

## **USTRANSCOM Personal Property Advisory #21-0069**

**Date:** 14 May 2021

**From:** USTRANSCOM Defense Personal Property Management Office (DPMO), TCJ9, Scott AFB, IL 62225

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

**Subject:** DPS Unscheduled Outage

**1.** Effective 14 May 2021, DPS is currently experiencing major system issues as a result of servers crashing within our hosting environment. Technicians have been troubleshooting throughout the night and all day today to isolate and resolve the problem as soon as possible. At this time there is no estimated time of when the application will return to full operational capability.

**2.** Please continue to report issues with the DPS application to the System Response Center (SRC).

2.1. Email: [usarmy.scott.sddc.mbx.g6-src-dps-hd@mail.mil](mailto:usarmy.scott.sddc.mbx.g6-src-dps-hd@mail.mil).

2.2. Telephone Toll free (800) 462-2176, Commercial (618) 589-9445, Option 2.

2.3. Internet: <https://src.servicenowservices.com/src>.

**3.** This advisory was approved for release by the USTRANSCOM Deputy Director for Operations, Defense Personal Property Program Management Office (TCJ9-O).