN, point of origin, code of service, pickup date, RDD, and any other information that is necessary for the trace.
4. My JPPSO-SAT Points of Contact (POC) are Major Bax, (210) 321-4213; SMSgt Reese, (210) 321-4211; and/or Ms. Kistler, (210) 321-4215.


BILLIE J. WILEY, GS-13, DAFC
Deputy Director JPPSO-SAT