

SDDC-PP Advisory 15-0069

DATE: 3 April 2015

From: AMSSD-PP Scott AFB, IL

To: Military Service Headquarters Representatives, Worldwide Personal Property Shipping Offices (PPSO), and Transportation Service Providers (TSP)

Subject: Defense Personal Property System (DPS) Shipment Award Errors

1. On 2 April, DPS was temporarily made available for 1 hour starting at 1500 Central Daylight Time (CDT) to test routing and awarding shipments. The test was unsuccessful and requires more analysis by the contractor. Until further notice the system will remain unavailable.
2. During the test several shipments with a pickup date of 15 May or later were erroneously awarded in the improper order using the incorrect TDL. Those shipments have all been identified and PPSOs will pullback from all TSPs who received those shipments. After the PPSO pullback those shipments, the shipments will be put back into an award status and the allocation credited back to the TSP to ensure proper distribution is not lost.
3. Allocations were immediately frozen once the problem was identified, and an outage message was issued. Once the correct TDL is made available for awarding shipments under the new rate cycle (15 May 2015 through 14 May 2016) a separate message will be sent.
4. During this outage no new shipment awards for 15 May or later will be allowed. Request PPSOs refrain from attempting to route/award shipments until a follow up message is issued announcing the availability of the TDLs.
5. Please report technical issues that are unrelated to this scheduled outage directly to the SDDC System Response Center (SRC):
 - a. Email: usarmy.scott.sddc.mbx.g6-src-dps-hd@mail.mil
 - b. Telephone: Toll free (800) 462-2176 or commercial (618) 589-9445, select Option 5
 - c. Internet: <https://www.sddc-srchelpme.com>.
6. Email functional questions and concerns regarding this advisory to army.sddc.safb.shipments@mail.mil.
7. This message was approved for release by Lt Col Michael Erhardt, Director, Personal Property.