

SDDC-PP ADVISORY # 15-0004

DATE: 17 OCTOBER 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: Guidance for Managing Defense Personal Property System (DPS) Shipments during Scheduled System Outages

1. DPS is unavailable between Thursday, 16 October 2014, 13:00 Central Daylight Time (CDT) through Sunday, 19 October 2014, 21:00 CDT to deploy release 1.6.14. An extended outage was required to install critical COTS upgrades for Siebel and Oracle Business Intelligence (OBI) products. This advisory provides guidance for PPSO and TSP users that may assist in managing the 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 16 and 19 October 2014, PPSOs may need to perform additional (i.e., manual) quality control checks when approving invoices under this circumstance.
3. 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>
4. 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.ppcps@mail.mil](mailto:army.sddc.safb.ppcps@mail.mil).
5. Please report technical issues to the SDDC Systems Response Center (SRC):

a. Email: [sddc.safb.dpshd@us.army.mil](mailto: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.