

APPENDIX BK

TRANSIT TIMES FOR INTERNATIONAL TGBL AND DPM HOUSEHOLD GOODS SHIPMENTS BETWEEN CONUS AND OVERSEAS

1. The transit times were developed by MTMC in coordination with the military service headquarters and industry and are based on actual transportation experience, capabilities, and schedules. Normally, these are the minimum times which should be applied when constructing required delivery dates (RDDs). However, sound traffic management principles, the needs of the member, existing policies, and individual carrier's capabilities should apply.
2. In determining the RDD in conjunction with the transit time, the day after pickup is counted as the first day of transit time. In cases of multiple pickups for consolidated shipments, the first day of the transit time shall be the day after the last shipment pickup. Transit times shall be measured in calendar days (Saturdays, Sundays and holidays are counted as part of the transit time). The day of pickup and the day of the delivery shall not be scheduled on Saturdays, Sundays, or holidays unless there is a mutual agreement between the member, the PPSO, and the carrier. A lesser transit time may be applied by a transportation officer to satisfy the needs of the DOD member when valid reasons exist and proper justification is provided. When assigning a transit time less than that published in this appendix, the PPSO must advise the origin agent of the opportunity to accept or refuse the shipment. A carrier refusing to accept the shipment will not be charged with a refusal nor assessed administrative tonnage. Any carrier who accepts a lesser transit time will be expected to satisfy that requirement. Also, these transit times should not be considered as the maximum allowable when constructing the RDD.
3. Figure BK-1 provides separate transit time standards for carrier and Government segments for Code T TP-2 shipments. The three columns identified as A, B and C, are applicable to Code T/TP-2 shipments. Column A is the carrier standard and represents the total amount of time a carrier has to include packing/pickup, and transportation to/from the aerial ports of embarkation/debarkation. Column B represents the total amount of time allotted to Air Mobility Command (AMC) from receipt of the shipment from the origin carrier to delivery of the shipment to the destination carrier. Column C is the total of Columns A and B.
4. Segmented times enable Personal Property Shipping Office's (PPSO) to determine whether the carrier, AMC, or both are responsible for missed required delivery dates (RDD). The carriers responsibility to prove they are not accountable for missed RDD's will remain unchanged. When reviewing carrier appeals claiming RDD's were missed due to delays by AMC. PPSO's can use Transportation Control and Movement Documents, or cargo manifests that show the release information to and from the AMC system as valid receipts describing time in the AMC system.
5. The following is an example of how to use the segmented times:

a. The carrier has 30 days and the Defense Transportation System (DTS) has 14 days, for a total time of 44 days. If the shipment misses the RDD by 7 days, the carrier will be considered responsible, subject to appeal. The carrier, by documenting time into and out of aerial ports, might show the DTS took 17 days. In this example, since the DTS is only allowed 14 days, 3 of the 7 days would be charged to the DTS and 4 days to the carrier.

b. In the event PPSO's assign transit times either greater or less than the amount in this Appendix, the time will be added to (if greater) or subtracted (if less) from the carriers allotted time. The DTS time will be considered constant.

EXAMPLE: The transit time chart gives the carrier 30 days, and the DTS has 14 days. If the PPSO establishes a transit time of 49 days, the carrier would be allowed 35 days and the DTS 14 days. Alternatively, if the PPSO establishes a transit time of 39 days, the carrier would be allowed 25 days and the DTS 14 days.

RATE AREA DEFINITIONS

ALS-1	ALASKA, ZONE I
ALS-2	ALASKA, ZONE II
AR	ARGENTINA
AS11	AUSTRALIA, CANBERRA
AS21	AUSTRALIA, ALC SP WMRA
AS71	AUSTRALIA, HAROLD HOLT
BD	BERMUDA
BE	BELGIUM
BL	BOLIVIA
BR	BRAZIL
CA10	NEWFOUNDLAND
CI	CHILE
CO	COLOMBIA
CS	COSTA RICA
CU	CUBA
EC	ECUADOR
ES	EL SALVADOR
GE	GERMANY
GQ	GUAM ISLAND-US
GR29	CRETE
GT	GUATEMALA
HO	HONDURAS
IC	ICELAND
IT	ITALY
IT10	SICILY
IT20	SARDINIA
JA01	JAPAN, CENTRAL
JA02	JAPAN, SOUTH
JA03	JAPAN, NORTH
JA96	OKINAWA
KS	KOREA
NL	NETHERLANDS
NO	NORWAY
PA	PARAGUAY
PE	PERU
PN	PANAMA
PO	PORTUGAL
P001	AZORES
RP	PHILIPPINES
RP06	PHILIPPINES, SUBIC BAY
RQ	PUERTO RICO
SP	SPAIN
TU	TURKEY
UK	UNITED KINGDOM
UK76	SCOTLAND
US89	HAWAII
UY	URUGUAY
VE	VENEZUELA

AND INTER/INTRA-THEATER TRAVEL TIMES GUIDE (CODE T)
DESTINATION

ORIGIN	AS-1	AS-2	AS-3	AZ	BE	CA	CE-N	CE-S	CA	CJ	HI	HI	JAN-C	JAN-M	JAN-S	KS	HL	UK	RP	11-SAR	11-SIC	SP	RP-SU	TU	UK		
AUSTRALIA-1	53	54	56	51	52	34	35	35	34	34	35	39	35	35	44	35	35	34	34					54	57	59	53
AUSTRALIA-2	50	51	52	31	32	31	32	32	31	31	32	36	32	32	41	32	32	31	31					51	34	56	60
AUSTRALIA-3	50	51	52	31	32	31	32	32	31	31	32	36	32	32	41	32	32	31	31					51	34	56	50
AZORES	52	48	48	28	25	27	28	26	26	27	28	48	44	44	53	44	44	44	49					26	46	51	26
BELGIUM	30	30	30	31	46	31	46	35	35	35	35	53	49	49	58	49	49	49	48					31	51	31	31
CRETE	26	29	28	29	47	48	48	31	31	31	31	55	51	51	60	51	29	29	51					26	53	32	27
GERMANY-NORTH	54	51	51	28	29	29	44	45	44	44	44	51	47	47	56	47	47	47	46					54	28	29	29
GERMANY-SOUTH	55	52	52	29	29	30	45	46	45	45	46	52	48	48	57	48	48	47	47					55	29	38	30
GREECE	28	31	30	31	49	49	50	53	53	33	33	57	62	62	63	63	21	53	52					28	28	29	29
GUAM	34	31	31	31	45	44	44	45	45	45	43	31	27	27	36	27	45	26	26					34	44	44	39
HAWAII	37	34	34	41	50	47	48	51	51	28	46	34	30	30	39	30	48	30	29					37	34	34	46
ITALY	34	31	33	34	31	33	34	32	43	44	44	54	50	50	59	50	34	34	36					34	32	32	37
JAPAN-CENTRAL	39	36	36	49	52	51	51	56	52	31	31	54	52	52	59	32	52	32	36					39	50	34	50
JAPAN-NORTH	35	32	32	45	48	47	48	52	48	27	27	50	50	50	50	26	27	27	27					35	46	30	46
JAPAN-SOUTH	44	41	41	54	57	57	56	61	57	36	37	59	52	52	59	37	37	37	35					44	41	39	66
KOREA-REPUBLIC	35	32	32	45	48	47	48	52	48	27	27	50	50	50	50	26	27	27	27					35	46	30	46
NETHERLANDS	29	29	29	45	46	46	46	52	46	46	46	52	48	48	57	48	48	47	47					29	30	35	30
OKINAWA (JAPAN)	36	33	33	48	48	48	48	52	48	28	28	33	29	29	38	29	29	28	28					36	48	48	47
PHILIPPINES	34	31	31	44	47	47	48	50	48	26	26	31	34	34	34	27	49	47	47					34	48	48	45
SARDINIA (ITALY)	34	31	31	44	47	47	48	50	48	26	26	31	34	34	34	27	49	47	47					34	48	48	45
SICILY (ITALY)	34	31	31	44	47	47	48	50	48	26	26	31	34	34	34	27	49	47	47					34	48	48	45
SPAIN	40	41	41	54	57	57	56	61	57	36	37	59	52	52	59	37	37	35	35					40	48	48	48
SUBIC BAY (RP)	37	34	34	47	48	48	48	52	48	28	28	33	29	29	38	29	29	28	28					37	48	48	48
TURKEY	59	56	56	32	32	34	35	35	34	34	34	54	52	52	59	37	37	37	36					59	56	56	59
UNITED KINGDOM	53	50	50	27	27	27	27	27	28	28	28	44	43	43	48	48	48	48	48					53	50	50	48

DOD INTER/INTRA-THEATER TRANSIT TIMES GUIDE (CODE 5)
DESTINATION

ORIGIN	ALASKA-ZONE 1	ALASKA-ZONE 2	AUSTRALIA-3	AZORES	BERMUDA	CRETE	GERMANY-NORTH	GERMANY-SOUTH	GERMANY-BERLIN	GREECE	GUAM	HAWAII	ITALY	JAPAN-CENTRAL	JAPAN-NORTH	JAPAN-SOUTH	KOREA-REPUBLIC	NETHERLANDS	OKINAWA (JAPAN)	PANAMA	PHILIPPINES	PUERTO RICO	SARDINIA (ITALY)	SCOTLAND	SICILY (ITALY)	SPAIN	SUBIC BAY (RP)	TURKEY	UNITED KINGDOM
AK-1																													
AK-2																													
AS-3																													
AZ																													
BUD																													
CR																													
GE-1																													
GE-5																													
GE-																													
BERLIN																													
GR																													
GO																													
HI																													
IT																													
JAN-C																													
JAN-H																													
JAN-S																													
KS																													
KL																													
OK																													
PN																													
RP																													
RQ																													
II-SAR																													
SC																													
II-SIC																													
SP																													
RP-SU																													
TU																													
UK																													

T/TP2 BETWEEN: AR AND:	A	B	C	T/TP2 BETWEEN: AND:	A	B	C
US11 ME	17	25	42	US11 MS	17	25	42
US12 NM	17	25	42	US12 NM	17	25	42
US13 VT	17	25	42	US13 VT	17	25	42
US14 MA	16	25	41	US14 MA	16	25	41
US15 RI	15	25	40	US15 RI	15	25	40
US16 CT	15	25	40	US16 CT	15	25	40
US17 NY	17	25	42	US17 NY	17	25	42
US19 NJ	15	25	40	US19 NJ	15	25	40
US20 PA	16	25	41	US20 PA	16	25	41
US22 DE	14	25	39	US22 DE	14	25	39
US23 MD	14	25	39	US23 MD	14	25	39
US24 DC	14	25	39	US24 DC	14	25	39
US25 VA	14	25	39	US25 VA	14	25	39
US27 WV	15	25	40	US27 WV	15	25	40
US28 KY	15	25	40	US28 KY	15	25	40
US30 MI	19	25	44	US30 MI	19	25	44
US32 WI	20	25	45	US32 WI	20	25	43
US33 OH	16	25	41	US33 OH	16	25	41
US35 IN	16	25	41	US35 IN	16	25	41
US38 IL	17	25	42	US38 IL	17	25	42
US40 NC	13	25	38	US40 NC	13	25	38
US42 TN	15	25	40	US42 TN	15	25	40
US44 SC	13	25	38	US44 SC	13	25	38
US45 GA	13	25	38	US45 GA	13	25	38
US47 AL	13	25	38	US47 AL	13	25	38
US48 MS	15	25	40	US48 MS	15	25	40
US49 FL-N	14	25	39	US49 FL-N	14	25	39
US496FL-S	15	25	40	US496 FL-6	15	25	40
US50 MN	21	25	46	US50 MN	21	25	46
US51 ND	21	25	46	US51 ND	21	25	46
US52 SD	20	25	45	US52 SD	20	25	45
US53 LA	18	25	43	US53 LA	18	25	43
US55 NE	19	25	44	US55 NE	19	25	44
US56 MO	17	25	42	US56 MO	17	25	42
US58 KS	19	25	44	US58 KS	19	25	44
US60 AR	16	25	41	US60 AR	16	25	41
US62 OK	19	25	44	US62 OK	19	25	44
US64 LA	16	25	41	US64 LA	16	25	41
US66 TX-N	19	25	44	US66 TX-N	19	25	44
US68 TX-S	19	25	44	US68 TX-S	19	25	44
US70 MT	22	25	47	US70 MT	22	25	47
US72 WY	21	25	46	US72 WY	21	25	46
US74 CO	21	25	46	US74 CO	21	25	46
US76 UT	22	25	47	US76 UT	22	25	47
US77 NM	21	25	46	US77 NM	21	25	46
US79 AZ	21	25	46	US79 AZ	21	25	46
US83 ID	23	25	48	US83 ID	23	25	48
US84 WA	23	25	48	US84 WA	23	25	48
US85 OR	23	25	48	US85 OR	23	25	48
US86 NV	23	25	48	US86 NV	23	25	48
US87 CA-N	23	25	48	US87 CA-N	23	25	48
US88 CA-S	22	25	47	US88 CA-S	22	25	47

- A- TOTAL CARRIER TIME(PACKING/PICKUP/TRANSPORT TO/FROM AERIAL PORTS)
B- TOTAL DTS TIME(PROCESSING AT APOE/D, FLIGHT TIME)
C- TOTAL OF A+B

T/TP2 BETWEEN: AR AND:	A	B	C	T/TP2 BETWEEN: CI AND:	A	B	C
US11 ME	17	25	42	US11 MS	17	25	42
US12 NH	17	25	42	US12 NH	17	25	42
US13 VT	17	25	42	US13 VT	17	25	42
US14 MA	16	25	41	US14 MA	16	25	41
US15 RI	15	25	40	US15 RI	15	25	40
US16 CT	15	25	40	US16 CT	15	25	40
US17 NY	17	25	42	US17 NY	17	25	42
US19 NJ	15	25	40	US19 NJ	15	25	40
US20 PA	16	25	41	US20 PA	16	25	41
US22 DE	14	25	39	US22 DE	14	25	39
US23 MD	14	25	39	US23 MD	14	25	39
US24 DC	14	25	39	US24 DC	14	25	39
US25 VA	14	25	39	US25 VA	14	25	39
US27 WV	15	25	40	US27 WV	15	25	40
US28 KY	15	25	40	US28 KY	15	25	40
US30 MI	19	25	44	US30 MI	19	25	44
US32 WI	20	25	45	US32 WI	20	25	43
US33 OH	16	25	41	US33 OH	16	25	41
US35 IN	16	25	41	US35 IN	16	25	41
US38 IL	17	25	42	US38 IL	17	25	42
US40 NC	13	25	38	US40 NC	13	25	38
US42 TN	15	25	40	US42 TN	15	25	40
US44 SC	13	25	38	US44 SC	13	25	38
US45 GA	13	25	38	US45 GA	13	25	38
US47 AL	13	25	38	US47 AL	13	25	38
US48 MS	15	25	40	US48 MS	15	25	40
US49 FL-N	14	25	39	US49 FL-N	14	25	39
US496FL-S	15	25	40	US496 FL-6	15	25	40
US50 MN	21	25	46	US50 MN	21	25	46
US51 ND	21	25	46	US51 ND	21	25	46
US52 SD	20	25	45	US52 SD	20	25	45
US53 IA	18	25	43	US53 LA	18	25	43
US55 NE	19	25	44	US55 NE	19	25	44
US56 MO	17	25	42	US56 MO	17	25	42
US58 KS	19	25	44	US58 KS	19	25	44
US60 AR	16	25	41	US60 AR	16	25	41
US62 OK	19	25	44	US62 OK	19	25	44
US64 LA	16	25	41	US64 LA	16	25	41
US66 TX-N	19	25	44	US66 TX-N	19	25	44
US68 TX-S	19	25	44	US68 TX-S	19	25	44
US70 MT	22	25	47	US70 MT	22	25	47
US72 WY	21	25	46	US72 WY	21	25	46
US74 CO	21	25	46	US74 CO	21	25	46
US76 UT	22	25	47	US76 UT	22	25	47
US77 MN	21	25	46	US77 MN	21	25	46
US79 AZ	21	25	46	US79 AZ	21	25	46
US83 ID	23	25	48	US83 ID	23	25	48
US84 WA	23	25	48	US84 WA	23	25	48
US85 OR	23	25	48	US85 OR	23	25	48
US86 NV	23	25	48	US86 NV	23	25	48
US87 CA-N	23	25	48	US87 CA-N	23	25	48
US88 CA-S	22	25	47	US88 CA-S	22	25	47

A- TOTAL CARRIER TIME(PACKING/PICKUP/TRANSPORT TO/FROM AERIAL PORTS)
B- TOTAL DTS TIME(PROCESSING AT APOE/D, FLIGHT TIME)
C- TOTAL OF A+B

T/TP2 BETWEEN: CO AND:	A	B	C	T/TP2 BETWEEN: CS AND:	A	B	C
US11 ME	17	25	42	US11 MS	17	25	42
US12 NH	17	25	42	US12 NH	17	25	42
US13 VT	17	25	42	US13 VT	17	25	42
US14 MA	16	25	41	US14 MA	16	25	41
US15 RI	15	25	40	US15 RI	15	25	40
US16 CT	15	25	40	US16 CT	15	25	40
US17 NY	17	25	42	US17 NY	17	25	42
US19 NJ	15	25	40	US19 NJ	15	25	40
US20 PA	16	25	41	US20 PA	16	25	41
US22 DE	14	25	39	US22 DE	14	25	39
US23 MD	14	25	39	US23 MD	14	25	39
US24 DC	14	25	39	US24 DC	14	25	39
US25 VA	14	25	39	US25 VA	14	25	39
US27 WV	15	25	40	US27 WV	15	25	40
US28 KY	15	25	40	US28 KY	15	25	40
US30 MI	19	25	44	US30 MI	19	25	44
US32 WI	20	25	45	US32 WI	20	25	43
US33 OH	16	25	41	US33 OH	16	25	41
US35 IN	16	25	41	US35 IN	16	25	41
US38 IL	17	25	42	US38 IL	17	25	42
US40 NC	13	25	38	US40 NC	13	25	38
US42 TN	15	25	40	US42 TN	15	25	40
US44 SC	13	25	38	US44 SC	13	25	38
US45 GA	13	25	38	US45 GA	13	25	38
US47 AL	13	25	38	US47 AL	13	25	38
US48 MS	15	25	40	US48 MS	15	25	40
US49 FL-N	14	25	39	US49 FL-N	14	25	39
US496FL-S	15	25	40	US496 FL-6	15	25	40
US50 MN	21	25	46	US50 MN	21	25	46
US51 ND	21	25	46	US51 ND	21	25	46
US52 SD	20	25	45	US52 SD	20	25	45
US53 IA	18	25	43	US53 LA	18	25	43
US55 NE	19	25	44	US55 NE	19	25	44
US56 MO	17	25	42	US56 MO	17	25	42
US58 KS	19	25	44	US58 KS	19	25	44
US60 AR	16	25	41	US60 AR	16	25	41
US62 OK	19	25	44	US62 OK	19	25	44
US64 LA	16	25	41	US64 LA	16	25	41
US66 TX-N	19	25	44	US66 TX-N	19	25	44
US68 TX-S	19	25	44	US68 TX-S	19	25	44
US70 MT	22	25	47	US70 MT	22	25	47
US72 WY	21	25	46	US72 WY	21	25	46
US74 CO	21	25	46	US74 CO	21	25	46
US76 UT	22	25	47	US76 UT	22	25	47
US77 MN	21	25	46	US77 MN	21	25	46
US79 AZ	21	25	46	US79 AZ	21	25	46
US83 ID	23	25	48	US83 ID	23	25	48
US84 WA	23	25	48	US84 WA	23	25	48
US85 OR	23	25	48	US85 OR	23	25	48
US86 NV	23	25	48	US86 NV	23	25	48
US87 CA-N	23	25	48	US87 CA-N	23	25	48
US88 CA-S	22	25	47	US88 CA-S	22	25	47

A - TOTAL CARRIER TIME(PACKING/PICKUP/TRANSPORT TO/FROM AERIAL PORTS)
B - TOTAL DTS TIME(PROCESSING AT APOE/D, FLIGHT TIME)
C - TOTAL OF A+B

T/TP2 BETWEEN: EC AND:	A	B	C	T/TP2 BETWEEN: ES AND:	A	B	C
US11 ME	17	25	42	US11 MS	17	25	42
US12 NH	17	25	42	US12 NH	17	25	42
US13 VT	17	25	42	US13 VT	17	25	42
US14 MA	16	25	41	US14 MA	16	25	41
US15 RI	15	25	40	US15 RI	15	25	40
US16 CT	15	25	40	US16 CT	15	25	40
US17 NY	17	25	42	US17 NY	17	25	42
US19 NJ	15	25	40	US19 NJ	15	25	40
US20 PA	16	25	41	US20 PA	16	25	41
US22 DE	14	25	39	US22 DE	14	25	39
US23 MD	14	25	39	US23 MD	14	25	39
US24 DC	14	25	39	US24 DC	14	25	39
US25 VA	14	25	39	US25 VA	14	25	39
US27 WV	15	25	40	US27 WV	15	25	40
US28 KY	15	25	40	US28 KY	15	25	40
US30 MI	19	25	44	US30 MI	19	25	44
US32 WI	20	25	45	US32 WI	20	25	43
US33 OH	16	25	41	US33 OH	16	25	41
US35 IN	16	25	41	US35 IN	16	25	41
US38 IL	17	25	42	US38 IL	17	25	42
US40 NC	13	25	38	US40 NC	13	25	38
US42 TN	15	25	40	US42 TN	15	25	40
US44 SC	13	25	38	US44 SC	13	25	38
US45 GA	13	25	38	US45 GA	13	25	38
US47 AL	13	25	38	US47 AL	13	25	38
US48 MS	15	25	40	US48 MS	15	25	40
US49 FL-N	14	25	39	US49 FL-N	14	25	39
US496FL-S	15	25	40	US496 FL-6	15	25	40
US50 MN	21	25	46	US50 MN	21	25	46
US51 ND	21	25	46	US51 ND	21	25	46
US52 SD	20	25	45	US52 SD	20	25	45
US53 IA	18	25	43	US53 LA	18	25	43
US55 NE	19	25	44	US55 NE	19	25	44
US56 MO	17	25	42	US56 MO	17	25	42
US58 KS	19	25	44	US58 KS	19	25	44
US60 AR	16	25	41	US60 AR	16	25	41
US62 OK	19	25	44	US62 OK	19	25	44
US64 LA	16	25	41	US64 LA	16	25	41
US66 TX-N	19	25	44	US66 TX-N	19	25	44
US68 TX-S	19	25	44	US68 TX-S	19	25	44
US70 MT	22	25	47	US70 MT	22	25	47
US72 WY	21	25	46	US72 WY	21	25	46
US74 CO	21	25	46	US74 CO	21	25	46
US76 UT	22	25	47	US76 UT	22	25	47
US77 MN	21	25	46	US77 MN	21	25	46
US79 AZ	21	25	46	US79 AZ	21	25	46
US83 ID	23	25	48	US83 ID	23	25	48
US84 WA	23	25	48	US84 WA	23	25	48
US85 OR	23	25	48	US85 OR	23	25	48
US86 NV	23	25	48	US86 NV	23	25	48
US87 CA-N	23	25	48	US87 CA-N	23	25	48
US88 CA-S	22	25	47	US88 CA-S	22	25	47

A - TOTAL CARRIER TIME(PACKING/PICKUP/TRANSPORT TO/FROM AERIAL PORTS)
B - TOTAL DTS TIME(PROCESSING AT APOE/D, FLIGHT TIME)
C - TOTAL OF A+B

T/TP2 BETWEEN: GI AND:	A	B	C	T/TP2 BETWEEN: HO AND:	A	B	C
US11 ME	17	25	42	US11 MS	17	25	42
US12 NH	17	25	42	US12 NH	17	25	42
US13 VT	17	25	42	US13 VT	17	25	42
US14 MA	16	25	41	US14 MA	16	25	41
US15 RI	15	25	40	US15 RI	15	25	40
US16 CT	15	25	40	US16 CT	15	25	40
US17 NY	17	25	42	US17 NY	17	25	42
US19 NJ	15	25	40	US19 NJ	15	25	40
US20 PA	16	25	41	US20 PA	16	25	41
US22 DE	14	25	39	US22 DE	14	25	39
US23 MD	14	25	39	US23 MD	14	25	39
US24 DC	14	25	39	US24 DC	14	25	39
US25 VA	14	25	39	US25 VA	14	25	39
US27 WV	15	25	40	US27 WV	15	25	40
US28 KY	15	25	40	US28 KY	15	25	40
US30 MI	19	25	44	US30 MI	19	25	44
US32 WI	20	25	45	US32 WI	20	25	43
US33 OH	16	25	41	US33 OH	16	25	41
US35 IN	16	25	41	US35 IN	16	25	41
US38 IL	17	25	42	US38 IL	17	25	42
US40 NC	13	25	38	US40 NC	13	25	38
US42 TN	15	25	40	US42 TN	15	25	40
US44 SC	13	25	38	US44 SC	13	25	38
US45 GA	13	25	38	US45 GA	13	25	38
US47 AL	13	25	38	US47 AL	13	25	38
US48 MS	15	25	40	US48 MS	15	25	40
US49 FL-N	14	25	39	US49 FL-N	14	25	39
US496FL-S	15	25	40	US496 FL-6	15	25	40
US50 MN	21	25	46	US50 MN	21	25	46
US51 ND	21	25	46	US51 ND	21	25	46
US52 SD	20	25	45	US52 SD	20	25	45
US53 IA	18	25	43	US53 LA	18	25	43
US55 NE	19	25	44	US55 NE	19	25	44
US56 MO	17	25	42	US56 MO	17	25	42
US58 KS	19	25	44	US58 KS	19	25	44
US60 AR	16	25	41	US60 AR	16	25	41
US62 OK	19	25	44	US62 OK	19	25	44
US64 LA	16	25	41	US64 LA	16	25	41
US66 TX-N	19	25	44	US66 TX-N	19	25	44
US68 TX-S	19	25	44	US68 TX-S	19	25	44
US70 MT	22	25	47	US70 MT	22	25	47
US72 WY	21	25	46	US72 WY	21	25	46
US74 CO	21	25	46	US74 CO	21	25	46
US76 UT	22	25	47	US76 UT	22	25	47
US77 MN	21	25	46	US77 MN	21	25	46
US79 AZ	21	25	46	US79 AZ	21	25	46
US83 ID	23	25	48	US83 ID	23	25	48
US84 WA	23	25	48	US84 WA	23	25	48
US85 OR	23	25	48	US85 OR	23	25	48
US86 NV	23	25	48	US86 NV	23	25	48
US87 CA-N	23	25	48	US87 CA-N	23	25	48
US88 CA-S	22	25	47	US88 CA-S	22	25	47

- A- TOTAL CARRIER TIME(PACKING/PICKUP/TRANSPORT TO/FROM AERIAL PORTS)
- B- TOTAL DTS TIME(PROCESSING AT APOE/D, FLIGHT TIME)
- C- TOTAL OF A+B

T/TP2 BETWEEN: PA AND:	A	B	C	T/TP2 BETWEEN: PE AND:	A	B	C
US11 ME	17	25	42	US11 MS	17	25	42
US12 NH	17	25	42	US12 NH	17	25	42
US13 VT	17	25	42	US13 VT	17	25	42
US14 MA	16	25	41	US14 MA	16	25	41
US15 RI	15	25	40	US15 RI	15	25	40
US16 CT	15	25	40	US16 CT	15	25	40
US17 NY	17	25	42	US17 NY	17	25	42
US19 NJ	15	25	40	US19 NJ	15	25	40
US20 PA	16	25	41	US20 PA	16	25	41
US22 DE	14	25	39	US22 DE	14	25	39
US23 MD	14	25	39	US23 MD	14	25	39
US24 DC	14	25	39	US24 DC	14	25	39
US25 VA	14	25	39	US25 VA	14	25	39
US27 WV	15	25	40	US27 WV	15	25	40
US28 KY	15	25	40	US28 KY	15	25	40
US30 MI	19	25	44	US30 MI	19	25	44
US32 WI	20	25	45	US32 WI	20	25	43
US33 OH	16	25	41	US33 OH	16	25	41
US35 IN	16	25	41	US35 IN	16	25	41
US38 IL	17	25	42	US38 IL	17	25	42
US40 NC	13	25	38	US40 NC	13	25	38
US42 TN	15	25	40	US42 TN	15	25	40
US44 SC	13	25	38	US44 SC	13	25	38
US45 GA	13	25	38	US45 GA	13	25	38
US47 AL	13	25	38	US47 AL	13	25	38
US48 MS	15	25	40	US48 MS	15	25	40
US49 FL-N	14	25	39	US49 FL-N	14	25	39
US496FL-S	15	25	40	US496 FL-6	15	25	40
US50 MN	21	25	46	US50 MN	21	25	46
US51 ND	21	25	46	US51 ND	21	25	46
US52 SD	20	25	45	US52 SD	20	25	45
US53 IA	18	25	43	US53 LA	18	25	43
US55 NE	19	25	44	US55 NE	19	25	44
US56 MO	17	25	42	US56 MO	17	25	42
US58 KS	19	25	44	US58 KS	19	25	44
US60 AR	16	25	41	US60 AR	16	25	41
US62 OK	19	25	44	US62 OK	19	25	44
US64 LA	16	25	41	US64 LA	16	25	41
US66 TX-N	19	25	44	US66 TX-N	19	25	44
US68 TX-S	19	25	44	US68 TX-S	19	25	44
US70 MT	22	25	47	US70 MT	22	25	47
US72 WY	21	25	46	US72 WY	21	25	46
US74 CO	21	25	46	US74 CO	21	25	46
US76 UT	22	25	47	US76 UT	22	25	47
US77 MN	21	25	46	US77 MN	21	25	46
US79 AZ	21	25	46	US79 AZ	21	25	46
US83 ID	23	25	48	US83 ID	23	25	48
US84 WA	23	25	48	US84 WA	23	25	48
US85 OR	23	25	48	US85 OR	23	25	48
US86 NV	23	25	48	US86 NV	23	25	48
US87 CA-N	23	25	48	US87 CA-N	23	25	48
US88 CA-S	22	25	47	US88 CA-S	22	25	47

A- TOTAL CARRIER TIME(PACKING/PICKUP/TRANSPORT TO/FROM AERIAL PORTS)
B- TOTAL DTS TIME(PROCESSING AT APOE/D, FLIGHT TIME)
C- TOTAL OF A+B

T/TP2 BETWEEN: VE AND:	A	B	C	T/TP2 BETWEEN: UY AND:	A	B	C
US11 ME	17	25	42	US11 MS	17	25	42
US12 NH	17	25	42	US12 NH	17	25	42
US13 VT	17	25	42	US13 VT	17	25	42
US14 MA	16	25	41	US14 MA	16	25	41
US15 RI	15	25	40	US15 RI	15	25	40
US16 CT	15	25	40	US16 CT	15	25	40
US17 NY	17	25	42	US17 NY	17	25	42
US19 NJ	15	25	40	US19 NJ	15	25	40
US20 PA	16	25	41	US20 PA	16	25	41
US22 DE	14	25	39	US22 DE	14	25	39
US23 MD	14	25	39	US23 MD	14	25	39
US24 DC	14	25	39	US24 DC	14	25	39
US25 VA	14	25	39	US25 VA	14	25	39
US27 WV	15	25	40	US27 WV	15	25	40
US28 KY	15	25	40	US28 KY	15	25	40
US30 MI	19	25	44	US30 MI	19	25	44
US32 WI	20	25	45	US32 WI	20	25	43
US33 OH	16	25	41	US33 OH	16	25	41
US35 IN	16	25	41	US35 IN	16	25	41
US38 IL	17	25	42	US38 IL	17	25	42
US40 NC	13	25	38	US40 NC	13	25	38
US42 TN	15	25	40	US42 TN	15	25	40
US44 SC	13	25	38	US44 SC	13	25	38
US45 GA	13	25	38	US45 GA	13	25	38
US47 AL	13	25	38	US47 AL	13	25	38
US48 MS	15	25	40	US48 MS	15	25	40
US49 FL-N	14	25	39	US49 FL-N	14	25	39
US496FL-S	15	25	40	US496 FL-6	15	25	40
US50 MN	21	25	46	US50 MN	21	25	46
US51 ND	21	25	46	US51 ND	21	25	46
US52 SD	20	25	45	US52 SD	20	25	45
US53 IA	18	25	43	US53 LA	18	25	43
US55 NE	19	25	44	US55 NE	19	25	44
US56 MO	17	25	42	US56 MO	17	25	42
US58 KS	19	25	44	US58 KS	19	25	44
US60 AR	16	25	41	US60 AR	16	25	41
US62 OK	19	25	44	US62 OK	19	25	44
US64 LA	16	25	41	US64 LA	16	25	41
US66 TX-N	19	25	44	US66 TX-N	19	25	44
US68 TX-S	19	25	44	US68 TX-S	19	25	44
US70 MT	22	25	47	US70 MT	22	25	47
US72 WY	21	25	46	US72 WY	21	25	46
US74 CO	21	25	46	US74 CO	21	25	46
US76 UT	22	25	47	US76 UT	22	25	47
US77 MN	21	25	46	US77 MN	21	25	46
US79 AZ	21	25	46	US79 AZ	21	25	46
US83 ID	23	25	48	US83 ID	23	25	48
US84 WA	23	25	48	US84 WA	23	25	48
US85 OR	23	25	48	US85 OR	23	25	48
US86 NV	23	25	48	US86 NV	23	25	48
US87 CA-N	23	25	48	US87 CA-N	23	25	48
US88 CA-S	22	25	47	US88 CA-S	22	25	47

- A- TOTAL CARRIER TIME(PACKING/PICKUP/TRANSPORT TO/FROM AERIAL PORTS)
- B- TOTAL DTS TIME(PROCESSING AT APOE/D, FLIGHT TIME)
- C- TOTAL OF A+B

BETWEEN: AS11 AND:	T TP-2 A,B,C	T TP-4	DPM MSC SUR
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US11 ME	17, 14, 43	82	90
US12 NH	17, 14, 43	82	90
US13 VT	17, 14, 43	82	90
US14 MA	16, 14, 43	79	89
US15 RI	15, 14, 43	79	89
US16 CT	15, 14, 43	79	89
US17 NY	17, 14, 41	81	87
US19 NJ	15, 14, 40	79	87
US20 PA	16, 14, 41	80	87
US22 DE	14, 14, 40	79	87
US23 MD	14, 14, 40	79	87
US24 DC	14, 14, 40	79	87
US25 VA	14, 14, 39	80	87
US27 WV	15, 14, 40	79	87
US28 KY	15, 14, 39	81	88
US30 MI	19, 14, 40	85	86
US32 WI	20, 14, 40	83	85
US33 OH	16, 14, 39	80	86
US35 IN	16, 14, 39	81	85
US38 IL	17, 14, 39	82	85
US40 NC	13, 14, 39	78	86
US42 TN	15, 14, 39	80	86
US44 SC	13, 14, 39	78	86
US45 GA	13, 14, 39	79	86
US47 AL	13, 14, 39	79	86
US48 MS	15, 14, 39	79	86
US49 FL-N	14, 14, 39	80	86
US496FL-S	15, 14, 40	81	88
US50 MN	21, 14, 39	86	85
US51 ND	21, 14, 38	83	85
US52 SD	20, 14, 38	83	84
US53 IA	18, 14, 38	85	84
US55 NE	19, 14, 37	84	84
US56 MO	17, 14, 38	81	84
US58 KS	19, 14, 37	82	84
US60 AR	16, 14, 38	79	84
US62 OK	19, 14, 37	82	84
US64 LA	16, 14, 38	78	85
US66 TX-N	19, 14, 36	82	85
US68 TX-S	19, 14, 37	80	84
US70 MT	22, 14, 36	81	80
US72 WY	21, 14, 36	81	81
US74 CO	21, 14, 35	80	80
US76 UT	22, 14, 32	77	80
US77 NM	21, 14, 34	83	80
US79 AZ	21, 14, 31	76	79
US83 ID	23, 14, 35	78	80
US84 WA	23, 14, 35	83	79
US85 OR	23, 14, 35	84	81
US86 NV	23, 14, 31	76	78
US87 CA-N	23, 14, 31	76	77
US88 CA-S	22, 14, 30	75	78

- A- TOTAL CARRIER TIME(PACKING/PICKUP/TRANSPORT TO/FROM AERIAL PORTS)
- B- TOTAL DTS TIME(PROCESSING AT APOE/D, FLIGHT TIME)
- C- TOTAL OF A+B

BETWEEN: AS21	T	T	DPM
AND:	TP-2	TP-4	MSC
	A,B,C		SUR

US11 ME	17, 14, 43	82	90
US12 NH	17, 14, 43	82	90
US13 VT	17, 14, 43	82	90
US14 MA	16, 14, 43	79	89
US15 RI	15, 14, 43	79	89
US16 CT	15, 14, 43	79	89
US17 NY	17, 14, 41	81	87
US19 NJ	15, 14, 40	79	87
US20 PA	16, 14, 41	80	87
US22 DE	14, 14, 40	79	87
US23 MD	14, 14, 40	79	87
US24 DC	14, 14, 40	79	87
US25 VA	14, 14, 39	80	87
US27 WV	15, 14, 40	79	87
US28 KY	15, 14, 39	81	88
US30 MI	19, 14, 40	85	86
US32 WI	20, 14, 40	83	85
US33 OH	16, 14, 39	80	86
US35 IN	16, 14, 39	81	85
US38 IL	17, 14, 39	82	85
US40 NC	13, 14, 39	78	86
US42 TN	15, 14, 39	80	86
US44 SC	13, 14, 39	78	86
US45 GA	13, 14, 39	79	86
US47 AL	13, 14, 39	79	86
US48 MS	15, 14, 39	79	86
US49 FL-N	14, 14, 39	80	86
US496FL-S	15, 14, 40	81	88
US50 MN	21, 14, 39	86	85
US51 ND	21, 14, 38	83	85
US52 SD	20, 14, 38	83	84
US53 IA	18, 14, 38	85	84
US55 NE	19, 14, 37	84	84
US56 MO	17, 14, 38	81	84
US58 KS	19, 14, 37	82	84
US60 AR	16, 14, 38	79	84
US62 OK	19, 14, 37	82	84
US64 LA	16, 14, 38	78	85
US66 TX-N	19, 14, 36	82	85
US68 TX-S	19, 14, 37	80	84
US70 MT	22, 14, 36	81	80
US72 WY	21, 14, 36	81	81
US74 CO	21, 14, 35	80	80
US76 UT	22, 14, 32	77	80
US77 NM	21, 14, 34	83	80
US79 AZ	21, 14, 31	76	79
US83 ID	23, 14, 35	78	80
US84 WA	23, 14, 35	83	79
US85 OR	23, 14, 35	84	81
US86 NV	23, 14, 31	76	78
US87 CA-N	23, 14, 31	76	77
US88 CA-S	22, 14, 30	75	78

- A- TOTAL CARRIER TIME(PACKING/PICKUP/TRANSPORT TO/FROM AERIAL PORTS)
- B- TOTAL DTS TIME(PROCESSING AT APOE/D, FLIGHT TIME)
- C- TOTAL OF A+B

BETWEEN: BD					DPM
AND:	4	5	TP-2	TP-4	MSC
					SUR
US11 ME		47			49
US12 NH		47			49
US13 VT		47			49
US14 MA		45			47
US15 RI		47			49
US16 CT		47			49
US17 NY		46			48
US19 NJ		47			49
US20 PA		45			47
US22 DE		44			46
US23 MD		44			46
US24 DC		44			46
US25 VA		44			46
US27 WV		44			46
US28 KY		46			48
US30 MI		47			49
US32 WI		49			51
US33 OH		46			48
US35 IN		47			49
US38 IL		48			50
US40 NC		45			47
US42 TN		47			49
US44 SC		45			47
US45 GA		46			48
US47 AL		47			49
US48 MS		48			50
US49 FL-N		46			48
US496FL-S		47			49
US50 MN		51			53
US51 ND		52			54
US52 SD		52			54
US53 IA		50			52
US55 NE		51			53
US56 MO		49			51
US58 KS		51			53
US60 AR		49			51
US62 OK		51			53
US64 LA		48			50
US66 TX-N		51			53
US68 TX-S		52			54
US70 MT		54			56
US72 WY		53			55
US74 CO		53			55
US76 UT		53			55
US77 NM		52			54
US79 AZ		53			55
US83 ID		54			56
US84 WA		54			56
US85 OR		55			57
US86 NV		54			56
US87 CA-N		54			56
US88 CA-S		54			56

- A- TOTAL CARRIER TIME(PACKING/PICKUP/TRANSPORT TO/FROM AERIAL PORTS)
- B- TOTAL DTS TIME(PROCESSING AT APOE/D, FLIGHT TIME)
- C- TOTAL OF A+B

BETWEEN: BD AND:	4	5	TP-2	TP-4	MSC SUR	DPM
US11 ME	59	60	17,10,27	58	66	
US12 NH	59	60	17,10,27	58	66	
US13 VT	59	58	17,10,27	58	64	
US14 MA	56	57	14,10,24	55	63	
US15 RI	56	57	14,10,24	55	63	
US16 CT	56	57	14,10,24	55	63	
US17 NY	58	58	16,10,26	57	64	
US19 NJ	56	57	14,10,24	55	63	
US20 PA	57	58	15,10,25	56	64	
US22 DE	56	57	14,10,24	55	63	
US23 MD	56	57	14,10,24	55	63	
US24 DC	56	57	14,10,24	55	63	
US25 VA	57	59	15,10,25	56	65	
US27 WV	56	59	14,10,24	55	65	
US28 KY	58	61	16,10,26	57	67	
US30 MI	62	61	20,10,30	61	67	
US32 WI	60	63	18,10,28	59	69	
US33 OH	57	59	15,10,25	56	65	
US35 IN	58	60	16,10,26	57	66	
US38 IL	59	60	17,10,27	58	66	
US40 NC	57	60	16,10,26	57	66	
US42 TN	58	62	18,10,28	57	68	
US44 SC	57	60	18,10,28	56	66	
US45 GA	57	65	18,10,28	56	71	
US47 AL	62	64	19,10,29	57	70	
US48 MS	62	64	19,10,29	57	70	
US49 FL-N	57	65	19,10,29	56	71	
US496FL-S	58	60	20,10,30	57	72	
US50 MN	62	63	20,10,30	61	69	
US51 ND	69	65	22,10,32	63	71	
US52 SD	69	65	22,10,32	63	71	
US53 IA	67	63	18,10,28	61	69	
US55 NE	66	63	21,10,31	61	69	
US56 MO	64	60	20,10,30	59	66	
US58 KS	64	67	21,10,31	59	73	
US60 AR	62	64	20,10,30	57	70	
US62 OK	63	67	22,10,32	58	73	
US64 LA	61	63	20,10,30	56	69	
US66 TX-N	63	57	22,10,32	58	73	
US68 TX-S	61	55	22,10,32	56	71	
US70 MT	69	67	24,10,34	70	73	
US72 WY	69	66	23,10,33	70	72	
US74 CO	64	69	23,10,33	69	75	
US76 UT	66	68	23,10,33	71	74	
US77 NM	64	68	22,10,32	69	74	
US79 AZ	65	56	23,10,33	70	62	
US83 ID	65	68	24,10,34	64	74	
US84 WA	63	67	24,10,34	62	73	
US85 OR	66	69	24,10,34	70	75	
US86 NV	63	65	24,10,34	63	71	
US87 CA-N	62	65	24,10,34	66	71	
US88 CA-S	63	64	24,10,34	67	70	

- A- TOTAL CARRIER TIME(PACKING/PICKUP/TRANSPORT TO/FROM AERIAL PORTS)
- B- TOTAL DTS TIME(PROCESSING AT APOE/D, FLIGHT TIME)
- C- TOTAL OF A+B

BETWEEN: CA10 AND:	4	5	TP-2	TP-4	DPM MSC SUR
US11 ME	41	41			
US12 NH	41	41			
US13 VT	41	41			
US14 MA	39	39			
US15 RI	41	41			
US16 CT	41	41			
US17 NY	40	40			
US19 NJ	41	41			
US20 PA	39	39			
US22 DE	38	38			
US23 MD	38	38			
US24 DC	38	38			
US25 VA	38	38			
US27 WV	38	38			
US28 KY	40	40			
US30 MI	41	41			
US32 WI	41	43			
US33 OH	40	40			
US35 IN	41	41			
US38 IL	42	42			
US40 NC	39	39			
US42 TN	41	41			
US44 SC	39	39			
US45 GA	40	40			
US47 AL	41	41			
US48 MS	42	42			
US49 FL-N	40	40			
US496FL-S	41	41			
US50 MN	45	45			
US51 ND	46	46			
US52 SD	46	46			
US53 IA	44	44			
US55 NE	45	45			
US56 MO	43	43			
US58 KS	45	45			
US60 AR	43	43			
US62 OK	45	45			
US64 LA	42	42			
US66 TX-N	45	45			
US68 TX-S	46	46			
US70 MT	48	48			
US72 WY	47	47			
US74 CO	47	47			
US76 UT	47	47			
US77 NM	46	46			
US79 AZ	47	47			
US83 ID	48	48			
US84 WA	48	48			
US85 OR	49	49			
US86 NV	48	48			
US87 CA-N	48	48			
US88 CA-S	48	48			

- A- TOTAL CARRIER TIME(PACKING/PICKUP/TRANSPORT TO/FROM AERIAL PORTS)
- B- TOTAL DTS TIME(PROCESSING AT APOE/D, FLIGHT TIME)
- C- TOTAL OF A+B

BETWEEN: CU					DPM
AND:	4	5	TP-2	TP-4	MSC
					SUR
US11 ME					47
US12 NH					47
US13 VT					47
US14 MA					45
US15 RI					47
US16 CT					47
US17 NY					46
US19 NJ					47
US20 PA					45
US22 DE					44
US23 MD					44
US24 DC					44
US25 VA					44
US27 WV					44
US28 KY					46
US30 MI					47
US32 WI					49
US33 OH					46
US35 IN					47
US38 IL					48
US40 NC					45
US42 TN					47
US44 SC					45
US45 GA					46
US47 AL					47
US48 MS					48
US49 FL-N					46
US496FL-S					47
US50 MN					51
US51 ND					52
US52 SD					52
US53 IA					50
US55 NE					51
US56 MO					49
US58 KS					51
US60 AR					49
US62 OK					51
US64 LA					48
US66 TX-N					51
US68 TX-S					52
US70 MT					54
US72 WY					53
US74 CO					53
US76 UT					53
US77 NM					52
US79 AZ					53
US83 ID					54
US84 WA					54
US85 OR					55
US86 NV					54
US87 CA-N					54
US88 CA-S					54

- A- TOTAL CARRIER TIME(PACKING/PICKUP/TRANSPORT TO/FROM AERIAL PORTS)
- B- TOTAL DTS TIME(PROCESSING AT APOE/D, FLIGHT TIME)
- C- TOTAL OF A+B

BETWEEN: GE AND:	4	5	T TP-2 A,B,C	T TP-4	DPM MSC SUR
US11 ME	62	62	19,10,29	62	69
US12 NH	62	62	19,10,29	62	69
US13 VT	62	60	19,10,29	62	67
US14 MA	59	59	16,10,26	59	66
US15 RI	59	59	16,10,26	59	66
US16 CT	59	59	16,10,26	59	66
US17 NY	61	60	18,10,28	61	67
US19 NJ	59	59	16,10,26	59	66
US20 PA	60	60	17,10,27	60	67
US22 DE	59	59	16,10,26	59	66
US23 MD	59	59	16,10,26	59	66
US24 DC	59	59	16,10,26	59	66
US25 VA	60	61	17,10,27	60	68
US27 WV	59	61	16,10,26	59	68
US28 KY	61	63	18,10,28	61	70
US30 MI	65	63	22,10,32	65	70
US32 WI	63	65	20,10,30	63	72
US33 OH	60	61	17,10,27	60	68
US35 IN	61	62	18,10,28	61	69
US38 IL	62	62	19,10,29	62	69
US40 NC	60	62	18,10,28	60	69
US42 TN	62	64	20,10,30	62	71
US44 SC	60	62	20,10,30	61	69
US45 GA	60	66	20,10,30	61	73
US47 AL	65	65	21,10,31	62	72
US48 MS	65	65	21,10,31	62	72
US49 FL-N	60	66	21,10,31	61	73
US496FL-S	61	67	22,10,32	62	74
US50 MN	65	70	22,10,32	65	72
US51 ND	72	67	24,10,34	67	74
US52 SD	72	67	24,10,34	67	74
US53 IA	70	65	20,10,30	65	72
US55 NE	69	65	23,10,33	65	72
US56 MO	67	65	22,10,32	64	72
US58 KS	67	68	23,10,33	64	75
US60 AR	65	65	22,10,32	62	72
US62 OK	66	68	24,10,34	63	75
US64 LA	64	64	22,10,32	61	71
US66 TX-N	66	68	24,10,34	63	75
US68 TX-S	64	66	24,10,34	61	73
US70 MT	72	69	26,10,36	74	76
US72 WY	72	68	25,10,35	74	75
US74 CO	67	70	25,10,35	69	77
US76 UT	69	69	25,10,35	71	76
US77 NM	67	69	24,10,34	69	76
US79 AZ	68	67	25,10,35	70	74
US83 ID	68	69	26,10,36	68	76
US84 WA	66	68	26,10,36	66	75
US85 OR	67	70	26,10,36	67	77
US86 NV	66	67	26,10,36	67	74
US87 CA-N	65	66	26,10,36	67	73
US88 CA-S	65	66	26,10,36	66	73

- A- TOTAL CARRIER TIME(PACKING/PICKUP/TRANSPORT TO/FROM AERIAL PORTS)
- B- TOTAL DTS TIME(PROCESSING AT APOE/D, FLIGHT TIME)
- C- TOTAL OF A+B

BETWEEN: GQ AND:	4	5	T TP-2 A,B,C	T TP-4	DPM MSC SUR
US11 ME	65	67	26,10,36	63	70
US12 NH	65	67	26,10,36	63	70
US13 VT	65	65	26,10,35	63	68
US14 MA	62	64	25,10,35	60	67
US15 RI	62	64	25,10,35	60	67
US16 CT	62	64	25,10,35	60	67
US17 NY	64	65	23,10,33	62	68
US19 NJ	62	64	23,10,33	60	67
US20 PA	63	65	23,10,33	61	68
US22 DE	62	64	23,10,33	60	67
US23 MD	62	64	23,10,33	60	67
US24 DC	62	64	23,10,33	60	67
US25 VA	63	62	23,10,33	61	65
US27 WV	62	62	23,10,33	60	65
US28 KY	64	64	22,10,32	62	67
US30 MI	68	68	22,10,32	66	71
US32 WI	66	70	21,10,31	64	73
US33 OH	63	66	22,10,32	61	69
US35 IN	64	67	21,10,31	62	70
US38 IL	65	67	21,10,31	63	70
US40 NC	61	63	22,10,32	63	66
US42 TN	63	65	22,10,32	63	68
US44 SC	61	63	22,10,32	62	66
US45 GA	61	65	22,10,32	62	68
US47 AL	62	64	22,10,32	61	67
US48 MS	62	64	22,10,32	61	67
US49 FL-N	63	65	22,10,32	62	68
US496FL-S	60	66	24,10,34	63	69
US50 MN	65	67	21,10,31	65	70
US51 ND	62	64	21,10,31	62	67
US52 SD	58	64	20,10,30	61	67
US53 IA	68	67	20,10,30	67	70
US55 NE	58	61	20,10,30	61	64
US56 MO	64	66	20,10,30	63	69
US58 KS	61	67	20,10,30	63	70
US60 AR	62	64	20,10,30	61	67
US62 OK	60	67	20,10,30	62	70
US64 LA	61	63	21,10,31	60	66
US66 TX-N	60	67	21,10,31	62	70
US68 TX-S	58	65	20,10,30	60	68
US70 MT	63	65	16,10,26	63	68
US72 WY	55	57	17,10,27	58	60
US74 CO	54	56	16,10,26	57	59
US76 UT	54	56	16,10,26	57	59
US77 NM	54	60	16,10,26	57	63
US79 AZ	53	57	15,10,25	56	60
US83 ID	57	59	16,10,26	57	62
US84 WA	55	57	15,10,25	55	60
US85 OR	56	58	17,10,27	56	61
US86 NV	52	57	14,10,24	55	60
US87 CA-N	51	53	13,10,23	54	56
US88 CA-S	52	56	14,10,24	55	59

- A- TOTAL CARRIER TIME(PACKING/PICKUP/TRANSPORT TO/FROM AERIAL PORTS)
- B- TOTAL DTS TIME(PROCESSING AT APOE/D, FLIGHT TIME)
- C- TOTAL OF A+B

BETWEEN: G29 AND:	4	5	T TP-2 A,B,C	T TP-4	DPM MSC SUR
US11 ME	72	74	16,10,26	72	74
US12 NH	72	74	16,10,26	72	74
US13 VT	72	72	16,10,26	72	72
US14 MA	69	71	13,10,23	69	71
US15 RI	69	71	13,10,23	69	71
US16 CT	69	71	13,10,23	69	71
US17 NY	71	72	15,10,25	71	72
US19 NJ	69	71	13,10,23	69	71
US20 PA	70	72	14,10,24	70	72
US22 DE	69	71	13,10,23	69	71
US23 MD	69	71	13,10,23	69	71
US24 DC	69	71	13,10,23	69	71
US25 VA	70	68	14,10,24	70	68
US27 WV	69	68	13,10,23	69	68
US28 KY	71	70	15,10,25	71	70
US30 MI	75	75	19,10,29	75	75
US32 WI	73	77	17,10,27	73	77
US33 OH	70	73	14,10,24	70	73
US35 IN	71	74	15,10,25	71	74
US38 IL	72	74	16,10,26	72	74
US40 NC	67	69	15,10,25	67	69
US42 TN	69	71	17,10,27	68	71
US44 SC	66	69	17,10,27	66	69
US45 GA	67	70	17,10,27	67	70
US47 AL	70	71	18,10,28	70	71
US48 MS	70	72	18,10,28	70	72
US49 FL-N	65	70	18,10,28	65	70
US496FL-S	66	71	19,10,29	66	71
US50 MN	75	77	19,10,29	75	77
US51 ND	79	79	21,10,31	79	79
US52 SD	79	79	21,10,31	79	79
US53 IA	73	77	17,10,27	73	77
US55 NE	76	77	20,10,30	76	77
US56 MO	72	73	19,10,29	72	73
US58 KS	74	75	20,10,30	74	75
US60 AR	70	73	19,10,29	70	73
US62 OK	71	75	21,10,31	71	75
US64 LA	69	72	19,10,29	69	72
US66 TX-N	73	75	21,10,31	73	75
US68 TX-S	71	76	21,10,31	71	76
US70 MT	79	81	23,10,33	79	81
US72 WY	79	80	22,10,32	79	80
US74 CO	65	77	22,10,32	65	77
US76 UT	75	78	22,10,32	56	78
US77 NM	74	76	21,10,31	74	76
US79 AZ	75	77	22,10,32	75	77
US83 ID	79	81	23,10,33	79	81
US84 WA	79	81	23,10,33	79	81
US85 OR	80	81	23,10,33	80	81
US86 NV	77	78	23,10,33	77	78
US87 CA-N	78	78	23,10,33	78	78
US88 CA-S	77	78	23,10,33	77	78

- A- TOTAL CARRIER TIME(PACKING/PICKUP/TRANSPORT TO/FROM AERIAL PORTS)
- B- TOTAL DTS TIME(PROCESSING AT APOE/D, FLIGHT TIME)
- C- TOTAL OF A+B

BETWEEN: IC AND:	4	5	T TP-2 A,B,C	T TP-4	DPM MSC SUR
US11 ME	55	55	16,11,27	55	54
US12 NH	55	55	16,11,27	55	54
US13 VT	55	55	16,11,27	55	54
US14 MA	53	53	14,11,25	53	52
US15 RI	55	55	16,11,27	55	54
US16 CT	55	55	16,11,27	55	54
US17 NY	54	54	15,11,26	54	53
US19 NJ	55	55	16,11,27	55	54
US20 PA	53	53	14,11,25	53	52
US22 DE	52	52	13,11,24	52	51
US23 MD	52	52	13,11,24	52	51
US24 DC	52	52	13,11,24	52	51
US25 VA	52	52	13,11,24	52	51
US27 WV	52	52	13,11,24	52	51
US28 KY	54	54	15,11,26	54	53
US30 MI	55	55	16,11,27	55	54
US32 WI	55	57	16,11,27	55	56
US33 OH	54	54	15,11,26	54	53
US35 IN	55	55	16,11,27	55	54
US38 IL	56	56	17,11,28	56	55
US40 NC	53	53	14,11,25	53	52
US42 TN	55	55	16,11,27	55	54
US44 SC	53	53	14,11,25	53	52
US45 GA	54	54	15,11,26	54	53
US47 AL	55	55	16,11,27	55	54
US48 MS	56	56	17,11,28	56	55
US49 FL-N	54	54	15,11,26	54	53
US496FL-S	55	55	16,11,27	55	54
US50 MN	59	59	20,11,31	59	58
US51 ND	60	60	21,11,32	60	59
US52 SD	60	60	21,11,32	60	59
US53 IA	58	58	19,11,30	58	57
US55 NE	59	59	20,11,31	59	58
US56 MO	57	57	18,11,29	57	56
US58 KS	59	59	20,11,31	59	58
US60 AR	57	57	18,11,29	57	56
US62 OK	59	59	20,11,31	59	58
US64 LA	56	56	17,11,28	56	55
US66 TX-N	59	59	20,11,31	59	58
US68 TX-S	60	60	21,11,32	60	59
US70 MT	62	62	23,11,34	62	61
US72 WY	61	61	22,11,33	61	60
US74 CO	61	61	22,11,33	61	60
US76 UT	61	61	22,11,33	61	60
US77 NM	60	60	21,11,32	60	59
US79 AZ	61	61	22,11,33	61	60
US83 ID	62	62	23,11,34	62	61
US84 WA	62	62	23,11,34	62	61
US85 OR	63	63	24,11,35	63	62
US86 NV	62	62	23,11,34	62	61
US87 CA-N	62	62	23,11,34	62	61
US88 CA-S	62	62	23,11,34	62	61

- A- TOTAL CARRIER TIME(PACKING/PICKUP/TRANSPORT TO/FROM AERIAL PORTS)
- B- TOTAL DTS TIME(PROCESSING AT APOE/D, FLIGHT TIME)
- C- TOTAL OF A+B

BETWEEN: GE AND:	4	5	T TP-2 A,B,C	T TP-4	DPM MSC SUR
US11 ME	57	64	20,10,30	61	68
US12 NH	57	64	20,10,30	61	68
US13 VT	57	62	20,10,30	61	66
US14 MA	54	61	18,10,28	58	65
US15 RI	54	61	20,10,30	58	65
US16 CT	54	61	20,10,30	58	65
US17 NY	56	62	19,10,29	60	66
US19 NJ	54	61	20,10,30	58	65
US20 PA	55	62	18,10,28	59	66
US22 DE	54	61	17,10,27	58	65
US23 MD	54	61	17,10,27	58	65
US24 DC	54	61	17,10,27	58	65
US25 VA	55	64	17,10,27	59	68
US27 WV	54	64	17,10,27	58	68
US28 KY	56	66	19,10,29	60	70
US30 MI	60	65	20,10,30	64	69
US32 WI	58	67	20,10,30	62	71
US33 OH	55	63	19,10,29	59	67
US35 IN	56	64	20,10,30	60	68
US38 IL	57	64	21,10,31	61	68
US40 NC	54	65	18,10,28	58	69
US42 TN	53	67	20,10,30	58	71
US44 SC	51	65	18,10,28	57	69
US45 GA	51	66	19,10,29	57	70
US47 AL	58	67	20,10,30	61	71
US48 MS	58	68	21,10,31	61	72
US49 FL-N	52	66	19,10,29	57	70
US496FL-S	53	67	20,10,30	58	71
US50 MN	66	67	24,10,34	70	71
US51 ND	66	69	25,10,35	70	73
US52 SD	66	69	25,10,35	70	73
US53 IA	64	67	23,10,33	68	71
US55 NE	63	67	24,10,34	67	71
US56 MO	60	69	22,10,32	63	73
US58 KS	61	71	24,10,34	65	75
US60 AR	58	69	22,10,32	61	73
US62 OK	60	71	24,10,34	64	75
US64 LA	57	68	21,10,31	60	72
US66 TX-N	60	71	24,10,34	64	75
US68 TX-S	58	72	25,10,35	62	76
US70 MT	66	71	27,10,37	70	75
US72 WY	66	70	26,10,36	70	74
US74 CO	61	73	26,10,36	65	77
US76 UT	63	74	26,10,36	67	78
US77 NM	61	72	25,10,35	65	76
US79 AZ	62	73	26,10,36	66	77
US83 ID	66	71	27,10,37	70	75
US84 WA	62	71	27,10,37	68	75
US85 OR	67	71	28,10,38	71	75
US86 NV	64	74	27,10,37	68	78
US87 CA-N	59	74	27,10,37	65	78
US88 CA-S	60	74	27,10,37	64	78

- A- TOTAL CARRIER TIME(PACKING/PICKUP/TRANSPORT TO/FROM AERIAL PORTS)
- B- TOTAL DTS TIME(PROCESSING AT APOE/D, FLIGHT TIME)
- C- TOTAL OF A+B

BETWEEN: IT10 AND:	4	5	T TP-2 A,B,C	T TP-4	DPM MSC SUR
US11 ME	57	64	20,10,30	61	68
US12 NH	57	64	20,10,30	61	68
US13 VT	57	62	20,10,30	61	66
US14 MA	54	61	18,10,28	58	65
US15 RI	54	61	20,10,30	58	65
US16 CT	54	61	20,10,30	58	65
US17 NY	56	62	19,10,29	60	66
US19 NJ	54	61	20,10,30	58	65
US20 PA	55	62	18,10,28	59	66
US22 DE	54	61	17,10,27	58	65
US23 MD	54	61	17,10,27	58	65
US24 DC	54	61	17,10,27	58	65
US25 VA	55	61	17,10,27	59	68
US27 WV	54	64	17,10,27	58	68
US28 KY	56	64	19,10,29	60	70
US30 MI	60	66	20,10,30	64	69
US32 WI	58	65	20,10,30	62	71
US33 OH	55	67	19,10,29	59	67
US35 IN	56	63	20,10,30	60	68
US38 IL	57	64	21,10,31	61	68
US40 NC	54	64	18,10,28	58	69
US42 TN	53	65	20,10,30	58	71
US44 SC	51	67	18,10,28	57	69
US45 GA	51	65	19,10,29	57	70
US47 AL	58	66	20,10,30	61	71
US48 MS	58	67	21,10,31	61	72
US49 FL-N	52	68	19,10,29	57	70
US496FL-S	53	66	20,10,30	58	71
US50 MN	66	67	24,10,34	70	71
US51 ND	66	67	25,10,35	70	73
US52 SD	66	69	25,10,35	70	73
US53 IA	64	69	23,10,33	68	71
US55 NE	63	67	24,10,34	67	71
US56 MO	60	69	22,10,32	63	73
US58 KS	61	71	24,10,34	65	75
US60 AR	58	69	22,10,32	61	73
US62 OK	60	71	24,10,34	64	75
US64 LA	57	68	21,10,31	60	72
US66 TX-N	60	71	24,10,34	64	75
US68 TX-S	58	72	25,10,35	62	76
US70 MT	66	71	27,10,37	70	75
US72 WY	66	70	26,10,36	70	74
US74 CO	61	73	26,10,36	65	77
US76 UT	63	74	26,10,36	67	78
US77 NM	61	72	25,10,35	65	76
US79 AZ	62	73	26,10,36	66	77
US83 ID	66	71	27,10,37	70	75
US84 WA	62	71	27,10,37	68	75
US85 OR	67	71	28,10,38	71	75
US86 NV	64	74	27,10,37	68	78
US87 CA-N	59	74	27,10,37	65	78
US88 CA-S	60	74	27,10,37	64	78

- A- TOTAL CARRIER TIME(PACKING/PICKUP/TRANSPORT TO/FROM AERIAL PORTS)
- B- TOTAL DTS TIME(PROCESSING AT APOE/D, FLIGHT TIME)
- C- TOTAL OF A+B

BETWEEN: IT20 AND:	4	5	T TP-2 A,B,C	T TP-4	DPM MSC SUR
US11 ME	63	65	22,14,36	64	68
US12 NH	63	65	22,14,36	64	68
US13 VT	63	63	22,14,36	64	66
US14 MA	60	62	20,14,34	61	65
US15 RI	60	62	22,14,36	61	65
US16 CT	60	62	22,14,36	61	65
US17 NY	62	63	21,14,35	63	66
US19 NJ	60	62	22,14,36	61	65
US20 PA	61	63	20,14,34	62	66
US22 DE	60	62	19,14,33	61	65
US23 MD	60	62	19,14,33	61	65
US24 DC	60	62	19,14,33	61	65
US25 VA	61	69	19,14,33	62	72
US27 WV	60	69	19,14,33	61	72
US28 KY	62	71	21,14,35	63	74
US30 MI	66	66	22,14,36	67	69
US32 WI	64	68	22,14,36	65	71
US33 OH	61	64	21,14,35	62	67
US35 IN	62	65	22,14,36	63	68
US38 IL	63	65	23,14,37	64	68
US40 NC	60	70	20,14,34	61	73
US42 TN	59	72	22,14,36	61	75
US44 SC	57	70	20,14,34	60	73
US45 GA	57	71	21,14,35	60	74
US47 AL	64	72	22,14,36	64	75
US48 MS	64	73	23,14,37	64	76
US49 FL-N	58	71	21,14,35	60	74
US496FL-S	59	72	22,14,36	61	75
US50 MN	72	68	26,14,40	73	71
US51 ND	72	70	27,14,41	73	73
US52 SD	72	70	27,14,41	73	73
US53 IA	70	68	25,14,39	71	71
US55 NE	69	68	26,14,40	70	71
US56 MO	67	74	24,14,38	66	77
US58 KS	67	75	26,14,40	68	79
US60 AR	64	74	24,14,38	64	77
US62 OK	65	76	26,14,40	67	79
US64 LA	63	73	23,14,37	63	76
US66 TX-N	66	76	26,14,40	67	79
US68 TX-S	64	77	27,14,41	65	80
US70 MT	72	72	29,14,43	73	75
US72 WY	72	71	28,14,42	73	74
US74 CO	67	78	28,14,42	68	81
US76 UT	69	79	28,14,42	70	82
US77 NM	67	77	27,14,41	68	80
US79 AZ	68	78	28,14,42	69	81
US83 ID	72	72	29,14,43	73	75
US84 WA	69	72	29,14,43	71	75
US85 OR	73	72	30,14,44	74	75
US86 NV	70	79	29,14,43	71	82
US87 CA-N	66	79	29,14,43	68	82
US88 CA-S	65	79	29,14,43	67	82

- A- TOTAL CARRIER TIME(PACKING/PICKUP/TRANSPORT TO/FROM AERIAL PORTS)
- B- TOTAL DTS TIME(PROCESSING AT APOE/D, FLIGHT TIME)
- C- TOTAL OF A+B

BETWEEN: JA01 AND:	4	5	T TP-2 A,B,C	T TP-4	DPM MSC SUR
US11 ME	63	66	28,10,38	67	67
US12 NH	63	66	28,10,38	67	67
US13 VT	63	64	28,10,38	67	65
US14 MA	60	63	27,10,37	64	64
US15 RI	60	63	27,10,37	64	64
US16 CT	60	63	27,10,37	64	64
US17 NY	62	64	25,10,35	66	65
US19 NJ	60	63	25,10,35	64	64
US20 PA	61	64	25,10,35	65	65
US22 DE	60	63	25,10,35	64	64
US23 MD	60	63	25,10,35	64	64
US24 DC	60	63	25,10,35	64	64
US25 VA	61	65	25,10,35	65	66
US27 WV	60	65	25,10,35	64	66
US28 KY	64	67	24,10,34	72	68
US30 MI	66	67	24,10,34	70	68
US32 WI	64	69	23,10,33	68	70
US33 OH	61	65	24,10,34	65	66
US35 IN	62	66	23,10,33	66	67
US38 IL	63	66	23,10,33	67	67
US40 NC	65	66	24,10,34	63	67
US42 TN	67	68	24,10,34	71	69
US44 SC	63	66	24,10,34	69	67
US45 GA	63	66	24,10,34	70	67
US47 AL	61	65	24,10,34	69	66
US48 MS	61	65	24,10,34	69	66
US49 FL-N	62	66	24,10,34	70	67
US496FL-S	62	67	26,10,36	71	68
US50 MN	65	63	23,10,33	62	64
US51 ND	59	60	23,10,33	61	61
US52 SD	65	60	22,10,32	62	61
US53 IA	65	63	22,10,32	68	64
US55 NE	64	57	22,10,32	67	58
US56 MO	63	67	22,10,32	71	68
US58 KS	62	68	22,10,32	65	69
US60 AR	61	65	22,10,32	69	66
US62 OK	61	68	22,10,32	69	69
US64 LA	60	64	23,10,33	68	65
US66 TX-N	61	68	23,10,33	64	69
US68 TX-S	59	65	22,10,32	62	67
US70 MT	60	61	18,10,28	62	62
US72 WY	63	59	19,10,29	60	60
US74 CO	62	58	18,10,28	59	59
US76 UT	59	58	18,10,28	56	59
US77 NM	62	60	18,10,28	65	61
US79 AZ	58	57	17,10,27	55	58
US83 ID	54	55	18,10,28	56	56
US84 WA	52	53	17,10,27	54	54
US85 OR	53	54	19,10,29	55	55
US86 NV	58	57	16,10,26	55	58
US87 CA-N	55	55	15,10,25	55	56
US88 CA-S	57	56	16,10,26	54	57

- A- TOTAL CARRIER TIME(PACKING/PICKUP/TRANSPORT TO/FROM AERIAL PORTS)
- B- TOTAL DTS TIME(PROCESSING AT APOE/D, FLIGHT TIME)
- C- TOTAL OF A+B

BETWEEN: GE AND:	4	5	T TP-2 A,B,C	T TP-4	DPM MSC SUR
US11 ME	66	69	33,10,43	70	71
US12 NH	66	69	33,10,43	70	71
US13 VT	66	67	33,10,43	70	69
US14 MA	63	66	32,10,42	67	68
US15 RI	63	66	32,10,42	67	68
US16 CT	63	66	32,10,42	67	68
US17 NY	65	67	30,10,40	69	69
US19 NJ	63	66	30,10,40	67	68
US20 PA	64	67	30,10,40	68	69
US22 DE	63	66	30,10,40	67	68
US23 MD	63	66	30,10,40	67	68
US24 DC	63	66	30,10,40	67	68
US25 VA	64	68	30,10,40	68	70
US27 WV	63	68	30,10,40	67	70
US28 KY	67	70	29,10,39	75	72
US30 MI	69	70	29,10,39	73	72
US32 WI	67	72	28,10,38	71	74
US33 OH	64	68	29,10,39	68	70
US35 IN	65	69	28,10,38	69	71
US38 IL	66	69	28,10,38	70	71
US40 NC	68	69	29,10,39	66	71
US42 TN	70	71	29,10,39	74	73
US44 SC	66	69	29,10,39	72	71
US45 GA	66	69	29,10,39	73	71
US47 AL	64	68	29,10,39	72	70
US48 MS	64	68	29,10,39	72	70
US49 FL-N	65	69	29,10,39	73	71
US496FL-S	65	70	31,10,41	74	72
US50 MN	68	66	28,10,38	65	68
US51 ND	62	63	28,10,38	64	65
US52 SD	68	63	27,10,37	65	65
US53 IA	68	66	27,10,37	71	68
US55 NE	67	60	27,10,37	70	62
US56 MO	66	70	27,10,37	74	72
US58 KS	65	71	27,10,37	68	73
US60 AR	64	68	27,10,37	72	70
US62 OK	64	71	27,10,37	72	73
US64 LA	63	67	28,10,38	71	69
US66 TX-N	64	71	28,10,38	67	73
US68 TX-S	62	69	27,10,37	65	71
US70 MT	63	64	23,10,33	65	66
US72 WY	66	62	24,10,34	63	64
US74 CO	65	61	23,10,33	62	63
US76 UT	62	61	23,10,33	59	63
US77 NM	65	63	23,10,33	68	65
US79 AZ	61	60	22,10,32	68	62
US83 ID	57	58	23,10,33	59	60
US84 WA	55	56	22,10,32	57	58
US85 OR	56	57	24,10,34	58	59
US86 NV	61	60	21,10,31	58	62
US87 CA-N	58	58	20,10,30	58	60
US88 CA-S	60	59	21,10,31	57	61

- A- TOTAL CARRIER TIME(PACKING/PICKUP/TRANSPORT TO/FROM AERIAL PORTS)
- B- TOTAL DTS TIME(PROCESSING AT APOE/D, FLIGHT TIME)
- C- TOTAL OF A+B

BETWEEN: JA96 AND:	4	5	T TP-2 A,B,C	T TP-4	DPM MSC SUR
US11 ME	68	68	28,10,38	65	70
US12 NH	68	68	28,10,38	65	70
US13 VT	68	66	28,10,38	65	68
US14 MA	65	65	27,10,37	62	67
US15 RI	65	65	27,10,37	62	67
US16 CT	65	65	27,10,37	62	67
US17 NY	67	66	25,10,35	64	68
US19 NJ	65	65	25,10,35	62	67
US20 PA	66	66	25,10,35	63	68
US22 DE	65	65	25,10,35	62	67
US23 MD	65	65	25,10,35	62	67
US24 DC	65	65	25,10,35	62	67
US25 VA	66	69	25,10,35	63	71
US27 WV	65	69	25,10,35	62	71
US28 KY	69	71	24,10,34	70	73
US30 MI	71	69	24,10,34	68	71
US32 WI	69	71	23,10,33	66	73
US33 OH	66	67	24,10,34	63	69
US35 IN	67	68	23,10,33	64	70
US38 IL	68	68	24,10,34	65	70
US40 NC	70	70	24,10,34	61	72
US42 TN	72	72	24,10,34	69	74
US44 SC	68	70	24,10,34	67	72
US45 GA	68	67	24,10,34	68	69
US47 AL	66	66	24,10,34	67	68
US48 MS	66	66	24,10,34	67	68
US49 FL-N	67	67	24,10,34	68	69
US496FL-S	67	68	26,10,36	69	70
US50 MN	67	68	23,10,33	60	70
US51 ND	65	65	23,10,33	59	67
US52 SD	67	65	22,10,32	60	67
US53 IA	70	68	22,10,32	66	70
US55 NE	69	62	22,10,32	65	64
US56 MO	68	68	22,10,32	69	70
US58 KS	67	69	22,10,32	63	71
US60 AR	66	66	22,10,32	67	68
US62 OK	66	69	22,10,32	67	71
US64 LA	65	65	23,10,33	66	67
US66 TX-N	66	69	23,10,33	62	71
US68 TX-S	64	67	22,10,32	60	69
US70 MT	66	66	18,10,28	60	68
US72 WY	65	61	19,10,29	58	63
US74 CO	64	60	18,10,28	57	62
US76 UT	61	60	18,10,28	54	62
US77 NM	62	63	18,10,28	63	65
US79 AZ	60	60	17,10,27	53	62
US83 ID	60	60	18,10,28	54	62
US84 WA	58	58	17,10,27	52	60
US85 OR	59	59	19,10,29	53	61
US86 NV	60	60	16,10,26	53	62
US87 CA-N	57	57	15,10,25	53	59
US88 CA-S	59	59	16,10,26	52	61

- A- TOTAL CARRIER TIME(PACKING/PICKUP/TRANSPORT TO/FROM AERIAL PORTS)
- B- TOTAL DTS TIME(PROCESSING AT APOE/D, FLIGHT TIME)
- C- TOTAL OF A+B

BETWEEN: KS AND:	4	5	T TP-2 A,B,C	T TP-4	DPM MSC SUR
US11 ME	70	72	27,10,37	70	74
US12 NH	70	72	27,10,37	70	74
US13 VT	70	70	27,10,37	70	72
US14 MA	67	69	26,10,36	67	71
US15 RI	67	69	26,10,36	67	71
US16 CT	67	69	26,10,36	67	71
US17 NY	69	70	24,10,34	69	72
US19 NJ	67	69	24,10,34	67	71
US20 PA	68	70	24,10,34	68	72
US22 DE	67	69	24,10,34	67	71
US23 MD	67	69	24,10,34	67	71
US24 DC	67	69	24,10,34	67	71
US25 VA	68	73	24,10,34	68	75
US27 WV	67	73	24,10,34	67	75
US28 KY	69	75	23,10,33	69	77
US30 MI	73	73	23,10,33	73	75
US32 WI	71	75	22,10,32	71	77
US33 OH	68	71	23,10,33	68	73
US35 IN	69	72	22,10,32	69	74
US38 IL	70	72	22,10,32	70	74
US40 NC	72	74	23,10,33	68	76
US42 TN	74	76	23,10,33	68	78
US44 SC	70	74	23,10,33	67	76
US45 GA	70	71	23,10,33	67	73
US47 AL	68	70	23,10,33	64	72
US48 MS	68	70	23,10,33	64	72
US49 FL-N	69	71	23,10,33	65	73
US496FL-S	71	72	25,10,35	69	74
US50 MN	74	72	22,10,32	74	74
US51 ND	69	69	22,10,32	68	71
US52 SD	69	69	21,10,31	68	71
US53 IA	72	72	21,10,31	69	74
US55 NE	71	66	21,10,31	71	68
US56 MO	70	72	21,10,31	66	74
US58 KS	69	73	21,10,31	69	75
US60 AR	68	70	21,10,31	64	72
US62 OK	68	73	21,10,31	68	75
US64 LA	67	69	22,10,32	63	71
US66 TX-N	68	73	22,10,32	68	75
US68 TX-S	66	71	21,10,31	66	73
US70 MT	68	70	17,10,27	66	72
US72 WY	67	65	18,10,28	66	67
US74 CO	66	64	17,10,27	65	66
US76 UT	63	64	17,10,27	62	66
US77 NM	69	67	17,10,27	69	69
US79 AZ	62	64	16,10,25	61	66
US83 ID	62	64	17,10,27	60	66
US84 WA	60	62	16,10,26	58	64
US85 OR	61	63	18,10,28	59	65
US86 NV	62	64	15,10,25	61	66
US87 CA-N	62	61	14,10,24	61	63
US88 CA-S	61	63	15,10,25	60	65

- A- TOTAL CARRIER TIME(PACKING/PICKUP/TRANSPORT TO/FROM AERIAL PORTS)
- B- TOTAL DTS TIME(PROCESSING AT APOE/D, FLIGHT TIME)
- C- TOTAL OF A+B

BETWEEN: NL AND:	4	5	T TP-2 A,B,C	T TP-4	DPM MSC SUR
US11 ME	59	62	18,10,28	53	66
US12 NH	59	62	18,10,28	53	66
US13 VT	59	60	18,10,26	53	64
US14 MA	56	59	15,10,25	50	63
US15 RI	56	59	15,10,25	50	63
US16 CT	56	59	15,10,25	50	63
US17 NY	58	60	17,10,27	52	64
US19 NJ	56	59	15,10,25	50	63
US20 PA	57	60	16,10,26	51	64
US22 DE	56	59	15,10,25	50	63
US23 MD	56	59	15,10,25	50	63
US24 DC	56	59	15,10,25	50	63
US25 VA	57	61	16,10,26	51	65
US27 WV	56	61	15,10,25	50	65
US28 KY	65	63	17,10,27	56	67
US30 MI	62	63	21,10,31	56	67
US32 WI	60	65	19,10,29	54	69
US33 OH	57	61	16,10,26	51	65
US35 IN	58	62	17,10,27	52	66
US38 IL	59	62	18,10,28	53	66
US40 NC	57	62	17,10,27	51	66
US42 TN	59	64	19,10,29	50	68
US44 SC	57	62	19,10,29	48	66
US45 GA	57	66	19,10,29	49	70
US47 AL	62	65	20,10,30	53	69
US48 MS	62	65	20,10,30	53	69
US49 FL-N	63	66	20,10,30	54	70
US496FL-S	58	67	21,10,31	52	71
US50 MN	62	65	21,10,31	56	69
US51 ND	69	67	23,10,33	61	71
US52 SD	69	67	23,10,33	61	71
US53 IA	67	65	19,10,29	59	69
US55 NE	66	65	22,10,32	58	69
US56 MO	64	65	21,10,31	55	69
US58 KS	64	68	22,10,32	56	72
US60 AR	62	65	21,10,31	53	69
US62 OK	63	68	23,10,33	55	72
US64 LA	61	64	21,10,31	52	68
US66 TX-N	63	68	23,10,33	55	72
US68 TX-S	61	66	23,10,33	53	70
US70 MT	69	69	25,10,35	61	73
US72 WY	69	68	24,10,34	61	72
US74 CO	64	70	24,10,34	54	74
US76 UT	66	69	24,10,34	58	73
US77 NM	64	69	23,10,33	56	73
US79 AZ	65	67	24,10,34	57	71
US83 ID	65	69	25,10,35	63	73
US84 WA	63	68	25,01,35	61	72
US85 OR	64	70	25,10,35	62	74
US86 NV	67	67	25,10,35	59	71
US87 CA-N	62	66	25,10,35	63	70
US88 CA-S	63	66	25,10,35	62	70

- A- TOTAL CARRIER TIME(PACKING/PICKUP/TRANSPORT TO/FROM AERIAL PORTS)
- B- TOTAL DTS TIME(PROCESSING AT APOE/D, FLIGHT TIME)
- C- TOTAL OF A+B

BETWEEN: NO AND:	4	5	T TP-2 A,B,C	T TP-4	DPM MSC SUR
US11 ME	69				62
US12 NH	69				62
US13 VT	69				60
US14 MA	66				59
US15 RI	66				59
US16 CT	66				59
US17 NY	68				60
US19 NJ	66				59
US20 PA	67				60
US22 DE	66				59
US23 MD	66				59
US24 DC	66				59
US25 VA	67				61
US27 WV	66				61
US28 KY	68				62
US30 MI	72				63
US32 WI	70				65
US33 OH	67				61
US35 IN	68				62
US38 IL	69				62
US40 NC	67				61
US42 TN	69				63
US44 SC	67				61
US45 GA	67				62
US47 AL	72				63
US48 MS	72				64
US49 FL-N	67				63
US496FL-S	68				65
US50 MN	72				65
US51 ND	79				67
US52 SD	79				67
US53 IA	79				65
US55 NE	76				65
US56 MO	74				65
US58 KS	74				67
US60 AR	72				66
US62 OK	73				66
US64 LA	71				66
US66 TX-N	74				67
US68 TX-S	71				67
US70 MT	79				69
US72 WY	79				68
US74 CO	74				68
US76 UT	76				69
US77 NM	74				67
US79 AZ	75				69
US83 ID	75				69
US84 WA	73				69
US85 OR	74				69
US86 NV	73				69
US87 CA-N	73				69
US88 CA-S	73				69

- A- TOTAL CARRIER TIME(PACKING/PICKUP/TRANSPORT TO/FROM AERIAL PORTS)
- B- TOTAL DTS TIME(PROCESSING AT APOE/D, FLIGHT TIME)
- C- TOTAL OF A+B

BETWEEN: PN AND:	4	5	T TP-2 A,B,C	T TP-4	DPM MSC SUR
US11 ME	61	58	17,10,27	50	62
US12 NH	61	58	17,10,27	50	62
US13 VT	61	56	17,10,27	50	60
US14 MA	58	55	16,10,26	47	59
US15 RI	58	55	15,10,25	47	59
US16 CT	58	55	15,10,25	47	59
US17 NY	60	56	17,10,27	49	60
US19 NJ	58	55	15,10,25	47	59
US20 PA	59	56	16,10,26	48	60
US22 DE	58	55	14,10,24	47	59
US23 MD	58	55	14,10,24	47	59
US24 DC	58	53	14,10,24	47	57
US25 VA	59	53	14,10,24	48	57
US27 WV	58	53	15,10,25	47	57
US28 KY	60	55	15,10,25	49	59
US30 MI	64	59	19,10,29	53	63
US32 WI	62	61	20,10,30	51	65
US33 OH	59	57	16,10,26	48	61
US35 IN	60	58	16,10,26	49	62
US38 IL	61	58	17,10,27	52	62
US40 NC	58	54	13,10,23	49	58
US42 TN	55	56	15,10,25	54	60
US44 SC	55	54	13,10,23	49	58
US45 GA	55	49	13,10,23	49	53
US47 AL	51	48	13,01,23	50	52
US48 MS	51	48	15,10,25	50	52
US49 FL-N	52	49	14,10,24	51	53
US496FL-S	56	50	15,10,25	50	54
US50 MN	64	55	21,10,31	53	59
US51 ND	63	55	21,10,31	57	59
US52 SD	63	54	20,10,30	57	58
US53 IA	54	54	18,10,28	53	58
US55 NE	60	53	19,10,29	54	57
US56 MO	53	50	17,10,27	52	54
US58 KS	58	51	19,10,29	52	55
US60 AR	51	48	16,10,26	50	52
US62 OK	57	51	19,10,29	51	55
US64 LA	50	47	16,10,26	49	51
US66 TX-N	57	51	19,10,29	51	55
US68 TX-S	55	49	19,10,29	49	53
US70 MT	63	53	22,10,32	57	57
US72 WY	63	55	21,10,31	57	59
US74 CO	58	53	21,10,31	52	57
US76 UT	60	54	22,10,32	54	58
US77 NM	58	52	21,10,31	52	56
US79 AZ	59	53	21,10,31	53	57
US83 ID	63	57	23,10,33	57	61
US84 WA	63	57	23,10,33	57	61
US85 OR	64	57	23,10,33	58	61
US86 NV	61	55	23,10,33	55	59
US87 CA-N	62	55	23,10,33	56	59
US88 CA-S	61	54	22,10,32	55	58

- A- TOTAL CARRIER TIME(PACKING/PICKUP/TRANSPORT TO/FROM AERIAL PORTS)
- B- TOTAL DTS TIME(PROCESSING AT APOE/D, FLIGHT TIME)
- C- TOTAL OF A+B

BETWEEN: NL AND:	4	5	T TP-2 A,B,C	T TP-4	DPM MSC SUR
US11 ME	63	61			66
US12 NH	63	61			66
US13 VT	63	59			64
US14 MA	60	58			63
US15 RI	60	58			63
US16 CT	60	58			63
US17 NY	62	59			64
US19 NJ	60	58			63
US20 PA	61	59			64
US22 DE	60	58			63
US23 MD	60	58			63
US24 DC	60	58			63
US25 VA	61	60			65
US27 WV	60	60			65
US28 KY	62	61			66
US30 MI	66	62			67
US32 WI	64	64			69
US33 OH	61	60			65
US35 IN	62	61			66
US38 IL	63	61			66
US40 NC	57	60			65
US42 TN	59	62			67
US44 SC	57	60			65
US45 GA	57	61			66
US47 AL	64	62			67
US48 MS	64	63			68
US49 FL-N	64	62			67
US496FL-S	59	64			69
US50 MN	67	64			69
US51 ND	67	66			71
US52 SD	67	66			71
US53 IA	65	64			69
US55 NE	64	64			69
US56 MO	65	64			69
US58 KS	62	66			71
US60 AR	64	65			70
US62 OK	61	65			70
US64 LA	63	65			70
US66 TX-N	61	66			71
US68 TX-S	59	66			71
US70 MT	67	68			73
US72 WY	67	67			72
US74 CO	62	67			72
US76 UT	64	68			73
US77 NM	62	66			71
US79 AZ	63	68			73
US83 ID	67	68			73
US84 WA	67	68			73
US85 OR	68	68			73
US86 NV	65	68			73
US87 CA-N	65	68			73
US88 CA-S	64	68			73

- A- TOTAL CARRIER TIME(PACKING/PICKUP/TRANSPORT TO/FROM AERIAL PORTS)
- B- TOTAL DTS TIME(PROCESSING AT APOE/D, FLIGHT TIME)
- C- TOTAL OF A+B

BETWEEN: NL			T	T	DPM
AND:	4	5	TP-2	TP-4	MSC
			A,B,C		SUR
US11 ME	56	58	18,10,26	57	63
US12 NH	56	58	16,10,26	57	63
US13 VT	56	56	14,10,24	57	61
US14 MA	53	55	13,10,23	54	60
US15 RI	53	55	13,10,23	54	60
US16 CT	53	55	13,10,23	54	60
US17 NY	55	56	14,10,24	56	61
US19 NJ	53	55	13,10,23	54	60
US20 PA	54	56	14,10,24	55	61
US22 DE	53	55	13,10,23	54	60
US23 MD	53	55	13,10,23	54	60
US24 DC	53	55	13,10,23	54	60
US25 VA	54	57	15,10,25	55	62
US27 WV	53	57	15,10,25	54	62
US28 KY	55	58	16,10,26	56	63
US30 MI	59	59	17,10,27	60	64
US32 WI	57	61	19,10,29	58	66
US33 OH	54	57	15,10,25	55	62
US35 IN	55	58	16,10,26	56	63
US38 IL	56	58	16,10,26	57	63
US40 NC	53	57	15,10,25	55	62
US42 TN	55	59	17,10,27	56	64
US44 SC	53	57	15,10,25	54	62
US45 GA	53	58	16,10,26	55	63
US47 AL	62	59	17,10,27	63	64
US48 MS	62	60	18,10,28	63	65
US49 FL-N	63	59	17,10,27	64	64
US496FL-S	55	61	19,10,29	56	66
US50 MN	69	61	19,10,29	70	66
US51 ND	69	63	21,10,31	70	68
US52 SD	69	63	21,10,31	70	68
US53 IA	67	61	19,10,29	68	66
US55 NE	66	61	19,10,29	67	66
US56 MO	64	61	19,10,29	65	66
US58 KS	64	63	21,10,31	65	68
US60 AR	62	62	20,10,30	63	67
US62 OK	63	62	20,10,30	64	67
US64 LA	61	62	20,10,30	62	67
US66 TX-N	63	63	17,10,27	64	68
US68 TX-S	61	63	17,10,27	62	68
US70 MT	69	65	23,10,33	70	70
US72 WY	69	64	22,10,32	70	69
US74 CO	64	64	22,10,32	65	69
US76 UT	66	65	23,10,33	67	70
US77 NM	64	63	21,10,31	65	68
US79 AZ	65	65	23,10,33	66	70
US83 ID	69	65	23,10,33	70	70
US84 WA	69	65	23,10,33	70	70
US85 OR	70	65	23,10,33	71	70
US86 NV	67	65	23,10,33	68	70
US87 CA-N	64	65	23,10,33	65	70
US88 CA-S	63	65	23,10,33	64	70

- A- TOTAL CARRIER TIME(PACKING/PICKUP/TRANSPORT TO/FROM AERIAL PORTS)
- B- TOTAL DTS TIME(PROCESSING AT APOE/D, FLIGHT TIME)
- C- TOTAL OF A+B

BETWEEN: NL AND:	4	5	T TP-2 A,B,C	T TP-4	DPM MSC SUR
US11 ME	50	44	16,10,26	45	50
US12 NH	50	44	16,10,26	45	50
US13 VT	50	42	16,10,26	45	48
US14 MA	47	41	14,10,24	42	47
US15 RI	47	41	16,10,26	42	47
US16 CT	47	41	16,10,26	42	47
US17 NY	49	42	15,10,25	44	48
US19 NJ	47	41	16,10,26	42	47
US20 PA	48	42	14,10,24	43	48
US22 DE	47	41	13,10,23	42	47
US23 MD	47	41	13,10,23	42	47
US24 DC	47	41	13,10,23	42	47
US25 VA	48	43	13,10,23	43	49
US27 WV	47	43	13,10,23	42	49
US28 KY	46	44	15,10,25	41	50
US30 MI	53	45	16,10,26	48	51
US32 WI	51	47	16,10,26	46	53
US33 OH	48	43	15,10,25	43	49
US35 IN	49	44	16,10,26	44	50
US38 IL	50	43	17,10,27	45	49
US40 NC	45	41	14,10,24	40	47
US42 TN	46	43	16,10,26	41	49
US44 SC	45	41	14,10,24	40	47
US45 GA	45	42	15,10,25	40	48
US47 AL	49	41	16,10,26	44	47
US48 MS	49	41	17,10,27	44	47
US49 FL-N	50	42	15,10,25	45	48
US496FL-S	46	43	16,10,26	41	49
US50 MN	53	48	20,10,30	48	54
US51 ND	56	48	21,10,31	51	54
US52 SD	56	47	21,10,31	51	53
US53 IA	51	47	19,10,29	46	53
US55 NE	53	46	20,10,30	48	52
US56 MO	51	43	18,10,28	46	49
US58 KS	51	44	20,10,30	46	50
US60 AR	49	41	18,10,28	44	47
US62 OK	50	44	20,10,30	45	50
US64 LA	48	40	17,10,27	43	46
US66 TX-N	50	44	20,10,30	45	50
US68 TX-S	48	42	21,10,31	43	48
US70 MT	56	46	23,10,33	51	52
US72 WY	56	48	22,10,32	51	54
US74 CO	51	46	22,10,32	46	52
US76 UT	53	47	22,10,32	48	53
US77 NM	51	45	21,10,31	46	51
US79 AZ	52	46	22,10,32	47	52
US83 ID	56	50	23,10,33	51	56
US84 WA	56	50	23,10,33	51	56
US85 OR	57	50	24,10,34	52	56
US86 NV	54	48	23,10,33	49	54
US87 CA-N	55	48	23,10,33	50	54
US88 CA-S	54	47	23,10,33	49	53

- A- TOTAL CARRIER TIME(PACKING/PICKUP/TRANSPORT TO/FROM AERIAL PORTS)
- B- TOTAL DTS TIME(PROCESSING AT APOE/D, FLIGHT TIME)
- C- TOTAL OF A+B

BETWEEN: NL AND:	4	5	T TP-2 A,B,C	T TP-4	DPM MSC SUR
US11 ME	62	67	17,12,29	62	72
US12 NH	62	67	17,12,29	62	72
US13 VT	62	65	17,12,29	62	70
US14 MA	59	64	14,12,26	59	69
US15 RI	59	64	14,12,26	59	69
US16 CT	59	64	14,12,26	59	69
US17 NY	61	65	16,12,28	61	70
US19 NJ	59	64	14,12,26	59	69
US20 PA	60	65	15,12,27	60	70
US22 DE	59	64	14,12,26	59	69
US23 MD	59	64	14,12,26	59	69
US24 DC	59	64	14,12,26	59	69
US25 VA	60	66	15,12,27	60	71
US27 WV	59	66	14,12,26	59	71
US28 KY	61	68	16,12,28	61	73
US30 MI	65	68	20,12,32	65	73
US32 WI	63	70	18,12,30	63	75
US33 OH	60	66	15,12,27	60	71
US35 IN	61	67	16,12,28	61	72
US38 IL	62	67	17,12,29	62	72
US40 NC	59	67	16,12,28	59	72
US42 TN	61	69	18,12,30	61	74
US44 SC	59	67	18,12,30	59	72
US45 GA	60	68	18,12,30	60	73
US47 AL	60	69	19,12,31	60	74
US48 MS	60	70	19,12,31	60	75
US49 FL-N	61	68	19,12,31	61	73
US496FL-S	61	69	20,12,32	61	74
US50 MN	69	70	20,12,32	69	75
US51 ND	69	72	22,12,34	69	77
US52 SD	69	72	22,12,34	69	77
US53 IA	67	70	18,12,30	67	75
US55 NE	66	70	21,12,33	66	75
US56 MO	62	71	20,12,32	62	76
US58 KS	64	73	21,12,33	64	78
US60 AR	60	71	20,12,32	60	76
US62 OK	63	73	22,12,34	63	78
US64 LA	59	70	20,12,32	59	75
US66 TX-N	63	73	22,12,34	63	78
US68 TX-S	61	74	22,12,34	61	79
US70 MT	69	74	24,12,36	69	79
US72 WY	69	73	23,12,35	69	78
US74 CO	64	75	23,12,35	64	80
US76 UT	65	75	23,12,35	66	80
US77 NM	64	74	22,12,34	64	79
US79 AZ	65	75	23,12,35	65	80
US83 ID	63	74	24,12,36	63	79
US84 WA	67	74	24,12,36	67	79
US85 OR	71	74	24,12,36	71	79
US86 NV	67	76	24,12,36	67	81
US87 CA-N	65	76	24,12,36	66	81
US88 CA-S	66	76	24,12,36	65	81

- A- TOTAL CARRIER TIME(PACKING/PICKUP/TRANSPORT TO/FROM AERIAL PORTS)
- B- TOTAL DTS TIME(PROCESSING AT APOE/D, FLIGHT TIME)
- C- TOTAL OF A+B

BETWEEN: NL AND:	4	5	T TP-2 A,B,C	T TP-4	DPM MSC SUR
US11 ME	74	71	19,14,33	70	72
US12 NH	74	71	19,14,33	70	72
US13 VT	74	69	19,14,33	70	70
US14 MA	71	68	16,14,30	67	69
US15 RI	71	68	16,14,30	67	69
US16 CT	71	68	16,14,30	67	69
US17 NY	73	69	18,14,32	69	70
US19 NJ	71	68	16,14,30	67	69
US20 PA	72	69	17,14,31	68	70
US22 DE	71	68	16,14,30	67	69
US23 MD	71	68	16,14,30	67	69
US24 DC	71	68	16,14,30	67	69
US25 VA	72	70	17,14,31	68	71
US27 WV	71	70	16,14,30	67	71
US28 KY	73	71	18,14,32	69	72
US30 MI	77	72	22,14,36	73	73
US32 WI	75	74	21,14,35	71	75
US33 OH	72	70	17,14,31	68	71
US35 IN	73	71	18,14,32	69	72
US38 IL	74	71	19,14,33	70	72
US40 NC	71	70	18,14,32	68	71
US42 TN	70	72	20,14,34	69	73
US44 SC	68	70	20,14,34	67	71
US45 GA	68	71	20,14,34	67	72
US47 AL	68	72	21,14,35	67	73
US48 MS	70	73	21,14,35	69	74
US49 FL-N	69	72	21,14,35	68	73
US496FL-S	70	74	22,14,36	69	75
US50 MN	77	74	22,14,36	73	75
US51 ND	79	76	24,14,38	75	77
US52 SD	79	76	24,14,38	75	77
US53 IA	75	74	20,14,34	71	75
US55 NE	78	74	23,14,37	74	75
US56 MO	77	74	22,14,36	73	75
US58 KS	74	76	23,14,37	73	77
US60 AR	71	75	22,14,36	70	76
US62 OK	74	75	24,14,38	73	76
US64 LA	71	75	22,14,36	70	76
US66 TX-N	74	76	24,14,38	73	77
US68 TX-S	74	76	24,14,38	73	77
US70 MT	81	78	26,14,40	77	79
US72 WY	80	77	25,14,39	76	78
US74 CO	76	77	25,14,39	75	78
US76 UT	80	78	25,14,39	76	79
US77 NM	76	76	24,14,38	75	77
US79 AZ	76	78	25,14,39	75	79
US83 ID	81	78	26,14,40	77	79
US84 WA	81	78	26,14,40	77	79
US85 OR	81	78	26,14,40	77	79
US86 NV	81	78	26,14,40	77	79
US87 CA-N	81	78	26,14,40	77	79
US88 CA-S	77	78	26,14,40	76	79

- A- TOTAL CARRIER TIME(PACKING/PICKUP/TRANSPORT TO/FROM AERIAL PORTS)
- B- TOTAL DTS TIME(PROCESSING AT APOE/D, FLIGHT TIME)
- C- TOTAL OF A+B

BETWEEN: UK AND:	4	5	T TP-2 A,B,C	T TP-4	DPM MSC SUR
US11 ME	60	62	18,10,28	60	65
US12 NH	60	62	18,10,28	60	65
US13 VT	60	60	18,10,28	60	63
US14 MA	57	59	17,10,27	57	62
US15 RI	57	59	16,10,26	57	62
US16 CT	57	59	16,10,26	57	62
US17 NY	59	60	18,10,28	59	63
US19 NJ	57	59	15,10,26	57	62
US20 PA	58	60	17,10,27	58	63
US22 DE	57	59	15,10,25	57	62
US23 MD	57	59	15,10,25	57	62
US24 DC	57	59	15,10,25	57	62
US25 VA	58	63	15,10,25	58	66
US27 WV	57	63	16,10,26	57	66
US28 KY	59	65	16,10,26	59	68
US30 MI	63	63	20,10,30	63	66
US32 WI	61	65	21,10,31	61	68
US33 OH	58	61	17,10,27	58	64
US35 IN	59	62	17,10,27	59	65
US38 IL	60	62	18,10,28	60	65
US40 NC	59	64	14,10,24	59	67
US42 TN	61	66	16,10,26	56	69
US44 SC	54	64	14,10,24	54	67
US45 GA	55	63	14,10,24	55	66
US47 AL	61	62	14,10,24	61	65
US48 MS	61	62	16,10,26	61	65
US49 FL-N	56	63	15,10,25	58	66
US496FL-S	57	64	16,10,26	57	67
US50 MN	63	65	22,10,32	63	68
US51 ND	68	67	22,10,32	68	70
US52 SD	68	67	21,10,31	68	70
US53 IA	67	65	19,10,29	67	68
US55 NE	65	65	20,10,30	65	68
US56 MO	63	65	18,10,28	63	68
US58 KS	63	65	20,10,30	63	68
US60 AR	61	62	17,10,27	61	65
US62 OK	62	65	20,10,30	62	68
US64 LA	60	61	17,10,27	60	64
US66 TX-N	62	65	20,10,30	62	68
US68 TX-S	60	63	20,10,30	60	66
US70 MT	78	69	23,10,33	78	72
US72 WY	68	68	22,10,32	68	71
US74 CO	63	67	22,10,32	63	70
US76 UT	65	74	23,10,33	65	77
US77 NM	63	66	22,10,32	63	69
US79 AZ	64	72	22,10,32	64	75
US83 ID	68	74	24,10,34	68	77
US84 WA	70	73	24,10,34	70	76
US85 OR	71	75	24,10,34	71	78
US86 NV	71	72	24,10,34	71	75
US87 CA-N	70	71	24,10,34	71	74
US88 CA-S	70	71	23,10,33	70	74

- A- TOTAL CARRIER TIME(PACKING/PICKUP/TRANSPORT TO/FROM AERIAL PORTS)
- B- TOTAL DTS TIME(PROCESSING AT APOE/D, FLIGHT TIME)
- C- TOTAL OF A+B

BETWEEN: NL AND:	4	5	T TP-2 A,B,C	T TP-4	DPM MSC SUR
US11 ME	63	62	18,14,32	60	64
US12 NH	63	62	18,14,32	60	64
US13 VT	63	60	18,14,32	60	62
US14 MA	60	59	17,14,31	57	61
US15 RI	60	59	16,14,30	57	61
US16 CT	60	59	16,14,30	57	61
US17 NY	62	60	18,14,32	59	62
US19 NJ	60	59	16,14,30	57	61
US20 PA	61	60	17,14,31	58	62
US22 DE	60	59	15,14,29	57	61
US23 MD	60	59	15,14,29	57	61
US24 DC	60	59	15,14,29	57	61
US25 VA	61	63	15,14,29	58	63
US27 WV	60	63	16,14,30	57	63
US28 KY	62	65	16,14,30	59	64
US30 MI	66	63	20,14,34	63	65
US32 WI	64	65	21,14,35	61	67
US33 OH	61	61	17,14,31	58	63
US35 IN	62	62	17,14,31	59	64
US38 IL	63	62	18,14,32	60	64
US40 NC	63	64	14,14,28	59	63
US42 TN	65	66	16,14,30	56	65
US44 SC	61	64	14,14,28	54	63
US45 GA	63	63	14,14,28	55	64
US47 AL	65	62	14,14,28	61	65
US48 MS	65	62	16,14,30	61	66
US49 FL-N	60	63	15,14,29	58	65
US496FL-S	61	64	16,14,30	57	67
US50 MN	66	65	22,14,36	63	67
US51 ND	72	67	22,14,36	68	69
US52 SD	72	67	21,14,35	68	69
US53 LA	71	65	19,14,33	67	67
US55 NE	69	65	20,14,34	65	67
US56 MO	67	65	18,14,32	63	67
US58 KS	67	65	20,14,34	63	69
US60 AR	65	62	17,14,31	61	68
US62 OK	66	65	20,14,34	62	68
US64 LA	64	61	17,14,31	60	68
US66 TX-N	66	65	20,14,34	62	69
US68 TX-S	64	63	20,14,34	60	69
US70 MT	82	69	23,14,37	78	71
US72 WY	72	68	22,14,36	68	70
US74 CO	67	67	22,14,36	63	70
US76 UT	69	74	23,14,37	65	71
US77 NM	67	66	22,14,36	63	69
US79 AZ	68	72	22,14,36	64	71
US83 ID	72	74	24,14,38	68	71
US84 WA	74	73	24,14,38	70	71
US85 OR	75	75	24,14,38	71	71
US86 NV	75	72	24,14,38	71	71
US87 CA-N	74	71	24,14,38	71	71
US88 CA-S	74	71	23,14,37	70	71

A- TOTAL CARRIER TIME(PACKING/PICKUP/TRANSPORT TO/FROM AERIAL PORTS)

B- TOTAL DTS TIME(PROCESSING AT APOE/D, FLIGHT TIME)

C- TOTAL OF A+B

BETWEEN: NL AND:	4	5	T TP-2 A,B,C	T TP-4	DPM MSC SUR
US11 ME	56	57	26	61	61
US12 NH	56	57	26	61	61
US13 VT	56	55	26	61	59
US14 MA	53	54	25	58	58
US15 RI	53	54	25	58	58
US16 CT	53	54	25	58	58
US17 NY	55	55	23	60	59
US19 NJ	53	54	23	58	58
US20 PA	54	55	23	59	59
US22 DE	53	54	23	58	58
US23 MD	53	54	23	58	58
US24 DC	53	54	23	58	58
US25 VA	52	52	23	57	56
US27 WV	53	54	23	58	58
US28 KY	53	54	22	58	58
US30 MI	53	58	22	64	62
US32 WI	49	60	21	54	64
US33 OH	54	56	22	59	60
US35 IN	55	57	21	60	61
US38 IL	56	57	21	61	61
US40 NC	52	53	22	57	57
US42 TN	52	55	22	57	59
US44 SC	55	53	22	60	57
US45 GA	53	54	22	58	58
US47 AL	52	53	22	57	57
US48 MS	50	53	22	55	57
US49 FL-N	51	54	22	56	58
US496FL-S	52	55	24	57	59
US50 MN	49	54	21	54	58
US51 ND	49	51	21	54	55
US52 SD	48	51	20	53	55
US53 IA	48	54	20	53	58
US55 NE	49	48	20	54	52
US56 MO	50	55	20	55	59
US58 KS	49	56	20	54	60
US60 AR	50	53	20	55	57
US62 OK	49	54	20	54	58
US64 LA	50	52	21	55	56
US66 TX-N	47	56	21	52	60
US68 TX-S	48	54	20	53	58
US70 MT	51	52	16	56	56
US72 WY	45	46	17	50	50
US74 CO	44	45	16	49	49
US76 UT	44	45	16	49	49
US77 NM	46	47	15	51	51
US79 AZ	43	44	16	48	48
US83 ID	44	46	15	49	50
US84 WA	43	44	17	48	48
US85 OR	44	45	14	49	49
US86 NV	42	44	13	47	48
US87 CA-N	41	42	14	47	46
US88 CA-S	41	43	14	46	47

- A- TOTAL CARRIER TIME(PACKING/PICKUP/TRANSPORT TO/FROM AERIAL PORTS)
- B- TOTAL DTS TIME(PROCESSING AT APOE/D, FLIGHT TIME)
- C- TOTAL OF A+B

APPENDIX BL

TRANSIT TIMES FOR INTERNATIONAL TGBL AND DPM UNACCOMPANIED BAGGAGE SHIPMENTS BETWEEN CONUS AND OVERSEAS

1. The transit times were developed by MTMC in coordination with the military service headquarters and industry and are based on actual transportation experience, capabilities, and schedules. Normally, these are the minimum times which should be applied when constructing required delivery dates (RDDs). However, sound traffic management principles, the needs of the member, existing policies, and individual carrier's capabilities should apply.
2. In determining the RDD in conjunction with the transit time, the day after pickup is counted as the first day of transit time. In cases of multiple pickups for consolidated shipments, the first day of the transit time shall be the day after the last shipment pickup. Transit times shall be measured in calendar days (Saturdays, Sundays and holidays are counted as part of the transit time). The day of pickup and the day of the delivery shall not be scheduled on Saturdays, Sundays, or holidays unless there is a mutual agreement between the member, the PPSO, and the carrier. A lesser transit time may be applied by a transportation officer to satisfy the needs of the DOD member when valid reasons exist and proper justification is provided. When assigning a transit time less than that published in this appendix, a carrier refusing to accept the shipment will not be charged with a refusal nor assessed administrative tonnage. Any carrier who accepts a lesser transit time will be expected to satisfy that requirement. Also, these transit times should not be considered as the maximum allowable when constructing the RDD.
3. Figure BL-1 provides separate transit time standards for carrier and Government segments for Code J shipments. The three columns identified as J1, J2, and TOT, are applicable to Code J shipments. J1 is the carrier standard and represents the total amount of time a carrier has to include packing/pickup, transportation to the aerial port of embarkation, origin/destination port agent processing time, and transportation from the aerial port of debarkation to destination. J2 represents the total amount of the time allotted to Air Mobility Command (AMC) from receipt of the shipment from the origin port agent to delivery of the shipment to the destination port agent. Column TOT is the total of J1 plus J2.
4. Segmented times enable the PPSO to determine whether the carrier, AMC, or both are responsible for missed RDD. The carriers' responsibility to prove they are not accountable for missed RDD's will remain unchanged. When reviewing carrier appeals claiming RDD's were missed due to delays by AMC. PPSO's can use Transportation Control and Movement Documents, cargo manifests, automated port agent reports or manifests (or facsimiles of such) that show the release information to and from the AMC system as valid receipts describing time in the AMC system.
5. The following is an example of how to use the segmented times:

a. The carrier has 30 days and the Defense Transportation System (DTS) has 8 days, for a total time of 38 days. If the shipment misses the RDD by 7 days, the carrier will be considered *responsible*, subject to appeal. The carrier, by documenting time into and out of aerial ports, might show the DTS took 10 days. In this example, since the DTS is only allowed 8 days, 2 of the 7 days would be charged to the DTS and 5 days to the carrier.

b. In the event PPSO's assign transit times either greater or less than the amount in this Appendix, the time will be added to (if greater) or subtracted (if less) from the carriers allotted time. The DTS time will be considered constant.

EXAMPLE: Transit time chart gives the carrier 30 days, and the DTS has 8 days. If the PPSO establishes a transit time of 45 days, the carrier would be allowed 37 days and the DTS 8 days. Alternately, if the PPSO establishes a transit time of 35 days, the carrier would be allowed 27 days and the DTS 8 days.

RATE AREA DEFINITIONS

AS11	AUSTRALIA, CANBERRA
AS21	AUSTRALIA, ALC SP WMRA
BD	BERMUDA
BE	BELGIUM
CU	CUBA
GE	GERMANY
GQ	GUAM ISLAND-US
GR29	CRETE
IC	ICELAND
IT	ITALY
IT10	SICILY
IT20	SARDINIA
JA01	JAPAN, CENTRAL
JA02	JAPAN, SOUTH
JA03	JAPAN, NORTH
JA96	OKINAWA
KS	KOREA
NL	NETHERLANDS
NO	NORWAY
PN	PANAMA
PO	PORTUGAL
P001	AZORES
RQ	PUERTO RICO
SP	SPAIN
TU	TURKEY
UK	UNITED KINGDOM
UK76	SCOTLAND
US89	HAWAII



BETWEEN		JA01	7	8	J1	J2	TOT	SUR	AIR	DPH	DPH	DPH	BETWEEN		JA96	7	8	J1	J2	TOT	SUR	AIR	DPH	DPH	DPH	
AND										MAC	MAC	MAC	AND										MAC	MAC	MAC	
US11	HE	53	32	32	8	40	62	35	33	US11	66	40	38	US11	60	26	28	8	36	65	35	31	US11	65	35	31
US12	VT	53	32	32	8	40	61	35	33	US12	66	40	38	US12	60	26	28	8	36	65	35	33	US12	65	35	33
US13	NH	53	32	32	8	40	62	35	33	US13	65	40	38	US13	60	26	28	8	36	64	35	33	US13	64	35	33
US14	MA	53	32	32	8	40	61	35	33	US14	65	40	38	US14	60	26	28	8	36	64	35	33	US14	64	35	33
US15	RI	52	32	32	8	40	61	35	33	US15	65	40	38	US15	59	26	28	8	36	64	35	33	US15	64	35	33
US16	CT	52	32	32	8	40	61	35	33	US16	65	40	38	US16	59	26	28	8	36	64	35	33	US16	64	35	33
US17	NY	52	32	32	8	40	61	35	33	US17	65	40	38	US17	59	26	28	8	36	64	35	33	US17	64	35	33
US19	NJ	52	32	32	8	40	61	35	33	US19	65	40	38	US19	59	26	28	8	36	64	35	33	US19	64	35	33
US20	PA	52	32	32	8	40	61	35	33	US20	65	40	38	US20	59	26	28	8	36	64	35	33	US20	64	35	33
US22	DE	52	32	32	8	40	61	35	33	US22	65	40	38	US22	59	26	28	8	36	64	35	33	US22	64	35	33
US23	MO	52	32	32	8	40	61	35	33	US23	65	40	38	US23	59	26	28	8	36	64	35	33	US23	64	35	33
US24	DC	52	32	32	8	40	61	35	33	US24	65	40	38	US24	59	26	28	8	36	64	35	33	US24	64	35	33
US25	VA	52	32	32	8	40	63	35	33	US25	67	40	38	US25	59	26	28	8	36	68	35	33	US25	68	35	33
US27	WV	52	32	32	8	40	63	35	33	US27	67	40	38	US27	59	26	28	8	36	68	35	33	US27	68	35	33
US28	KY	53	31	31	8	39	63	34	32	US28	67	39	37	US28	60	25	27	8	35	68	34	32	US28	68	34	32
US30	HI	53	31	31	8	39	62	34	32	US30	66	39	37	US30	60	25	27	8	35	65	34	32	US30	65	34	32
US32	UT	53	30	30	8	38	62	33	31	US32	66	38	36	US32	59	25	27	8	35	65	33	31	US32	65	33	31
US34	OH	52	31	31	8	39	62	34	32	US34	66	38	36	US34	60	24	26	8	34	65	33	31	US34	65	33	31
US36	IN	53	30	30	8	38	62	33	31	US36	66	38	36	US36	60	24	26	8	34	65	33	31	US36	65	33	31
US38	IL	53	30	30	8	38	63	33	31	US38	67	38	36	US38	60	24	26	8	34	66	33	31	US38	66	33	31
US40	NC	56	32	32	8	40	63	35	33	US40	67	40	38	US40	63	26	28	8	36	68	35	33	US40	68	35	33
US42	TN	56	31	31	8	39	63	34	32	US42	67	39	37	US42	63	25	27	8	35	68	35	33	US42	68	35	33
US44	SC	55	32	32	8	40	63	35	33	US44	67	39	37	US44	62	26	28	8	36	68	35	33	US44	68	35	33
US45	GA	55	31	31	8	39	63	34	32	US45	66	38	36	US45	59	24	26	8	34	64	33	31	US45	64	33	31
US47	AL	52	30	30	8	38	62	33	31	US47	66	38	36	US47	59	24	26	8	34	64	33	31	US47	64	33	31
US48	MS	52	30	30	8	38	62	33	31	US48	66	38	36	US48	59	24	26	8	34	64	33	31	US48	64	33	31
US49	FL-N	54	32	32	8	40	64	35	33	US49	68	40	38	US49	61	26	28	8	36	66	35	33	US49	66	35	33
US49	FL-S	53	32	32	8	40	64	35	33	US49	68	40	38	US49	61	26	28	8	36	66	35	33	US49	66	35	33
US50	MN	54	29	29	8	37	56	32	30	US50	67	39	37	US50	58	23	25	8	33	62	32	30	US50	62	32	30
US51	MO	54	29	29	8	39	55	34	31	US51	66	38	36	US51	59	24	26	8	34	64	33	31	US51	64	33	31
US52	SD	55	30	30	8	40	55	35	33	US52	66	38	36	US52	60	26	28	8	36	66	35	33	US52	66	35	33
US53	IA	52	29	29	8	37	56	32	30	US53	67	39	37	US53	56	25	27	8	35	61	36	31	US53	61	36	31
US55	NE	52	29	29	8	37	55	32	30	US55	67	39	37	US55	59	23	25	8	33	62	32	30	US55	62	32	30
US56	KO	53	29	29	8	37	55	32	30	US56	67	39	37	US56	58	23	25	8	33	62	32	30	US56	62	32	30
US58	KS	51	28	28	8	36	63	31	29	US58	67	39	37	US58	59	23	25	8	33	61	36	31	US58	61	36	31
US60	AR	52	30	30	8	38	62	33	31	US60	66	38	36	US60	58	23	25	8	33	62	32	30	US60	62	32	30
US62	OK	51	28	28	8	36	62	31	29	US62	66	38	36	US62	59	23	25	8	33	61	36	31	US62	61	36	31
US64	LA	52	30	30	8	38	62	33	31	US64	66	38	36	US64	59	24	26	8	34	64	33	31	US64	64	33	31
US66	TX-N	51	28	28	8	36	62	31	29	US66	66	36	34	US66	58	22	24	8	32	64	33	31	US66	64	33	31
US68	TX-S	51	28	28	8	36	62	31	29	US68	66	36	34	US68	58	22	24	8	32	64	33	31	US68	64	33	31
US70	MT	46	31	29	8	37	53	32	30	US70	66	36	34	US70	59	24	26	8	34	64	33	31	US70	64	33	31
US72	WY	51	26	26	8	34	55	29	27	US72	66	36	34	US72	58	22	24	8	32	64	33	31	US72	64	33	31
US74	CO	51	26	26	8	34	55	29	27	US74	66	36	34	US74	58	22	24	8	32	64	33	31	US74	64	33	31
US76	UT	50	25	25	8	33	54	28	26	US76	66	36	34	US76	54	23	25	8	33	59	32	30	US76	59	32	30
US77	NM	51	26	26	8	34	56	29	27	US77	66	36	34	US77	54	23	25	8	33	59	32	30	US77	59	32	30
US79	AZ	50	25	25	8	33	55	28	26	US79	66	36	34	US79	54	23	25	8	33	59	32	30	US79	59	32	30
US83	10	45	25	25	8	33	55	28	26	US83	66	36	34	US83	54	23	25	8	33	59	32	30	US83	59	32	30
US84	WA	44	25	25	8	33	51	28	26	US84	66	36	34	US84	52	19	21	8	29	57	28	26	US84	57	28	26
US85	OR	44	25	25	8	33	51	28	26	US85	66	36	34	US85	52	19	21	8	29	57	28	26	US85	57	28	26
US86	NV	50	25	25	8	33	55	28	26	US86	66	36	34	US86	54	19	21	8	29	59	28	26	US86	59	28	26
US87	CA-N	47	24	24	8	32	53	27	25	US87	66	36	34	US87	51	18	20	8	28	56	27	25	US87	56	27	25
US88	CA-S	49	24	24	8	32	53	27	25	US88	66	36	34	US88	53	18	20	8	28	56	27	25	US88	56	27	25

J1 - TOTAL CARRIER TIME (PROCESSING AT APOE/D, FLIGHT TIME).
 J2 - TOTAL DTS TIME (PROCESSING AT APOE/D, FLIGHT TIME).
 TO/FROM AERIAL PORTS/PORT AGENT (PROCESSING).
 (PACKING/PICKUP/TRANSPORT)

BETWEEN	KS	7	8	J1	J2	TOT	SUR	AIR	DPH	DPH	DPH	MSC	MAC	COM	
AND															
US11 ME		62	29	30	8	38	69	35	33						
US12 NH		62	29	30	8	38	69	35	33						
US13 VT		62	29	30	8	3	8	6	3	3	3				
US14 MA		62	29	30	6	3	8	6	3	5	3	3			
US15 RI		61	29	30	8	3	8	6	3	5	3	3			
US16 CT		61	29	30	8	3	8	6	3	5	3	3			
US17 NY		61	29	30	8	3	8	6	3	5	3	3			
US19 NJ		61	29	30	8	38	68	35	33						
US20 PA		61	29	30	8	38	68	35	33						
US22 DE		61	29	30	8	3	8	6	3	5	3	3			
US23 MD		61	29	30	8	3	8	6	3	5	3	3			
US24 DC		61	29	30	8	38	68	35	33						
us25 VA		61	29	30	8	38	72	35	33						
US27 WV		61	29	30	8	38	72	35	33						
US28 KY		62	28	29	8	37	72	34	32						
US30 HI		62	28	29	8	37	69	34	32						
US32 WI		62	27	28	8	36	69	33	31						
US34 OH		61	28	29	8	37	69	34	32						
us36 IN		62	27	28	8	36	69	33	31						
us38 IL		62	27	28	8	36	70	33	31						
US40 NC		65	29	30	8	38	72	35	33						
US42 TN		65	28	29	8	37	72	34	32						
US44 SC		64	29	30	8	38	72	35	33						
US45 GA		64	28	29	8	37	69	34	32						
US47 AL		61	27	28	8	3	6	8	3	3	3	1			
US48 MS		61	27	28	8	3	6	8	3	3	3	1			
US49 FL-N		63	29	30	8	38	70	35	33						
US49 FL-S		64	29	30	8	38	70	35	33						
US50 MN		62	26	27	8	3	5	6	3	2	3	0			
US51 ND		62	28	29	8	37	65	34	32						
US52 SD		61	27	28	8	3	5	6	3	2	3	0			
US53 IA		61	26	27	8	3	5	6	3	2	3	0			
US55 HE		61	26	27	8	35	65	32	30						
us56 MO		60	25	26	8	34	69	31	29						
US58 KS		60	25	26	8	36	68	33	31						
us60 AR		61	27	28	8	3	6	8	3	3	1				
US62 OK		60	25	26	8	34	69	31	29						
US64 LA		61	27	28	8	3	6	8	3	3	1				
US66 TX-N		60	25	26	8	34	68	31	29						
US68 TX-S		60	25	26	8	34	68	31	29						
US70 MT		56	26	27	8	35	63	32	30						
US72 WY		57	23	24	8	32	62	29	27						
US74 CO		57	23	24	8	32	62	29	27						
us76 UT		56	22	23	8	31	61	28	26						
US77 WV		60	23	24	8	3	2	6	4	2	9	2	7		
US79 AZ		56	22	23	8	31	63	28	26						
US83 ID		55	22	23	8	31	62	28	26						
US84 WA		54	22	23	8	31	61	28	26						
us85 OR		54	22	23	8	31	61	28	26						
us86 NV		56	22	23	8	31	63	28	26						
US87 CA-N		55	21	22	8	30	60	27	25						
US88 CA-S		55	21	22	8	30	62	27	25						

BETWEEN	ML	7	8	J1	J2	TOT	SUR	AIR	DPH	DPH	DPH	MSC	MAC	COM
AND														
US11		49	21	22	8	30	61	30	28					
US12		49	21	22	8	30	61	30	28					
US13		49	20	22	8	30	60	30	27					
US14		49	20	22	8	30	60	30	27					
US15		48	20	21	8	29	60	29	27					
US16		48	20	21	8	29	60	29	27					
US17		48	20	21	8	29	60	29	27					
US19		48	20	21	8	29	60	29	27					
US20		48	20	21	8	29	60	29	27					
US22		48	20	21	8	29	60	29	27					
us23		48	20	21	8	29	60	29	27					
us24		48	20	21	8	29	60	29	27					
us25		48	21	21	8	29	62	29	28					
us27		48	21	21	8	29	62	29	28					
us28		54	21	23	8	31	62	31	28					
US30		49	21	22	8	30	61	30	28					
us32		49	21	22	8	30	61	30	28					
US34		48	21	22	8	30	61	30	28					
us36		49	21	23	8	31	61	31	28					
us38		49	22	22	8	30	62	30	29					
US40		48	21	21	8	29	62	29	28					
US42		40	21	22	8	30	62	30	28					
US44		49	21	22	8	29	62	29	28					
US45		49	21	22	8	30	66	30	28					
US47		53	22	23	8	31	65	31	29					
US48		53	22	23	8	31	65	31	29					
US49		55	22	23	8	30	67	30	29					
US49 FL-N		49	22	22	8	30	67	30	29					
US49 FL-S		52	24	25	8	33	62	33	31					
US50 MN		55	27	28	8	36	67	36	34					
US51 ND		55	21	27	8	3	5	6	6					
US52 SD		55	21	27	8	3	5	6	6					
US53 IA		54	22	25	8	33	65	33	32					
US55 HE		54	25	25	8	33	65	33	32					
us56 MO		54	22	23	8	31	62	31	29					
US58 KS		53	24	25	8	33	66	33	31					
us60 AR		53	24	25	8	33	66	33	31					
US62 OK		53	24	26	8	3	4	6	6					
US64 LA		53	24	23	8	31	65	30	31					
US66 TX-N		53	24	23	8	36	65	30	31					
US68 TX-S		53	24	28	8	36	65	30	31					
US70 MT		57	28	29	8	37	68	37	35					
US72 WY		55	26	27	8	3	5	6	6					
US74 CO		54	26	26	8	34	67	34	33					
us76 UT		55	26	27	8	3	5	6	6					
US77 WV		55	26	27	8	3	5	6	6					
US79 AZ		54	26	28	8	3	6	6	8					
US83 ID		56	26	29	8	3	7	6	8					
US84 WA		55	28	29	8	3	7	6	8					
us85 OR		55	28	29	8	3	7	6	8					
us86 NV		55	27	28	8	3	6	6	8					
US87 CA-N		54	28	29	8	3	6	6	8					
US88 CA-S		54	28	29	8	3	6	6	8					

BETWEEN	NO	7	8	J1	J2	TOT	SUR	AIR	DPH	DPH	DPH	MSC	MAC	COM
AND														
US11		47	22											
US12		47	22											
US13		47	21											
US14		47	21											
US15		46	21											
US16		46	21											
US17		46	21											
US19		46	21											
US20		46	21											
US22		46	21											
us23		46	21											
us25		46	22											
us27		46	22											
US28		49	22											
US30		47	22											
us32		47	22											
US34		46	22											
us36		47	22											
us38		47	23											
US40		46	22											
us42		46	22											
US44		44	22											
US45		45	22											
US47		48	23											
us48		50	23											
US49		48	23											

APPENDIX BM

TOTAL QUALITY ASSURANCE PROGRAM (TQAP)

A. QUALITY CONTROL AND CARRIER PERFORMANCE.

1. **Satisfactory Service.** In all matters, carriers shall consider the satisfaction of the member and the TO to be the final gauge of the quality of service. Reports and quality control procedures specified in this appendix shall be used by the TO to ensure that only those carriers providing high quality service are used.

2. **Time Frames.** All time frames, unless otherwise noted, are in calendar days.

3. **Carrier's Right to Appeal.** It is the carriers right to appeal any action taken by a TO. In all cases, however, a carrier's appeal must be provided in writing to the responsible TO within 45 days of the action unless otherwise noted. The TO receiving an appeal shall objectively review the facts of the case, including any new evidence provided, before rendering a decision on the merits of an appeal. Carriers will provide documentary evidence to support appeals; any appeal will open the entire case for re-evaluation. All correspondence concerning appeals will be mailed to the carrier by certified mail.

4. **Correspondence.** All correspondence with/from a carrier will include the SCAC code. All items mailed to a carrier by certified mail must be responded to in a similar manner. All written appeals must be answered in writing. Electronic mail or facsimile may be used to expedite information.

5. Shipment Inspections By the TO.

a. The TO or the TO's authorized representative shall inspect as many shipments as possible using 50 percent of all personal property shipments (total inbound and outbound) as a goal. Witnessed weigh and reweigh will be accomplished to the maximum extent possible based on workload and location of weighing/reweighing.

b. Inspections by the TO shall be made to ensure that carriers are performing in accordance with the terms and conditions of the tender of service (Appendix AZ).

c. When requested by the origin TO or the member, the destination TO shall make a maximum effort to inspect a specific shipment at destination. When requesting inspection at destination, the origin TO shall consider the following:

(1) Whether or not an inspection was conducted at origin.

(2) The indication of poor-quality service or tender of service violations on the shipment, (which shall be identified in the request for inspection).

(3) Indication of the member's dissatisfaction with the service provided by the carrier.

6. Carrier Performance File.

a. The TO shall establish and maintain a carrier performance file for each carrier qualified to serve the installation. The carrier performance file shall contain or make reference to the following:

- (1) The carriers accepted LOI with all enclosures.
- (2) A copy of the TO's acceptance of the carrier's LOI.
- (3) Records of inspections of the carriers facilities and equipment (DD Forms 1811 and 1812).
- (4) Origin and destination records of inspections of shipment handled by the carrier.
- (5) Reports on the carriers performance.
- (6) Records of investigations of complaints made against the carrier.
- (7) Carrier's notifications of failure to meet pickup and RDDS.
- (8) Records of shipment reweighs.
- (9) Copies of warning and suspension notices sent to the carrier and the carrier's replies to such notices.
- (10) Copies of all other communications concerning the carriers performance.

b. The carrier performance file shall contain records for three performance cycles (18-months), except for items (1) and (2) above, which will be retained as long as the carrier has DOD approval.

7. Performance Evaluation. The TO should review each carriers performance file as necessary, but not less than semiannually. The carriers performance shall be reviewed with consideration for the provisions of the tender of service, rate solicitation, and other standards for carrier performance. The TO should look for recurring deficiencies or patterns of unacceptable performance. If appropriate, actions shall be taken to warn, suspend, or recommend disqualification.

8. Carrier Agent Review. A carrier (or carrier's designated agent) may review its performance file at the discretion of the TO. The carrier will not be allowed to review the performance file of another carrier.

B. QUALITY ASSURANCE PROCEDURES.

1. General.

a. Requirements and Standards. The tender of service and appropriate rate solicitation specifies requirements of service that the carrier agrees to fulfill in the movement of DOD-sponsored personal property shipments. The provisions of this section provide guidance for the use of quality assurance procedures for both domestic and international TGBL shipments.

b. Quality Assurance Actions. When a carrier or agent violates any provision of the tender of service, applicable rate solicitation, or commits unethical or unlawful acts, the TO shall take appropriate action.

2. Nonuse Actions.

a. Nonuse of a Carrier Initiated by Headquarters, MTMC/MTPP. HQ MTMC/MTPP-Q may direct the nonuse of a carrier for a definite or indefinite period of time.

b. TO Nonuse Action.

(1) The TO in accordance with the provisions of this regulation may place carriers in nonuse for the following reasons:

- (a) Disqualification of agent.
- (b) Unsatisfactory performance.
- (c) Agent bankruptcy, lack of containers, or other similar failure to continue to provide service.

(2) If the reason for a nonuse is due to the acts of an agent, the agent will be disqualified, and all other carriers represented by that agent will be advised of the disqualification and placed in a nonuse status until necessary action is taken to correct the deficiencies to the satisfaction of the TO or until the carriers obtain new qualified agents. If there is more than one agent on the LOI, the carrier will not be placed in nonuse if the disqualified agent is the booking agent. The next agent listed on the LOI becomes the booking agent until the carrier designates a new booking agent or the original agent is removed from the LOI. If the agent does not provide sufficient evidence of corrective action within 45 days, the TO will notify all carriers using the affected agent of return of LOI for all carriers represented by that agent.

(3) No traffic shall be offered to a carrier in nonuse. See Section D for procedures regarding onward movement of shipments already in the pipeline. Upon satisfactory resolution of the deficiency, the carrier shall be returned to the appropriate TDR in accordance with the applicable traffic distribution procedures.

c. Nonuse of a Carrier Due to a Strike at an Agent's Facility. When an agent's service is affected by a strike, all carriers represented shall be placed in a nonuse. At the conclusion of the strike, carriers shall be reinstated to the appropriate TDRs at the highest cumulative tonnage using the latest semiannual average shipment score.

3. Letter of Warning. A letter of warning (LOW) (DD Form 1814) shall be issued by the TO to a carrier for unacceptable performance. The LOW shall state as a minimum the member's name, PPGBL number, and the tender of service (TOS) or appropriate rate solicitation paragraph number violated on each shipment(s) resulting in the LOW. A letter of warning will serve as notice to a carrier that if TOS violations or performance problems continue, suspension action may follow. LOWs should be prepared when a trend or a series of TOS or rate solicitation violations are noted. It is not necessary to send one LOW for each TOS violation, unless the TO believes that a single violation, if repeated, may constitute a suspension. The TO may attach the DD Form 1780 that supports the warning. LOWs must be sent by certified mail, return receipt requested. Unless a written response is requested by the TO, carriers will not be required to respond to LOWs.

4. Letter of Suspension.

a. General.

(1) DD Form 1814 shall be used to notify the carrier of a suspension action. The letter of suspension shall state the member's name, PPGBL number, and the tender of service or appropriate rate solicitation paragraphs violated on the shipment or shipments resulting in suspension action. When a carrier is suspended, the suspension shall apply to, as applicable, domestic household goods shipments, international household goods shipments, or unaccompanied baggage shipments originating at the TO. Letter of suspension should state "Failure to provide corrective action within 90 days from the effective date of the suspension may result in return of your LOI." The TO may attach DD Form 1780 that support the suspension or previous DD Form 1814 that reflects a letter of warning.

(2) All suspensions will remain in effect for a minimum of 30 days.

(3) If the TO determines that the carrier's response to a suspension is not adequate, the TO must notify the carrier in writing within 21 days of the postmark of the carrier's response that the corrective action was not acceptable and the carrier will remain in suspension status until such time as acceptable corrective action is completed.

(4) When a carrier fails to provide adequate evidence of effective corrective action after 90 days of the effective date of the suspension, the TO may return the carrier's Letter

of Intent by certified mail. When returning ITGBL carriers' LOI, the TO will notify HQ MTMC/MTPP-HQ.

A carrier whose LOI is returned under this provision may not submit a new LOI until corrective action for the original deficiency has been accepted by the TO.

(5) When the TO determines a suspension is appropriate, the suspension should be imposed within 30 days of notification of violation or within 30 days after the semi-annual review of the carrier's performance.

(6) When a letter of suspension is issued, PPGBLs for shipments already offered and accepted by the carrier, but not yet packed by the carrier or agent, may be canceled and retendered to another carrier.

(7) All suspensions shall run consecutively. If a carrier receives a second suspension while under a current suspension, the carrier will remain in a suspended status for the minimum 30 days required for the second suspension once the first suspension has been completed. Carriers must provide acceptable corrective action for all suspensions before they may be reinstated.

(8) A suspension shall be issued by the origin TO based on violations detected at origin or based on the destination TO's recommendation. When a destination TO detects a flagrant violation in a shipment that requires immediate suspension, the destination TO shall contact the origin TO, stating all facts pertinent to the case. The origin TO, upon review of the facts, shall take suspension action, if appropriate. If the origin TO disagrees with the destination TO's recommendation, the origin TO shall advise the destination TO of the reasons for not taking suspension action. If the destination TO disagrees with the refusal, all facts and documents pertaining to the case shall be forwarded through the appropriate destination MTMC Component Commands for resolution.

b. Regular Suspensions.

(1) A regular suspension may be imposed when a carrier repeatedly violates any provision of the tender of service or other rules and regulations. As a guideline, when a carrier commits the same violation three or more times during a 180 day period, suspension action should be considered.

(2) When the origin TO determines that issuance of a regular suspension is appropriate, the carrier will be afforded a period of 20 days from the signature date on the DD Form 1814 before effecting the suspension. The carrier may use this opportunity to provide compelling evidence to refute the information provided by the TO as the basis for suspension. In the absence of such evidence, the suspension will become effective on the 21st day following the date the letter of suspension was signed. This provision serves to preclude loss of traffic to the carrier which would have otherwise been offered shipments had the suspension not been

imposed. Should the carrier elect to present such evidence, determination as to whether the suspension should or should not be rescinded rests with the TO.

(3) Ordinarily, a TO may not impose an additional suspension for the same type violation on a subsequent shipment if the pickup date of the shipment on which the same violation occurs was prior to the date of the original suspension. Additionally, origin TOs should not suspend a carrier more than once on a single shipment. However, the TO may require that corrective action apply to all violations before the carrier may be reinstated.

(4) The following factors will be considered reasonable grounds to impose a regular suspension:

- (a) Failing to meet the agreed upon pickup date as specified on the PPGBL.
- (b) Failing to meet the RDD, or a pattern of shipments that miss the RDD.
- (c) Failure to correct a deficiency noted in a letter of warning.
- (d) Service failure as determined by excessive shipment refusals; carrier imposed embargoes or turn back of shipments.

c. **Immediate Suspensions.** An immediate suspension will be imposed when a carrier's performance on a single shipment is such that the continued participation in DOD traffic is unacceptable. An immediate suspension does not require prior issuance of a letter of warning. When an immediate suspension is issued, the TO will cease offering shipments to the carrier. The suspension will be effective on the signature date of the DD Form 1814 issuing the suspension. An immediate suspension shall be issued for the following violations, including but not limited to:

- (1) Carrier personnel or authorized representatives being under the influence of, or using, alcohol or unlawful drugs at the member's residence.
- (2) Carrier personnel or authorized representatives using abusive language, actions, or immoral conduct in the presence of the member or the member's family.
- (3) Evidence of fraud on the part of the carrier's personnel or authorized representatives.
- (4) Evidence of deliberate damage to the member's possessions.
- (5) A member's property remaining in a carrier's origin facility on or after the RDD.
- (6) A member's property being held at the carrier's terminal facility, or being moved in local or line-haul service, where protection from the elements is not provided.

d. Carrier Appeal of a Suspension Action.

(1) A carrier has the right to appeal a suspension imposed by the origin TO. The appeal shall be mailed directly to the origin TO and must be postmarked within 45 days from the date of the signature on the notification of suspension. TO's will use the U.S. postmark date on the envelope from the carrier to determine if the 45-day appeal period has been met. In case of express mail, the date the appeal was released to the express company will be considered the same as a U.S. postmark. Facsimile may be accepted to meet the 45 day appeal period, however, the response time for the TO will be based on the U.S. postmark of the mailed appeal. The carrier's appeal shall be factual, fully documented and shall provide evidence of why suspension action is not appropriate.

(2) The TO shall make every effort to resolve the appeal. The TO shall either inform the carrier that the appeal is granted or provide a reason for its denial. The TO's response to the carrier's initial appeal shall be forwarded not later than 45 calendar days from the postmarked date of the carrier's letter of appeal or the carrier will be reinstated until the appeal is resolved and the carrier is provided a written response by the TO.

(3) An appeal denied by the TO may be further appealed by the carrier to the responsible MTMC component command. Initiation of this appeal is the responsibility of the carrier and cannot be delegated to the carriers agent(s). The appeal shall include a copy of the carrier's initial appeal to the TO, the TO's response, and any other supporting documents which will assist the appellate authority in rendering a decision. MTMC component commands are the final appellate authority for suspensions.

(4) If the MTMC component upholds the appeal, they will notify the TO to reinstate the carrier and notify the home office of the carrier of the decision. If a carrier's appeal of a suspension is upheld, the carrier shall be reinstated to the appropriate TDRs at the weight held at the time the suspension was put into effect. However, tonnage may not be adjusted between different rate cycles.

5. Disqualification. A carrier may be disqualified only by Headquarters, MTMC or a MTMC Component Command. Disqualification action may be taken independently by Headquarters, MTMC, or may result from the recommendation of a TO.

a. Recommendation for Disqualification.

(1) Origin TO may request disqualification when a carrier:

(a) Incurs three suspensions during a 180-day period.

(b) Fails to attain the minimum acceptable performance score for two consecutive performance periods.

(c) Clearly indicates their inability or unwillingness to meet their contractual agreement as specified in the tender of service and/or rate solicitation.

(2) The TO will forward the following to document their report for disqualification to the appropriate MTMC Component Command.

(a) Chronological listing by pick up date of all shipments, HHG or UB as applicable, tendered to the carrier during the period involved. Include scores of the shipments.

(b) Listing of both shipment refusals and shipments accepted.

(c) Copies of suspensions and other supporting documents, (e.g. customer satisfaction reports, letters of complaints, tracer requests, letters of warning, etc.).

(d) Copies of all correspondence to and from the carrier during the period involved.

(3) The MTMC Component Command will review each recommendation for completeness. If documentation is incomplete it will be returned to the TO for correction or additional data.

(4) TO's will not normally place carriers in nonuse when recommending disqualification unless circumstances indicate lack of security, fire hazard, or deliberate damage to a member's property. Generally, the carrier may be in suspended status prior to or concurrently with the recommendation for disqualification.

b. Carrier Appeal of a Disqualification. If the carrier's appeal is accepted, the carrier shall be reinstated to the appropriate TDRs and shall be offered sufficient tonnage, if necessary, to reestablish the carrier's relative position held when disqualification was recommended.

6. Reinstatements. Actions which serve to preclude the award of traffic to a carrier (nonuse, suspension, traffic denial, or disqualification) are independently applied by the TO, MTMC component command, or HQ, MTMC, in response to a carrier's demonstrated inability to perform services in accordance with the tender of service or other program requirements. A carrier will not be eligible to receive traffic when any of these actions have been initiated. For example, a carrier which is disqualified by HQ, MTMC, and is later reinstated, will not be awarded traffic at the time the disqualification is lifted if the carrier is either in nonuse, under suspension or traffic denial status imposed by the TO. Carriers placed in nonuse, suspension, or disqualification status are reinstated to the appropriate TDRs in accordance with the following procedures:

a. Return to TDRs of Nonuse Carriers. The term nonuse, as used within this document, corresponds identically with the manner in which it is used in paragraph B. 2. As nonuse may be imposed under differing conditions by Headquarters, MTMC, or the TO, the following distinctions are necessary concerning the effect on a carrier's TDR standing:

(1) When notified by Headquarters, MTMC, of the reinstatement of a nonuse carrier, the TO shall restore the carrier to the appropriate TDRs using the carrier's most recent semiannual average shipment score. Headquarters, MTMC, shall specify how the carrier will be returned to the TDR.

(2) When nonuse imposed by the TO is lifted, the carrier is reinstated to the TDRs using the carrier's most recent semiannual average shipment score and at the highest cumulative tonnage of any carrier within the same rate group on the TDR.

b. Reinstatement to the TDR on Return from Suspension.

(1) Class 1 & 2 Rate Channel - Primary Carrier. Upon return to the TDR at the end of a suspension period, a primary carrier will be reinstated with a cumulative tonnage equal to the highest cumulative tonnage of any carrier on the TDR, or at the tonnage it would have received had it not been suspended, whichever is greater. To compute tonnage the carrier would have received had it not been suspended, add up all tonnage awarded during the suspension period and multiply that total by the primary percentage for that channel. Add the result of that equation to the cumulative weight of that carrier. Compare this total with the highest cumulative tonnage of any carrier on the TDR. The cumulative tonnage for the prime carrier upon reinstatement is the greater of these two tonnage's.

(2) Class 2 Rate Channel - Equalization Carrier. Upon return to the TDR at the end of a suspension period, an equalization carrier will be reinstated with a cumulative tonnage equal to the highest cumulative tonnage of any equalization carrier on the TDR; or with a cumulative tonnage of any other participating carrier on the TDR to which traffic was awarded during the period of suspension; or in the case in which there is only one equalization carrier, the tonnage it would have received had it not been suspended, whichever is greater. The carrier will be reinstated using the most recent average semiannual shipment score.

(3) Class 1 & 2 Rate Channel - Other Participating Carrier. Upon return to the TDR at the end of a suspension period, other participating carriers will be reinstated with a cumulative tonnage equal to the highest cumulative tonnage of any other carrier on the TDR; or with a cumulative tonnage of any other participating carrier on the TDR to which traffic was awarded the period of suspension; or in the case in which there is only one other participating carrier, the tonnage it would have received had it not been suspended, whichever is greater. The carrier will be reinstated using the most recent average semiannual shipment score.

(4) Class 3 Nonincentive Rate Channel - All Carriers. Upon return to the TDR at the end of a suspension period, the carrier is reinstated to the TDRs using the carrier's most recent average semiannual shipment score and at the highest cumulative tonnage of any carrier on the TDR.

c. Return to TDRs of Disqualified Carriers. When a carrier disqualification is ended, the carrier will be reinstated to the TDRs with a administrative score of 90 and at the highest

cumulative tonnage of any like carrier on the TDR, unless otherwise directed by Headquarters, MTMC.

7. Traffic Management.

a. General. Shipments shall be distributed exclusively to carriers on the lowest rate level unless the volume of traffic exceeds the capability of the low-rate carriers. When this occurs, the remaining traffic shall be offered to carriers on the next and succeeding rate levels. Shipments shall always, however, be offered first to the carriers in the lowest rate level before higher rate level carriers are considered unless the primary carrier is suspended, cancels its rates, is placed in nonuse, or refuses the traffic. It is necessary to apply sound traffic management judgment to tender shipments uniformly by spreading traffic over the distribution period, while not over-loading any one carrier.

b. Shipment Refusal. A shipment refusal by a carrier shall be considered a traffic offering, and the weight shall be charged against the carrier as long as the shipment was offered at least seven days before the requested pickup date. Refusals shall be noted by annotating the letter "R" in the status code column of the TDR. Periodic refusals are shipments refused where no evidence of a particular pattern exists. Selective refusals show evidence of a continuous pattern of selectivity as to shipments accepted, or continuous refusal of shipments to specific destination areas, e.g.; carriers refuse shipments under 1,000 lbs but accept larger ones, carriers refuse shipments to a specific geographical area and accept shipments to others, etc.

(1) Periodic, selective, or patterned refusals by any carrier is prohibited. If a pattern is observed, the TO shall initiate appropriate action. For both TGBL and ITGBL carriers, refusals of a significant number of shipments or refusals which indicate selectivity may be grounds for suspension, disqualification, and/or return of a carrier's LOI.

(2) Refusals by a primary carrier within (but not exceeding) the designated share of the cumulative total of traffic allocated normally shall be considered grounds for suspension.

(3) Equalization carriers refusing shipments offered within their residual traffic limit shall be subject to suspension.

(4) Other participating carriers refusing shipments offered within the specific percent channel are subject to suspensions.

c. Embargoes. An embargo is a declaration by a carrier temporarily suspending service by refusing to accept DOD shipments offered. Normally, embargoes are for all shipments from a specific origin location or TO area of responsibility to all destinations serviced by the carrier. Embargoes by carriers against DOD personal property shipping offices or shipments are not authorized in the DOD personal property movement and storage program. However, during certain periods, especially during the summer shipping season, a carrier or agent may, in the interest of traffic management, temporarily cease or reduce booking shipments from an origin location because of saturation which relates to equipment or agent capability.

(1) Refusals due to workload saturation may be authorized. The TO may accept a letter or facsimile from a carrier or agent indicating that a temporary capability problem exists and shipment refusals during the saturation period are necessary. A TO should verify that the carrier has accepted some shipments and should evaluate local agent capability by examining all the services provided by the carrier and local agent(s), to include domestic, international, nontemporary storage, and DPM shipments. When the TO's review of the carrier's or agent's situation is determined to not warrant refusals, the TO will advise the carrier/agent in writing that the notice of saturation is being returned and the carrier will be required to provide shipment services when requested. The carrier or agent notice of saturation will include dates shipments cannot be accepted, codes of service, and other information which will assist the TO in determining when the carrier or agent will be available to accept shipment offers. Generally, the saturation period should not exceed one month at any one time.

(2) TO's are not required to offer shipments if the pickup dates are during the saturation period. The TO will continue to charge tonnage against the carrier on the TDR as if shipments were refused in normal operations. Shipments with pickup dates after the saturation period will continue to be offered. At the end of the saturation period, upon request from the carrier, the TO will notify the carrier of tonnage charged during the period of saturation. The TO will retain the notice of saturation, along with the TDR.

(3) Continued refusal of shipments by a carrier that is found to have the capability to service shipments may be grounds for suspension, disqualification, and possible return of the Letter of Intent in accordance with the tender of service.

d. Reallocating Shipments. Shipments that have been pulled/turned back within seven or less days of the pickup date are considered short-notice shipments when reallocating to the new carrier. Such shipments will not be charged against the new carrier on the tonnage distribution record. Such shipments will be coded "B" on the TDR for identification and audit purposes.

C. CARRIER ASSESSMENT PROGRAM (CAP)

1. General

a. This section provides guidance and establishes procedures for collecting performance data and evaluating carrier performance. This applies to all domestic and international HHG and UB shipments moved under a PPGBL.

b. Purpose. The Carrier Assessment Program (CAP) establishes standards for use by the TO in evaluating the performance of ITGBL and TGBL carriers which serve the TO and, at the same time, provides the TO a management tool to reward carriers which have proven their ability to meet those standards through continued participation in traffic distribution.

2. Carrier Evaluation.

a. **General.** Under CAP, the origin TO evaluates carrier performance on each shipment. Additionally, every 6 months the origin TO will review all shipments contained in the carrier's performance file. A carrier will be evaluated at the end of each performance period, regardless of their current status.

b. **Performance Standards.** The following performance standards have been established for on-time pickup, on-time delivery, and the absence of loss/damage:

On-time Pickup	20 points
On-time Delivery	40 points
Absence of loss/damage	40 points

c. Carriers failing to meet or exceed the minimum acceptable performance standard of 90 or above will be considered unsatisfactory and placed in traffic denial. Those meeting or exceeding the minimum will be considered satisfactory and will share equitably in the distribution of traffic, based on their rate level and performance score.

d. **Carrier Evaluation.** All shipments will be evaluated at the end of each Performance Period regardless of carrier status (e.g., suspension, nonuse, removal, etc.) using a combination of on-site inspections, the DD Forms 1840/1840R, and/or administrative documents available to the TO. The evaluation of carrier performance will be accomplished through two separate processes:

(1) **Scored Elements.** The three elements scored are pickup, delivery, and loss/damage. These three elements, considered the most important to a move, will be the basis for determining if a carrier is satisfactory at the end of the performance period.

(2) **Nonscored Elements.** All other tender of service violations are evaluated separately by the TO.

e. **Forms Supply.** All forms used are available through normal distribution channels. The following are the primary forms used in CAP:

- (1) DD Form 1780, Shipment Evaluation and Inspection Record.
- (2) DD Form 2497, Carrier Evaluation Work Sheet Report.
- (3) DD Form 1840, Joint Statement of Loss or Damage at Delivery.
- (4) DD Form 1840R, Notice of Loss or Damage.
- (5) DD Form 1814, Carrier Warning / Suspension / Reinstatement / Cancellation of Warning.

3. Shipment Evaluation.

a. Evaluation of carrier performance begins when the origin TO offers a shipment to the local agent designated by the carrier to accept shipments on behalf of the carrier. Acceptance of the offer binds the carrier to perform in accordance with the general terms established by DOD and agreed upon by the carrier in the tender of service and the specific terms contained on the PPGBL, and rate solicitation.

b. The origin TO will initiate a DD Form 1780, Shipment Inspection and Evaluation Record, to evaluate and provide a record of the carrier's performance on each shipment offered. The entire performance evaluation process begins with this document. All shipments will be evaluated regardless of carrier's status at the PPSO (i.e., LOI returned, disqualified, etc.).

c. The origin TO has primary responsibility in the evaluation of carrier performance. For the origin TO to fully evaluate a shipment there must be feedback from the destination TO. In general, the destination TO will use the DD Forms 1780 and DD Form 1840-R to accomplish this task. Destination TO's must be careful to complete all blocks that the origin TO must rely on to complete a shipment evaluation. Special attention must be made to blocks 16, 17, and 19 on the DD Form 1780. It is vital that the date shipments go into SIT (block 17) be completed. In addition, unless a DD Form 1840-R has been received from the destination claims office, destination TO's will not return any destination feedback to origin to be used for scoring until at least 90 days of shipment being delivered to member.

d. A shipment evaluation is complete only after the origin TO has determined the numerical score and mailed a copy of the completed DD Form 1780 to the carrier. TO may not rescore any shipment to the detriment of the carrier once a score has been mailed to the carrier.

e. The origin TO will maintain a suspense file on all shipments. File arrangement will be determined at the TO level. All shipments should be scored within 12 months of the pickup date. If the destination information is not known (no feedback has been received from destination) the origin TO should make every attempt to contact the destination TO for delivery and/or shipment information. Such shipments may be scored with information available. In most cases carriers are awarded 40 points for no loss/damage. Origin TO's must ensure shipments that are scored while still in storage, are flagged/marked to prevent rescoring at a later date. TO's, on a case-by-case basis, may use their discretion to score shipments in which attempts have been made to gather destination feedback without success.

(1) If a shipment has been overlooked at the 12-month interval, it may still be scored with information available. Normally these type shipments are identified by the carrier during the 45-day appeal period of the DD Form 2497. Shipments identified to the TO by the carrier or discovered by the TO between 12 and 18 months of pickup date will be scored and the DD Form 1780 batch mailed in accordance with the TQAP. These scores will be reflected on the carrier's next semiannual evaluation score.

(2) Destination TO's that convert shipments to NTS or commercial storage will annotate the DD Form 1780 at the time the shipment is converted and return the DD Form 1780 to origin. The DD Form 1780 must still have the necessary delivery information, i.e., date shipment went into storage, so origin TO can determine if the shipment met the RDD. Unless otherwise indicated in the file, origin TO may score shipment allowing full credit for no loss/damage.

(3) The carrier may request the origin TO score a shipment when the carrier has not been provided a copy of the completed DD Form 1780 after 120 days following delivery and when proof of delivery is provided to the origin TO. If possible, TO's will ensure no DD Form 1840-R has been submitted to the destination TO prior to scoring. However, the TO will score and mail a completed DD Form 1780 to the carrier within 45 days of the receipt of the request.

(4) Shipments older than 18 months after the pickup date will be considered null and void and will not be scored or considered in future appeals.

4. Performance Factors.

a. On-time Pickup.

(1) The origin TO will add 20 points to the carrier's shipment score for meeting the pickup date established and agreed to by the carrier as shown on the PPGBL.

(2) In cases where a shipment is being removed from nontemporary storage and the line haul carrier and storage warehouseman agree to a pickup date later than originally established by the TO, and when the change is coordinated with and approved by the TO, 20 points will be awarded. Any additional time allowed under this exception for pickup from nontemporary storage for the convenience of the carrier/warehouseman will not constitute authorization for additional storage charges to the Government nor affect the assigned required delivery date. A carrier which fails to effect pickup as ordered will be scored as missing the pick up but normally would not be suspended.

b. On-time Delivery.

(1) The RDD established by the origin TO as shown on the PPGBL will be the basis for determining whether or not the carrier accomplished an on-time delivery. If a carrier or designated agent accepts a shipment with a RDD less than the minimum transit time, this RDD will apply for evaluation purposes.

(2) If a shipment is not offered for delivery on or prior to the RDD, the shipment will be considered as having not met the RDD. When the destination TO determines that the member is unable to receive the shipment at the time the carrier offers the shipment for delivery, the TO will assign a control number authorizing the carrier to place the shipment in SIT.

(3) When the carrier offers a shipment for delivery and the TO determines that the member is able to receive the shipment, a SIT number will not be issued. The actual date on which the carrier delivers the shipment to the member will be used to determine whether the carrier met the RDD.

(4) The TO will award the carrier 40 points for a shipment which meets the RDD. For each day the shipment is late, 4 points will be deducted up to a maximum of 40 points. The carrier will receive no points for a shipment 10 or more days late.

NUMBER OF
DAYS LATE

0 1 2 3 4 5 6 7 8 9 10

POINTS
EARNED

40 36 32 28 24 20 16 12 8 4 0

c. Estimating Loss and/or Damage.

(1) The completed DD Form 1840/1840-R will be the primary source document used by the TO to develop an estimated dollar value as to loss and/or damage sustained to the member's property on the move. Other documentation may be used at the discretion of the TO to estimate loss or damage and to more fully judge the ability of the carrier to meet both the needs of the member and the carrier's adherence to the tender of service. If the loss and or damage is based on information other than DD Form 1840-R, a notation must be made in the remarks section of the DD Form 1780. For example, "Damage in the amount of \$600 derived from DD Form 1840-R." If documentation other than the DD Form 1840 is used to derive the loss and/or damage estimate, a copy of that documentation must be forwarded to the carrier with the DD Form 1780.

(2) Where there appears to be evidence of deliberate damage to a member's property, the shipment will be scored based on the estimated loss and damage determined by the TO. In addition, when the TO determines that the damage was not caused by an unusual occurrence (as defined in the TOS) the destination TO will recommend to the origin TO that the carrier be immediately suspended.

(3) TO's should be particularly responsive to the service member when loss and/or damage in excess of \$500 is reported. On these shipments every effort should be made to physically inspect the shipment, considering the availability of an inspector and distance to the member's residence. While the absence of an inspection does not preclude a determination of loss and/or damage in excess of \$500, the presence of a representative from the TO to assist the member also serves to more fully document the service provided by the carrier.

(4) Upon completion of the estimate, the TO will award the carrier 40 points when the shipment is reported to have sustained no loss and/or damage. If loss and/or damage is

reported, the TO will deduct 2 points for loss and damage of \$1-\$500, and 6 points for loss and damage of \$501-\$901 from the carrier's shipment score for each \$100 increment as shown:

ESTIMATED \$ LOSS or DAMAGE	0	1- 100	101- 200	201- 300	301- 400	401- 500	501- 600	601- 700	701- 800	801- 900	901+
POINTS EARNED	40	38	36	34	32	30	24	18	12	6	0

(5) A total of 40 points will be deducted from the shipment score when loss and/or damage sustained on a shipment is estimated to be in excess of \$900. Annotation of loss/damage taken from the DD Form 1840/1840-R may be made on the DD 1780 and transmitted electronically to origin TO. To substantiate shipment score, TO's will provide a copy of DD Form 1840/1840-R to carriers upon request. In addition, the origin TO will determine if the carrier should be suspended.

(6) Before attempting to score the shipment, origin TOs must ensure the carrier is allowed the maximum time (75 calendar days following shipment delivery) to submit the DD Form 1840/1840-R. If the DD Form 1840-R information has not been received by the origin TO at the time the shipment is scored, the TO will compute the score with the information available and annotate the absence of the DD Form 1840-R in the remarks section, "No DD Form 1840-R available at the time of scoring." Without member feedback, no shipment will be scored until at least 90 days of shipment delivery or a DD Form 1840-R has been received. A carrier's customer satisfaction query, signed by the member, is acceptable in lieu of waiting for the DD Form 1840-R.

5. Individual Shipment Scores.

a. When an inspection of the shipment is performed at destination, the DD Form 1780 will be used to record observations of the inspector. The destination TO is responsible for returning the DD Form 1780, a copy of the DD Form 1840-R, if received from the servicing claims office, and any other document necessary to score the shipment. The destination TO will complete and return the DD Form 1780 to the origin TO within 90 days after delivery to the member.

b. After receiving DD Form 1780 information from the destination TO, the origin TO will review all information in the member file and then score the shipment. The shipment will be scored based on the matrix in section F. TO's should evaluate, score, and mail the completed DD Form 1780 to the carrier within 15 days of receiving necessary documentation from destination TO.

(1) When there is evidence that the carrier failed to meet conditions of the tender of service, the TO will ensure those specific violations of the tender of service are identified.

Any tender of service violations noted will be considered as notification to the carrier of unsatisfactory performance (see Block 29 on DD Form 1780).

(2) When the origin TO determines that the carrier's service was unsatisfactory, a DD Form 1814 will be prepared as appropriate. The letter of warning or suspension will be sent by certified mail.

(3) Completed copies of the DD Form 1780 will be batch mailed to the carrier by first class mail on the 15th and 30th of each month. A cover sheet indicating which DD Forms 1780 are included is required on all batch mailings (may list by members name, GBL number, etc.) A copy of the completed DD Form 1780 will be maintained by the origin TO in the active portion of the carrier's performance file.

6. Individual Shipment Evaluation Appeal Procedures.

a. Carriers shall be afforded the opportunity to appeal shipment scores and other tender of service violations noted by the TO on the DD Form 1780. Appeals may not be made on DD Forms 1780 or 2497. Carriers must appeal each shipment score separately on company stationery.

b. Appeal Periods. DD Forms 1780 are batch mailed to the carrier on the 15th and 30th of each month. The 45-day appeal period will begin on the first day following the batch mailed date. Example: The DD Form 1780 is dated 6 April and batch mailed to the carrier by the origin TO on 15 April. The carrier may submit an appeal to the origin TO not later than 30 May. TO's will use the U.S. postmark date on the envelope from the carrier to determine if the 45-day calendar appeal period has been met. In case of express mail, the date the appeal was released to the express company will be considered the same as a U.S. postmark. Facsimile may be used to meet the 45-day appeal deadline.

c. During an appeal the shipment case will be reviewed in its entirety, allowing the score to be raised or lowered based on the results of the evaluation. Carriers will be allowed another 15 days to appeal a score which has been changed.

d. Actual adjudicated claim data will be used if submitted by the carrier within the 45-day appeal period to the TO and will take precedence over an estimate on a DD Form 1840. This includes claims settled directly (full and final settlements only) with the member by the carrier. If this information is not received by the TO in the 45-day appeal time, it will not form the basis for formulation of an appeal to the MTMC component command, as appropriate.

e. Upon receipt, the TO will verify that the appeal meets the 45-day appeal period requirement, then review all available facts. Appeals will be adjudicated by the TO within 45 calendar days of receipt and the carrier notified of the decision in writing. Adjustments to the carrier's DD Form 1780 will be made by the TO, if required, and the carrier advised, in writing, of the decision regarding the appeal. If the TO does not provide a response within 45-days of

receiving the appeal, the carrier's appeal will automatically be granted. The carrier is responsible for providing proof of the original appeal and the appeal date.

f. Grounds for appeal include, but are not limited to, the following:

- (1) Delays in the Defense Transportation System (DTS) when sufficiently documented.
- (2) Carrier provides compelling evidence that loss and/or damage was sustained while in the hands of the DTS.
- (3) Acts of God (i.e., blizzards, hurricanes, typhoons), public authority, or negligence of the owner, and/or owner's agent.
- (4) Hostile or warlike action in the time of peace or war.
- (5) Insurrection, rebellion, revolution, civil war, usurped power, or action taken by Government authority in hindering, combating, or defending against such occurrence.
- (6) Strikes, lockouts, labor disturbances, riots, civil commotion, acts of person or persons taking part in such occurrences or disorders.
- (7) Inherent vice of the article or infestation by mollusks, arachnids, crustaceans, parasites or other types of pests, fumigation or decontamination when not the fault of the carrier.
- (8) Vessel breakdown at sea.
- (9) Adjudicated claims information.
- (10) Mathematical and administrative errors.

g. If an appeal is denied by the TO, the carrier may further appeal to the MTMC component command, which exercises staff responsibility for the TO that issued the DD Form 1780. The carrier must submit the appeal within 45 calendar days of the date of the response of the TO's denial.

h. Shipment evaluations which have been appealed to the MTMC component command will be included in the semiannual evaluation of the carrier's performance until decided by the appellate authority. The appellate authority shall have 45-days to adjudicate the appeal and provide both the carrier and TO with their decision regarding the appeal. The decision of the appellate authority will be predicated on those facts presented by the carrier in the initial appeal to the TO. The decision of the appellate authority will be considered final.

7. Semiannual Evaluation Process.

a. General.

(1) Formal carrier performance evaluations will be conducted every 6 months or more often if deemed necessary by the TO. The TO will use records contained in the "active" portion(s) of the carrier's performance file as the basis for this evaluation. A performance evaluation will be directed toward the identification of trends or repeated instances of the same or similar tender of service violations.

(2) Carriers will be evaluated separately by type of service, domestic HHG (Codes 1 and 2) international HHG (Codes 4, 5, 6, and T) and UB (Codes 7, 8, and J). Each carrier will receive only one domestic HHG score, one international HHG score and one UB score, as applicable, from a TO regardless of areas of operation or traffic channels.

(3) Individual shipment scores will be posted to the appropriate DD Form 2497 at the time DD Forms 1780 are mailed to the carrier. At the end of the semiannual evaluation period, the origin TO will use DD Form 2497 (or similar document containing the same relevant information if the installation has automated data processing capability) to identify all shipments scored during the evaluation period.

(4) A carrier which obtains an average shipment score of 90 or above, without regard to the number of shipments upon which the average shipment score was determined, will be afforded the continued opportunity to receive traffic for that type of service on which performance was satisfactory.

(5) When a carrier evaluation indicates deficiencies of such magnitude that continued participation in traffic is unacceptable, action will be taken to suspend the carrier and/or recommend carrier disqualification.

b. Base Closure/Realignment.

(1) In cases where the gaining activity will begin operation of the TDRs at the beginning of a performance period/rate cycle, the above rules apply. Individual scores received at the closing/realigned activity and the gaining activity will be added together at the gaining activity to give the carrier one semiannual score for all shipments moved by a single carrier.

(2) In cases where areas are consolidated in the middle of a rate cycle, the gaining activity should maintain separate TDRs for each area until the next rate cycle begins so that the carrier's current rate and score can be maintained. At the end of the performance cycle, scores from all areas will be added together, as appropriate, to give the carrier one semiannual score for each type of service."

c. Evaluation and Traffic Denial.

(1) A carrier's score is calculated semiannually based on DD Forms 1780 mailed to the carrier during the evaluation period. The evaluation periods and effective date for the award of traffic are:

<u>Evaluation Period</u>	<u>Effective Date</u>	<u>Rate/Performance Cycle</u>
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ITGBL:

16 Jan-15 Jul	1 Oct	1 Oct- 31 Mar
16 Jul-15 Jan	1 Apr	1 Apr- 30 Sep

TGBL:

16 Feb-15 Aug	1 Nov	1 Nov- 30 Apr
16 Aug-15 Feb	1 May	1 May- 31 Oct

(2) Carriers failing to meet the minimum semiannual shipment score of 90 will be placed on traffic denial starting at the beginning of the next rate cycle. The degree to which a carrier has been unable to meet the performance standards will determine the period of time for which the carrier will be denied the opportunity to participate in the award of traffic from an TO, as shown:

<u>Semiannual Evaluation Score</u>	<u>Traffic Denial Period</u>	<u>ITGBL Reinstatement Dates</u>	<u>Domestic Reinstatement Dates</u>
80 - 89.99	60 Days	1 Dec/1 Jun	1 Jul/1 Jan
70 - 79.99	120 Days	1 Feb/ 1 Aug	1 Sep/1 Mar
0 - 69.99	Entire Rate Cycle	1 Apr/1 Oct	1 Nov/1 May

(3) Carriers placed in a traffic denial status will be returned to the appropriate TDRs automatically when the prescribed time of traffic denial expires. Carriers returning from traffic denial will be placed on the TDRs at an administrative score of 90 and at the highest cumulative tonnage of any other like carrier (within the rate groups) on the TDR.

(4) An otherwise qualified carrier which did not receive a semiannual evaluation from the TO during the previous performance cycle will be deemed a "satisfactory" participant for that specific type of service (i.e. TGBL, ITGBL HHG or UB) and placed on the TDR at the appropriate rate level. The carrier's last semiannual score will be carried forward for the new rate cycle. For example, a carrier with a score of 91 with no shipments evaluated during the previous rate cycle would start the new rate cycle with a score of 91.

(5) A "U" symbol will be used to identify carriers on the TDR placed in traffic denial.

(6) The following examples show how the TO will determine whether or not a carrier should be placed in traffic denial status:

(a) Carrier X has an average shipment score of 91 on all UB, an average shipment score of 72 on all ITGBL HHG shipments for the period ending 15 July; and an average score of 64 on all TGBL shipments for the period ending 15 August. Carrier X has met the performance standards for UB shipments and will remain eligible to participate in codes 7, 8 and J, if otherwise qualified. Carrier X did not meet the performance standards on HHG shipments, and will be placed in a traffic denial status effective 1 October for codes 4, 5, 6, and T and on 1 November for Codes 1 and 2. The carrier will be reinstated to the appropriate TDRs by the TO on 1 Feb for Codes 4, 5, 6, and T with an average shipment score of 90 and on 1 May the carrier will be reinstated for Codes 1 and 2 with an average shipment score of 90.

(b) Carrier Z is a domestic carrier only and has an average shipment score of 83 on TGBL HHG shipments for the period ending 15 August. Carrier Z will be in traffic denial effective 1 November and will be automatically reinstated on 1 January with an average shipment score of 90 at the highest cumulative tonnage. Carrier Z will then be considered eligible to receive traffic.

c. Carrier Notification.

(1) Carriers will be advised of their average shipment score and performance status at the end of the semiannual evaluation process, but not later than 30 calendar days prior to the effective date of the following 6-month rate cycle. Scores of those carriers who fall below 90 will be sent, by certified or registered mail, return receipt requested. A copy of the semiannual evaluation will be maintained in the carrier's performance file.

(2) The origin TO will use DD Form 2497 as:

(a) A work sheet for use in calculating the average shipment score, and to document how the average shipment score is derived,

(b) A management report used to monitor, review, and evaluate carrier performance, and,

(c) the means by which to advise the carrier of the results of the formal semiannual evaluation process.

(d) The primary worksheet for preparing the semiannual report to HQ MTMC.

(3) If a carrier does not receive a shipment evaluation during the evaluation period, there is no requirement to prepare a DD Form 2497. A postcard or form letter may be used to notify the carrier that no shipments were evaluated and what the carry over, semiannual score will be.

(4) TO's may substitute documentation in automated data processing format, if all the essential information required on DD Form 2497 is included in the format the TO provides.

(5) Carriers may request their overall ranking among carriers based on their semiannual score, i.e. 14th of 121 carriers.

8. Appeal Procedures as a Result of Semiannual Evaluation.

a. The carrier will be afforded a period of 45 calendar days from the date on the DD Form 2497 in which to appeal the semiannual performance score. TO's will use the U.S. postmark date on the envelope from the carrier to determine if the 45-day calendar appeal period has been met. In case of express mail, the date the appeal was released to the express company will be considered the same as a U.S. postmark. Facsimile may be used to meet the 45-day appeal suspense. Should the carrier elect to appeal the semiannual evaluation score, the following examples show reasonable grounds for appeal:

(1) The TO failed to include all shipments scored and mailed to the carrier during the evaluation period. The carrier is required to substantiate such an appeal by providing a legible copy of the DD Form 1780, which the TO may have failed to include in computing the semiannual performance evaluation.

(2) The TO failed to adjust the score on an individual shipment shown on DD Form 2497, as a result of a successful appeal by the carrier on that shipment. The carrier must provide documentation to clearly substantiate the appeal.

(3) Mathematical or administrative errors on DD Forms 1780, listed on the DD Form 2497, or any errors on the DD Form 2497.

b. Carrier Appeal of a Semiannual Evaluation.

(1) The TO shall either inform the carrier that the appeal is granted, or provide a reason for its denial. The TO's response to the carrier shall be forwarded not later than 45-days from the U.S. postmark date of the carrier's letter of appeal.

(2) An appeal, denied by the TO, may be further appealed by the carrier to the responsible MTMC Component, as appropriate. Initiation of this appeal is the responsibility of the carrier. The appeal shall be factual, and shall address the reasons why the TO's denial of the initial appeal was not warranted. An information copy of this appeal shall be forwarded, by the carrier, to the TO. In all such cases, the decision of the MTMC Component shall be final.

(3) If a carrier's appeal to a Carrier Evaluation Work Sheet/Report is upheld, the carrier's average shipment score and period of traffic denial (if any) will be adjusted. Further, in cases where the appeal is upheld and the resulting change in the average shipment score moves the carrier from an unsatisfactory to a satisfactory position, the carrier will be reinstated to the TDR and awarded sufficient tonnage to reestablish the carrier's relative position among other carriers on the TDR.

9. Turned Back or Pulled Back Shipments.

a. Overbooking occurs when the origin TO is notified by the carrier that the carrier is unable to service a shipment previously accepted. The carrier will be charged administrative tonnage on the TDR when the carrier turns back a shipment to the TO as a result of overbooking. If the TO must pull back a shipment and retender the shipment to another carrier, or the carrier fails to pickup the shipment on the agreed pickup date, administrative tonnage will be charged. A carrier must receive permission from the TO to turn back a shipment.

b. A shipment that has been turned back by the carrier, seven days or less prior to the established pickup date, will be scored at an administrative score of 40 points. A shipment turned back by the carrier, after it has been packed and/or picked up by the local agent, will also receive an administrative score of 40 points. The remarks section of DD Form 1780 will contain a statement to the effect that the shipment was turned back by the carrier. The carrier will be charged administrative weight on the TDR.

c. Shipments pulled back or turned back through no fault of the carrier are not scored and no tonnage is charged (i.e., members orders have changed, shipment is bug infested). When the TO determines that shipments must be pulled back from a carrier to protect the interests of the Government, the shipments will not be scored and no tonnage charged. For example, the TO imposes an immediate suspension on a carrier and he has already awarded three shipments for pickup. The TO pulls back the shipments, but does not score the shipments.

d. Repeated turn backs may be considered adequate grounds for suspension action.

e. If it is evident that an agent is the cause for the turn back or pull back, the agent will be disqualified.

f. Shipments that have been pulled/turned back within seven days or less of the pickup date, are considered short notice shipments when being reallocated to a new carrier. Such shipments will not be charged against the new carrier on the TDR. Such shipments will be coded on the TDR, for identification and audit purposes as follows: "PG" for pullback or "TC" for turnback on automated TDRs, or "B" for manual TDRs.

10. Long Delivery Out of SIT.

a. A carrier, having operating authority to the new destination, is obligated to forward the shipment to the new destination. Applicable transit times, in accordance with this regulation, will be used as a guide for long deliveries. Long delivery out of SIT may not be used for shipments requiring further over-ocean movement. These shipments must be terminated at the SIT facility and reshipped.

b. Long delivery out of SIT is a shipment delivering from a destination SIT warehouse more than 30 miles from the warehouse in the domestic program; and household goods more than 50 miles, and unaccompanied baggage more than 30 miles in the international program.

c. The destination TO will order long deliveries out of SIT by preparing a Certificate for Delivery from SIT. A delivery address should be obtained by the (first) destination TO before releasing any shipment out of destination SIT. If no delivery address is provided, the Certificate Of Delivery should include a statement as to how many days SIT were used and how many days SIT are authorized. The destination TO (first TO) as specified on the PPGBL, will send an information copy of the Certificate for Delivery from SIT to the origin to make them aware of the new destination. The first destination TO is also responsible for ensuring that the newly established destination TO (second destination TO) receives a copy of DD Form 1780, and any other pertinent information, for final destination evaluation. The second destination TO will complete the evaluation at final destination and return the necessary forms to the origin TO within 45 days of shipment delivery.

d. The carrier will prepare a DD Form 619 for billing purposes which shall include all accessorial services incidental to the delivery of the shipment. The carrier will return the completed DD Form 619 to the TO that authorized the services. The appropriate TO will verify and sign the form, keeping one copy in the permanent shipment file, and returning the remainder to the carrier.

e. Scoring long delivery shipments will be based on the original PPGBL or PPGBL correction notice. The first destination TO, as specified on the PPGBL, when issuing the Certificate for Delivery from SIT (DD Form 173/2) will notify the origin TO to make them aware of the new destination. The first destination TO is responsible for ensuring that the newly established destination TO (second TO) receives a copy of DD Form 1780, and any other information for final destination evaluation. The second destination TO will complete the evaluation at destination and return the necessary forms to origin within 90 days of delivery.

f. A missed RDD, established on the Certificate for Delivery from SIT, will be considered a tender of service violation. Points will not be deducted on the shipment score. Only one letter of warning or suspension, will be issued per shipment.

D. TO ACTIONS AS A RESULT OF QUALITY ASSURANCE IMPOSED SANCTIONS.

AGENT DISQUALIFIED / CARRIER IN NONUSE

CARRIER SUSPENSION

CARRIER IMMEDIATE SUSPENSION (LETTER OF WARNING NOT REQUIRED)

RETURN OF LOI

No further traffic will be tendered to carrier. No SIT will be authorized to the disqualified agent.

No further traffic will be tendered.

No further traffic will be tendered.

No further traffic will be tendered.

TO has option of retendering shipments still at origin.

TO has option of retendering shipments still at origin.

TO should rebook shipments still at origin unless member inconvenience will occur.

TO has option of retendering shipments at origin.

Shipments in pipeline remain with carrier.

Shipments in pipeline remain with carrier.

Shipments in pipeline remain with carrier.

Shipments not p/u will be pulled back.

TO has option of terminating all shipments in the pipeline.

D.1 MC ACTIONS- NONUSE

**FAILURE TO MEET
ADMINISTRATIVE
REQUIREMENTS**

No further traffic
will be tendered.

May rebook
shipments still at
origin unless
member inconven-
ience will occur.

Shipments in pipe-
line remain with
carrier (unless
otherwise directed
by MTMC)

**PENDING
DISQUALIFICATION
BOARD**

No further traffic
will be tendered.

May rebook shipments
still at origin unless
member inconvenience
will occur.

Shipments in pipeline
remain with carrier
(unless otherwise
directed by MTMC)

**NO LOI ON FILE
(NONUSE BY
(RATE AREA)**

No further traffic
will be tendered.

Shipments booked
or in pipeline remain
with carrier (unless
otherwise directed
by MTMC)

**NO AGENCY
AGREEMENT**

No further traffic
will be tendered.

Shipments
booked or in
pipeline re-
main with
carrier (un-
less otherwise
directed by
MTMC)

D.2. HQ MTMC ACTIONS

DISQUALIFICATION REMOVAL FROM DOD PROGRAM APPROVAL REVOCATION

	<u>A</u>	<u>B</u>
Unsatisfactory Performance	Carrier can complete movement of shipments.	Carrier cannot complete movement of shipments in pipeline.
No further traffi will be tendered.	No further traffic will be tendered.	No further traffic will be tendered.
TO may rebook shipments still at origin unless member inconvenience will occur (unless otherwise directed by MTMC).	Rebook all shipments still at origin.	Rebook all shipments still at origin.
Shipments in pipeline remain with carrier (unless otherwise directed by MTMC).	Shipments in pipeline remain with carrier (unless otherwise directed by MTMC)	Terminate and retender all shipments in pipeline.

E. SHIPMENT EVALUATION AND INSPECTION FORM (DD FORM 1780).

1. The following procedures will be used when preparing DD Form 1780:
 - a. BLOCK 1 - DATE. Enter the date the form is initiated by the origin TO.
 - b. BLOCK 2 - MEMBER'S IDENTIFICATION. Enter the name and social security account number (SSAN) of the service member. The identification will be expressed Last Name, First Name, Middle Initial, and SSAN format, i.e. JONES, John J., 123-45-6789.
 - c. BLOCK 3 - GRADE/RANK. Enter the member's pay grade or rank. Pay grades should be expressed as E - - for Enlisted Members, W - for Warrant Officers, O- - for Commissioned Officers, and GS & GM- - for DOD Civilians.
 - d. BLOCK 4 - COMPONENT. Enter the member's branch of service in the following alpha codes:
 - (1) A - U.S. Army
 - (2) F - U.S. Air Force
 - (3) M - U.S. Marine Corps
 - (4) N - U.S. Navy
 - (5) P - Coast Guard
 - e. BLOCK 5 - CARRIER - SCAC. Enter the carrier's name. Use abbreviations only if the carrier's identity is maintained. On the right hand side, in upper case letters, enter the carrier's assigned Standard Carrier Alpha Code (SCAC).
 - f. BLOCK 6 - PPGBL/ORDER NUMBER. Enter the assigned PPGBL number for shipments moving on a PPGBL. Enter the service order number for shipments moving on a service order.
 - g. BLOCK 7 - ORIGIN TO - GBLOC. Enter the name, state and ZIP code (or APO/FPO number) of the origin TO. Use abbreviations only if the TO's identity is maintained. On the right hand side, in upper case letters, enter the TO's assigned GBLOC found in the PPCIG.
 - h. BLOCK 8 - DESTINATION TO - GBLOC. Enter the name, state and ZIP code (or APO/FPO) of the destination TO. Use abbreviations only if the TO's identity is maintained. On the right hand side, in upper case letters, enter the TO's assigned GBLOC found in the PPCIG.

i. **BLOCK 9 - CODE OF SERVICE.** Enter the code of service by which the shipment is being made. Identify domestic shipments as "A" for interstate shipments and "B" for intrastate shipments.

j. **BLOCK 10 - PICK UP ADDRESS.** Enter the number, street name, city, state and ZIP code where the shipment picked up. Use abbreviations only if the identity of the pickup address is maintained. Note on the storage company, lot number, and storage weight if the shipment is coming out of nontemporary storage (NTS).

k. **BLOCK 11 - DELIVERY ADDRESS.** Enter the number, street name, city, state and ZIP code where the shipment was delivered. Use abbreviations only if the identity of the delivery address is maintained.

l. **BLOCK 12 - PICK UP DATE.** Enter the pick up date indicated on the PPGBL.

m. **BLOCK 13 - MISSED PICK UP.** Did the shipment miss the agreed pick up date as stated on the PPGBL? Enter YES or NO.

n. **BLOCK 14 - RDD.** Enter the required delivery date (RDD) established by the origin TO as stated on the PPGBL.

o. **BLOCK 15 - MISSED RDD - # DAYS.** Enter YES or NO if the shipment failed to meet the agreed delivery date as stated on the PPGBL. In the right hand side, indicate the number of days the shipment was delayed by counting from the 1st day after the RDD up to the actual delivery date, i.e. RDD is 3 Mar, shipment delivered 5 Mar, the shipment is delayed 2 days. Entry should look like this: "YES/2 DAYS".

p. **BLOCK 16 - ESTIMATED LOSS/DAMAGE.** Enter the member's estimated dollar amount for loss and/or damage incurred during the move. If no loss and/or damage occurred, enter a numeric zero. Do Not leave this block blank.

q. **BLOCK 17 - DATE IN SIT.** Enter the date the shipment went into SIT. In case of split shipments, the delivery date for SIT would be the date the final increment delivers. Serial delivery dates of split shipment increments, with piece counts should be annotated in Remarks section (block 25) to provide an audit trail for later shipment evaluation.

r. **BLOCK 18 - DATE OUT OF SIT.** Enter the date the shipment delivered out of SIT.

s. **BLOCK 19 - DELIVERY DATE.** Enter the date the shipment delivered to final destination/residence. In the case of split shipments, the shipment is not considered to be completely delivered until the final increment of the shipment has been delivered. If there is a split shipment, enter the date of delivery of the final increment of the shipment in this block.

t. **BLOCK 20 - WEIGHT.** Enter the weight of the shipment if known, otherwise leave blank.

u. **BLOCK 21 - LOSS and/or DAMAGE - TYPE - SOURCE.** Enter the type of loss/damage incurred by using the following alpha codes:

- N - No loss or damage.
- H - High value loss.
- W - Water damage.
- D - All damage other than water damage.
- L - All other types of loss.

If there is both loss and damage enter the code for the category that appears to be the most predominate. Enter the data source for loss/damage by using the following alpha codes for documents used:

- D - Joint Statement of Loss or Damage at Delivery, DD Form 1840.
- C - Claims data, either a DD Form 1840R or adjudicated claim.
- X - Other Documents (DD Form 619, DD Form 1843, etc.).
- I - Inspection by TO.

v. **BLOCK 22 - CUSTOMER SATISFACTION.** Mark appropriate box (YES/NO or UNK for unknown) to indicate the member's feelings about the service provided by the carrier. The indication of customer satisfaction or dissatisfaction may be determined through the use of a local customer satisfaction report or through direct contact with the member. Any indication of unsatisfactory service should be brought to the attention of the origin TO in the event corrective action may be necessary. Customer satisfaction may be annotated by either or both the origin and destination TO's.

w. **BLOCK 23 - TENDER OF SERVICE VIOLATIONS.** Enter Alpha codes from block 24 for specific violations of the Tender of Service. Do not enter tender of service paragraph numbers in this block.

x. **BLOCK 24 - SHIPMENT INSPECTION.** Check violations as noted. Explanations are required in the remarks section for every tender of service violation checked.

y. **BLOCK 25 - REMARKS.** Enter the paragraph number for each tender of service violation and explain the violation. Use this block to note any information that may be important in evaluating the carrier.

z. **BLOCK 26 - PRINT NAME/SIGNATURE OF ORIGIN INSPECTOR.** Print or type origin inspectors name below signature. If no inspection was performed, enter "Not inspected at origin".

aa. BLOCK 27 - PRINT NAME/SIGNATURE OF DESTINATION INSPECTOR. Print or type destination inspectors name below signature. If no inspection was performed, enter "Not inspected at destination".

bb. BLOCK 28 - PRINT NAME/SIGNATURE OF SHIPPING OFFICE REPRESENTATIVE. Print or type name of the shipping office representative below signature. This block must be signed when tender of service violations are noted, or the score is less than 100. Scores of 100 with no violations do not need to be signed.

cc. BLOCK 29 - SHIPMENT EVALUATION. Mark appropriate box if shipment was satisfactory or unsatisfactory. This notifies the carrier that while this individual shipment may not warrant a Letter of Warning, it is still not up to the level of service expected. All shipments with scores under 90 shall be marked unsatisfactory.

dd. BLOCK 30 - SHIPMENT SCORE. Enter the final individual shipment score. This must be done by origin TO once the evaluation is completed.

2. DD Form 1780 Procedures:

a. DD Form 1780 is the only form which will be used to evaluate and score an individual shipment.

b. The origin TO will prepare and provide copy of the DD Form 1780 to destination TO to arrive prior to the shipment RDD, and establish a suspense for receipt of delivery information. Upon delivery, destination TO will input delivery information into the automated system, or annotate DD Form 1780 and return a copy with the DD 1840-R, if available, to the origin TO. If origin TO has not received the delivery information by the suspense date, origin TO will forward a duplicate copy of the DD Form 1780 to destination TO requesting status. Suspense will be reset for the 11th month from pickup for scoring purposes. Upon receipt of destination information, and not later than during the 11th month from pickup, shipment evaluation will be performed.

c. Completed DD Form 1780 distribution procedures:

- (1) Original to carrier.
- (2) Copy to carrier's performance file.
- (3) Distribution to local agent is optional, to be determined by each activity.

d. At no time will copies of DD Form 1780 be forwarded directly to HQ MTMC, on a routine basis. The DD Form 1780 will be forwarded to HQ MTMC when a single form, or series of forms, are being used as supporting documentation in requesting disqualification of a carrier. All such requests must be routed through the appropriate MTMC component.

SHIPMENT EVALUATION AND INSPECTION RECORD				1. DATE (YYYYMMDD)	REPORT CONTROL SYMBOL
2. MEMBER'S NAME (Last, First, Middle Initial)		3. GRADE/ RANK	4. COMPONENT	5. CARRIER NAME	SCAC
6. PGBL/ORDER NUMBER	7. ORIGIN PPSO		GBLOC	8. DESTINATION PPSO	GBLOC
9. CODE OF SERVICE					
10. PICKUP ADDRESS <i>(Street, City, State and ZIP Code)</i>			11. DELIVERY ADDRESS <i>(Street, City, State and ZIP Code)</i>		
12. PICKUP DATE <i>(YYYYMMDD)</i>		13. MISSED PICKUP <i>(X one)</i> YES <input type="checkbox"/> NO <input type="checkbox"/>		14. REQUIRED DELIVERY DATE (RDD) (YYYYMMDD)	
				15. MISSED RDD <i>(X one)</i> YES (No. of days) <input type="checkbox"/> NO <input type="checkbox"/>	
17. DATE IN STORAGE-IN- TRANSIT (SIT) (YYYYMMDD)		18. DATE OUT OF SIT <i>(YYYYMMDD)</i>		19. DELIVERY DATE (YYYYMMDD)	
21. LOSS/DAMAGE <i>(If applicable)</i>			22. CUSTOMER SATISFACTION <i>(X one)</i>		23. TENDER OF SERVICE VIOLATIONS CODE(S)
a. TYPE		b. SOURCE		YES <input type="checkbox"/> NO <input type="checkbox"/> UNKNOWN <input type="checkbox"/>	
24. SHIPMENT INSPECTION <i>(Explain all marked Tender of Service (T/S) Violations in Remarks.)</i>					
T/S CODE			T/S CODE		
VIOLATION			VIOLATION		
A FAILED TO PERFORM PREMOLVE SURVEY <i>(If applicable)</i>			N FAILED TO PROVIDE REQUIRED DOCUMENTS TO MEMBER		
B IMPROPERLY PACKED /LOADED SHIPMENT			O FAILED TO UNPACK/REASSEMBLE		
C IMPROPER/INADEQUATE PACKING MATERIAL			P FAILED TO COMPLY WITH SIT REQUIREMENTS		
D PREPARED INVENTORY IMPROPERLY			Q CONTAINERS NOT PROPERLY MARKED		
E PREPARED DD619/DD1840 IMPROPERLY			R FAILED TO PROTECT CONTAINERS FROM WEATHER		
F USED UNQUALIFIED PERSONNEL			S FAILED TO PACK, WEIGH AND ENTER PBP&E ON INVENTORY/PGBL		
G IMPROPERLY SERVICED/DESERVICED APPLIANCES			T FAILED TO REPORT SHIPMENT IN WEEKLY REPORT		
H FOLDED/FAILED TO PROPERLY ROLL RUG(S)			U UB/HHG CONTAINERS FAILED TO MEET SPECIFICATIONS		
I FAILED TO RECORD LOSS/DAMAGE			V FAILED TO NOTIFY PPSO OF INABILITY TO MEET RDD		
J FAILED TO WEIGH SHIPMENT AS PRESCRIBED BY ICC			W FAILED TO TRACE WITHIN 24/48 HOURS <i>(As applicable)</i>		
K FAILED TO REMOVE PACKING MATERIALS/DEBRIS			X FAILED TO NOTIFY PPSO OF ARRIVAL/DELIVERY		
L FAILED TO REWEIGH WHEN REQUESTED			Y FAILED TO CONTAINERIZE AT RESIDENCE		
M FAILED TO PROVIDE REQUIRED DOCUMENTS TO PPSO			Z OTHER <i>(See Remarks)</i>		
25. REMARKS					
26. PRINTED NAME/SIGNATURE OF ORIGIN INSPECTOR			DATE SIGNED		29. SHIPMENT EVALUATION <i>(X one)</i> SATISFACTORY <input type="checkbox"/> UNSATISFACTORY <input type="checkbox"/>
27. PRINTED NAME/SIGNATURE OF DESTINATION INSPECTOR			DATE SIGNED		
28. PRINTED NAME/SIGNATURE OF SHIPPING OFFICE REPRESENTATIVE			DATE SIGNED		
					30. SHIPMENT SCORE

DD FORM 1780, SEP 1998 (EG)

PREVIOUS EDITION IS OBSOLETE.

Figure BM-1. DD Form 1780-R, Shipment Evaluation and Inspection

F. MATRIX FOR SCORING INDIVIDUAL SHIPMENTS.

The following table assumes that the carrier has earned 20 points for meeting the pickup date specified on the PPGBL. If the carrier missed the pickup date, 20 points should be deducted from the shipment score shown on the matrix.

DAYS LATE	ESTIMATE \$ LOSS/DAMAGE										
	\$0	\$1- \$100	\$101- \$200	\$201- \$300	\$301- \$400	\$401- \$500	\$501- \$600	\$601- \$700	\$701- \$800	\$801- \$900	Over 900
0	100	98	96	94	92	90	84	78	72	66	60
1	96	94	92	90	88	86	80	74	68	62	56
2	92	90	88	86	84	82	76	70	64	58	52
3	88	86	84	82	80	78	72	66	60	54	48
4	84	82	80	78	76	74	68	62	56	50	44
5	80	78	76	74	72	70	64	58	52	46	40
6	76	74	72	70	68	66	60	54	48	42	36
7	72	70	68	66	64	62	56	50	44	38	32
8	68	66	64	62	60	58	52	46	40	34	28
9	64	62	60	58	56	54	48	42	36	30	24
10+	60	58	56	54	52	50	44	38	32	26	20

G. CARRIER EVALUATION WORKSHEET/REPORT (DD FORM 2497).

The following procedures will be used when preparing and distributing DD Form 2497:

1. **NAME OF CARRIER.** Enter the carrier's name and the carrier's Standard Carrier Alpha Code (SCAC), in upper case letters.

2. **TYPE.** Check either ITGBL for international shipments or TGBL for domestic shipments.

3. **PERIOD COVERED.** Enter dates.

4. **CODE OF SERVICE.** Check either UB for unaccompanied baggage (Codes J, 7, 8), or HHG for household goods (Codes 4, 5, 6, T, or 1, 2,).

5. **NAME OF ORIGIN SHIPPING OFFICE.** Enter the name, state and ZIP code (or APO/FPO number in the clear when authorized) of the preparing TO. Abbreviation is authorized as long as the identity of the activity is maintained. Enter the Government Bill of Lading Code (GBLOC) for the origin, in upper case letters, in the upper right hand corner of this block.

6. **PROPERTY OWNERS NAME.** Enter the name of the member expressed in last name, first name, and middle initial format. For example, Smith, Sally S.

7. **SHIPMENT PICK UP DATE.** Enter the date the shipment was picked up at origin.

8. **SHIPMENT PICK UP DATE/PPGBL NUMBER.** Enter the number of the PPGBL in the blocks provided. For shipments moving on a service order, enter the service order number.

9. **SHIPMENT EVALUATION.**

a. **PICK UP.** Enter "Yes" if shipment met its scheduled pick up date, and "No" if it did not.

b. **RDD.** Enter number of days shipment was late. if shipment was on time, enter a numeric "zero".

c. **L/D.** Enter estimated amount of loss and/or damage.

d. If a shipment is being scored as a turnback or pullback, enter either "turnback" or "pullback" as appropriate across 9 a, b and c.

10. **POINTS.** Enter the individual numerical shipment score. Total the number of points for each individual page at the bottom of column 10 under "Total Points This Page".

NOTE: Continue on subsequent pages as necessary. Insure that continuation pages are appropriately numbered (i.e., Page __ of __) in the space provided at the top of the form. After

recording the data for all DD Form 1780s contained in the carrier's performance file for the performance period enter, "Last Shipment Entry" on the next line after the last entry.

11. NUMBER OF SHIPMENTS SCORED. Once the evaluation period is over enter the total number of shipments scored.

12. AVERAGE SHIPMENT SCORE. Enter the carrier's score for the evaluation period. To derive the average shipment score, add together all the scores in column 10, (Points), and divide by the total number of shipments in column 11, (No. of shipments scored). Scores will not be rounded. Scores will be recorded to the second decimal place, for example, 91.79 or 99.99.

13. CARRIER STATUS. If the average shipment score is 90 or above, mark satisfactory; if 89.99 or below, mark unsatisfactory

14. NAME OF TO. Self explanatory.

15. SIGNATURE OF TO. Self explanatory.

16. DATE. This should be the same date the form is mailed to the carrier.

17. NUMBER OF SUSPENSIONS. Show total number of regular and/or immediate suspensions for the carrier imposed during the period covered.

18. TRAFFIC DENIAL PERIOD. If carrier status is unsatisfactory, enter appropriate traffic denial period in number of days, for example 60 days or 120 days.

19. REINSTATEMENT DATE. Enter the date the carrier will be reinstated to the appropriate TDRs.

H. INSTRUCTIONS FOR PREPARING A DD FORM 1814, CARRIER NOTICE OF WARNING/SUSPENSION/REINSTATEMENT/CANCELLATION.

1. Preparing the DD Form 1814.
 - a. In the title block, check type of action.
 - b. Enter the date the form is initiated by the TO.
 - c. Enter complete address of TO to include ZIP code and GBLOC.
 - d. Enter complete name and address of carrier to include SCAC.
 - e. Part 1 - Shipment Data
 - (1) Enter name of personal property owner; Last, First, Middle initial.
 - (2) Enter PPGBL number.
 - (3) Enter pickup date.
 - (4) Enter destination city or activity and state.
 - (5) Continue in remarks section if necessary.
 - f. Part 2 - Carrier Action
 - (1) Check appropriate box for action taken.
 - (2) When the DD Form 1814 is used as a Letter of Warning or Suspension, note all tender of service violations, to include paragraph number, with explanations.
 - (3) Type or print name of TO officer.
 - (4) Signature of TO officer.
 - (5) Enter effective date of action.
2. Distribution of DD Form 1814.
 - a. Letters of Warning issued at a military air or water terminal. When issued by a military air or water terminal commander, an original and two copies of DD Form 1814 shall be prepared and distributed as follows:

(1) The original Letter of Warning shall be forwarded to the home office of the carrier.

(2) One copy shall be forwarded to the origin TO for placement in the carrier's performance file.

(3) One copy for the terminals files.

b. Letters of warning/suspension issued by the TO. The DD Form 1814 will be distributed as follows:

(1) The original will be sent to the home office of the carrier. Letters of Warning for Suspension must be forwarded by certified mail, return receipt requested.

(2) When the action results from a recommendation by the destination TO, an information copy will be sent to the destination TO.

(3) one copy shall be retained in the carrier's performance file.

(4) One copy provided to the carrier's agent.

c. Letters of Reinstatement/Cancellation. After expiration of the minimum 30 day suspension period and when the TO is satisfied that the carrier has taken adequate corrective action, the TO shall issue a letter of reinstatement to advise the date reinstatement will be effective. A DD Form 1814 will be issued as soon as possible for any action that is canceled or retracted (for example, a suspension that was successfully appealed by a carrier). An original and two copies of the letter of reinstatement or cancellation shall be prepared and distributed as follows:

(1) The original DD Form 1814 shall be forwarded to the home office of the carrier.

(2) One copy provided to the carrier's local agent.

(3) One copy shall be retained in the carrier's performance file.

CARRIER NOTICE OF				1. DATE (YYYYMMDD)
<input type="checkbox"/> WARNING	<input type="checkbox"/> SUSPENSION	<input type="checkbox"/> REINSTATEMENT	<input type="checkbox"/> CANCELLATION	
2. FROM		3. TO		
SECTION I - SHIPMENT DATA				
4. PROPERTY OWNER'S NAME	5. PGBL	6. PICKUP DATE (YYYYMMDD)	7. DESTINATION	
SECTION II - CARRIER ACTION				
8.				
<input type="checkbox"/>	a. DUE TO THE VIOLATIONS CITED BELOW, YOU ARE HEREBY WARNED THAT A REPETITION OF THE TYPE OF SERVICE PROVIDED IN SECTION I ABOVE WILL SERVE AS A BASIS FOR YOUR SUSPENSION.			
<input type="checkbox"/>	b. DUE TO THE VIOLATIONS CITED BELOW, YOUR COMPANY IS SUSPENDED AT THIS ACTIVITY UNTIL PROOF OF CORRECTIVE ACTION IS PROVIDED.			
<input type="checkbox"/>	c. YOUR COMPANY WILL BE REINSTATED TO THE LIST OF CARRIERS ELIGIBLE TO SERVE THIS ACTIVITY ON THE DATE SHOWN BELOW.			
9. TENDER OF SERVICE VIOLATIONS/REMARKS				
10 a. NAME OF PERSONAL PROPERTY SHIPPING OFFICER (Last, First, Middle Initial)		b. SIGNATURE		11. EFFECTIVE DATE OF ACTION (YYYYMMDD)

DD FORM 1814, SEP 1998 (EG)

PREVIOUS EDITION IS OBSOLETE.

Figure BM-3. DD Form 1814-R, Carrier Notice of Warning/Suspension
BM-40

I. APPELLATE ADDRESSES

Inquiries and appeals should be directed to the office with the area of responsibility.

Addresses:

Commander

Headquarters, Military Traffic Management Command

ATTN: MTPP-HQ

5611 Columbia Pike

Falls Church, Virginia 22041-5050

Phone: (703) 681-6292 / DSN 761-6292

For installations located in Central Europe, England and the Mediterranean:

Military Address:

HQ USEUCOM

MTMC, 598th TRANS GP (TML)

Personal Property Division

Unit 30400, Box 1000

APO AE 09128

Phone: 0711-680-8248/DSN 430-8248

Phone from outside Germany: 49-711-680-8248

Civilian Address:

HQ USEUCOM

MTMC, 598th TRANS GP (TML)

Personal Property Division

GEB. 2304

Patch Barracks

70569 Stuttgart

For installations located in Alaska:

Directorate of Logistics

ATTN: APVR-RDL-TP

977 Davis Highway

Fort Richardson AK 99505-7000

Phone: (907) 384-1833/DSN: 317-384-1833

For installations located in the Pacific, to include Hawaii, Korea, Japan and Guam:

Commander
ATTN: MTWPA-OP-PP
599th U.S. Army Transportation Terminal Group (TML)
Bldg 204
Wheeler Army Air Field HI 96854-5155
Phone: (808) 656-3741/DSN 315-456-3741

J. REPORTING PROCEDURES

1. PPSOs must forward a semi-annual report of all carriers' TQAP scores for household goods and unaccompanied baggage to HQ MTMC/MTPP-HQ.
2. The purpose of the report is to provide data to HQ MTMC to determine policy issues, establish transit times, convene carrier review boards, adjust scoring and suspension policies, determine the effectiveness of quality assurance programs, and detect operational problems or trends in different rate channels.
3. The preferred method of reporting scores to HQ MTMC is electronically through the automated system. If electronic means are not available, mail is acceptable. Reports are due not later than the first day of each new rate cycle.

APPENDIX BN

GUIDELINES FOR THE QUALITY CONTROL INSPECTOR

1. Skills Needed to Inspect.

a. A government operator's license for a light truck or staff car if required by the installation.

b. An inspector must have the ability to:

(1) Communicate effectively in writing and orally. Every observation requires a record for later evaluation of the carrier or contractor or as information for use by the property owner or the government. These reports must be clear, concise, and accurate. Inspectors, because of their direct contact with the property owner, must be adept at personal property counseling.

(2) Work effectively under stress. The inspector must arbitrate differences between carrier personnel and property owners without being intimidated by either party. Decisions must often be made at the scene without coordination with higher authority. These decisions must be made based on broad working knowledge to avoid criticism and delays.

(3) Prepare reports and other written technical material, including the task of evaluating procedures and suggestions for revision of regulations. Technical material must be technically correct, including content and grammar. Fully familiar with automated system to input and retrieve information and forms.

(4) Work independently and effectively plan day-to-day activities.

2. Responsibilities of the Inspector.

a. Observe, document, and evaluate carrier or contractor performance in moving personal property of DOD personnel and make sure that carriers or contractors comply with service tenders, tariffs, contract specifications, and government regulations used in handling this property.

b. Resolve controversial procedural problems involving rights of members and requirements of carriers or contractors to perform desired services.

c. Advise members on entitlements when questions arise after initial counseling.

3. Qualifications of the Inspector.

a. Experience. Experience as personal property counselors will provide authority and poise in dealing with members of all pay grades.

b. Training. The inspector should be given sufficient training to have a broad understanding of every aspect of the personal property program, including automated systems. Transportation officers must consider the applicants' training, education, experience, and growth potential before placing the person in quality control duties. Applicants should have a transportation background and personal property experience. They must also have developed the communication skills required for counseling and be able to interpret and apply contract specifications and regulations to task requirements.

4. Equipment Needed to Inspect.

a. Vehicle. Vehicles may be military, General Services Administration (GSA), or POV or from a combination of these if it is advantageous to the government. A POV may be used on a reimbursable basis by employees for travel within or outside their duty station. Mileage rates are stated in the JTR/JFTR. Travel orders are not necessary. Payment can be certified after the fact using SF1164, Claim for Reimbursement for Expenditures on Official Business. Use of POV can be exclusive, provided the travel budget is so established, or POV can be used with a military or GSA vehicle to meet unforeseen needs such as nonavailability. Establishing a travel budget for other than military vehicles must be justified as advantageous to the government. Nonavailability of government vehicles can be used to justify the budget. A POV is the most flexible arrangement. However, the inspector must consent to use his or her POV and may refuse without any inference being drawn. When a POV is used, vehicles do not require maintenance and pooling.

b. Kit (briefcase). A briefcase to accommodate working papers, publications, maps, blank forms, magnifying glass, and tape measure is a necessity.

c. Camera with Flash. Instant printing cameras should be available for household goods inspectors. "A picture is worth a thousand words."

d. Pager/Cellular Phone. Bases near metropolitan areas will have access to commercial packet paging systems. If included in the budget, units can be obtained by monthly rental. Pagers have an advantage over telephone call-in procedures from residences of property owners as telephones are often disconnected when moving. In some cases cellular telephones may be more practical when considering factors such as availability of services, costs, and the size of the area of responsibility. The ability to establish instant communication with the inspector for redispach to locate members during carrier free time on inbound shipments can save storage-in-transit money. Immediate access to the inspector by both the property owner or the carrier creates a feeling of security in the community.

e. Badge or Nameplate. Inspectors should wear badges listing their name and also stating Quality Control Inspector.

f. **Quality Control Inspection Cards.** The inspector's professionalism can be increased by providing the member a card containing his or her name and other pertinent information. The reverse side of the card can be used for additional information useful to the member. For example, short moving day tips or reminders of vital actions to be taken by the member. Local reproduction of the card is authorized.

g. **Directives.** The following directives pertain to the duties of the quality control inspector of personal property and should be readily available.

(1) DOD 4500.9-R, Part IV, Defense Transportation Regulation (DTR) Personal Property.

(2) Service Regulation, as applicable.

(3) Rate Solicitations.

5. Preparing for the Inspection.

a. Before any inspection, the inspector will determine the property location, the carrier or contractor performing the services, the type of shipment, and the pack and pickup date and time.

b. Calling the carrier agent's dispatcher for an estimate of the pickup or delivery time will make sure that someone is at the residence when it is essential.

c. When the jobs assigned exceed capability, the inspector must decide which jobs will not be inspected. These jobs must be the ones that are the least urgent or involve the most time and expense.

6. Conduct of the Inspector.

a. **The Inspector Must Always be Tactful.** Carriers' services are defined by laws, rules of regulatory bodies, economics. If the demands of a member exceeds the service agreed to by the carrier and the government, the inspector must support the carrier and counsel the member. On the other hand, carrier representatives that are inefficient or unfamiliar with contractual requirements will require counseling by the inspector. This is especially important during summer months when the local agent may be using summer hires.

b. **Service to Members.** Maximum service to the member must always be uppermost in the mind of the inspector. However, the entitlements established by law and the regulations of the military department concerned cannot be exceeded.

c. **Personal Characteristics.**

(1) **Carrier Personnel.** Each assignment presents a different scene with new people and unusual items to move. After a short while, on the job, the carrier personnel, particularly crew leaders, become well-known. While the inspector must maintain a distance to assure a professional relationship, this gives the inspector an advantage, if properly pursued. The quality of service provided by the crew on previous jobs reveals their strengths and weaknesses and the attitude of carrier personnel toward the consumer, particularly a complaining one, can be predicted. This situation must be handled carefully by the inspector to avoid giving the impression that the carrier and government representatives are collaborating against the customer; that is, "two on one."

(2) **Military Members.** Personal characteristics of members and their spouses will also fall into the categories. Members who are absent on moving day, leaving a spouse who did not attend the counseling session to release the property, must be treated as a potential problem. Members and spouses who disagree or are entertaining friends on pack or pickup days are prone to disagree with the carrier when requested to sign the inventory. Distinguishing traits of character ranging from over concern to disinterest must be recognized early and met with serious counseling if the carrier, the government, and the member are to be adequately served. Members should arrange to have small children and pets at a different location on moving day to enhance the packout.

d. **Appearance.** Inspectors arriving on an assignment should look like an inspector and wear a name plate/badge. Inspectors should also carry a laminated picture identification signed by a well-known installation authority for presentation. A military uniform is not always enough to convince dependents that the inspector should be admitted into their quarters. Also, an inspector card will add the professional touch. Sometimes all the obstacles of a door-to-door salesman must be overcome. A civilian inspector should be neatly attired. Contact with carrier personnel on the way in should be confined to greetings.

e. **How to Proceed.** Ascertain from the property owner, away from carrier personnel, what is expected that is not being received and treatment of which possessions is causing anxiety. Services that are denied by entitlement limitation or departmental policy can be resolved by skilled recounseling. Those that involve the service of the carrier that appear to be controversial must be discussed with the crew leader out of earshot of the crew and the property owner. If results of such conversations are positive, everyone can then discuss the matter and come to an understanding.

(1) Inability to resolve the difference may result in an immediate elevation of the problem to the TO by either the property owner or the carrier. When this is imminent, the inspector will relay all the facts and conditions to his/her supervisor and make the proper written report.

(2) The most difficult problems for the inspector result from decisions that are based on his/her judgment. Refusal to crate a grandfather clock or a declared high-value antique, denying extra wrapping of furniture items, or informing a claimant that damages preexisted are unpopular decisions. The inspector must make these decisions to protect the government.

(3) The inspector, however, must be accurate when making reports. The practice of not reporting deficiencies corrected on the spot breeds repetition and defeats the Quality Control Program. Carrier deficiencies are an indication of inadequate training, equipment, supplies, or attitude that must be recorded to enable correction.

f. Establishing Communications. Sometimes the carrier has not arrived to pack or pick-up when the inspector arrives and the property owner is anxious. Well-organized transportation offices have a customer service procedure that allows the inspector to report these conditions and get communications established between the carrier and the property owner, if telephones are available. This relieves the inspector for the next assignment. (If telephones are not available in the immediate vicinity and the member is immobile, contact the carrier and report back to the property owner and try to answer all questions). Sometimes the shipment has been picked up when the inspector arrives and the property owner has a problem. Copies of customer reports can be provided with counseling for reporting to the destination transportation office.

7. Post-inspection Reporting.

a. Credits for Completing an Inspection. Regardless of the number of times a shipment may be visited during a pack and pickup or delivery, credit for inspection must be limited to one. Recording each visit as an inspection will result in more inspections than shipments available to inspect. Any effort that results in contact with the property owner (or carrier) on which time or resources were expended in collecting enough information to make a report can be counted as an inspection subject to the above. Credit for the inspection will be taken on the pickup/delivery date.

b. Telephone Reporting. A call to the inspector's supervisor at the completion of each inspection, if a toll-free telephone is available, will make it possible to revise priorities and provide for inspection of direct inbound deliveries. This call also makes it possible to establish contact at the next job. Inspectors with pocket pagers, however, are always in contact for rearranging priorities.

8. Inspection Goal.

Monthly, the transportation office goal for inspection will be 50 percent of household goods, unaccompanied baggage, mobile homes, non-temporary storage, and local drayage shipments by type. Inspection quality will not be sacrificed to meet this goal.

APPENDIX BO

TRANSPORTATION MANAGEMENT ADVISORY MESSAGES (TMAs)

TMAs will be provided to each TO by HQ MTMC/MTOP-T, and upon receipt TMAs should be filed in Appendix BO of this regulation.

