

# Department of War (DoW) Personal Property Activity (PPA)

## Personal Property Advisory #26-0049

**Date:** 20 February 2026

**From:** Department of War (DoW) Personal Property Activity (PPA), Scott AFB, IL 62225

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

**Subject:** Defense Personal Property System (DPS) Technical and Functional Release v 3.199.0

1. DPS will undergo security patching on **Friday, 20 February 2026, from 7:00 PM until Saturday, 21 February 2026, 5:00 AM Central Standard Time (CST)**. The system will be unavailable to all users during this time.
2. DPS will undergo scheduled updates for the functional release of **v3.199.0 on Tuesday, 24 February 2026, from 4:00 AM until 6:00 AM CST**. The system will be unavailable to all users during this time. Highlights from this release are listed below.
  - a. **Customer Profile page (DoD customer only) Add Secondary Email Notification** – Updated the Customer Profile page to include a disclaimer for the Secondary Email field, advising the secondary email will now be included in all communications. This updates Advisory #26-0046 which introduced ability to include a personal email.
  - b. **Defect Fix – Clicking Approve/Deny for Extend Storage In-Transit (SIT) Error** – A defect that previously prevented JPPSO users from processing the SIT extension requests has been resolved. Users are now able to approve or deny these requests as expected.
3. DPS will undergo a maintenance outage for a technical invoicing software upgrade on **Friday, 27 February 2026, from 5:00 PM until Saturday, 28 February 2026, 5:00 AM CST**. The system will be unavailable to all users during this time.
4. Reminder: Users can create and update their own helpdesk tickets (e.g., adding screenshots) using the updated Self Service Helpdesk site listed below. The PPA will continue conducting maintenance in a similar window on Tuesday mornings and Friday nights to maintain a predictable maintenance cadence during a point in the week with relatively low customer usage.
5. Report technical issues to Defense Personal Property Program System Response Center (SRC) at:
  - a. Email: [usarmy.scott.artans.mbx.g6-src-dps-hd@army.mil](mailto:usarmy.scott.artans.mbx.g6-src-dps-hd@army.mil).
  - b. Internet: **Create and update your own tickets at** <https://src.servicenowservices.com/src>.
  - c. Please update your records: Effective 1 April 2026, the Helpdesk phone number is 1-833-MIL-MOVE.

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6. PPA Call Center: 1-833 MIL-MOVE (833-645-6683), Option 1, or email [PCSCallCenter@mail.mil](mailto:PCSCallCenter@mail.mil).
7. Any questions or concerns about this advisory, contact email [transcom.scott.tcj9.mbx.i@mail.mil](mailto:transcom.scott.tcj9.mbx.i@mail.mil).
8. This message was approved for release by the Chief, DPS Branch, Personal Property Activity.