



U.S. General Services Administration

Federal Acquisition Service

Agency Best Practices Discussion

GSA Employee Relocation Resource Center
Government Relocation Forum
October 18, 2011

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GSA Government Relocation Forum “Household Goods Management”

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Communication

- “The single biggest problem in communication is the illusion that it has taken place” *George Bernard Shaw*



Tools

- PCS website on our Intranet
 - » “Move Specific” PCS Handbooks
 - › Summary of Allowances
 - › “Countdown to Move Day”
 - » PCS Advisory Notices
 - » Federal Travel Regulations
- PCS Briefings
- PCS Counseling Sessions

PCS



Customer Service

- *Relocating is one of the top 3 stressors in life...*
- *Put Relocation Information in writing & put it in the hands of your customers as soon as possible...Why?*
 - » *It establishes connectivity*
 - » *It gives the customer something to do*
 - » *It prompts questions*
- *Promote the sharing of expectations*



Identify Priorities w/TSPs

- Understand **OUR** mission
- Know our issues/pain points
- Quality
 - » Efficient & Responsive
 - » Minimal **Noise**
 - » Resolve Issues
- Fiscal
 - » Reasonable Price
 - » Alternatives/Options
 - » Accurate & Timely Billing



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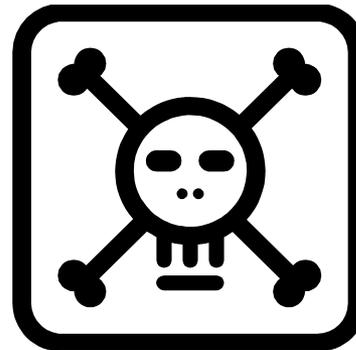
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Why PowerTrack (now Syncada)?

- Sept 18, 2001 - Anthrax attacks – Mail rooms and 2 U.S. Senator offices
- Mail delivery shut down for approximately 2 weeks.
- Ongoing effects:
 - all USPS mail to DOS irradiated in Ohio
 - Causes delivery delays
 - Often destroys the mailed papers in the process





When did we start using Syncada?

- We started using Syncada in November of 2003
- Pilot program of 7 air carriers
- We now have close to 350 carriers registered as trading partners
- These are Packers, Air Freight Forwarders, Van Lines, Truckers, and Ocean Carriers.



How have things changed?

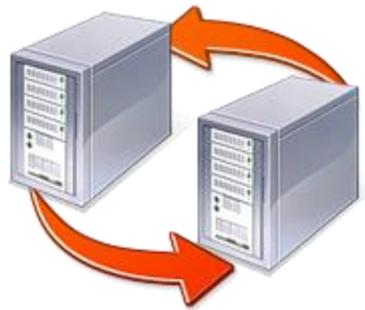
When we were receiving paper invoices, we would receive 2-3 postal bins of invoices each day.





How have things changed?

- Now that we use Syncada, the carrier enters their invoice into Syncada, and our order is sent via EDI to Syncada to match against the invoice.
- If the billed amount is \leq to the expected amount (and doc is $<$ \$25,000) the document is paid without human intervention.
- If the billed amount is $>$ than expected amount, it requires human intervention. Our desired timeframe to process those docs that go into "Audit Exception" is 5 days (our current days *to pay* is 6-7 days).

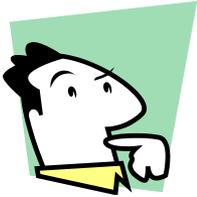




How have things changed?

When we were receiving paper invoices...

Carrier would send invoices to us



Wonder if we received them

Audit and send to DOS finance office



We never heard anything back from finance and assumed the invoices were paid



How have things changed?

With Syncada...

everyone knows exactly what stage of the audit/payment process the invoice is in



Buyer



Seller



(even if the boss wants to know at 3AM)



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Pain Point

Excess Weight



Excess Weight

- Small % of move population
- Why is it a pain point?
 - » It is an out-of-pocket event for transferee
 - » Takes up a large amount of time
- Must Have:
 - » Accurate Surveys
 - » Proactive & Proper Communication
 - » Complete Documentation
 - » Timely & Accurate Billing



Excess Weight

- **We Emphasize It Everywhere**
 - » PCS Handbooks
 - » PCS Advisory Notices
 - » Orders Packages
 - » PCS Counseling Sessions
 - » PCS Briefings
- Pre-move survey (16,500 lbs. or higher?)
 - » TSP e-mails: employee, TMS, & Unit Chief
 - » TMS & Unit Chief follow up w/employee on what to do/expect
- Pack/Load Day-the driver said “I’m not overweight” is not a valid reason to excuse excess weight!
- TSP provides proper billing package (includes two (2) sets of weight tickets) & TSP gets paid
- TSP does NOT collect for excess weight!
- We initiate collection of excess weight from employee



3080 Process

- TSP provides POD for each move
 - » Employee name, GBL#, # days SIT
- POD serves two purposes
 - » Initiates 3080 request
 - » De-obligation of any unused SIT \$\$\$
- Employee sent “3080” email
- 3080 received/logged into spreadsheet
 - » Each move formatted “left to right”
 - » Able to pinpoint high (& low) averages w/in each category (i.e. A avg. = 3.5, B avg. = 5)
- Spreadsheet sent to GSA (not 3080s)
- Spreadsheet **AND** Billing Performance reviewed annually with TSP



Billing Performance Measurement

- **Our HHG Carrier Billing & Reporting Requirements Guide specifies:**
 - **Report Delivery** - Due by 7th day of month
 - **Invoice Timeliness** – Due w/in 45 days of service
 - **Invoice Accuracy** - Must maintain 90%+ accuracy
 - **Notification of Survey Results** – Due w/in four business days of survey date
 - **Proof of Delivery Notification** – Due w/in five days of delivery date
 - **Minimize Supplemental Billings** – Supplemental billing to be $\leq 5\%$ of “total billings”*
 - » *does not include billing for SIT or Debris pickup



Wrap Up

- Tools
- Customer Service
- Identify Priorities
- Pain Point-Excess Weight
- TSP Evaluation
 - » 3080 Performance
 - » Billing Performance



Questions?

