19 Nov ‘26 Personal Property Activity (PPA) Non-Peak Season Call

Today’s PPA Non-Peak Season Call

PPA opening comments: Appreciate you taking time out to join us. Busy times here. Looking forward to releasing business rules next week.

A review of slides by PPA showed:

Slide 3: Mission and Core Tenets slide...PPA is now the single command providing HHG and POV shipment and storage services to the Department. The core tenets are Trust, Quality, Responsibility and Transformation.

Slide 5: Working Actions...we’ll capture questions here that we can’t answer on the spot and provide answers as we get them.

- 2027 Business Rules Release - 23 November 2026…on track to be released.
- Domestic Rates, HHG ToS, IT, NTS, TRB, CLBR, TSP Quals
- Program Wide Transit Time Review - Release with the 2027 Business Rules…actively working this review. Goal to release along with business rules, but might be after Thanksgiving.
- OTO Transit Time Review…also under review.
- 45 Day Rate Filing Message -24 November 2026…this is actually 55 days ahead of rate filing. It may also get delayed a little as key leaders have been out.
- Round #1: 17-22 January 2027
- Round #2: 14-19 February 2027
- Update: CMMC Level 2 Self-Assessment Advisory…in work. Foreshadowing we are going to make some adjustments regarding % of completion that will be required.
- Update: PAMP Advisory for 2027…released the port of Alaska advisory.
- Update: Bahrain P2 Waiver Extended
- SIT at Origin due to CENTCOM Stop Move – Working to contact SM's and divert shipments…our call center actively working to reach out to these service members to reroute or divert accordingly. Industry: Please allow TSP to invoice for it before it gets terminated in DPS.

- Industry: wondering if SIT at origin in Bahrain can also be extended. Expiration was Sep 4. **PPA:** I’m curious to know more about container shortage in Bahrain. Maersk reported they had brought additional containers into country. We’ve been reassured by Maersk that there are sufficient containers brought into country. We need to get that stuff out of country.
- Industry: Have a shipment booked in August, but we are seeing shipments delayed three months at the port (Abu Dhabi). Transit time is now looking like over 150 days from Bahrain to Italy. **PPA**: Anything to do with individual shipments we’ll address offline. Please email us.
- Industry: The container shortage out of Bahrain was back in Aug/Sep…but SIT at origin in Bahrain we are requesting SIT at origin because the shipments that picked up still in the middle of August through September, the first available that departed out of Bahrain was 13 October and the next one on 28 October, so a good 6-7 weeks went by before we could load on that vessel. Now those things might be resolved, but it was those shipments in Aug and Sep that were being denied SIT at origin and its those we need some consideration for that SIT to be authorized so we can get the RDDs and what transpired accurately depicted. **PPA**: We’ll look at that. But appears that you are using the P2 waiver not to get out of Bahrain,

but to prioritize using the Yorktown. Would like to speak about how you are deciding how to get things out of Bahrain. The priority is getting stuff out of country not prioritizing the Yorktown. Interested in how TSPs are deciding to route these shipments. Industry: we'll check in with agent in country and get that info back to you.

Slide 6: Current Advisories…

- 27-0004B Foreign Flag Waiver for Bahrain
- 26-0125B Recalculation of Performance Scores for 4th Perf Period 1 Jan–14 May 2026. Industry: when will advisory go out for recalculation for the 1st Period of 15 May? PPA: still waiting on some inputs from rates team. Looking at maybe Friday; if not Monday.
- 27-0010A Defense Personal Property System (DPS) Document View Capability Restored…users can now resume normal document upload.
- 27-0011 Billing Instructions for Port of Alaska Modernization Program (2027)
- 27-0012 Clarification of Customs Clearance for Import of DoW Personal Property; have received feedback on that and we will likely send some additional updates on this.
- 27-0013 Annual Review and Certification of CIP and COR
- 26-0056J Stop Movement Personal Property (Update 9)

Slide7: HHG & UB Placemat…2026 pickups 249,358, approximately 2K below 3YA YTD. Peak pickups below the 3YA.

Slide 8: Domestic/international pickups...domestic slightly above 3YA YTD; international 3K below 3YA YTD.

Slide 9: Shipments available for route and award...962

Slide 10: 12 Week Shipment Outlook...13,833. Continue to taper off as the season winds down.

Slide 11: Short Fuse...researching that spike for week 46. We had tapered off until that spike.

Slide 12: Missed Pickups and 7 Day Spread…below 3YA but above 2025.

Slide 13: Missed RDDs…2026 16.2%, 3YA: 12.7%. Trending down but still above averages.

Slide 14: Overall CSS…response rate, 17.5%; origin sat 83.1%; destination 83.1%; overall sat 76.5% which is below the historical averages.

Slide 15: Domestic CSS Metrics… "pretty normal"

Slide 16: **International CSS Metrics**…nothing significant.

Slide 17: Baggage CSS Metrics...other than the spikes in the claims area, nothing significant to report.

Slide 18: NTS Placemat...handle in and booking still trending well below last year.

Slides 19: What to Expect Moving Forward:

1. Nov 2026: 2027 Business Rules published, 2026 Open Season New Entrants Workshop, 45-Day Rate Filing message, updated CMMC Guidance

2. Dec 2026: Preparing for Rate Filing

3. Jan-Feb 2027: HHGs 2027 Rate Filing Rounds 1 & 2

4. Mar 2027: HHG 2027 Traffic Distribution List published, Cyber Security Self Certification Level II Verification

5. April 2027: Peak Season USG and Industry Engagement…more to follow on this engagement.

6. May 2027: 2027 Peak Season begins 15 May

Systems Div:

- **PPA**: we had a DPS update on 10 Nov. Quite a bit of info in the advisory. Had a technical glitch to work through on that. Can expect another release next Tuesday. Advisory forthcoming. Do have a 30-minute outage for Friday morning for an issue for weight restricted locations. We do anticipate the requirement for address changes to be removed in a future release.

HHG Ops Team:

- Nothing.

Strategic Engagements:

- Nothing.

Army:

- Nothing. Thanks for what you do.

Navy:

- Nothing.

Air Force:

- Nothing from PPA West. Gerald Bridgers has taken over the deputy role from Mr. Rodney Phillips.

Marines:

- Nothing.

Coast Guard:

- Nothing.

Open Q&A

- Industry: Is there a difference between intransit entries and DPS remarks? Certain entries we are required to include remarks in both locations and not sure why. **PPA**: There is a difference. First one is for intransit visibility and is a requirement in DTR. And the other is to maintain your

comments in the system because intransit remarks aren't visible once the shipment is placed in arrived status.

- Industry: Any foreshadow final ICC rules? **PPA**: we are recommending changes but a briefing to leadership is scheduled for next week.
- **PPA**: For POA for alcohol, we are adjusting the advisory for clarifying specifics on POAs.
- IAM: Getting questions about where TSPs turn when there is a discrepancy between what the TSP sees and what the member lists as number of dependents in an inconvenience claim. Where does the TSP go for resolution? **PPA**: Get the shipping office involved.
- IAM: Any update to a potential shift of APOE/Ds for baggage? **PPA:** Not at this time, but can tell you we are in the final process of shifting certain channels over to Code 8. And that will be in the rate filing message. So some of those traditional AMC channels we are going to ask industry to move those Code 8. The real intent is to maintain the SMs ability to file an inconvenience claim, because when we send it into AMC and get delayed, then it puts the customer in a precarious situation in terms of the ICC.

Closing Comments: Appreciate you taking time to join us here. And hope you have a great Thanksgiving.

Chat:

Good morning - Can you please advise if you will also be providing classification of CUI for NTS shipments in the upcoming Advisory? For example a GBL# is not provided for an NTS shipment on the 1299 but the LOT# is a unique identifier for each shipment & member. Additionally, Is the approved banner for documents is now CUI (when filled in) is that the approved banner? **PPA:** Yes, NTS will be addressed in the Advisory.