

SDDC-PP Advisory 16-0084

Date: 31 March 2016

From: AMSSD-PP, Scott AFB, IL 62225

To: All Military Service Headquarters Representatives, Worldwide Personal Property Shipping Offices (PPSOs), and Department of Defense (DoD) Approved Transportation Service Providers (TSPs)

Subject: US Bank Training Opportunities for Household Goods Buyer (PPSOs) and Supplier (TSPs)

1. US Bank continues to provide Syncada Third Party Payment System (TPPS) training opportunities for account holders to assist users and to improve on their skills for processing personal property household good payments.

2. US Bank provides specific Syncada system training for DoD customers and TSPs. The Syncada user interface training is available at any time and it's provided in three formats:

Facilitated: Instructor led webinars that train new users about the Syncada application. Webinars provide users with the opportunity to ask questions about how to use the application.

On-demand: On-line training courses available any time.

Quick Reference Guides: Concise documents that provide targeted descriptions for performing specific, job-related tasks. These documents can be downloaded and printed for use as reference.

3. The On-Demand training also provides training to help existing users to transition from the old user interface (Household Goods) to the Payment Manager module.

4. Syncada training is available at: <https://portal.syncada.com/USBank/Login.aspx>.

5. Please email questions/concerns regarding this advisory to army.sddc.safb.pops@mail.mil or army.sddc.safb.billing@mail.mil.

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