

PP Advisory 15-0010

DATE: 07 NOVEMBER 2014

FROM: SDDC-PP SCOTT AFB, IL

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

SUBJ: DEFENSE PERSONAL PROPERTY SYSTEM (DPS) CLAIMS MODULE INTERIM GUIDANCE

1. HQ SDDC is aware of a DPS functionality problem which prevents TSPs from responding to a customer's claim within the DPS Claims Module. Specifically, TSPs are unable to input claims offers and counter-offers on individually claimed items, which directly affects expeditious claims settlements. Customers are still able to file and modify their claims in DPS, and are still able to transfer claimed items or the entire claim to an MCO without errors.

2. To facilitate timely claims settlements, TSPs may negotiate and finalize claims settlements outside of DPS while the DPS Program Management Office (DPS PMO) and Defense Information Systems Agency (DISA) perform troubleshooting activities. All negotiations must be in writing, as this data must be entered into DPS once the functionality is restored. At this time, there is no expected resolution date.

3. If the TSP is unable to reach a settlement with the customer for individually claimed items or on the entire claim, the TSP must advise the customer, in writing, to transfer the item or entire claim to the appropriate Service's MCO in DPS. All other provisions contained in the Defense Personal Property Program (DP3) Claims and Liability Rules remain in effect.

4. Please email questions relating to this message to: [army.sddc.safb.ppperf@mail.mil](mailto:army.sddc.safb.ppperf@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.