

SDDC-PP Advisory 15-0085

Date: 24 April 2015

From: AMSSD-PP Scott AFB, IL 62225

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

Subject: Defense Personal Property System (DPS) Inadvertently Double-Booking Shipments and Other Problems When PPSO Users Open Multiple DPS Sessions

1. During the 2014 peak season, SDDC and the DPS PMO were notified that when a PPSO user opened multiple DPS sessions in the Shipment Management module, those actions may have caused data errors within the routing, award, and/or shipment offer queues.
2. As of 24 April 2015, there are 41 known incidences of awarded shipments showing erroneous statuses. For example, multiple routine and short fuse shipments awarded to TSPs between 07-24 April 2015 show a status of "Transportation Service Provider (TSP) Selection" or "Reviewed by Counselor and Approved to go to Route/Book." Similar errors with incorrect shipment awards were identified 29 May 2012, and were captured under software problem report (SPR) 6817.
3. Data conflicts from two or more open DPS sessions in different Web browsers have not been resolved. PPSO and TSP users should be aware of the following issues:
  - a. Domestic-only TSPs may erroneously receive international shipment awards;
  - b. Incompatible shipment data meshing together;
  - c. Double-booked shipments;
  - d. Government Bills of Lading (GBL) showing incorrect delivery addresses; or
  - e. Erroneous GBL correction notices.
4. PPSOs must report any issues to the SDDC Systems Response Center (SRC) and include screenshots to assist in problem resolution. Please be prepared to take other appropriate actions, such as pulling back erroneous shipment awards, re-awarding shipments as needed, or issuing Government Bill of Lading (GBL) Correction Notices (SF 1200) when warranted.

5. TSPs must conduct a pre-move survey with customers to confirm the pack and pickup dates. Please verify that the pickup and delivery locations listed on the GBL are correct. Immediately notify the origin PPSO if any information on the GBL is wrong.

6. Please report technical issues relating to this advisory directly to the SDDC SRC:

a. Email: [usarmy.scott.sddc.mbx.g6-src-dps-hd@mail.mil](mailto:usarmy.scott.sddc.mbx.g6-src-dps-hd@mail.mil)

b. Telephone: Toll free (800) 462-2176 or commercial (618) 589-9445, Option 5

c. Internet: <https://www.sddc-srchelpme.com>

7. Email functional questions regarding this advisory to [army.sddc.safb.pops@mail.mil](mailto:army.sddc.safb.pops@mail.mil).

8. This message was approved for release by Ms. Jill Smith, Chief, Business Processes and Systems Integration Division, HQ SDDC.