



Report to the IAM Executive Committee

Gordon Keene, Chair Technology and Communications Committee

**San Diego, California
February 2 & 3, 2010**

The Technology and Communications Committee and the ANSI Standards Consensus Body Members have been working on several issues that affect our membership. The following is a summary of the pending items.

The Technology and Communications Committee Pending Issues:

1. ANSI Numeric Code Codification (final proposed Excel spreadsheet and XML in Word doc for your reference). IAM staff completed the preliminary alphabetically arranged shipment contents descriptions and associated numeric codes. The Technology and Communications Committee and the ANSI Standards Consensus Body Members reviewed this structure and provided comments in March and April. Those comments were reviewed and revisions were made where applicable. A final document was then provided to the Consensus for voting on November 17, 2009. This was done so that we could document consensus within this group before the draft document is provided to the ANSI review committee. During the voting, we received some additional comments from one of the consensus body members. We made some minor revisions to the draft document in response to those comments. We are now waiting for the votes of several Consensus members. Upon receipt, we will then submit a final draft for the required 45 day ANSI public review. Any comments received within that 45 day period will be addressed. Upon approval we will communicate the standard to industry and vendors. These codes will become the standard assigned codes used by vendors, programmers, developers of electronic solutions worldwide. It will provide a structured consistent format which will allow their respective system(s) to communicate with other electronic inventory systems. Once approved by ANSI, we should consider the following:
 - a. Invite all vendors to support this new format.
 - b. Arrange an exchange of data between two different vendors to validate system.
 - c. Publish results of exchange in Portal, ASNI publication and any other publication which will result in acceptance and utilization of the format.



Submit Standards to ANSI for approval upon receipt of final Consensus member's votes.

2. The Technology and Communications Committee assisted the Claims Committee with a review of the structure of a Claims database maintained by IAM. We are prepared to provide assistance to the Claims Committee Chairman if the claims database moves forward.
3. There have been several complaints regarding the revision of the TSP Queue in DPS. The military no longer provides a summary count of shipment(s) in each functional area. The TSPs are now required to drill down to each menu item to review the pending shipments for each category. Many TSPs believe this removes a helpful summary screen and replaces it with a time consuming drill down in order to determine or monitor movement status. This revision was made when the short fuse functionality was removed from DPS.

The Committee believes the original TSP Queue summary display should be made available when the Short Fuse functionality is enabled within DPS.

4. Our committee worked on a request to add a new role within the DPS system. The role was defined as the Agent Role and would give the overseas agents (and potentially conus agents) a new level of access within the DPS system. Chuck submitted an SCR to Lieutenant Colonel Bradley in December 2009 and was advised that this request had been received and would be added to the list.

Old Items for Discussion/Consideration

1. JSAT meetings are currently being held twice each month to review and discuss current DPS operational issues. The calls are attended by former DPS testers, Associations (IAM, AMSA, and Military Mobility) and several interested parties. Discussions occur and issues are communicated by the Associations to appropriate parties within military.
2. T & C Committee members continued to request that the release of rates should be pursued by IAM as the benefits to all stakeholders would be substantial. We have received notice from one of our committee members, a rate filing entity who has advised that they are currently working with SDDC on this issue. The request was made based on the historical release of information. SDDC responded to the request questioning the type of data provided and the purpose of documentation. At this point, the issue is pending.
3. Best Value Scores and TSP placement within quality bands have been automated so



they are now contained in the DPS system within the Best Value Scoring Tab. This revision did not include the one data field of how many TSPs total have accepted rates within each traffic channel. Therefore if a TSP wants to see the complete set of data which was provided previously in one report, they are required to download each of the reports (each report is in a different format) and then combine them in another format such as excel. ***The Committee will begin working with SDDC to revise the Traffic Distribution List and include the field reflecting the total number of TSP rates accepted for that traffic channel.***

4. Rate Filing related data such as rejected rates, TSP placement, total number accepted rates is being distributed by military in various formats. Is difficult for many TSPs to download and combine data in understandable format. ***Our committee will begin working with SDDC to adopt a requirement that functionality should be available within DPS to view and download any of the data elements captured by DPS such as the rejected rates and best value scores including the total scores accepted within each traffic channel to excel and/or TXT format.***
5. SRA contacted IAM regarding a proposal to create a tool for interfacing with TSP and DPS systems in February 2009. IAM staff and several TSPs provided information/documentation to SRA. We were advised that a test version would be available to view in June or early July 2009 for review. This system could provide additional automated efficiencies/options to TSPs working within the DPS system. Current update is that military has assumed responsibility for two way interface and has advised that we should see some of the functionality they are working on during the first half on 2010 and in a phased approach.

New Issues for Discussion/Consideration

1. Customer Service Survey return rates have been an issue within the DPS system. Many TSPs are not statistically valid and many TSPs have survey rates that are below those projected by the military when they proposed the new DPS program initially. Our Committee has discussed the issues regarding the lack of survey response. We have identified several areas that explain some of the low response rates.
 - a. The login process to DPS is burdensome and numerous clicks are necessary to gain access to the DPS survey. The TOPS surveys can be entered by an encrypted link with significantly less step by step requirements before the survey is available for completion.
 - b. During the login process, many members do not remember the password they provided during counseling, so they must request the password be sent to them. If they used a previous email address that is no longer assigned to



- them, the password is never received.
- c. If the destination transportation office has not input the delivery date within the TOPS system, those members are unable to complete their survey.
 - d. Many members have expressed an aversion to logging in to the SDDC homepage and then the ETA system to complete their survey, as they receive a message “There is a problem with this website’s security certificate” (see attachment). One resolution is to have the military organization that hosts the secure Web site purchase a certificate for each Web server from a third-party provider. Or, the organization can install a Microsoft Enterprise certification authority in the Active Directory forest. Then, the organization can use this certification authority to generate a certificate for each Web server. The members can also add this Web site as a secure location within their Web browser if they trust the web site. Browser versions can also be a factor.
2. The military requested that industry provide the names of interested members who are willing to assist on testing within the DPS system. The group is defined as the DPS User Group. Point of contact is Colonel Coleman. This group consists of numerous Technology and Communications committee members. Each branch of the service is represented. To date we have only have a test email. Each of our committee members are prepared to assist when notified of the need by the military.

We need to contact military and determine if they have identified areas where testing is necessary.