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

July 22, 2003

MEMORANDUM FOR HOUSEHOLD GOODS CARRIERS

FROM: JPPSO/DD

SUBJECT: Bills of Lading (BL)

1. Reference my letter, same subject, June 17, 2003.

2. More efficient procedures implemented at JPPSO-SAT have decreased our routine mailing times. The 7-10 days average mailing time stated in paragraph 2 of referenced letter has changed to 2-3 days. Also, there have been recent changes in DFAS-IND payment procedures. New audit policies implemented at DFAS-IND do not allow payment for transportation services to be made on other than the original BL; therefore, we will no longer require your requests for certified copies of BLs to be accompanied by a DFAS-IND rejection notice as stated in paragraph 3 of referenced letter. However, requests for certified BL copies will still require a letter stating what you think caused the loss and what you have implemented within your company to prevent future losses. Also, expect our re-issue/certification process to take between 7-10 days (down from the 30 days originally indicated in our letter.)

3. Your positive efforts to assist us in maintaining better accountability of original BLs have drastically decreased the requirements placed upon us to issue certified BL copies. Thank you for your continued support.

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

DEPARTMENT OF THE AIR FORCE
JOINT PERSONAL PROPERTY SHIPPING OFFICE - SAN ANTONIO (DOD)
613 NORTHWEST LOOP 410, SUITE 400
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June 17, 2003

MEMORANDUM FOR AMERICAN MOVING AND STORAGE ASSOCIATION
HOUSEHOLD GOODS FORWARDERS ASSOCIATION OF AMERICA

FROM: JPPSO-SAT/DD

SUBJECT: Bills of Lading (BL)

1. The regionalization of traffic management back-office workloads to area JPPSOs has impacted procedures associated with the distribution of BLs and issuance of certified true copies of lost originals.

2. BLs issued to move personal property shipments from all regionalized TMOs will be issued by the area JPPSO. With our Automated Booking for Carriers (ABC) application you also have another document, the ABC summary sheet, to arrange all pre-move requirements. JPPSO-SAT's present procedure is to FAX a copy of the BL to the Servicing Agent. The FAX copy can be used for everything except effecting the payment process through DFAS-IND. The original BL is mailed to the company listed as your "Servicing Agent" when issued. Therefore, it is imperative that you select the proper servicing agent from the drop-down menu of our new Automated Booking for Carriers (ABC) program when you accept shipments on behalf of the major carrier. We are not funded to send BLs by FEDEX. We must use regular mail; and government procedures for mailing documents is often comprised of several steps, which slows that process down. Currently it takes approximately 7 - 10 days from the date the BL is mailed before your office receives it. We are looking into more efficient methods to expedite the mailing process for your documents. Obtaining a mail-meter machine for daily posting and mailing of documents and/or a secure on-line web site to post BLs and associated documents where you can have immediate access to them, are being studied for implementation. In the meantime, if you prefer, we will use FEDEX or some other express mail carrier to send documents to you daily, if you provide us prepaid Express Mail envelopes.

3. As you probably know, the BL has the same effect as any other government check--it authorizes payment. It is supposed to be accountable and must be secured, but it appears the BL is not being properly protected. It seems that carrier loss of documents and requests for certified copies have become the norm rather than the exception. We receive requests daily for up to 40 certified copies at a time, due to carrier loss. Often, our records have been completed and filed in permanent storage some 15 miles away; and we have to schedule a trip to the storage facility, retrieve the record, verify the information, issue the certified copy, and then return the file to the storage facility. This is a time-intensive and cumbersome process; and costs approximately $30 each time we have to issue a certified copy of a document. To ensure our JPPSO-SAT BL re-issue process and associated costs are viable, we now require you to submit your requests for certified copies of

BLs in writing to the JPPSO-SAT Deputy Director. Your requests must be accompanied by a rejection notice from DFAS-IND, indicating you tried to bill the government with documents in your possession (other than the FAX copy); and state what you think caused the loss and what you have implemented within your company to prevent future losses. Expect our re-issue/certification process to take up to 30 days. Before requesting a certified copy of the BL, you should contact the booking agent and/or major carrier for assistance.

4. As we continue to automate our business processes, you can expect future changes to the way we currently issue BLs. Along with our automated booking process, we are going to automate the issuance of BLs through a secure web site. After your Booking Agent accepts the shipment offering, a BL number is issued in the ABC summary sheet. The BL will be available for direct download by your Booking Agent after the shipment has been booked. It will then be the Booking Agent's responsibility to get the BL to the correct Servicing Agent. With everything that is coming in the future of personal property it would be wise to ensure that your servicing agents acquire the necessary automation tools to fully participate.

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