



"Proudly Serving Military Families"

NATIONAL FORWARDING CO., INC.

2800 ROOSEVELT ROAD – BROADVIEW, ILLINOIS 60155

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DATE: July 13, 2017
TO: Agents and Haulers of National Forwarding Co., Inc. and Affiliates
FROM: Michael Wilson, Director, DoD Programs
SUBJECT: DPS Invoicing Delays

Attached is an advisory received today from SDDC regarding the ongoing DPS payment issues.

As stated in the advisory, DPS has been experiencing payment issues since June 25th. The issue ultimately related to a communication lapse between DPS and US Bank that then led to approved invoices in DPS not flowing through to US Bank for payment to the TSP. Much of the backlog has been alleviated with 6,270 invoices being processed today, but the root cause of the invoice delay remains unknown.

Through the outage, National Forwarding Co., Inc. has maintained its prompt payment practices to our agents and haulers despite the significant slowdown in collection of funds due. All invoices submitted through the FastPay Program have also been honored with payment being made to the requesting agent/hauler without delay.

Should you have any questions or concerns about this matter, please contact me.

MDW/ab
Attachment

SDDC-PP Advisory 17-0125

Date: 13 July 2017

From: AMSSD-PP, Scott AFB, 62225

To: All Military Service Headquarters Representatives, Worldwide Personal Property Shipping Offices (PPSO), Personal Property Processing Offices (PPPOs), and Approved Department of Defense (DoD) Personal Property Transportation Service Providers (TSP)

Subject: The Defense Personal Property System (DPS) Invoicing Delays

1. This is a coordinated message between HQ SDDC and the DPS Program Management Office (PMO). Please ensure widest dissemination as appropriate.
2. DPS experienced invoicing issues starting on 25 June 2017. The identified invoicing issues were resolved. As of 13 Jul 17 @ 0951 Central Daylight Time (CDT), DPS processed 6,270 invoices. The PMO is analyzing the issue to determine root cause.
3. Please report any new issues related to this message directly to the SDDC System Response Center (SRC):
 - 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://src.service-now.com/src>
4. This message was approved for release by the Business Process Division Chief, HQ SDDC.