PWS Annex C - Transportation Performance Requirement Summary (PRS)

Task/Requirement	Standard	Sampling Method, Lot & Acceptable Quality Level (AQL)
TRANSPORTATION - GENERAL		
5.26.3 Provide reports and statistical data	Timeliness: Reports and statistical data delivered by the due date. Quality: IAW DLRS ITD-01 Accurate and complete	Surveillance activity report Lot: Inspect reports submitted per quarter. AQL: 95%
PERSONAL PROPERTY OPERATIONS		
5.27.1 Provide disposition instructions to current DPM contractor for shipments on-hand after expiration of previous DPM contract period.	Timeliness: Disposition documents will be completed prior to the 180th day following the end of the current contract. Quality: Disposition instructions for shipments on-hand after the end of contract period will be complete and accurate.	Surveillance activity report All shipment remaining after expiration of current contract at time of surveillance. AQL: 100%
5.27.1 Process Incentive Payments and Reimbursements.	Timeliness: Payments and reimbursements will be submitted to the Government rep, within 3 business days of receipt. Approved payments and reimbursements will be forward to BMO daily and to DFAS weekly. Quality: Incentive payments and reimbursements will be accurately prepared using applicable government rates in effect at the time of the move and a complete copy will be provided to QAE upon request. Weights will be entered accurately and completely into AIS.	Random sampling Each reimbursement completed at time of surveillance. AQL: 100%
5.27.1 Statement of Accessorial Services performed.	Timeliness: Submit 619 receipt from TSP statement of accessorial services performed will be submitted to government rep, within 5 business days of receipt and to QAE upon request. Quality: Shipment documents will correspond to the appropriate shipment record.	Random sampling Lot: Each statement of accessorial services performed at time of surveillance. AQL: 100%

PWS Annex C - Transportation Performance Requirement Summary (PRS)

Task/Requirement	Standard	Sampling Method, Lot & Acceptable Quality Level (AQL)
5.27.1 Process payments for additional services.	Timeliness: Approved SF 1034 submitted to DFAS within 3 business days of receipt from Government representative. Quality: Services performed are verified as rendered. SF 1034 is accurate and complete.	Random sampling Lot: Each SF 1034 completed at time of surveillance. AQL: 100%
5.27.1 Process certified NTS quarterly invoices from TSP.	Timeliness: Invoices will be submitted to the appropriate DFAS and BMO within 3 business days of receipt from Government representative. Quality: NTS Quarterly invoice will be accurate, current, and complete.	Random sampling Lot: Each invoice in process or completed at time of surveillance. AQL: 95%
5.27.1 Statement of Accessorial Services performed	Timeliness: Approved SF 1034 submitted to DFAS within 3 business days of receipt from Government representative. Quality: Services performed are verified as rendered. SF 1034 is accurate and complete.	Random sampling Lot: Each SF 1034 completed at time of surveillance. AQL: 100%
5.27.2 Counsel customers	Timeliness: In conjunction with shipment application and/or movement request. Quality: Customers will be counseled IAW DTR Part IV, and/or service guidance. Copy will be provided to QAE on request.	Random sampling Lot: Counseling completed at the time of surveillance. AQL: 99%
5.27.2 Counsel personnel on entitlements and procedures for pickup, delivery and/or storage of personal property/household goods	Timeliness: Personnel counseled with 3 hours of arrival/walk-in time and/or 1 hour of appointment time	Random sampling Lot: Percent of personnel counseled within 3 hours of arrival/walk-in time; percent counseled within 1 hour of appointment time. AQL: 90%

PWS Annex C - Transportation Performance Requirement Summary (PRS)

Task/Requirement	Standard	Sampling Method, Lot & Acceptable Quality Level (AQL)
5.27.3 Provide Specialized, Expedited Assistance for Sensitive circumstances	Timeliness: To meet member/family member's needs. Quality: Blue Bark shipments will be handled IAW DTR Part IV, 410-E, and a complete copy will be provided to QAE on request.	Random sampling Lot: Blue Bark/Sensitive shipments Completed at the time of surveillance. AQL: 100%
5.27.4 Route and award personal property shipments for pick up.	Timeliness: Personal Property will be routed and awarded prior to pick up date in shipment application. Quality: IAW DTR Part IV requirements	Random sampling Lot: Each shipment or storage lot offered for acceptance. AQL: 100%
5.27.6 Prepare shipment applications and personally procured movement (PPM) Requests.	Timeliness: Assist DPS customers when required. Quality: Will be completed IAW DTR Part IV and governing service regulations and a complete copy will be provided to QAE on request.	Random sampling Lot: Shipments applications and self-movement requests completed at the time of surveillance. AQL: 95%
5.27.8 Conduct Quality Control inspections for personal property movements	Timeliness: Conduct in person QC inspections on 100% percent of personal property movements (Physical or telephonic) during pack-out or move-in. Conduct QC inspections on 100 percent of Blue Bark and Gold Star Shipments. Quality: Control inspections of all household goods (HHG) shipments, both inbound and outbound. Accurately documented in the official system of record.	Random sampling Percent of in-person (physical) QC inspections conducted on Army shipments. AQL: 75%

PWS Annex C - Transportation Performance Requirement Summary (PRS)

Task/Requirement	Standard	Sampling Method, Lot & Acceptable Quality Level (AQL)
5.27.8 Conduct Quality Control inspections for personal property movements	Timeliness: Conduct in person QC inspections on 100% percent of personal property movements (Physical or telephonic) during pack-out or move-in. Conduct QC inspections on 100 percent of Blue Bark and Gold Star Shipments. Quality: Control inspections of all household goods (HHG) shipments, both inbound and outbound. Accurately documented in the official system of record.	Random sampling Percent of in-person (physical) QC inspections conducted on Joint Service Shipments (non-Army). AQL: 50%
5.27.9 Collect Excess Costs.	Timeliness: DD 139 prepared within the same week excess costs are discovered / determined; approved 139 will be submitted to DFAS as required. DD1131 prepared in the same week monies are received; submitted to Government rep, for deposit weekly. Quality: DD Form 139 or DD Form 1131 will be prepared and maintained completely and accurately. Provide a copy to QAE upon request.	Random sampling Lot: Collection forms completed at time of surveillance. AQL: 100%
5.27.9 Process request for extension of travel and transportation entitlements.	Timeliness: Review and forward to Government rep, within 5 business days of receipt. Approved requests will be returned to the requestor the next business day. Quality: Requests will be reviewed for eligibility. Requests forwarded to ITO will be complete, accurate, and contain all appropriate supporting documents/copies required by the JTR and an approval/recommendation letter for ITO signature and provide a copy to QAE upon request.	Random sampling Lot: Each extension in process or completed at time of surveillance. AQL: 90%

PWS Annex C - Transportation Performance Requirement Summary (PRS)

Task/Requirement	Standard	Sampling Method, Lot & Acceptable Quality Level (AQL)
5.27.9.1 Process change in destination Requests.	Timeliness: Initiate tracer action Diversions: Initiate diversion immediately upon notice of change in destination. Delivery from SIT/DPM Warehouse: Coordinate the release from warehouse within 5 days of receipt of request for shipment. Quality: Certificates of diversion, Certificates for Long Delivery-Out-of-SIT, and DPM reshipment instructions prepared, completed, approved and distributed accurately and completely and a complete copy will be provided to QAE on request.	Random sampling Lot: Each change In destination in process or completed at time of surveillance. AQL: 95%
PASSENGER MOVEMENTS		
5.28.1 Process Commercial Invoices.	Timeliness: Approved invoices and supporting documents will be submitted to the COR within 3 business days of receipt from TSP. Quality: TSP charges will be complete and verified correctly before submitted to COR completely reviewed before submission to COR.	Random sampling Lot: Each commercial ticket invoices in process or completed at time of surveillance. AQL: 100%
5.28.1 Process Individual/Family passenger movement requests.	Timeliness: Requests will be processed and completed to meet passenger's departure and arrival requirements. Quality: Mode of travel will be based on individual/family travel requirements and entitlements.	Random sampling Lot: Passenger movement requests in process, or completed at time of surveillance. AQL: 97%

PWS Annex C - Transportation Performance Requirement Summary (PRS)

Task/Requirement	Standard	Sampling Method, Lot & Acceptable Quality Level (AQL)
5.28.1 Process overseas travel requests.	Timeliness: Port calls and changes processed to meet customers travel requirements. Quality: Port call request or orders processed accurately and completely.	Random sampling Lot: Each port call request being processed, or completed at time of surveillance. AQL: 97%
5.28.1 Prepare port call request	Timeliness: Port call requests processed to meet customers travel requirements. Quality: Port call requests to CTO for commercial airline travel will be processed completely and accurately.	Random sampling Lot: Each port call request In process or completed at time of surveillance. AQL: 97%
5.28.5 Reconcile centralized billing accounts and certify payment by DFAS	Timeliness: Reconcile and submit to DFAS within 15 calendar days. NOTE: Certify CBAs within 5 working days of hard copy receipt for DTS Accounts, and 10 days for manual accounts. FMR standard of 30 days still applies for processing.	Random sampling Lot: Percent of CBAs reconciled and submitted to DFAS within 15 calendar days AQL: 90%
FLEET MANAGEMENT OPERATIONS		
5.29.1 Control & Account for GSA vehicles, keys, and credit cards report loss/abuse	Timeliness: By COB daily notify COR upon discovery. Quality: Complete & accurate	Random sampling Lot: Each GSA vehicle hand receipt completed at time of surveillance. AQL: 99%
5.29.1 Maintain hand receipts on GSA vehicles	Timeliness: Hand receipts updated annually, as a minimum. Quality: Complete & accurate	Random sampling Lot: Each GSA vehicle hand receipt completed at time of surveillance. AQL: 98%

PWS Annex C - Transportation Performance Requirement Summary (PRS)

Task/Requirement	Standard	Sampling Method, Lot & Acceptable Quality Level (AQL)
5.29.1 Pick up and deliver vehicles	Timeliness: Vehicles pickup within (5) business days when notified. Quality: Pick up & delivery to designated area.	Random sampling Lot: Each vehicle requiring pickup and delivery completed at time of surveillance. AQL: 98%
5.29.1 Maintain a copy of justification on each motor vehicle utilized for official use and notify users when it is due to expire excluding LSEV.	Timeliness: Annually Quality: Justification must meet the requirements of AR 58-1.	Random sampling Lot: GSA vehicle justifications prepared each year. AQL: 100%
5.29.1 Receive requests for motor transportation	Timeliness: Requests reviewed and submitted to government rep, by COB. Quality: Requests are complete and accurate prior to government rep, manual or telephonic approval.	Random sampling Lot: Each request for motor transportation completed at time of surveillance. AQL: 99%
5.29.1 Inspect & dispatch GSA vehicles and GSA credit cards	Timeliness: Vehicle inspected at time of dispatch and upon return. LSEV inspected and dispatch quarterly. FORSCOM decal affixed prior to initial dispatch Quality: Inspection shall be performed accurately.	Random sampling Lot: Each GSA vehicle dispatch in process or completed at time of surveillance. AQL: 100%
5.29.4 Operate buses and other non-tactical vehicles	Timeliness: To meet mission requirements. Quality: Vehicles operated safely.	Random sampling Lot: Each special mission requirement completed at time of surveillance. AQL: 99%

PWS Annex C - Transportation Performance Requirement Summary (PRS)

Task/Requirement	Standard	Sampling Method, Lot & Acceptable Quality Level (AQL)
5.29.11 Schedule for Maintenance of GSA vehicles.	Timeliness: Users notified 5 business days prior to scheduled maintenance date Quality: Scheduled maintenance performed.	Surveillance activity checklist Lot: Each GSA vehicle requiring maintenance completed at time of surveillance. AQL: 95%
CARGO MOVEMENTS		
5.31.1 Route military cargo and equipment.	Timeliness: To meet mission requirements Quality: Shipment will be routed IAW DTR PART II. Data entry into ETA/FAST/GFM CMOS will be accurate and complete.	Random sampling Lot: Each shipment competed at time of surveillance. AQL: 100%
5.31.2 Hazardous materials, oversized, sensitive items properly identified, documented, marked, labeled, and/or placarded	Timeliness: Prior to preparation of GBL/CBL. Quality: Certified HazMat preparers are verified; documents are complete and accurate.	Random sampling Lot: Each hazardous materials, oversized, sensitive shipments in process or completed at time of surveillance. AQL: 100%