Common DAS Troubleshooting Steps

(Disposition Automated Scheduler)

https://wms.dla.mil/sap/bc/ui5_ui5/ui2/ushell/shells/abap/Fiorilaunchpad.html#Shell-home

1) My AMPS request for system access has not been completed

Military customers' requests require security and supervisory approval prior to provisioning. First, check your user information to verify that the organization name, security officer, information assurance officer, and supervisor information are accurate.

Account Management and Provisioning System: amps1.dla.mil

Next, navigate to the application and roles tab to check the status of your request. Identify the current approver, and follow-up with the individual with an email or phone call.
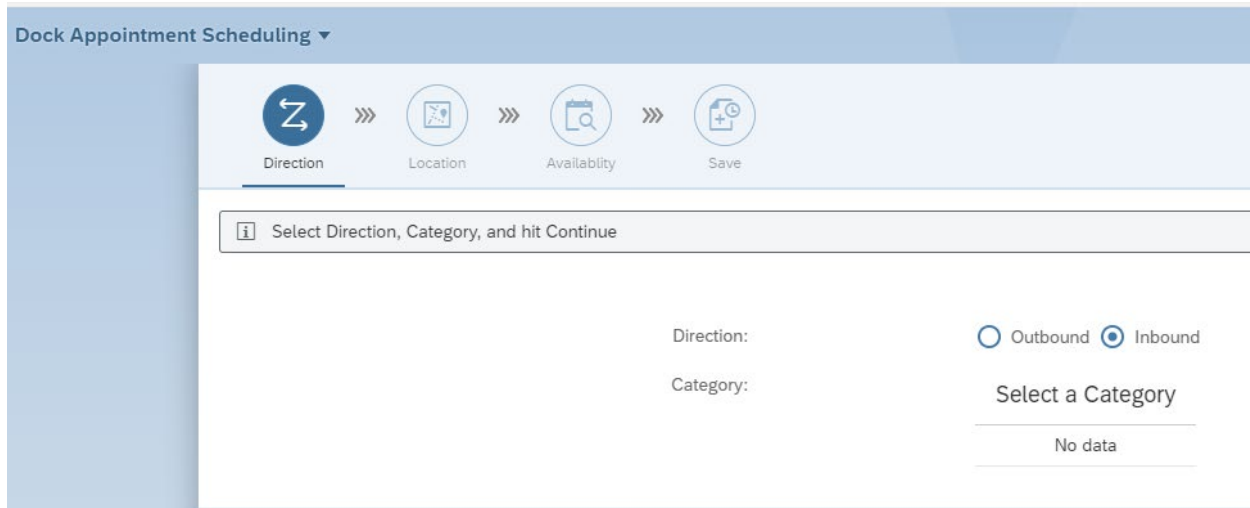
2) My system only shows "no data" when it prompts me to select an appointment category

Verify both inbound and outbound directions display the "no data" message. (example below)

Please contact the DISA Global Service Desk by calling toll-free: 844-DISA-HLP (844-347-2457) or DSN 850-0032 **Press 5, then speak or enter D-L-A**

Ask the technician for a "E1P and T1P unlock."

Log out of the Disposition Automated Scheduler website, close the browser, and login again.

3) I have been locked out of the Disposition Automated Scheduler

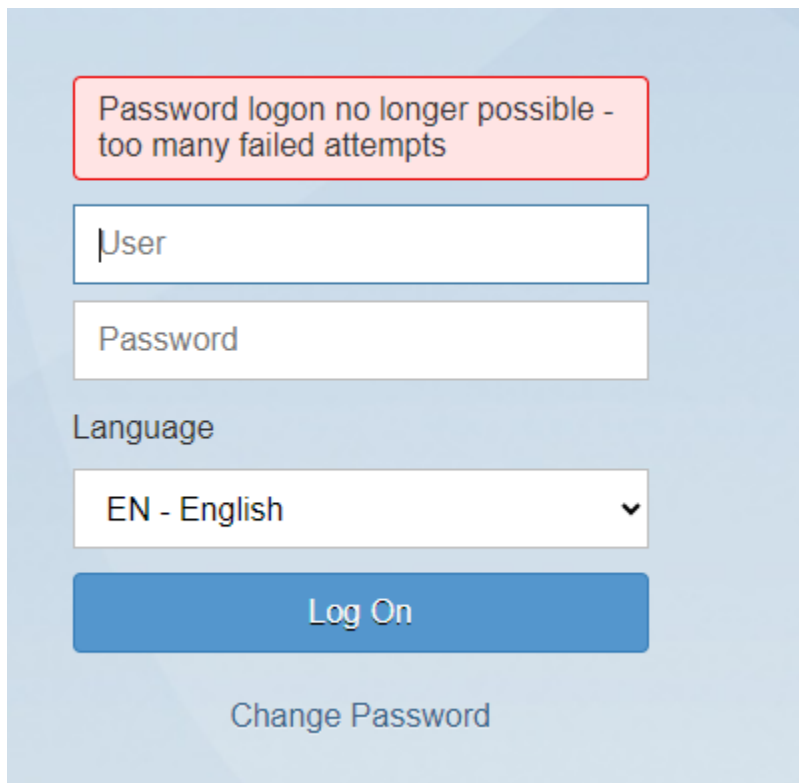After too many failed logon attempts, the account and user will become locked out of the system.

Please contact the DISA Global Service Desk by calling toll-free: 844-DISA-HLP (844-347-2457) or DSN 850-0032 **Press 5, then speak or enter D-L-A**

Ask the technician for a "FFP unlock." Accept an "E1P and T1P unlock" if the technician offers.

Close the browser and log in again.

4) *The platform does not recognize my DoDAAC when I try to create an appointment*

Disposition Automated Scheduler validates DoDAACs to ensure the customer is eligible for disposal services.

Please confirm your DoDAAC and re-enter it using all capitals without spaces or special characters.

DoDAAC TESTXX is not valid	No Agreement exists for DoDACC SX1293

If the problem persists, contact your local disposal service representative (DSR) for assistance. He or she can help confirm you are eligible for disposal services and submit a request to have your DoDAAC added.

Contact DLADSServicingFundsandAgreements@dla.mil to have your DoDAAC added.

For assistance with DAS

Access issues (error messages encountered when accessing DAS)
*Be sure to report your problem, identifying it using the "Disposition Automated Scheduler" name

DISA Global Service Desk
Toll Free: 844-DISA-HLP (844-347-2457)
DSN: 850-0032
- Press 5, then speak or enter D-L-A
Online at: DLA Service Portal (CAC or User ID/Password required)
Email: disa.global.servicedesk.mbx.dla-ticket-request@mail.mil