

SDDC-PP Advisory # 16-0009

Date: 28 October 2015

From: SDDC-PP Scott AFB, IL

To: Military Service Headquarters Representatives and Worldwide Personal Property Shipping Offices (PPSO)

Subject: LOST DEFENSE PERSONAL PROPERTY SYSTEM (DPS) CLAIMS ATTACHMENTS

1. Between October 6, 2015 and October 23, 2015, the Defense Information Systems Agency (DISA) computing center that operates DPS lost connectivity to the network storage drive. The DPS Program Management Office identified approximately 1,500 DOD customers whose uploaded claims attachments were lost during this period. HQ SDDC is actively notifying impacted customers and asking them to re-attach their claim files into DPS.

2. Negatively impacted customers may ask PPSO or Military Claims Office personnel to intervene in delayed claims negotiations or settlements with Transportation Service Providers (TSP). PPSOs should view the customer's claim submission date in DPS before initiating punitive action against TSPs for untimely claims actions or timelines during this period.

3. Please send questions regarding this message to: army.sddc.safb.ppcf@mail.mil. For Quality Assurance, Claims, or TSP Performance questions, please send an email to: army.sddc.safb.ppperf@mail.mil.

4. Report technical issues to the SDDC Systems 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, Option 5

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

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