

SDDC-PP Advisory #16-0030

Date: 14 December 2015

From: SDDC-PP Scott AFB, IL

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

Subject: Continuing Unscheduled Defense Personal Property System (DPS) Outage

Ref: SDDC-PP Advisory # 16-0029

1. On 08 December 2015, DPS began experiencing server performance degradation that prevented numerous TSP users from accessing DPS. Unfortunately, there is no new information to report to date—many TSPs are still unable to perform their day-to-day DPS functions. Troubleshooting efforts are continuing; however, there is no expected resolution date.
2. During this outage, PPSOs may experience high email and call volumes from TSPs seeking guidance for various shipment management scenarios. PPSOs should anticipate increased timeouts for TSPs' inability to accept shipments and be prepared to use good judgment where TSP update failures occur (e.g., pre-move survey or pack/pickup date information, inbound or outbound shipment statuses, loss and damage claims, and updating notes and other critical fields.) PPSOs must exercise prudent traffic management prior to issuing any punitive action for violations that may be related to this weeklong unscheduled outage.
3. TSPs must document and report all system access or technical issues to the SDDC Systems Response Center (SRC). The SRC will issue service requests (help desk ticket numbers) for all technical issues, as this critical incident has not been resolved. See paragraph 6 on page 2, below, for contact information. Finally, TSPs are encouraged to address operational questions and business rule concerns directly with HQ SDDC's Operational Support and Quality Team via email to army.sddc.safb.pops@mail.mil,
4. TSPs and PPSOs should refer customers with claims concerns arising from this outage to the appropriate Service Military Claims Office (MCO). Links follow:

Army: <https://www.jagcnet.army.mil/USARCS>

Air Force: <https://claims.jag.af.mil/>

Navy: http://www.jag.navy.mil/organization/code_15.htm

Marine Corps:

https://www.manpower.usmc.mil/portal/page/portal/M_RA_HOME/MF/Military%20Personnel%20Services/Property

Coast Guard: <http://www.fincen.uscg.mil/hhq.htm>

5. For questions regarding this message, please send an email to:
army.sddc.safb.ppcf@mail.mil.
6. Please 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>
7. This message was approved for release by Chief, Personal Property Systems Integration Division, HQ SDDC.