

SDDC-PP Advisory #16-0137

Date: 20 September 2016

From: HQ Scott AFB, IL

To: Military Service Headquarters Representatives and Worldwide Personal Property Shipping Offices (PPSO)

Subject: Defense Personal Property System (DPS)-Generated Customer Satisfaction Survey (CSS) Emails

1. On 9 September 2016, the DPS Program Management Office (PMO) deployed release 3.4.0 for consolidation of Services and SDDC account user roles. Since the release deployed, the DPS is sending duplicate CSS emails for both inactive and active userids. The Tier 3 help desk is actively deleting the inactive userids in DPS so the duplicate CSS emails for inactive accounts will cease. This cleanup is expected to take another 3-4 business days.

2. For the active government users (Services and SDDC) whose user roles were consolidated, you are now receiving CSS emails for each of your userids. For example, if you previously had user accounts with roles for Outbound Supervisor, Inbound Supervisor, and QA, each of those accounts was converted to a JPPSO/PPSO user role. However, only one account is needed since those functions are now consolidated under one user role. Service HQ/JPPSO/PPSO and SDDC users only need to retain one userid for those userids that now have common user roles. Request the Service HQ and JPPSOs submit tickets to the SDDC Systems Response Center, in accordance with paragraph 5 below, requesting your duplicate accounts be deleted. Please list the specific userids you would like deleted, since the SRC will not know which one you want to retain.

3. The DPS PMO apologizes for the duplicate emails and the additional work this is causing the Services in submitting the help desk tickets for cleanup.

4. For questions regarding this message, please email army.sddc.safb.ppcf@mail.mil.

5. 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; Commercial (618) 589-9445, Option 5
- c. Internet: <https://src.service-now.com/src>

6. This message was approved for release by the Chief, Personal Property Systems Integration Division, HQ SDDC.