



Interstate News

Effective July 1, 2009, we have upgraded the Performance Standard Rating Scale in the ICARE program.

The "Needs Improvement" is now 3.26-4.00 and the "Unsatisfactory" scale is 0.00-3.25.

This modification to our Performance Standard is another step in the our goal to set the highest standards in the industry for the serving our military customers.

The Military Affairs Dept. is currently conducting a review of all of our service provider data to determine if we are using the top performing agents. This review will result in a new lineup for bookings and SIT.

Pack Your Sea Bags

The Navy will receive \$89 million in restored funds for its PCS budget, which will lift the freeze on PCS moves. Navy officials were cleared to process the backlog of PCS orders that have been on hold since the end of April 2009. Moves for more than 10,800 sailors and officers will now be released.

They expect the processing to be caught up within a month, but the moves will considerably longer. This will impact on moves for the first fiscal quarter (Oct-Dec) of 2010.

Chief of Naval Personnel Vice Adm. Mark Ferguson says, "We can't thank our sailors enough for their patience and understanding throughout this process."

ICARE Data at Your Fingertips

Interstate has developed a new component to the Interstate Information Center. The website for our service providers has been modified with a new function "ICARE", under the Performance Management section. This function gives origin service providers, haulers and destination service providers alike access to their performance data in ICARE; all partners in the relocation process can now view their performance on the various components of a move (origin, hauling, direct delivery, and shipments delivered from SIT).

Our customer satisfaction improvement efforts are driven by the customer evaluation of our services. Timely and sufficient feedback from our military customers gives us the ability to monitor and measure the performance of our service partners, thus we are continually pushing to achieve a high percentage of surveys from our military customers. But, just having the customer survey information is only part of the effort. That's why we now have procedures in place to disseminate this valuable information in an easy-to-use management tool, which makes the program more effective.

ICARE Interstate Carrier/Agent Review and Evaluation

The ICARE function is automatically set to the rolling 6 month evaluation period being used by the Interstate Military Affairs Department, but can be manually adjusted to any time period desired. Selecting the evaluation criteria (Origin Agent Evaluation, Hauler Evaluation, Direct Deliveries or Deliveries from SIT) and entering a requested time period will provide an overall summary. From this point it is simple to "drill down" for additional information; a copy of the individual customer evaluation details to include numerical survey ratings and customer comments (if available). As well, all data can be sorted by various columns and date ranges; this ability to sort information allows for the identification of trends and the rapid identification of any area needing improvement.

This valuable management tool puts important performance information in the hands of our partners; information that can be used to identify weak areas as well as to see the results of successful programs instituted to improve service. We welcome feedback from our partners on this program as it is our goal to ensure they have a useful and effective management tool.

Shortly a special edition of our newsletter will be published providing detailed instructions and handy tips on the use of the program.

For the first five months of 2009, we have achieved a record 42% surveys from our military customers. With this new management tool, this high level of data, and our "Booking with the Best Program", we feel that together we will set the industry standard for quality service for military customers.

Saluting Professionals

Interstate recognizes the TMO operations at **FISC Puget Sound** for its outstanding integrity and excellent service to its military customers, carriers and service providers.

Top 10 Bookers

Ace Van & Storage (VA)
Admiral Moving & Storage (VA)
Academy Van & Storage (VA)
Modern Moving LTD (NY)
Leek Van & Storage Co. (KY)
Ambassador Worldwide Mvg (VA)
OK Moving & Storage (VA)
Atlantic Relocation Systems (FL)
Security S&V/Newport News (VA)
Interstate Moving Systems (MD)

DP3 "Numbers"

113

Number of Transportation Offices participating in DP3, as of June 29, 2009.

40,870

Domestic and international shipments awarded through DP3, as of June 29, 2009.

9,612

DP3 domestic and international shipments delivered as of June 29, 2009.

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Changes to DP3 SIT Procedures

In a message dated July 1, 2009, LTC Bradley released the following jointly-approved message outlining updated regulations, procedures and guidelines regarding the request for and subsequent approvals of SIT in the DP3/DPS system.

Effective immediately, the following changes are in effect:

A. Member/employee requested a direct delivery (during counseling) and a delivery address is on the GBL:

The TSP is authorized SIT after a percentage (currently 70%) of the government transit time (some exceptions apply – e.g. member's home becomes unavailable or member is unable to accept delivery). Note: this percentage may change at the start of a new rate cycle (see applicable tariff/tender).

Upon completion of the applicable waiting time and/or once the TSP has determined that the member is not available to accept delivery, the TSP must arrive the shipment in DPS first and then request SIT. DPS will send an SIT approval request to the PPSO. The PPSO must review to determine whether the applicable percentage of the transit time has been met and will approve/disapprove SIT accordingly. The transit time will be determined by PPSO using the transit time excel spreadsheet. If SIT is approved by the PPSO, DPS will issue SIT number.

B. No direct delivery address (printed on the GBL):

There is no up front action required by the PPSO. Upon shipment arrival at destination, the TSP must remain diligent in contacting the member within the allotted free waiting time (2 hours for domestic or 3 hours for international); once the TSP has determined the member is not available to accept delivery, the TSP must arrive the shipment in DPS and request SIT. DPS will auto-generate the SIT number and provide to the TSP. The PPSO must review electronic billing of applicable SIT charges and certify for payment to the TSP as appropriate.

C. Important highlights:

1. PPSOs are reminded that during the counseling process for direct delivery shipments, they must select "yes" when prompted "is this a direct delivery?" by DPS.
2. Members should also be reminded to request a reweigh prior to delivery at destination if they are over their HHG weight entitlement.
3. TSPs are responsible for contacting members during the allotted free waiting time, prior to delivery and/or any SIT request. PPSOs are required to provide a quick reply to any authorized SIT request.
4. TSPs are reminded to promptly enter pick up/delivery dates into DPS to ensure PPSOs have up-to-date visibility on all dates and changes to those dates.
5. During PPSO evaluation of a TSPs performance, do not include any previous letters of warning issued to a TSP for issuing their own SIT control number. PPSOs will continue to ensure TSPs meet current DP3 quality assurance standards.
6. In accordance with service-specific regulations, PPSOs are to conduct random inspections of shipments being placed into SIT within their AOR to ensure SIT provisions, warehouse handling requirements and shipment location are met.
7. DPS does not send an email to the inbound PPSO queue for SIT approval when there is no address on the GBL and a direct delivery is requested by the member enroute. These shipments are still considered a direct delivery and TSPs are responsible to deliver shipments as agreed upon with the member.

DPS Update

Our Associations wrote to SDDC Commander Maj. Gen. James Hodge expressing their concerns about the DP3 program and the problems that the industry has encountered. Gen. Hodge met on July 7, 2009 to hear the concerns of the industry and to discuss the various issues. The Industry requested an immediate significant reduction in the number of shipments being put into DPS. This would give DOD time to review and fix the numerous problems with DPS and the DP3 program. It was also requested that SDDC work with industry as they develop fixes for the problems, and keep the industry advised of the status.

To facilitate the discussion, a listing of the problems associated with DPS and DP3 that are creating the most severe, urgent problems for Industry and the TMOs alike was presented. It was reported that this was an excellent meeting, as Gen. Hodge was concerned and very receptive to the concerns. The General indicated he has been hearing similar concerns from the military services. He further indicated he appreciated the opportunity to meet with Industry to discuss these issues.

General gave his commitment to look at further reducing shipment volume in the DP3 program and to increase and improve communication with the Associations. He indicated he would review, address and prioritize a list of issues from the industry.

SDDC also advised they are considering making changes to the rules for pre-move surveys in the DP3 program. It is unclear what the timetable is for the release of the new rules.

This was an excellent meeting and it was clear the General was concerned with ensuring that we have an effective program. In the coming weeks we will have more information but it is anticipated there maybe a slow down in the percentage of shipments being put into the DPS Program. Some major TMOs are already reporting a drop in the shipments being put into DPS.

Special Mention—Superior Service

Special mention is made for Graebel Movers of Colorado for their superior service for our military customers in Colorado Springs. An evaluation of their shipments from January to June shows we have obtained 37% surveys and they have achieved an excellent rating of 4.61. This exemplary rating is the direct result of the efforts of their entire team under the leadership of Tony Cisneros. They have achieved the highest “origin” performance rating of the entire state!

SIT Updates Must Be Entered in Website

When the TMO sets up a TOPS shipment for delivery from SIT, this information **must** be entered into our Traffic Management System. Go to the IVL website and access your service provider page using your log-in and password. Click on “**Update Delivery Information**”; this will bring you to a listing of your SIT shipments on-hand. Locate the correct shipment; click on the registration number in the right-hand “**Update Div Info**” column. Use the “**Update Screen**” to enter all delivery information, including the customer contact **telephone**, **e-mail address**, and **complete** mailing address; submission of this information via the web-site will automatically update into our system. In addition you can enter remarks concerning this shipment prior to, as well as after delivery; shipments will remain in your website for two weeks after scheduled delivery for this purpose.

Compliance with this procedure will assist in our mutual effort to set the standard for quality service, as well as allow us to improve our shipment management strategies.

ICE

ICE = Introduction / Communication / Education

Introduction - Introduce all members of each team upon entering the customer’s home. Taking a minute to make introductions will go a long way in putting the customer at ease, and will set the tone for the rest of the move.

Communication - Throughout the move process, keep the customer apprised of what is happening. Answer any questions, offer assistance, let the customer know who is doing what, where and when.

Education - Let the customer know the plan for packing, loading or delivering the shipment, step by step. Describe the process beginning to end and what is expected of them and you.

Break the ice - with ICE. Introduce yourselves, communicate with the customer, and educate them. These things are a basic part of the move and not difficult to do and will go a long way in achieving a high level of customer satisfaction.

5 for 5 Program

Interstate Service Group’s goal is to achieve a survey rating of “five” for each phase of the moving process by providing “Top Hat” customer service. The delivery service is our final chance to ensure we have provided our military customer with a superior move.

To ensure uniformity throughout our agency network and guide our customer satisfaction efforts, we have established our “**Five for Five**” Program to serve as the process and procedures standard by which all deliveries to residence are accomplished (either direct delivery or delivery from SIT).

We have established **five** actions to be taken before delivery and **five** after delivery; these actions are key to our “Five for Five” Program to ensure that we achieve a perfect survey rating of “five” for the delivery process.

It is important that crews fully understand the need to complete all the actions at time of delivery in a manner which will exceed the military customer’s expectations; services must be performed in a cheerful and cooperative manner.

If at any time the crew leader feels that the crew cannot satisfy the customer’s requirements, he should request the Dispatcher’s guidance.

Details of our “5 for 5” program can be obtained from your agent’s website.

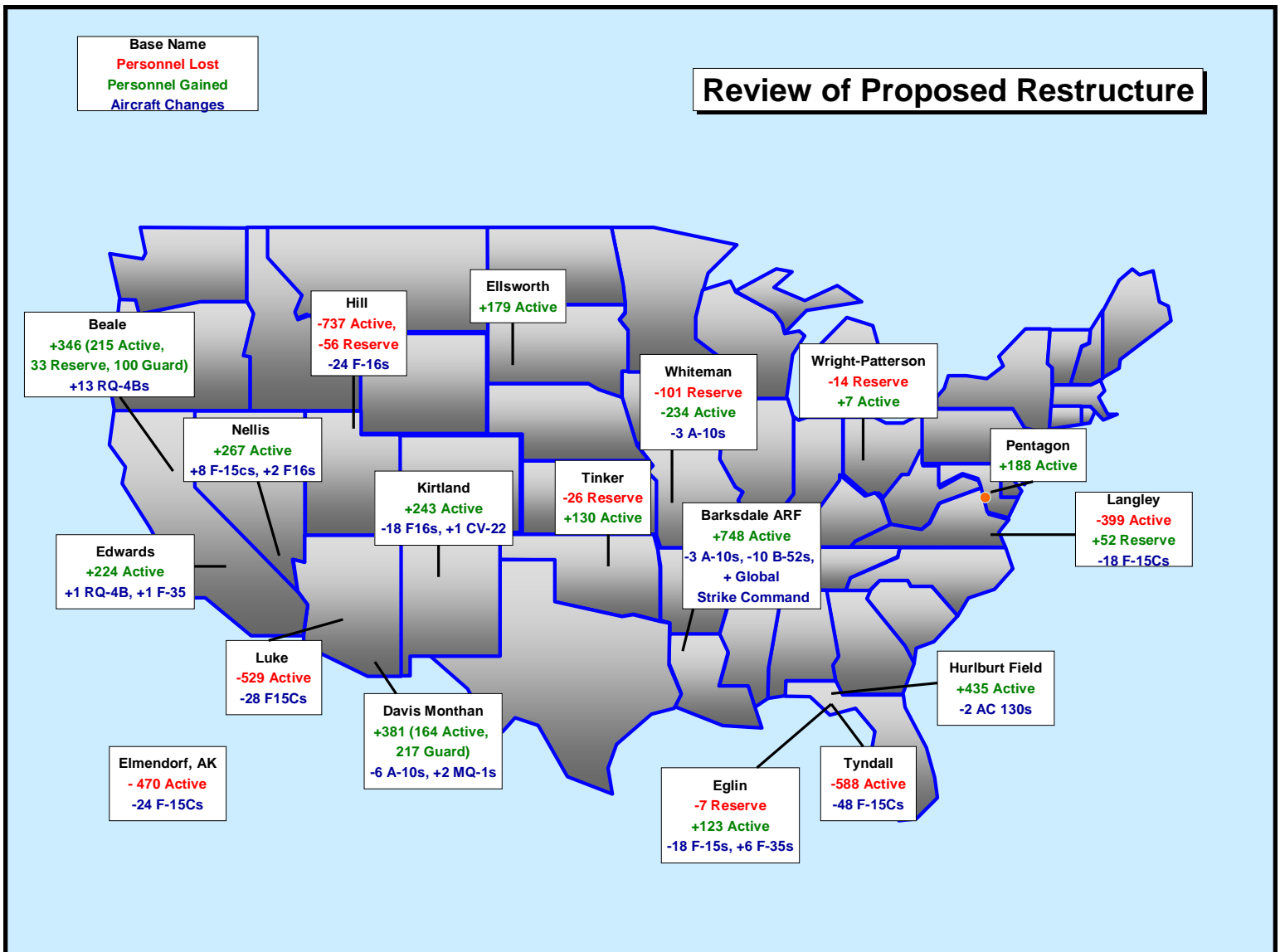
Air Force Proposes Reshape of U S Air Power

In a plan broadly outlined in May by Chief of Staff, Gen. Norton Schwartz, the fate of more than 10,000 airmen, approximately 600 aircraft, and dozens of wings, squadrons, training centers, depots and bases will be affected by a force restructure designed to reshape U. S. air power more than any initiative seen in decades.

The foundation is a “dramatic shift away from fighter aircraft – the heart of the Air Force since Vietnam – toward Pentagon priorities of more robust intelligence, surveillance and reconnaissance; a greater focus on irregular warfare; more attention to nuclear enterprise; and increasing emphasis on special operations forces”.

At the core of the plan is the expected retirement of 254 fighter aircraft and billet transfers for more than 4,000 airmen from fighter units to unmanned aerial vehicle, nuclear, ISR and maintenance and special operations career fields. Some airmen will be reassigned at their current location, while others will have to transfer bases or retrain for new career fields; all told, more than 10,000 billets will be eliminated, added or shifted to a different base or unit. Of note, the proposal also only covers fiscal year 2010, beginning October 1, but does not take into account some upcoming moves already scheduled that will affect bases and airmen.

It also remains to be seen whether the proposed plan will in effect become reality; Congressional Lawmakers are skeptical of the plan, in part due to the loss of aircraft and jobs from their home states, but also as cited by MacKenzie Eaglen, an Air Force expert at the Washington DC based conservative think tank, Heritage Foundation, opposition to the plan is also based upon the fact that it could or would hurt U. S. air dominance by retiring fighters without buying enough new ones. “Congress needs to assert its leadership over the budgetary process and ensure that appropriate steps are taken to acquire new and replacement fighters to meet the fighter gap and to continue American air superiority and dominance into the next decade ... This [plan] is clearly [putting] the cart before the horse.”



Taken from Air Force Times, July 13, 2009 edition

The Best Of The Best

Interstate Carrier Agent Review and Evaluation

ICARE is not only an acronym, but an accurate description of how we feel about our customers. When superior customer service is performed, every individual says "I care."

We have used the ICARE program effectively for over 3 years, but the value of the program is increasing. 2009 will be a challenging year; we can no longer give lip service about quality and customer satisfaction, they must be performed with each and every move.

Interstate, as announced in the last newsletter, follows "BWB," or Booking With the Best, which includes distribution of SIT. We appreciate the efforts made by our service providers to improve service to our military customers and we look forward to another successful year.

The Interstate Standard

Rating Scale	5.00 - 4.40 Excellent	4.39 - 4.30 Very Good	4.29 - 4.01 Meets Standards	4.00 - 3.26 Needs Improvement	3.25 - 0.00 Unsatisfactory
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Now using last 6 months of data-
December 2008-May 2009

Top Interline Carriers—Division A

	"H" Rating
Graebel Van Lines	4.40
Paul Arpin Van Lines	4.32
Wheaton Van Lines Inc.	4.32

Origin Service Top Service Providers

SIT Delivery Top Service Providers

Division A

	"O" Rating
Admiral Moving & Storage (FISC Norfolk)	4.22
Ace Van & Storage (JPPSO WA)	4.18

	"D" Rating
La Mesa Transfer & Stg (FISC San Diego)	4.30

Division B

Leek Van & Storage (Ft. Campbell)	4.70
Atlantic Relocation (JPPSO SAT)	4.66
First Class (JPPSO SAT)	4.54
Bailey's Moving & Storage (JPPSO COS)	4.20
Academy Van & Storage (FISC Norfolk)	4.13

Morrison Mvg & Stg (JPPSO Lewis)	4.96
Pacific Movers (JPPSO Anchorage)	4.79
Interstate Moving Systems (JPPSO WA)	4.26

Division C

Atlantic Relocation (Ft. McPherson)	4.79
A-Able Trf & Stg (Pensacola)	4.65
Bekins Mvg & Stg (FISC Puget Sound)	4.58
Low Country Mvg & Stg (MCAS Beaufort)	4.51
Reads Mvg Sys of Daytona (JPPSO SAT)	4.51

Metropolitan Movers (JPPSO Lewis)	4.87
First Class Mvg Sys (JPPSO SAT)	4.82
Leek Van & Stg (Ft. Campbell)	4.68

Division D

Reads Moving Sys of FL (FISC Jacksonville)	5.00
Global Mvg Systems (FISC San Diego)	5.00
Affordable Trf & Stg (FISC Puget Sound)	5.00
Bell Mvg Systems (JPPSO COS)	4.87
Mitchell Mvg & Stg (JPPSO Lewis)	4.81

Shur-Way Mvg & Ctg (Great Lakes)	5.00
Mather Brothers (JPPSO SAT)	5.00
Compass Mvg & Stg (7th CG Dist Miami)	4.80

Legend

Division A = 90+ shipments

Division B = 50-89 shipments

Division C = 26-49 shipments

Division D = 5-25 shipments

January-
December 2008
28% surveys

January-
April 2009
44% surveys

Data represents December 2008 - May 2009

Divisions based on amount of shipments serviced by provider

O rating = average of 25% of the survey score and 75% of the packing score

H rating = average of loading score and delivery score

D rating = delivery score out of SIT only