

SDDC-PP Advisory #16-0080

Date: 28 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: Pre approvals and Degraded Defense Personal Property System (DPS)

1. Reference SDDC-PP Advisory 16-0079 and earlier advisories indicating intermittent system access, database query timeouts, and various core errors (i.e. Pre-Approvals, Blank GBLs, DD Form 1299 and some TSPs not able to Accept Shipments, etc). These errors are limiting or degrading numerous PPSO/PPPO/TSP users' ability to access DPS. We continue to work on improved system access and an emergency release is currently scheduled for Friday, 1 April 2016. SDDC will provide the scheduled outage information in a separate SDDC advisory.

2. Recommended Pre Approval Interim process for PPSO/PPPO/TSPs:

Pre-Approvals: For shipments picking up prior to 9 April or with less than 5 business days to move start date, TSPs will use the following "interim" processes to request pre approvals and JPPSO/PPSO/PPPOs must respond to the request within 3 GBD's per the business rules by annotating the General Remarks block with their approval/disapproval. If request is for crating, request must include Dimensions of item for crating.

Air Force/Army/Coast Guard/Marine PPPO/PPSOs (see attached screenshots): TSPs will utilize the DPS "General Remarks" capability and contact PPPOs or PPSOs as follows

i. TSP enters Pre-Approval in "General Remarks" section of Shipment Management

- a. Pre-approval must include description/explanation of items requested
- b. (Examples: Request crating for glass top 82X54X1 or request third party service for pool table disassembly estimated costs \$250)

ii. TSP must contact the appropriate PPPO (USAF) (use Locator Map at http://www.move.mil/common/locator_maps/transportation_offices.cfm) or responsible PPSO (using DPS PPCIG contact information if PPSO handles pre approvals) to notify them of the request for Pre-Approval

iii. Each PPPO (USAF) or PPSO must approve or deny the request in the general remarks section of Shipment Management

iv. When DPS Pre-Approval functionality is restored, TSPs will be required to enter the request in the appropriate Pre-Approval queue in order to allow processing for payment

Navy:

v. TSP/AGENT will email the responsible QA section (use DPS PPCIG contact information) with the Pre-Approval request for shipments in "Presurvey Done" status.

- a. Each request must contain the following information in the Subject line: Pre-Approval for BL#, Date of Pickup
- b. Body of the Message must contain Description/explanation of service requested

vi. QA technicians will review the request and will notify via email the TSP/AGENT if Pre-Approval request was approved or denied.

vii. If request is approved, the QA technician will hold the request until the Pre-Approval function is operational and then they will input them in order of pickup date.

3. **Note:** For blank GBL's, Data Base Query Timeouts, or any other issues TSP/PPSO "MUST" send a service request to DPS Help Desk

4. 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
- b. Telephone: Toll free (800) 462-2176 or commercial (618) 589-9445, select Option 5;
- c. Internet: <https://www.sddc-srchelpme.com>

5. Email functional questions and concerns regarding this advisory to army.sddc.safb.pops@mail.mil

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