

SDDC-PP Advisory 15-0031

DATE: 17 February 2015

FROM: SDDC-PP SCOTT AFB, IL

TO: DEPARTMENT OF DEFENSE HOUSEHOLD GOODS TRANSPORTATION SERVICE PROVIDERS (TSPs)

SUBJ: DEFENSE PERSONAL PROPERTY PROGRAM (DP3) RATE FILING UPDATE

1. This message provides an update on access challenges with the DPS Rates "Workbench" module. Following the release of 2.0.0a on Friday, users continued to be unable to access the "Workbench" module in order to submit manual rates or view rates submitted by the Bulk Rate File method (BRF).
 2. Due to the above challenges, we are extending DPS rate filing (RF) Round 1 to allow for a second system patch and improved access to "Workbench." We don't expect to have improved access for all users until 21 February. Rate Filing Round 1 will now end on Monday 23 February as indicated below.
 - Round 1: 10 Feb 15 (6:00 PM CST) - **23 Feb 15** (6:00 PM CST)
 - Round 2: 08 Mar 15 (7:00 PM CDT) - 13 Mar 15 (7:00 PM CDT)
 3. SDDC will provide an updated Rate Filing Advisory if the release does not perform as planned or if further delays to the schedule occur. If we are unable to correct the core error, it may become necessary for TSPs to complete Round 1 without access to the validation processes in the DPS workbench module. This could be necessary in order to ensure timely promulgation of a traffic distribution list and deploy critical peak season functionality.
 4. Users are reminded this Workbench problem does not prevent them from filing rates using the Bulk Rate File method. TSP Rate Filers and Rate Filing representatives are encouraged to utilize BRF as the primary RF Tool for filing 2015 Domestic, International, and Special Solicitation rates until further notice. The Rate Filing User Guide-TSP Edition is posted on the SDDC Public website, and can be used for assistance with the BRF process. Additionally, the SDDC personnel listed below can also be contacted for assistance.
- NOTE: We recommend users print or save a copy of the BRF upload confirmation displayed once your data has been uploaded.
5. The DPS Program Executive Office (DPS PEO-T) and developer have identified a fix to the "Workbench" issues which requires an additional DPS release (2.0.0b) for resolution. DPS will be unavailable for 2 hours beginning [Friday], 20 February 2015, from 9:00 PM Central Standard Time (CST) through 11:00 PM CST. During this outage, DPS will not be accessible to the user community.
 6. Request all RF system issues be elevated to the DPS Help Desk using the following email address: usarmy.scott.sddc.mbx.g6-src-dps-hd@mail.mil. Please courtesy copy (cc) using the HQ SDDC-PP Rate Filing address listed below to ensure maximum visibility of the challenges and increase corrective action response times for Help Desk Ticket created and processed.
 7. Please utilize the following HQ SDDC-PP email organization boxes for questions reference this message.

- a. Rate Filing: army.sddc.safb.dpsrates@mail.mil
- b. Domestic: army.sddc.safb.ppratesdom@mail.mil
- c. International: army.sddc.safb.ppirate@mail.mil

This message is approved for release by Mr. Danny Martinez, Chief, Quality Assurance Branch.