

SDDC-PP ADVISORY 14-0092

DATE: 29 JULY 2014

FROM: SDDC-PP SCOTT AFB, IL

TO: Military Service Headquarters Representatives, Worldwide Personal Property Shipping Offices (PPSOS) and DOD-Approved Personal Property Transportation Service Providers (TSPS)

SUBJ: Electronic Transportation Acquisition (ETA) Connectivity Issues

1. This is a coordinated message between HQ SDDC and the Defense Personal Property System (DPS) Program Management Office (DPS PMO). ETA is experiencing connectivity and latency issues. The reason is still unknown at this time.
2. SDDC Systems Response Center (SRC) also reported that their Internet and phones are down, which means that users will be unable to report issues or submit help desk tickets. We will update the user community when more information is known.
3. The root cause seen be that the T-1 line to the SRC is down, the service provider is working the issue and at present there is no ETR.
4. Please email questions on this advisory to army.sddc.safb.ppcf@mail.mil.
5. This message was approved for release by Ms. Jill Smith, Chief, Business Processes and Systems Integration Division, HQ SDDC.