

NOTES:

- Transferring your whole claim or individual claim items to the CPCS on the DPS website **DOES NOT** transfer the electronic file. You **MUST** go to **<http://www.JAGCNet.army.mil/Pclaims>** to complete the online filing process to transfer your whole claim or individual claim items to the CPCS.
- For Active-Duty personnel you will need your CAC to be able to login into the website.
- If you Retired/Separated, you will need to contact the CPCS directly at (502) 626-3000 to start the process.
- For claims pertaining to **MOLD**, contact (301) 677-9347 or (301) 677-9214.

EVALUATE YOUR MOVERS

Defense Personal Property Program Customer Satisfaction Survey (CSS)

YOUR PARTICIPATION MATTERS!

DPMO release a promotional video titled "Share Your Personal Property Move Feedback, It Matters!" highlights the five survey types, changes made to the surveying process, and the importance of completing your surveys. The two-minute video is hosted on the USTRANSCOM YouTube channel at

https://www.youtube.com/watch?v=t_itjS_5SSg

- **HIGHER SCORES** mean **MORE** business for the moving company.
- **LOWER SCORES** mean **LESS** business for the moving company.

Surveys will be sent to emails in DPS. Keep your contact information up to date. Check your spam/junk email if you don't receive the surveys. Timeframes:

- Entitlement Counseling Survey – 2-5 days after counseling
- Origin/Pickup Survey – 2-5 days after pickup

- Destination/Delivery Survey – 30-35 days after delivery
- Claims Survey: Moving Company – 75 days after filing claim.
- Claims Survey: Military Claims Office – 75 days after transferring claim.

Survey links will expire **90 days** from the date of initial receipt. Reminders will be sent until links expires.

PERSONAL PROPERTY FAQS

Please visit the link below and check out some of the most common questions about what you can expect before, during, and after moving.

<https://www.militaryonesource.mil/moving-housing/moving/planning-your-move/military-pcs-moving-faqs/>

For more information about moving with the Military go to

<https://www.militaryonesource.mil/moving-housing/moving/pcs-and-military-moves/> the Official DOD Moving Portal.

Please help us make the **Personal Property Transportation Office, Ft. Cavazos BETTER**, we are always interested in your feedback. Please take our customer service survey and tell us how we are doing.

https://ice.disa.mil/index.cfm?fa=card&p=110059&s=73&dep=*DoD&sc=30

AFSBn-Cavazos Transportation Division



HHG Quality Assurance

Transportation Office (TO)
Bldg. 18010, 2ND Floor, Room A-209
Fort Cavazos, TX 76544

TO Customer Service:
1-800-521-9959, Option #2

QA Dispatch:
(254) 287-6152

QA Email:
AFSBn-Cavazos-Transportation-QA@army.mil

After Duty Hours:
(254) 287-2520

DPS TECHNICAL HELP DESK

Contact DPS technical help desk representatives for help with:

- Access and navigation
- Account issues
- Technical support

Toll free: 800-462-2176

Hours: Open 24/7

Email: usarmy.scott.sddc.mbx.g6-SRC-DPS-HD@army.mil

First Time User and Common Access Card (CAC)

Registration:

- Accounts not accessed in more than 30-days; Customers must contact the DPS help desk to unlock the account.
- Accounts with 120-day of inactivity, the account will be deactivated, and Customer must register a new account.
- DOD Customer Users without a valid CAC must contact their respective PPSO/PPPOs to verify and authorize the DPS account registration request.

FILING A CLAIM WITH YOUR TSP

To have your claim paid on the basis of *Full Replacement Value* (FRV), you **MUST** file directly with the Transportation Service Provider (TSP) a **Loss and Damage Report** within 180 days of the delivery date.

NOTE: you **DO NOT** have to file a Loss/Damage Report as long as you file your **Claim** in DPS within 180-days window.

NOTE: at the time of **DELIVERY** if there's any loss or damage to your items, the TSP's delivery representative will complete the **Notification of Loss or Damage (NOLD) AT DELIVERY**. This **DOES NOT** constitute "**filing a claim**". You still have to submit your claim via the DPS system.

For FRV, the TSP is **REQUIRED** to replace any item that is lost/destroyed with a new item or pay the cost of a new item of the same kind and quality, without deducting for depreciation. The TSP is not required to replace items which can be repaired for less than the FRV of the item.

Repair will be to the extent necessary to restore the item to its condition when it was received by the TSP.

❖ **DPS Shipments**

DPS Shipment are Household Good (HHG) or Unaccompanied Baggage (UB) that are moved with a Government Bill of Lading Number (GBL) that looks similar to **ABCD1234567**.

How to Submit Your Claim in DPS

* If you forgot your ETA User ID or need help with your account, please contact **DPS Help Desk**.

1. Type <https://dps.move.mil/cust/standard/user/home.xhtml>
2. In the DOD Security Banner click **Accept**.
3. In the DPS Landing Page you will select Login with **Certificate** or **User ID**.
4. If you have not login to your account in a while, the system is going to take you to **Review User Profile**. Please update your information.
5. To start the claim in the DPS homepage look for the GBL of your shipment you want to start a claim and click on **File a Claim**.
6. Click on **Create Claim**.
7. Complete **Submitter's Relationship, Claims Shipment Description and Has Quick Claim Payment been made?** Then click **Save**.
8. Scroll down to the section **Add Items**. A new pop-up window will appear. Complete each mandatory field (it will be identified with a red asterisk) then click **Save and Add Another** to add another item.
9. Once done entering all claim items, just click **Save**, and you will go back to the main page.
10. At the bottom of the page click **Submit to TSP** then a new pop-up window will appear, then click **Confirm Submit Claim to TSP**.
11. Under Claim Info you will see that Claim Submission Date has a date and time.

Any questions about your Claim, please contact your Transportation Service Provider (TSP).

❖ **Non-Temporary Storage (NTS) Shipment**

Non-Temporary Storage (NTS) – “long term” storage

To start your claim, contact the Carrier noted in **Block 9** of your **DD Form 1840** (Joint Statement of Loss or Damage at Delivery). For NTS, you have 180 days to start your claim shipments pick-up after May 2021.

NOTE: DO NOT login to DPS to start a claim for an ETOPS shipment.

Please contact the NTS Warehouse to start the Claim.

FILING A HOUSEHOLD GOODS (HHG) CLAIM WITH THE ARMY

The Army has created a new office at Ft. Knox to process Soldiers' claims for personal property losses incident to government service, **CENTER FOR PERSONNEL CLAIMS SUPPORT (CPCS)**.

Mail: U.S. Army Claim Service
Center for Personnel Claim Support
50 Third Avenue, Suite 307
Fort Knox, KY 40121

Phone: (502) 626-3000

Email: usarmy.knox.hqda-otjag.mbx.cpcs@army.mil

If you are unable to settle your claim with the TSP, you must file your whole claim or individual claim items with CPCS within two (2) years from the date of delivery.

- Access PCLAIMS at <https://www.jagcnet.army.mil/PCLAIMS> - or by going to JAGCNET and clicking on the “Claims” link, which will take you to the U.S. Army's Claims Homepage.
- CPCS is required to adjudicate your claim using the **fair market or depreciated value** of your loss except in limited circumstances.
- The PCLAIMS home page contains a **Claimant's Manual** that provides instruction on how to navigate the PCLAIMS website and complete your claim.

The toll-free number may be used for customer inquiries and problem resolution during any phase of the move. **The TSP must respond to the member's concerns within 24 hours from the member's initial call if received Monday through Friday** and by close of business the following workday for calls/inquiries received by the TSP on Saturdays, Sundays, or legal (officially declared national) holidays. The member should be counseled that the toll-free number is not to be used for shipment changes (pickup date or delivery date changes). The member must contact the local TO for any changes after shipment award to a TSP.

b. Begin packing/pickup between 8:00 a.m. and 5:00 p.m.

c. Protect appliances against damage while in transit. The TSP secures moving parts that, if allowed to move in transit, could damage the appliance.

d. **Use new, clean packing materials for linen, clothing, and bedding.**

e. Use new or like-new packing materials for all other items. Excelsior or newspaper is not allowed. Items packed in boxes should be padded and insulated from carton walls.

f. Pack mirrors, pictures, and glass tabletops in specially designed cartons.

g. **Wrap and protect all finished surfaces from marring or scratching; use furniture pads.**

h. Properly roll and protect rug and rug pads at residence. Only small throw rugs may be folded.

i. **Pack all designated PBP&E in separate boxes. These cartons must be marked "PBP&E/PRO-Gear", weighed separately, and listed on the inventory form.**

j. All nuts, bolts, and screws, small hardware, and other fasteners removed from articles for shipment must be properly affixed/packaged to allow for reassembly at destination. If packaged separately, items must be properly inventoried and cross-referenced to the associated inventory item in which the hardware belongs (i.e., "Nuts, bolts, screws for Inventory #55 - Baby Crib").

k. **Mark each carton to show general contents.**

l. Prepare an accurate and legible inventory, to include high-value items and high-risk inventories if applicable and provide to you prior to departing your residence.

m. Obtain approval from the TO prior to loading on the tailgate of the moving van.

n. Remove all excess packing material from your residence.

TSP's Responsibilities (at Destination)

a. Begin delivery between 8:00 a.m. and 5:00 p.m.

b. **Perform a one-time placement of rugs prior to placement of your HHG.**

c. Unpack and unwrap all cartons, boxes, and crates.

d. Place each item or carton in the room you indicate. **This one-time placement includes placing unpacked articles in cabinets, cupboards, or on kitchen shelves when convenient, safe, and it is your desired location.** Have placement planned out before the TSP arrives. TSPs are required to place each item only once.

e. **Assemble all furniture and equipment if disassembled at origin.**

f. Remove packing and blocking from appliances. The **TSP is NOT required to connect appliances to electric, gas, or water outlets.**

g. Provide a "Joint" written record of any loss and or damage at delivery on DD Form 1840 or on the "Defense Personal Property Program Notification of Loss or Damage AT Delivery" Form. You and or your designated representative along with the delivery TSP sign this form. The TSP's representative must provide a copy of this form.

h. As stated earlier, TSPs are not required to go into an attic, crawl space, or similar storage area for the purpose of delivering and placing personal property. This includes areas that:

(1) Are not accessible by a permanent stairway (ladders are not permanent stairways)

(2) Are not adequately lighted.

(3) Do not have a finished floor.

(4) Do not allow a person to stand erect.

i. Once the shipment has been delivered, the TSP is not required to deliver property to a self-storage facility.

j. Notify MCO, PPSO and USTRANSCOM of catastrophic loss for guidance.

NOTE: It is NOT advisable to waive unpacking at any time during the delivery. However, if unpacking is waived, the TSP is not required to return later to unpack or remove debris.

July 2023

ATTACHMENT K1 - "IT'S YOUR MOVE" ARMED FORCES MEMBERS ATTACHMENT K2 "IT'S YOUR MOVE" DEPARTMENT OF DEFENSE (DOD) CIVILIAN EMPLOYEES

RESPONSIBILITIES

A good move depends largely on how much you get involved and how well prepared you are when the TSPs arrive. The following is a guide to assist you and may be used as your record of tasks accomplished.

Your Responsibilities (at Origin)

a. Keep your TO/PPPO/PPSO /TSP informed of any change in your orders or other changes, such as a current telephone number or e-mail address where you are available until you leave your old duty station.

b. If shipping any engine power driven equipment (e.g., motorcycle, dirt bike, lawnmower, snowmobile, moped, boat), ensure they are free of dirt or grease. Disconnect the battery cables and tape the leads so they do not make contact with the battery terminals. Batteries with acid or alkali are prohibited from shipment; only non-spillable gel-type batteries are authorized. Disconnect lead from spark plug and also tape the wire lead so it does not make contact with spark plug. With the motorcycle/dirt bike running, completely run it out of gas until it stalls. No fuel can be in the tank when shipping a motorcycle/dirt bike as a HHG shipment.

c. **Do not change your shipping dates unless necessary.** Changing moving dates, especially during the summer months, can mean a lengthy delay in getting your move rescheduled. Contact the TO and/or TSP, immediately if rescheduling the shipping dates is necessary. Notify the TO/TSP if you or your designated representative is not available during the scheduled pack and or pickup dates. If the TSP arrives to pack/pickup your personal property and either you or your designated representative is not available, **you may be financially responsible for an "Attempted" pickup charge.** This fee must be paid in full prior to re-scheduling new pack and pickup dates.

d. Contact the origin TO/PPPO/PPSO if the TSP, or the TSP's representative has not contacted you a few days prior to your scheduled pickup date.

e. You or your representative designated in writing must be home between the hours of 8:00 a.m. and 5:00 p.m. when the TSP arrives to pack and remove your belongings. If the pack, pickup, or delivery hours exceed 5:00 p.m., the TSP must ask prior approval and be completed by 9:00 p.m.

f. Begin planning your move and contact your TO/PPPO/PPSO the day you receive orders. It is never too early to plan for your PCS.

g. If you want to request confidentiality of your PII, complete the confidentiality request form located on <https://www.cbp.gov/trade/automated/electronic-vessel-manifest-confidentiality>, select "Electronic Vessel Manifest Confidentiality Online Application". Complete and submit the form online.

h. Ensure any untidiness of your residence or pickup location does not hinder the job performance of the crew that packs your

property. If the TSP is delayed or must return on another day due to the residence not being prepared and/or in disarray and the property is unable to be packed and loaded, this may result in an attempted pick-up charge to the customer.

- i. Remove your TV antenna; disconnect your satellite dish.
- j. Empty, defrost, and thoroughly wash the inside of your refrigerator and/or freezer to keep mildew at a minimum during transit and storage, these appliances need at least 2 days to dry out. Leave doors open after cleaning.
- k. Drain water from hot tubs and waterbeds.
- l. Remove window air conditioners.
- m. Disconnect and prepare all components such as stereos, compact disc players, videodisc players, computers, printers, televisions, and VCRs for the move.
- n. Disconnect all appliances, such as washer, dryer, and stove. Charges associated with disconnecting these appliances are your responsibility so you should complete disconnections prior to the HHG pack and pickup dates. If you are shipping or storing a front-load washer, please provide necessary hardware (e.g., shipping bolts) when available.
- o. Disconnect TVs (Plasma/LCD/DLP); un-mount them from the wall.
- p. **Dispose of foods and liquids that could spill or spoil in transit.**
- q. Dispose of worn out and unneeded items before the move to avoid wasteful packing, moving, or storage expenses and excess weight to you.
- r. Remove hanging objects scheduled for shipping from the walls, ceilings, and cabinet. This includes curtain rods, kitchenware (kitchen utensil, food racks), mirrors, and pictures.
- s. **Dismantle outdoor play equipment and outdoor structures** (e.g., utility sheds, playhouses, swing or gym sets).
- t. **Ensure personal property items are free of soil/pest infestation** (e.g., gypsy moths, brown tree snakes). Remember: Complying with requirements of the USDA and state laws is your responsibility. If an infestation is found. **The move will stop until an exterminator has fumigated the residence.** Confirmation by the TO/PPPO/PPSO and a review of fumigation documentation is needed prior to rescheduling your move.
- u. Remove personal property from an attic, crawl space, or similar storage area within the residence. The TSP is not required to go into areas that:
 - (1) Are not accessible by a permanent stairway (ladders are not considered a permanent stairway),
 - (2) Are not adequately lighted,
 - (3) Do not have a finished floor, and
 - (4) Do not allow a person to stand erect.

- v. Have your property separated by shipment and distinctly marked. Put items that are to go in the UB shipment in one room. Distinctly mark items for storage, items not to be packed, etc. This reduces the chance of items getting into the wrong shipment or preventing shipment of discarded items. When possible, dispose of all trash and items to be discarded prior to the TSP's arrival.
- w. Remove all old TSP markings and stickers from furniture and boxes.
- x. Identify contents left in drawers. Be sure the inventory reflects the contents.
- y. **Safeguard all cash, jewelry, or other expensive items. Hand-Carry them.**
- z. **Airline tickets and passports are important documents. It is a good idea to keep these items locked in your car or ask a friend or neighbor to keep them until your HHG shipment is picked up.**
 - aa. Ensure each carton and loose item (e.g., ladder, rake) has an inventory tag and all tag numbers appear on the inventory.
 - bb. Monitor the wrapping and packing of your items. Make sure everything is wrapped individually and adequately. Make sure heavy items are not packed on top of light items. Do not allow your property to be taken to the warehouse to be packed without first consulting the TO/PPPO/PPSO.
 - cc. Drain all gasoline, oil, and water from power-equipment (e.g., lawn mowers, snow blowers) prior to pick up.
 - dd. Have any pre-packed boxes, cartons or totes available for the TSP to check. **TSPs may repack items in pre-packed containers to ensure safe transport of your property.**
 - ee. **Carefully read the inventory prepared by the TSP's personnel before you sign.** Look at it from time to time while the items are packed. Ensure all boxes and loose items are listed correctly on the inventory. If a box contains crystal or ceramic figurines, make sure the inventory says "crystal" or "Hummels" or "Lladros," etc., instead of a generic description such as "kitchen items" or "glass."
 - ff. Make sure major items (e.g., pieces of stereo equipment) are individually noted on the inventory with complete and accurate descriptions.
 - gg. If the packers list "color television," have them add the size, make, model, and serial number (when readily accessible). This procedure also applies to stereo and video components. Closely check the string of symbols showing pre-existing damage. These symbols are explained in the top, right-hand corner of the inventory. For example, "BR 2-4-5-3" means "broken, bottom, front-left corner."
 - hh. A good inventory shows what you shipped and what condition the item was in at the time of pickup. If your inventory is inaccurate, tell the TSP's representative, and write down why you disagree at the bottom of the inventory in the space marked for exceptions.
 - ii. Do not argue with the TSP's representative. If you have a problem, call your TO at once.
 - jj. **Do not sign anything until you read, understand, and agree with it.** Do not sign anything until you read, understand, and agree with it. **You must be provided a legible copy of everything you sign, either electronically or hard copy prior to the TSP leaving your residence.** Never sign a blank, incomplete, or illegible form, or a form you cannot clearly understand.

Your Responsibilities (at Destination)

- a. Contact the destination TO/PPPO/PPSO and or the TSP delivering your personal property as soon as possible after your arrival even though you may not know the delivery address for your personal property. The TO/TSP needs a telephone number and/or address where you can be reached on short notice.
- b. As soon as you have a delivery address for your personal property, call the TO/PPPO/PPSO again and provide this information.
- c. If possible, be prepared to accept delivery of your property as soon as it arrives. This will prevent additional handling, reduce the chance of loss or damage, and reduce or eliminate storage expenses.
- d. You or your designated representative in writing must be home on the day of delivery.
- e. Know in advance where you want each piece of furniture placed in your new residence. **You are allowed a "one time placement of goods" by the TSP upon your request.**
- f. Check each carton or item off the inventory. Make sure everything that was picked up is delivered.
- g. If you discover any loss and/or damage at the time of delivery, list all missing and or damaged items by appropriate inventory number on the DD Form 1840, Joint Statement of Loss or Damage at Delivery/DP3 Notification of Loss or Damage AT Delivery Form.
- h. Do not sign for services if the TSP did not perform them.
- i. Do not argue with the TSP. Contact the destination TO/PPPO/PPSO if problems arise.

TSP's Responsibilities (at Origin)

- a. Conduct Pre-Move Survey (physical, virtual or telephonic) depending on the type of shipment and estimated weight. When required, it should be conducted prior to the first day of packing.
 - (1) Purpose of Pre-Move Survey: TSP or TSPs representative determines weight/volume of property to be packed/loaded, quantity and type of packing materials required, whether or not items require special crating (e.g., marble tops, artwork, grandfather clock), whether a third party should be involved to disassemble certain objects (e.g., German Wall Unit, other specialized furniture/equipment). If a TSP/TSP representative feels special services are required that were not identified at the time of counseling, the TSP/TSP representative submits a request to the TO/PPPO/PPSO for review/approval. (The TO/PPPO/PPSO makes the final determination. If denied, you can request the TSP to provide specialized services, however, at your own expense).
 - (2) TSP/TSP representative determines the number of days required to pack/pick up shipment.
 - (3) TSP/TSP representative and you can negotiate pack, pickup, and delivery dates during the Pre-Move Survey. Keep both your origin TO and your destination TO informed of any changes, to include pickup/delivery address, telephone number, or e-mail address changes.
 - (4) **For domestic HHG (dHHG) and international HHG (iHHG) shipments, the member receives a toll-free number prior to pick-up for direct communication between the member and the TSP.**