

SDDC-PP Advisory 14-0045

DATE: 28 March 2014

FROM: SDDC-PP SCOTT AFB, IL

TO: Military Service Headquarters Representatives, Worldwide Personal Property Shipping Offices (PPSO), and Transportation Service Providers (TSP)

SUBJ: Defense Personal Property System (DPS) Scheduled Outage for Shipment Awards

1. DPS will be unavailable for routing and awarding shipments for approximately 24 to 48 hours beginning Friday, 04 April 2014 at 0900 Central Standard Time (CST). This outage is required to build the Traffic Distribution List (TDL) for awarding shipments under the new rate cycle (15 May 2014 through 14 May 2015).

2. The outage will not affect other DPS modules. The ability to counsel customers and perform other shipment management functions (e.g., managing pre-move surveys, inbound and quality assurance management, invoicing/approvals, etc.), will remain active during this period.

3. Please report technical issues that are unrelated to this scheduled outage directly to the SDDC System Response Center (SRC):

a. Email: [sddc.safb.dps hd@us.army.mil](mailto:sddc.safb.dps hd@us.army.mil);

b. Telephone: toll free (800) 462-2176 or commercial (618) 589-9445, select Option 5;

c. Internet: <https://www.sddc-srchelpme.com>.

4. Email functional questions and concerns regarding this advisory to [army.sddc.safb.ppcf@mail.mil](mailto:army.sddc.safb.ppcf@mail.mil).

5. This message was approved for release by Ms. Jill Smith, Chief, Business Processes & Systems Integration Division, HQ SDDC.