

## PCS JTF Personal Property Advisory #26-0046

**Date:** 30 January 2026

**From:** Permanent Change of Station Joint Task Force (PCS JTF) Defense Personal Property Management Office (DPMO), Scott AFB, IL 62225

**To:** Military Service Headquarters Representatives, Worldwide Personal Property Shipping Offices (PPSO), Personal Property Processing Offices (PPPO), and Department of War (DoW) Approved Personal Property Transportation Service Providers (TSP)

**Subject:** Defense Personal Property System (DPS) Technical Upgrade and Functional Release v3.198.0 Outages

1. Today, **Friday, 30 January 2026, from 8:00 AM until 8:15 AM Central Standard Time (CST)** DPS was unavailable due to a technical upgrade to the Logging/Tracking module, driven by expired (end of life) commercial off-the-shelf software and technical requirements necessary to ensure a secure application.
2. DPS will undergo scheduled updates for the functional release of **v3.198.0 on Tuesday, 3 February 2026, from 4:00 AM until 6:00 AM CST**. The system will be unavailable to all users during this time. The functional highlights are found below.

**2.1 Update Customer Information** – DoD customers can now use a .mil or .gov email addresses as their primary and secondary contact points in DPS. The previous requirement to only use personal email addresses has been lifted, though commercial emails are still supported.

Reminder: DPS currently only sends customers email notifications to their primary email address, please ensure customers select an address they can easily access while enroute.

**2.2 Document Upload Capability in Additional Statuses** - Development is underway to allow customers to upload Personally Procured Move (PPM) documents in DPS regardless of the shipment's current status. This update immediately removes previous status-based restrictions for all document and shipment types in preparation for PPM document upload. Please note that government users may now see customer uploaded documents for any shipment type uploaded in the Counseling module where they were previously unexpected.

**Note:** Additional development is in progress (expected prior to peak season) to add 'PPM awaiting customer' and 'PPM awaiting closeout' statuses for PPM Shipments. These new statuses in the queue will signal to government users when a PPM is waiting for the customer to upload documents, and when a PPM is ready for review and closeout.

**2.3 Defect Fix – TSP Duplicate SIT Request Error** – A previously identified system defect that prevented Transportation Service Providers (TSPs) from resubmitting Storage-in-Transit (SIT) requests with original SIT Date in following a JPPSO denial has been resolved. TSPs are now able to successfully resubmit denied SIT requests while maintaining the original requested date.

3. Reminder: Users can create and update their own helpdesk tickets (e.g., adding screenshots) using the updated Self Service Helpdesk site listed below. The DPMO will be conducting maintenance in a similar window on Tuesday mornings and Friday nights. This advisory is intended to create a predictable maintenance cadence during a point in the week with relatively low customer usage.
4. Please report technical issues to the Defense Personal Property Program System Response Center (SRC) at:
  - 4.1 Email: [usarmy.scott.artrans.mbx.g6-src-dps-hd@army.mil](mailto:usarmy.scott.artrans.mbx.g6-src-dps-hd@army.mil).
  - 4.2 Telephone Toll free (800) 462-2176, Commercial (618) 577-0969, Option 2.
  - 4.3 Internet: Create and update your own tickets at <https://src.servicenowservices.com/src>.
5. This advisory was approved for release by the USTRANSCOM Chief, DPS Branch, Defense Personal Property Management Office, (TCJ9-ID).