

## PLEASE SUBMIT YOUR CLAIM IN THE DPS SYSTEM WITHIN 9 MONTHS OF YOUR DELIVERY DATE

### NOTE: MAKE ONE CLAIM PER SHIPMENT

HERE IS WHAT YOU NEED WHEN YOU SUBMIT YOUR CLAIM IN DPS:

1. Login and passwords (or Government computer and CAC card);
  2. "Notice of Loss or Damage" (AT and AFTER delivery, electronically);
  3. Inventory Sheets and High risk Inventory Sheets (electronically);
  4. Any detailed information about the damaged/lost items. For example, date of the purchase, receipts of the purchase, credit card statements, pictures of the purchased item, pictures of the damage, estimates of repair, etc., (electronically).
5. Go to <https://dps.move.mil/cust/standard/user/home.xhtml>
6. Please turn off your popup blocker.
7. Click on "Login".
8. If you have a CAC Card, click on "click here to log in with your digital certificate" and then write your codes. If you don't have a CAC, fill in the box ETA.
9. Click on the buttons: "Claim," "Start my Claim," and "Claims Details." Select and fill in the boxes.
10. Fill in the page by noting first your GBL # (= PPBOL/ORDER no.). This is the shipment number written in the Notice of Loss or Damage At Delivery at the top of the paper, under your name. Then, the rest of the information will be generated.
11. Please go ahead by filling the boxes: "Branch of Service," and click on "Save."
12. Click on "Add Claim Items," and then you arrive on a page where you fill in the missing or damaged items. Please be as specific as possible.
13. Add the item(s) that you already recorded on the "Notices of Loss or Damage"
14. Describe the type of item by encoding the type of material, the model of the TV, the trade of sculpture, name brand, etc.
15. Describe the type of damage by writing specific words. For example: scratches, dents, split, etc. Add the inventory number (see the Inventory Sheets).
16. After the description of the item, please click "Save". If you finish go directly to point 18.
17. If you have more than one item, click on "Add Claim Items" and then fill in the boxes again.
18. Please upload all the useful information to support your claim by clicking on "Add." See point 4. Please add your "Notices of Loss or Damage".
19. When you finish, click on the red button at the bottom of the page "Submit the Claim to TSP." When you are done, make sure that the screen reflects that your claim has been "**submitted**" by clicking on "View my Claim."

You are done. Good luck!

