

SDDC-PP Advisory 15-0086

Date: 6 May 2015

From: AMSSD-PP Scott AFB, IL 62225

To: All Military Service Headquarters Representatives, Worldwide Personal Property Shipping Offices (PPSOs), Personal Property Processing Offices (PPPOs) and Department of Defense (DoD) Approved Transportation Service Providers (TSPs)

Subject: Defense Personal Property System (DPS) Shipment Status Error Identified After DPS Release 2.1.0

1. On 17 April 2015, DPS Release 2.1.0 was installed and shipment status errors followed relating to the counseling module "submit button". The release caused the counseling submit button to remain active (not gray out) after the application is submitted, thus leaving the request unlocked with a potential for the request being submitted multiple times.
2. If a PPPO/PPSO or customer goes back into the counseling module and clicks the submit button again, DPS will revert the current status of the associated shipment(s) to their previous status (e.g. shipment status is "Offer Accepted and Presurvey Pending" when the submit button is clicked the status changes back to "Reviewed by Counselor and Approved to go to Route/Book). This could allow the shipment to be rebooked with a second TSP.
3. On 26 May 2015, DPS Release 2.1.2 containing System Problem Request (SPR) 7412 (Shipment Status Error) will correct the problem. In the interim SDDC pulls a report daily from DPS analytics to identify shipments that have been assigned a GBL, but whose status is showing as not awarded. The report is provided to the SDDC System Response Center (SRC) to elevate to Tier 3 for a data fix.
4. JPSOs should coordinate with their supported PPPOs to ensure booked shipments are not sent for route/award a second time. In addition PPPOs should advise newly counseled customers that they should avoid making any updates to their DPS record as any updates to the record will create the same error described above.
5. Please report technical issues that are related to this advisory 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.pops@mail.mil.
7. This message was approved for release by Mr. Daniel Martinez, Chief, Quality Assurance Division, HQ SDDC