

RELOCATION RESOURCE

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Supplier Innovation Day

The second Annual Supplier Innovation Day, hosted by the GSA Employee Relocation Resource Center (ERRC) was held on August 4, 2010, at the Hilton Double Tree Hotel in Arlington, Virginia. This one day event included participation from over 41 different federal agencies and 66 industry suppliers. Attendees enjoyed educational workshops, supplier table-top exhibitions, and keynote speakers from the GSA Office of Governmentwide Policy, Worldwide ERC's Green Initiatives Committee, and American Moving and Storage Association (AMSA).



The workshops provided training opportunities while encouraging peer discussion on current topics within the relocation industry. The ERRC's Julie Blanford and Debb Conlan, presented "Relocation Benchmarking Resources and Determining the True Cost of Lump Sum Programs" to provide an in-depth view of resources available to benchmark program operations and costs for federal agencies. Specifically, the session offered insight to assess the costs/benefits of program alternatives, such as home marketing incentives. Industry experts from Dwellworks and US Inspect shared an industry perspective on Relocation General Home Assessments: Understanding the Relocation Home Inspection and ERC Relocation Appraisals. Participants learned the intricacies of home appraisals and inspections and their roles in the offer formulation to a prospective relocating employee. GSA's Robyn Bennett and Elizabeth Van Absher gave an overview on "How to Procure Relocation Services Effectively (Tenders and Contracts)" to highlight the Multiple Award Schedule 48 Transportation, Delivery, & Relocation Services, the benefits of establishing Blanket Purchase Agreements, and step-by-step instructions to procure household goods services using the Centralized Household Goods Traffic Management Program (CHAMP).

During lunch, a general session hosted the keynote speakers. Tim Burke, Director, GSA FAS Office of Travel and Transportation Services, Doug Weed from Worldwide ERC's Green Committee, Michael Kerns from AMSA, and Ed Davis from GSA Office of Governmentwide Policy shared insights on the employee relocation Green Initiatives already underway. Planned government Green initiatives and requirements under development were shared with participants. Included in the discussion were initiatives recommending use of hybrid rental cars during travel, consolidating shipments of household goods during cross country trips, and the promotion of video conferences.

Attendees had the opportunity to meet with 66 Transportation and Relocation suppliers and view exhibits in the Hilton ballroom. Exhibitors included authorized providers of employee relocation services under Schedule 48 and the GSA CHAMP. The service suppliers demonstrated the latest innovations in employee relocation products and services, such as automated storage warehouses for household goods. Many participants left with full bags of supplier information and promotional materials.

Attendees at this year's event noted significant enhancements over the inaugural Supplier Innovation Day held in October 2009, which featured exhibits of 27 Schedule suppliers. Ninety percent of attendees felt the event met their informational objectives and suppliers felt it was effective in promoting their services to agencies. The ERRC is already hard at work preparing next year's event. Using participant recommendations, we plan to extend the hours of the event to provide additional time for educational sessions. We hope to see you there next year!



Farewell And Best Wishes

On October 8, 2011, Angela Jones left as the Chief of the ERRC's Relocation Services Branch for a new position and promotion in GSA as the Director, IT Market Development Division, Office of Integrated Technology Services (ITS) Center for IT Schedule Program, Schedule 70. Angela had worked in the ERRC for over seven years and was a true asset. While Angela will be greatly missed, we wish her well in her new position!





Welcome to the ERRC!

The ERRC would like to welcome two new ERRC associates: Verlinda Blake and Reid Salvette!

Verlinda Blake served twenty years in the U.S. Airforce. She administered and directed Traffic Management functions relating to the movement and storage of personal property. Verlinda also oversaw the passenger travel operations associated with worldwide travel for military and Department of Defense civilians. Following retirement from the Air Force, Verlinda worked as a Functional Analyst for the Surface Deployment and Distribution Command and SRA International researching applicable directives and resolving technical movement issues. Verlinda then moved to the Drug Enforcement Agency where she worked in the Transportation Movement section providing support to the Transportation Division. In her new position with GSA, Verlinda will be working with the ERRC as a Traffic Management Specialist. Verlinda is married and has two daughters and two dogs. She enjoys reading, traveling, writing and cheering on the Washington Redskins.

Reid Salvette is a Program Analyst and will lead the agency and service provider reporting for the ERRC. This past September, Reid began working with the ERRC after recently returning from a two year tour with the Peace Corps in Cameroon. During his time with the Peace Corps, Reid led maneuvers to aid micro-finance institutions with lending operations, marketing, capacity building, and training. Reid also developed training and served as course instructor for entrepreneurship and accounting to support the villagers in the creation and establishment of start up businesses. After his time abroad, Reid is looking forward to applying his enhanced skills to a bright future with GSA and the ERRC.

Mark Your Calendars!

GSA and the American Moving and Storage Association (AMSA) are partnering once again to bring you top-notch education and exclusive networking opportunities. AMSA's 2011 Education Conference & Expo takes place March 6-9, 2011 in Jacksonville, Florida at the Hyatt Regency Jacksonville. Make your travel plans now to attend this annual event. Registration is open - visit www.promover.org for details and how to register.

With over 30 educational sessions and numerous networking events planned, AMSA's 2011 Education Conference and Expo is the premier education conference in the moving and storage industry. Session topics include working in a diverse workplace, customer service, claims, legal hot topics, and more! GSA and AMSA are working closely together to bring you sessions specifically geared towards the Federal Attendee and Transportation Service Providers (TSPs) that serve the GSA market. Is there a topic you would like to see in Jacksonville? Just let us know; email Jaime Barnhart, CMP, AMSA's Director of Conferences, at jbarnhart@moving.org or Robyn Bennett, Lead Traffic Management Specialist, ERRC at robyn.bennett@gsa.gov.

Mix and mingle with TSPs, vendors and suppliers in AMSA's Expo. With over 10 hours dedicated to the Expo, you will strengthen existing relationships and strike up new working friendships - maybe even find that new industry partner you have been searching for.

For the latest information and to register for AMSA's 2011 Education Conference and Expo, please visit www.promover.org/2011conference. Registration for Federal Attendees (those attendees who are employees of the federal government) is only \$250! A limited number of reduced rate rooms are now available at Hyatt Regency Jacksonville Riverside. Visit www.promover.org/2011conference for details on how to make your reservation today.





~ Reminder ~

New Shipment Report Format

In our last Edition of Relocation Resource, we included information on the new shipment report formatting requirements that became effective with the submission of 2nd Qtr shipment reports. This is a reminder of those new requirements as some TSPs are still submitting their shipment reports under the old formatting requirements.

Shipment reports submitted via the old formatting requirements are not acceptable and do not meet the requirements as identified in Section 11 and Appendix D of the newly issued Household Goods Tender of Service (HTOS). Failure to submit a shipment report(s) and/or failure to correct identified deficiencies in a submitted shipment report(s) could result in the placement of a TSP in temporary non-use status in CHAMP, removal of the TSP's rates in TMSS and subsequent revocation of the TSP's approval to participate in CHAMP.

For further information on the new formatting requirements and the penalties for failing to submit the required shipments reports and/or failing to correct identified deficiencies, please refer to the HTOS. The HTOS can be found on our website at www.gsa.gov/transportation. Once there, on the left-hand side click on "Household Goods Transportation," then on "HTOS and RFO Reference Library" and then on "Household Goods Tender of Service, 2010 - 2011."



Your Ideas Are Welcome

We would like to have your input for upcoming newsletters,

such as suggested topics, customer success stories, or comments on what we've done so far. Send ideas and input to:

relocation.programs@gsa.gov

Dates and Deadlines

November 30, 2010	3rd Qtr 2010 Shipment Reports due from participating TSPs
November 30, 2010	3rd Qtr 2010 CHAMP IFF due from participating TSPs
December 14, 2010	GSA ERRC and Federal Agencies Relocation Meeting
January 11, 2011	GSA ERRC and Federal Agencies Relocation Meeting
February 14, 2011	CHAMP Supplemental Filing Window Opens (Closes March 30, 2011)
February 28, 2011	Deadline for Submitting 3080s (for Calendar Year 2010) Must identify a 2010 delivery date in order to be counted
February 28, 2011	4th Qtr 2010 Shipment Reports due from participating TSPs
February 28, 2011	4th Qtr 2010 CHAMP IFF due from participating TSPs
March 6 - 9, 2011	AMSA's 2011 Education Conference & Expo Jacksonville, FL
May 18 - 20, 2011	ERC Conference, Las Vegas, NV
On-going	Remember to keep submitting those 3080s



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