

Shipment Reminders:

It is extremely important to keep your email address and contact information contained within DPS up to date.

Make sure your inventory reflects all electronics with make, model, and serial numbers.

In the event you need to file a claim for damaged and/or lost items, you will need access to the DPS system, please keep your logins active.

★ Important Information ★

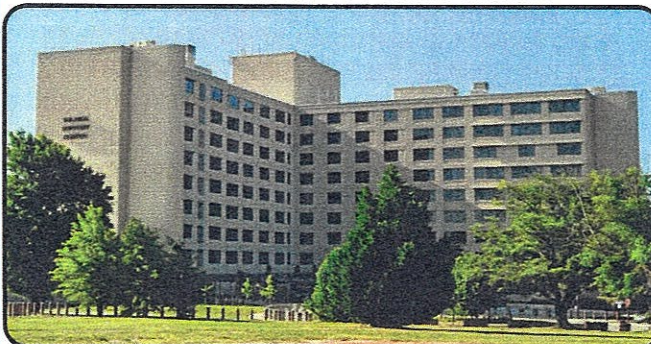
Ensure your inventory is accurate. If you disagree with an item, make sure you annotate the inventory before signing.

Pro-gear must be annotated on inventory. **For example ensure pro-gear description on inventory is listed: Box/TA50/Pro-gear/Weight.** Always keep a legible copy of your inventory.

You will receive a reminder e-mail to complete the survey 7 calendar days after final delivery of a shipment. Follow up emails will be sent 14 and 21 calendar day after delivery. Your submitted survey will remain a part of the TSPs Best Value Score for 12 Months.

Your evaluation by completing the survey is critical to the program. The survey can be easily completed through DPS by selecting the "Customer Satisfaction Survey (CSS)" tab.

If you have any questions, Please contact us for assistance!



Quality Control Personal Property Shipping Office (PPSO)

Soldier Support Center- 1st Floor
Bldg.# 4-2843 Normandy Drive
Fort Bragg, NC 28310

(910) 396-4911/9605/4919/7467

E-mail:
usarmy.bragg.406-afsb.list.lrc-qc@army.mil

PPSO Hours of Operation:
Monday-Friday, 0730-1800

Website (CAC Card Required):
<https://asc.aep.army.mil/afsb/406/bragg/ITO/SitePages/Home.aspx>



Quality Control Personal Property Shipping Office

Information Guide



PPSO



AFSBn-BRAGG
Fort Bragg, NC
28310

As of : 10 February 2022

Outbound Shipments:

90 days of Temporary Storage authorized, **unless the property has released from NTS there is no additional storage.**

Additional 90 days can be requested at your destination transportation office. Please do not contact your TSP for extensions. The TSP will not be able to assist you with this matter.

When a shipment arrives at destination, the TSP coordinates delivery directly with you. If the TSP is unable to coordinate a delivery after 2 hours (domestic) or 3 hours (international), the TSP must request storage. DPS sends you an arrival notice. When you are ready for delivery submit a request for delivery through DPS. The TSP is required to respond to your request within 24 hours. Confirmation of a delivery date will appear in the customer's DPS work queue.

If storage is converted to owner's expense, FRV is ceased. Local delivery is still authorized. Additional delivery is authorized within 30 miles of primary delivery address.

If you get a notification from DPS stating your shipment is overweight request for a re-weigh prior to your delivery with your TSP, and your destination TMO.

Inbound Shipments:

When the crew arrives please ensure you are checking your inventory items off your inventory sheets, to ensure accuracy of delivery.

Make notations of missed or damaged items.

Walk through your home to verify there were no damages to your walls, floors, or door ways at the time of delivery. If you should find any damages to your home, you must immediately file a claim with the local moving company.

Claims Information

Maximum FRV (Full Replacement Value) coverage is up to \$75,000.

You now have 180 days from shipment delivery to submit a notice of Loss/Damage in DPS to notify the TSP you will be submitting a claim. You only have nine (9) months to submit a claim on those items. To file your claim you must go online to

<https://www.militaryonesource.mil/moving-housing/moving/planning-your-move/file-a-claim-after-your-military-move/> before your 180 days are up.

DPS Help Desk: (800) 462-2176

If the DD1840/1840R is submitted directly to the Military Claims Office (MCO) and not to the Carrier then the depreciated value will apply. If the TSP does not respond to the claim, the MBR may then turn the claim over to the MCO.

If you are disputing any or all of the TSP's initial full/partial/repair/denial offer you must transfer the claim to CPCS.

NOTE: Transferring your claim to the CPCS on the DPS website (www.move.mil) does not transfer the electronic file. You must go to <https://www.jagcnet.army.mil/Apps/PCLAIMS/PCLAIMSPublic.nsf> to complete the online filing process to transfer your claim to the CPCS.

Full Replacement Value (FRV) applies to a shipment(s) with a pick up date of on or after 1 Mar 2008 for Non-Temporary Storage (NTS).

Damages must be annotated on the DD Form 1840 at the time of delivery or reverse side DD Form 1840 (DD Form 1840R) after delivery, and submitted to the NTS servicing agent. All claims for loss and damages should be filed within 75 days of the actual delivery date. Submission of DD Form 1840/1840R does not constitute the filing of a claim.

MILITARY CLAIMS CONTACTS

Army COMM: 502-626-3000

EMAIL: USARMY.KNOX.HQDA-OTJAG.MBX.CPCS@MAIL.MIL

For Asia (Korea and Japan)

Email: usarmy.humphreys.8-army.mbx.osja-client-legal-services@army.mil

For Europe

Email: usarmy.wiesbaden.usareur.mbx.oja-personnel-claims-and-recovery@army.mil

Marine/Navy Personnel Claims

Comm: 757-440-6315

Toll-Free: 888-897-8217

Email: norfolkclaims@navy.mil

Online:

https://www.jag.navy.mil/organization/code_15.htm

Air Force Comm: 937-656-8044

Toll-Free: 1-877-754-1212

Email: afcsc.ja@us.af.mil

Coast Guard

Comm: 757-628-4212

Email: DO5-SMG-HHG@uscg.mil

Online:

<https://www.uscg.mil/resources/legal/LSC/LSC-Claims-Division>