

SDDC-PP ADVISORY # 14-0074

DATE: 10 JUNE 2014

FROM: SDDC-PP SCOTT AFB, IL

TO: MILITARY SERVICE HEADQUARTERS REPRESENTATIVES, WORLDWIDE  
PERSONAL PROPERTY SHIPPING OFFICES (PPSO), AND DOD-APPROVED PERSONAL  
PROPERTY TRANSPORTATION SERVICE PROVIDERS (TSP)

SUBJ: Transportation Operations Guidance Following Critical Personal Property Systems Outages

1. Stakeholders are aware of the 06 June 2014 occurrence regarding the Electronic Transportation Acquisition (ETA) critical incident, and the extended Defense Personal Property System (DPS) degradation while restoration actions were underway. (DPS was unavailable Friday, 06 June 2014 through 11 June 2014, 1130 Central Standard Time (CST).) This advisory provides guidance for PPSO and TSP users that may assist in managing the inevitable workload bottlenecks.
2. Storage-in-Transit (SIT). TSPs are encouraged to contact the responsible destination PPSO to report the actual arrival and/or sit entry date during unscheduled outages. If a TSP was unable to arrive and/or place a shipment into SIT during the outage, TSPs should place detailed notes in the DPS “general remarks” section. Include the actual arrival date, time, and when the customer was contacted to offer the shipment for delivery. SDDC recommends PPSOs enter the correct arrival and sit entry date into DPS on the TSP’s behalf whenever possible. This will alleviate future invoicing or auditing challenges. Since this guidance only applies to shipments arriving at or being placed into SIT facilities between 6 June and 11 June 2014, PPSOs may need to perform additional (i.e., manual) quality control checks when approving invoices under this circumstance.
3. Printing Monthly Non-Temporary Storage (NTS) Invoices. PPSOs that were unable to print their handling-in and handling-out NTS invoices through enhanced Transportation Operational Personal Property Standard System (ETOPS) should print May 2014 invoices now that ETA access is restored. After printing, PPSOs must generate a service request (SR) to export those invoices to US Bank/Syncada. Contact the SDDC Systems Response Center (SRC), Option 2, per paragraph 6 below.
4. Personal Property Loss and Damage Claims. PPSOs and TSPs may need to assist customers with certain claims actions, such as starting, processing, or negotiating a claim after missing a submission time limit, due to the outage. All customers with questions regarding their claims or current claims statuses should be directed to contact the appropriate Military Claims Office (MCO) points of contact, or linked to the appropriate MCO Websites as follows:
  - a. Army: <https://www.jagcnet.army.mil/>
  - b. Air Force: <https://claims.jag.af.mil>
  - c. Navy: [http://www.jag.navy.mil/organization/code\\_15.htm](http://www.jag.navy.mil/organization/code_15.htm)
  - d. Marine Corps:  
[https://www.manpower.usmc.mil/portal/page/portal/M\\_RA\\_HOME/MF/C\\_PERSONNEL/Property](https://www.manpower.usmc.mil/portal/page/portal/M_RA_HOME/MF/C_PERSONNEL/Property)
  - e. Coast Guard: <http://www.fincen.uscg.mil/hhg.htm>.

5. Please email questions relating to this outage or request functional clarification to the procedures outlined above to [army.sddc.safb.ppcf@mail.mil](mailto:army.sddc.safb.ppcf@mail.mil) or [army.sddc.safb.ppop@mail.mil](mailto:army.sddc.safb.ppop@mail.mil).

6. Please report technical issues to the SDDC Systems Response Center (SRC):

a. Email CWA: [sddc.safb.cwahd@us.army.mil](mailto:sddc.safb.cwahd@us.army.mil);  
DPS: [sddc.safb.dpsd@us.army.mil](mailto:sddc.safb.dpsd@us.army.mil);  
ETOPS: [sddc.safb.topshd@us.army.mil](mailto:sddc.safb.topshd@us.army.mil)

b. Telephone: Toll-free (800) 462-2176; COMM (618) 589-9445.

CWA: Option 2

DPS: Option 5

ETOPS: Option 2

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

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