

SDDC-PP ADVISORY 14-0010

DATE: 14 NOVEMBER 2013

FROM: SDDC-PP SCOTT AFB, IL

TO: DOD-APPROVED PERSONAL PROPERTY TRANSPORTATION SERVICE PROVIDERS (TSPS)

SUBJ: INVOICING UPDATE FOR THE COMMUNITY

1. THIS IS A COORDINATED MESSAGE FROM THE DEFENSE PERSONAL PROPERTY SYSTEM (DPS) PROGRAM MANAGEMENT OFFICE (PMO).
2. BACKGROUND: THE DPS INVOICING PROCESS WAS SEVERELY IMPACTED BY THE 1.6.0 RELEASE IN AUGUST 2013. SINCE THAT TIME, THE DPS PMO, SDDC, AND INDUSTRY PARTNERS HAVE BEEN COMMITTED TO RESOLVING THESE ISSUES. AS A RESULT, THERE HAVE BEEN HUNDREDS OF SERVICE REQUESTS OPENED FOR INVOICING ISSUES SUCH AS DELAYED PAYMENTS AND COSTING CONCERNS. THROUGH OUR RECENT EFFORTS TO RETURN THE INVOICING TRANSMISSION PROCESS TO NORMAL, WE BELIEVE MOST THAT OF THE ISSUES IN THESE OPEN SERVICE REQUESTS HAVE BEEN RESOLVED. THEREFORE, A DECISION HAS BEEN MADE TO CLOSE ALL OPEN INVOICING SERVICE REQUEST FROM 1 SEP - 12 NOV 2013. IF YOUR SERVICE REQUEST WAS NOT RESOLVED, PLEASE OPEN A NEW SERVICE REQUEST AND BE SURE TO INCLUDE THE ORIGINAL INVOICE CREATION DATE, GBL NUMBER AND INVOICE NUMBER.
3. US BANK, SDDC, AND DPS PMO CONTINUE TO WORK ON RECONCILING THE OLDER INVOICES THAT ARE UNMATCHED IN SYNCADA. ON 11 NOV 2013, AN ADDITIONAL 9,500 INVOICES WERE RESENT FROM SYNCADA AND PROCESSED BY DPS. INVOICES THAT HAD COUNTRY CODE ERRORS WERE REJECTED BY DPS AND THEN CANCELLED IN SYNCADA. AT THIS TIME, US BANK, DPS PMO, AND SDDC RECOMMEND TSPS CORRECT ANY CANCELLED INVOICES IN SYNCADA SO THAT THESE INVOICES CAN FLOW BACK TO DPS.
4. IN ADDITION, US BANK PROVIDED A COMPLETE LIST OF UNMATCHED INVOICES TO DPS PMO ON 13 NOV 2013. WE WILL ANALYZE THE LIST TO DETERMINE INVOICES THAT ARE STILL MISSING IN DPS AND PROVIDE THE RESULTS BACK TO US BANK FOR RE-QUEUING AND TRANSMISSION TO DPS. NO TSP ACTION IS REQUIRED FOR THIS EFFORT. ONCE THIS EFFORT IS COMPLETED, FURTHER GUIDANCE WILL BE PROVIDED TO THE TSPS. WE APPRECIATE YOUR CONTINUED FLEXIBILITY AND PATIENCE AS WE WORK THROUGH THESE ISSUES.
5. THIS MESSAGE WAS APPROVED FOR RELEASE BY MS. JILL SMITH, CHIEF, BUSINESS PROCESSES AND SYSTEMS INTEGRATION DIVISION, HQ SDDC.