

SDDC-PP Advisory 15-0122

Date: 31 July 2015

From: SDDC-PP SCOTT AFB, IL

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

Subject: Defense Personal Property System (DPS) Scheduled Release

1. The DPS 2.3.0 release is scheduled for deployment Friday, 31 July 15. The installation requires an outage from 2100 hrs CDT, 31 Jul 2015, through 0300 hrs CDT, 01 Aug 2015. The following system change requests/software problem reports (SCR/SPR) are included in the release:

- a. SCR 7192 - DoD customers must have access to their Customer Satisfaction Survey
- b. SCR 6975 - Refused Shipment Award Rolled to Next Eligible TSP
- c. SCR 7223 - Self-Counseling Cosmetic and Screen Adjustment Changes (also contains SCR 7224, which was combined with 7223 and is closed.)
- d. SCR 6598 - HDT 1-24657655: User Receives an Error After Completing The DPS User Satisfaction Survey
- e. SPR 6625 - Unable To Select PCS with TDY Enroute for OCONUS to CONUS and OCONUS TO OCONUS M
- f. SPR 6626 - Civilian ATFF 53303.3A Form for Firearms
- g. SPR 6631 - HDT 1-26420618 - Shipment Analytics
- h. SPR 6632 - HDT 1-26682144 - Incorrect TCN
- i. SPR 6643 - TSP receiving error when building a query in the claims table in Analytics
- j. SPR 6653 - Service Assessment - Improperly Formatted E-mail
- k. SPR 6681 - HDT 1-28008320 Counseling- Issue with checkmark in self-counseling
- l. SPR 6688 - HDT 1-27606278 GBL # is able to be edited in claims module
- m. SPR 6703 - HDT 1-28606011 Incorrect Actual PU date displayed in Counseling Module Shipment Queue
- n. SPR 6743 - HDT-1-29738169 PPSO is trying to enter an additional pickup location in Hawaii for MLNQ0026387
- o. SPR 6746 - HDT 1-27883181: Actual delivery date in Shipment Management and Claims are different
- p. SPR 6747 - HDT 1-29025001: DOD Customer missing columns displayed filter under Claim Items section
- q. SPR 6767 - HDT 1-30138877: TSP receives an email for a shipment that is not shown in their queue
- r. SPR 6805 - HDT 1-31610858 incorrect gross weight on the 2DMSL label
- s. SPR 7083 - Letter of Suspension Reinstatement Email
- t. SPR 7114 - Blocks aren't being filled out for the customer during self-counseling on the DD Form 2278 PPM form
- u. SPR 7182 - DoD Customer Receives Error Msg When Clicking On The BOS
- v. SPR 7289 - Change all JFTR references in Self-Counseling and Counseling to JTR (Note: This was fixed within SCR 7223)
- w. TPR 7435 - Gypsy Moth link on DPS Home page receives error 404

- x. TPR 7451 - Verbiage is not consistent for resources in Test Case
- y. TPR 7454 - Survey questions incorrect when logged in as Telephone Surveyor
- z. TPR 7455 - Grammar, Spelling and Miscellaneous
- aa. TPR 7454 - Survey questions incorrect when logged in as Telephone Surveyor
- bb. TPR 7451 Verbiage is not consistent for resources in Test Case
- cc. TPR 7463 Incorrect value displayed for number of days

2. Note that the Customer Satisfaction Survey (CSS) questions have changed as follows:

Question 4, OLD: "Evaluate services provided at origin such as the quality of packing, labeling, and organizing of the packing crew."

**Question 1, NEW: "Evaluate services provided at origin such as the quality of packing, labeling, and organizing:"**

Question 5, OLD: "Evaluate services provided at origin such as the care, courtesy, and attitude of the loading crew."

**Question 2, NEW: "Evaluate origin services such as the care, courtesy and attitude of the loading crew:"**

Question 6, OLD: "Evaluate how satisfied you were with the timeliness of the pickup of your personal property by the Transportation Service Provider (mover)."

**Question 3, NEW: "How satisfied were you with the timeliness of the pickup of your personal property by the Transportation Provider (mover)?"**

Question 7, OLD: "Evaluate services provided at destination such as the care, courtesy, attitude of the crew, unloading, and unpacking."

**Question 4, NEW: "Evaluate services provided at destination such as the care, courtesy, attitude of the crew, unloading, and unpacking."**

Question 8, OLD: "Evaluate how satisfied you were with the timeliness of the delivery of your personal property by the Transportation Service Provider (mover)."

**Question 5, NEW: "How satisfied were you with the timeliness of the delivery of your personal property by the Transportation Provider (mover)?"**

Question 9, OLD: "Evaluate your overall satisfaction with the moving company's timeliness, courtesy, professionalism, and responsiveness in all phases of your move from first contact through delivery, including any follow up."

**Question 6, NEW: "How would you rate your overall satisfaction with the moving company's timeliness, courtesy, professionalism, and responsiveness in all phases of your move from first contact through delivery, to include any follow up?"**

The two un-weighted survey questions in Section II: Quality of Life (i.e., the time allotted for customers to schedule/coordinate moves and the customer's claim filing decision) have not changed.

3. For questions regarding this message, please send an email to: [army.sddc.safb.ppcf@mail.mil](mailto:army.sddc.safb.ppcf@mail.mil).

4. Please report all technical issues to the SDDC Systems Response Center (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>

5. This message was approved for release by Ms. Jill Smith, Chief, Personal Property Systems Integration Division, HQ SDDC.