

SDDC-PP ADVISORY 14-0077

DATE: 16 JUN 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: Defense Personal Property System (DPS) Shipment Management Functionality Failure

1. On 13 June 2014, SDDC was notified that the "Award Shipments" view under Shipment Management ("Outbound Management") was not operating as designed. When a PPSO offers a shipment and the TSP refuses or allows that shipment to time out, DPS is not displaying the "Award Shipment" link in the Award Shipment column. The shipment remains in the queue in "Awarded to TSP" status for more than 24 hours, which prevents the PPSO from re-offering the shipment to the next TSP or as a "Short Fuse" shipment. This issue has been elevated to Tier III and was deemed a Category 1 (CAT 1) incident.

2. To alleviate backlogs in "Award Shipments", PPSOs must contact the TSP that the shipment(s) are awarded to. This action will confirm whether the TSP has received and/or accepted the shipment. If the TSP did not receive the shipment offer, PPSOs must determine whether the TSP will accept or reject the offer. PPSOs may want to record the TSP's name for shipments under the "Awarded to TSP" view by either printing a screen shot, or copying/pasting the screen data into a Microsoft Excel workbook prior to pullback of shipments.

a. If the TSP "Accepts" the shipment offer displayed in the queue, the PPSO must move to "Shipment Requests and Corrections" to "Pullback and Re-Award" the shipment to the same TSP whenever possible. This step may not be possible if the shipment is not showing in the TSP's queue.

b. If the TSP "Rejects" (refuses) the shipment offer displayed in the queue, the PPSO must move to "Shipment Requests and Corrections" to "Pullback and Re-Award" the shipment to the next TSP or as a Short Fuse shipment as deemed necessary.

3. PPSOs must proactively monitor all shipments in the Award queue that were offered to TSPs. In all cases, PPSOs and TSPs are encouraged to maintain contact with customers to confirm/re-confirm pack, pickup, or alternate move dates as appropriate.

4. Please email functional questions relating to this advisory to army.sddc.safb.ppop@mail.mil or army.sddc.safb.ppcf@mail.mil.

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

a. Email: sddc.safb.dpshd@us.army.mil

b. Telephone: Toll-free (800) 462-2176; COMM (618) 589-9445, Option 5

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

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