

SDDC-PP Advisory #16-0073

Date: 16 March 2016

From: AMSSD-PP, Scott AFB, 62225

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

Subject: Quality Assurance and Degraded Defense Personal Property System (DPS)

1. Reference SDDC-PP Advisory 16-0071 indicating intermittent system access, database query timeouts, and various core errors. These errors are limiting or degrading numerous TSP users ability to access DPS.
2. We continue to work on improved system access associated with recent DPS service request tickets indicating that DPS users continue to experience intermittent system access, database query timeouts, and various core errors. DPS emergency release v3.1.0a is on schedule for this Friday, 18 March 2016 and SDDC will provide the scheduled outage information in a separate SDDC advisory.
3. 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 for an increase in TSP update failures (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 should consider the degraded performance in their traffic management decision making prior to issuing punitive action for violations that may be related to this degraded performance.
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](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](https://www.manpower.usmc.mil/portal/page/portal/M_RA_HOME/MF/Military%20Personnel%20Services/Property)  
Coast Guard: <http://www.fincen.uscg.mil/hhg.htm>
5. Please report technical issues that are unrelated to this scheduled outage directly to the SDDC System 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, select Option 5;

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

6. Email functional questions and concerns regarding this advisory to [army.sddc.safb.ppperf@mail.mil](mailto:army.sddc.safb.ppperf@mail.mil)

7. This message was approved for release by Mr. Daniel Martinez, Business Process Division Chief, HQ SDDC