

Military Surface Deployment and Distribution Command

Customer Advisory

11 February 2020

CA-20-02-11/0019

Subject: Appointment Issues and Data Collection Efforts

Purpose: To notify Transportation Service Providers (TSP) of an SDDC G3 initiative to track and quantify difficulties associated with carrier appointments.

Be Advised: SDDC G3 Domestic Freight Services (DFS) will be launching an initiative to track TSP issues with appointments.

TSPs experiencing issues securing appointments at installation are requested to complete the Appointment Issue Documentation Worksheet, located under "Links" on the Domestic Movement Support (DMS) page of the SDDC Public Website (<https://www.sddc.army.mil/dms/Pages/default.aspx>). TSP participation in this initiative is strictly voluntary, but highly encouraged. Data gathered during this effort will be used by SDDC G3 DFS to scope the problem, analyze trends, identify training shortfalls, and develop potential solutions.

This initiative will run from 24 February 2020 through 24 April 2020 (60 days).

TSPs wishing to report issues should access the Appointment Issue Documentation Worksheet at the above link. The Worksheet will open as an email with several data fields for TSP completion. TSPs are asked to provide as much detail as possible when completing the worksheet. Completed worksheets will then be emailed to SDDC G3 DFS for tracking and analysis and to the SDDC G6 Systems Response Center (SRC) Helpdesk for immediate action.

TSPs should continue to check the Transportation Facilities Guide for appointment requirements and guidance.

An explanation of the data fields requested on the Appointment Issue Documentation Worksheet can be found on the following page.

POCs:

SDDC G3 POC (worksheet and data collection issues): Domestic Freight Services Branch, (618) 220-5914; usarmy.scott.sddc.mbx.g3-domestic-freight-services-branch@mail.mil.

SDDC G6 POC (systems-related issues): SDDC G6 Systems Response Center (SRC), 1-800-462-2176 or (618) 589-9445

Expiration: 25 April 2020

When completing the Appointment Issue Documentation Worksheet, located at <https://www.sddc.army.mil/dms/Pages/default.aspx>, TSPs may refer to the following data field explanations:

Data Field	Explanation
Installation and BLOC (if known):	Include installation/activity name and state and Bill of Lading Office Code (BLOC) (if known).
Date appointment request was made:	Date TSP contacted the installation (via CAS or as directed by the TFG) to make an appointment.
RDD:	Required Delivery Date (RDD) provided by shipper.
Requested appointment date:	Appointment date requested by the TSP.
Final appointment date:	Appointment date accepted by the transportation office and provided to the TSP for delivery.
Number of attempts to get an appointment:	Applicable only if multiple attempts were made by the TSP to secure an appointment. If only one attempt was made, leave blank.
Did you call the site for assistance? If so, who did you speak with and phone #:	Applicable only if the TSP requested assistance securing an appointment from the transportation office.
Date appointment confirmed by the transportation office:	Date final appointment was accepted by transportation office and confirmed (this may occur in Carrier Appointment System (CAS)).
Were you able to access the site in CAS?	Applicable to sites that utilize CAS only. This question is designed to identify systems-related issues with website accessibility.