Overview
Beginning 1 June 2018, DP3 (Defense Personal Property Program) will begin to pilot a new military move processing system, independent from DPS (Defense Personal Property System), known as the Personal Property Prototype. Over the course of the pilot, running from 1 June to 30 September 2018, the Personal Property Prototype is targeted to process between 2,000-8,000 service member standard-HHG shipments in specific geographic regions. Beginning 1 June, selected eligible Service Members will be able to schedule their moves in the new system, slowly increasing capacity in the selected geographies through September 2018. Following September 2018, DP3 anticipates the new system to continue operations, incrementally rolling-out new channels until all channels are transitioned out of the DPS system.

Personal Property Prototype
The Personal Property Prototype came about in response to the myriad of challenges faced by DPS in terms of usability, security, and reliability. Recognizing the long term challenges and antiquated technology underpinning DPS, DP3 and the Defense Digital Service Team (DDS) embarked on an effort to replace it. The Personal Property Prototype is being rapidly developed under the guidance of the Defense Digital Service (DDS) following modern software engineering practices and user-centered development methodologies. Unlike DPS, the new system’s development process will allow for rapid updates and incremental feature roll-out over the lifespan of the new software. This means that the system available on June 1 will not be the final system, and there will be lots of opportunity for industry feedback and influence both leading up to, during, and following the pilot.

Move Types
The pilot will initially only work with standard domestic CONUS HHG (Household Goods) moves with possible SIT (Storage In Transit). OCONUS HHG Moves, DPM (Direct Procurement Method) moves, Volume Moves, Local Moves, and moves to or from NTS (Non-Temporary Storage) will continue to be processed by legacy systems. If the pilot is successful, a follow-on development effort will add these other move types.

Geographic Locations
The pilot will schedule shipments within specially selected high-volume channels in and between three GBLOCS, those serviced by JPPSO-SC (San Antonio- HAFC), JPPSO-NC (Colorado Springs- KKFA), and JPPSO-SW (San Diego-LKNQ).

Within these channels, only eligible service members will be able to use the prototype during the pilot. As a result, shipments will still be scheduled in DPS in these channels by the remaining service member population. Additionally, it is not anticipated that all geographic locations or affected channels will begin accepting shipments on June 1st. Rather DP3 anticipates beginning with a single, closely monitored TDL identified 6-8 weeks in advance and gradually adding additional TDLs and capacity as the system shows success. Participating TSPs should expect 1-2 weeks notice before additional affected channels begin to accept the scheduling of shipments in the Prototype.

**Participation**

The channels piloted from 1 June to 31 Sept will follow a “Limited TDL” format where each channel will allow for participation with up to 200 TSPs, representative of the four quality bands established in DPS. Based on the below Selection Methodology, eligible TSPs will be invited to opt-in to the pilot and begin use of the Personal Property Prototype. Participants will “opt-in” for an entire performance period (May-July 2018 and/or August-September 2018). Once a performance period begins, DP3 will handle “Opt-Out” requests on a case-by-case basis. Additionally, DP3 reserves the right to invite additional TSPs into the Limited TSP if capacity becomes extremely limited in comparison to current DPS availability.

TSPs who opt in will benefit in many ways, including:

- being awarded shipments processed by the prototype,
- a first-look access to the future of the personal property ecosystem,
- access to a basic no-frills web interface to use for processing shipments,
- a significant impact on the evolution of the system through early input and feedback,
- potentially higher customer satisfaction scores due to reduced customer aggravation with the customer-centric prototype compared to DPS.

**Selection Methodology & TDL Creation**

For the pilot, DP3 will create “Limited TDLs” and invite 200 eligible TSPs into each specific channel served by the pilot. If eligible, TSPs may be invited to join the “Limited TDL” for multiple channels, although this is not guaranteed and participation in one channel has no influence on receiving an invitation for additional channels.

To be eligible for an invitation to opt-in to the pilot in a specific channel, a TSP must:

- Meet MPS (Minimum Performance Score) standards
• Have blacked-out (with blackout types of channel, GBLOC, market, COS, etc) less than 50% of dates for that channel during the period of 1 June - 30 Sept 2017
• Have rate coverage on the specific channel

Once all eligible TSPs have been determined for a particular channel, DP3 will compute an average BVS (Best Value Score) across all eligible TSPs and divide the eligible TSPs into quartiles, effectively forming a new quality bands, with ultimately 50 TSPs from each quality band invited to join the pilot.

How TSPs will interact with the new system
In collaboration with the TSP community, DDS and DP3 are developing an API (Application Programming Interface), often referred to as the “two-way interface,” to enable TSPs to interact with the prototype either directly or through middleware provided by other vendors. When complete, this API will enable TSPs to
• accept awarded shipments,
• upload pre-move survey results,
• modify shipment dates/data,
• add/specify/substitute vendors in the process (Packers, Local Agents, etc)
• take short-fuse shipments,
• get customer contact information,
• set blackout dates,
• accept or contest loss and damage claims,
• download customer survey information,
• upload weight tickets and other substantiating documents,

among other features. This API is anticipated to be the primary way that TSPs will interact with the system in the long term.

However, because integrating with such an API takes time and money, the prototype will also provide a no-frills web interface for TSPs to use. This web interface should be sufficient for TSPs to manage the limited shipment volume that the new system will process during the pilot, until TSPs and TSP middleware are ready to use the API.

Best Value Score (BVS) in the Pilot
During the beginning of the pilot (June/July), TSP rankings will be based on the same BVS values used in DPS for the active performance period. In future performance periods, as performance data accrues in the new system, TSP rankings will be based on a combination of scores from both DPS and the new system. Ultimately, scores and rankings will be calculated solely using results from the new system on a channel-by-channel basis once it is processing all shipments.
Additionally, like in DPS, TSPs will retain their ability to manually appeal CSS scores, the new system should pose little to no risk to the overall CSS ratings used to create the BVS score.

**Allocations & Blackouts**
Allocations in the new system will operate the same way as in DPS. DPS and the Personal Property Prototype will operate allocations independently, meaning a 1st quartile TSP participating in the pilot will receive allocations in DPS and allocations in the Personal Property Prototype before shifting to the next TSP. As noted above DP3 will attempt to balance quartile distribution among participating TSPs as discussed above in “Selection Methodology & TDL Creation” (i.e. Depending on how the BVS scores of the participating TSPs compare, it might be possible for a TSPs designated quartile in DPS to different than their designated quartile in the Personal Property Prototype).

The Personal Property Prototype will allow participating TSPs to set blackouts in the piloted channels in a similar fashion as DPS. Additionally, participating TSPs will not be allowed to blackout pilot channels in the prototype while keeping those same channels and availability periods active in DPS. However, blacking out in DPS while remaining active in the prototype is acceptable. Blackouts will set independently in both DPS and the Personal Property Prototype.

**Support**
It is important to DP3 that industry feels ready and capable to process shipments in the new system. To support this endeavor, DP3 will be actively supporting TSPs as they participate in the pilot. Potential support capabilities include:

- Frequent updates as the development process unfolds
- Q&A/Briefing at the Spring PPF (Personal Property Forum) to provide information for those TSPs planning participation.
- Dedicated phone line/email for TSPs should technical challenges arise
- Online video training and/or webinar for how to use the new system (via web interface)