

SDDC-PP Advisory 14-0056

DATE: 25 April 2014

FROM: SDDC-PP SCOTT AFB, IL

TO: Department of Defense (DOD) Approved Transportation Service Providers (TSPs)

SUBJ: Safeguarding of DOD Customer's Personally Identifiable Information (PII) Pertaining to DoD Household Goods (HHG) Shipments

1. This message is a reminder to TSPs of the importance of safeguarding a DOD customer's PII. SDDC recently validated a Congressional complaint from a DOD customer who discovered their PII posted on a public Website after an OCONUS to CONUS permanent change of station move.
2. To comply with Department of Homeland Security Customs and Border Patrol (CBP) guidance, PII (most notably social security numbers) should NOT be entered into the cargo description field or the marks and numbers fields within the Automated Manifest System (AMS). Failure to follow such guidance places unnecessary burdens and risks on impacted customers to include identify theft, financial hardship, and personal harm.
3. Please address all questions relating to this advisory to: army.sddc.safb.pops@mail.mil.
4. This message was approved for release by Ms. Jill Smith, Chief, Business Processes and Systems Integration Division, HQ SDDC.