

SDDC-PP Advisory #16-0089

Date: 13 April 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: Continued Degraded TSP Access to Defense Personal Property System (DPS)

1. Reference SDDC-PP Advisories 16-0073 and 16-0080 (Pre approvals and DPS). As a result of continued intermittent system access, database query timeouts, and various core errors, TSP users' ability to access DPS has been degraded and/or limited. The USTRANSCOM PEO-T continues to work on improving system access associated with recent DPS service releases.

2. TSPs should report technical issues related to degraded performance directly to the SDDC System Response Center (SRC), to include screenshots and specifics to help identify and document any on-going or new performance problems and the impact of degraded performance:

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>

3. In the interest of limiting the impact to DoD customers, PPPOs should advise customers of potential delays to DPS requests or required updates due to TSP inability to access DPS.

4. PPSOs may experience a higher demand of email and call volumes from TSPs seeking guidance to support various shipment management scenarios, such as the inability to access DPS to enter weights, print 2DMSLs, print GBLs, arrive shipments, enter blackouts, request preapprovals, and/or other key functions.

5. PPSOs may assess the TSPs ability to onward move shipments and consider assisting with those functions in DPS where possible (e.g. printing 2DMSLs, print GBLs) to avoid delays in movement. TSPs must ensure they have reported system performance failures (e.g., helpdesk tickets, etc.) and have made repeated attempts to access DPS to prepare/print required documentation prior to soliciting assistance from the PPSO.

6. PPSOs should also consider DPS's degraded performance prior to issuing punitive action (warnings or suspensions) for violations that may be related to the TSP inability to access DPS. PPSOs should anticipate increased timeouts due to TSPs' inability to accept shipments, and be prepared for an increase in TSP update failures (e.g., pre-move survey or pack/pickup date, inbound or outbound statuses, loss and damage claims, preapprovals, and/or updating notes and other critical fields).

7. This message guidance will remain in place until otherwise rescinded or replaced.

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

9. This message was approved for release by Lt Col Todd M Jensen, Director, Personal Property, HQ SDDC