



U.S. ARMY



On The Line!

AFSBn Cavazos

How to Submit a Claim in DPS



Quality Assurance Section

4 Jan 24

CPPSO-CV



- **Contact the Transportation Office Call Center 1-800-521-9959, option #2, for the most updated times and dates for the following PPSO Briefings:**
 - Personally Procured Move Settlements (PPM/DITY)
 - Retirement/Separation
 - First Time PCS



Military OneSource - Resources



➤ Here you will find:

- Moving tools
- Moving guide
- Moving videos
- Moving forms and fact sheets
- Moving customer service support

➤ <https://www.militaryonesource.mil/resources/tools/personal-property-resources>



POV Damage



- POV Contractor:
 - New damages must be annotated on the 788 (Vehicle Inspection Form)
 - You have the option of accepting a quick and easy *on-site settlement*.
 - All damage must be reported to the VPC at the time of pickup or within a few hours of leaving the VPC.
 - File your claim at the VPC or through International Auto Logistics (IAL) as soon as possible (phone 855-389-9499, IAL Claims fax number 912-280-6019 and email address claims@ialpov.us)
 - Claim will be reviewed, processed, and returned no later than ninety (90) days from the date of receipt.
- Military Claims Office (MCO):
 - Contact the directly for more information, <https://www.jagcnet.army.mil/Pclaims>.
- For more information on how to File a Claim for damages to your POV, please visit www.pcsmypov.com (FAQs)



- **Non-Temporary Storage (NTS) an DPM Shipments**
 - To start your claim, contact the Agent noted in Block 9 or bottom right corner of your DD Form 1840 (Joint Statement of Loss or Damage at Delivery) and file the Claim directly with them.
 - **DO NOT** login to DPS to start a claim for an eTOPS shipment.

[illegible]

DD-1840 / DD-1840R



eTOPS Shipments Claims



DEFENSE PERSONAL PROPERTY PROGRAM (DP3) NOTIFICATION OF LOSS OR DAMAGE AT DELIVERY			
COMPLETED BY TSP: _____			
NAME OF OWNER	RANK/GRADE	BRANCH OF SERVICE	WEIGHT
IS THIS A PARTIAL DELIVERY (Y or N)? _____			
BL NO.	TSP REFERENCE NO.	SCAC	PICK UP DATE
PURPOSE AND GENERAL INSTRUCTIONS: <ul style="list-style-type: none"> To provide the Transportation Service Provider (TSP) notice of loss or damage discovered AT the time of delivery. The customer (or their designated representative) and the TSP's delivery representative must jointly complete this document. List in the NOTED LOSS AND/OR DAMAGE section below all damage and missing items noticed before TSP's representative departs. DO NOT leave blank. If no loss or damage is discovered at the time of delivery, write "NONE" in DESCRIPTION OF DAMAGE. THIS DOES NOT CONSTITUTE "FILING A CLAIM". A CLAIM MUST BE FILED VIA DPS CLAIMS MODULE - https://move.mil/. 			
NOTED LOSS AND/OR DAMAGE			
If more than one page is needed, include your name, Bill of Lading No. and number the Page _____ of Page _____ on each page used.			
INVENTORY NO.	ITEM	DESCRIPTION OF DAMAGE (if missing, so specify.) (Electronic items, provide brand, and model number, if applicable)	
NOTE: TSP is responsible for one-time placement of items during delivery. If requested, the TSP will unpack and remove cartons to the customer's satisfaction. Member requested unpacking and removal of cartons? YES _____ NO _____			
PLEASE READ CAREFULLY BEFORE SIGNING - THIS IS CUSTOMER'S NOTIFICATION OF LOSS AND/OR DAMAGE AT DELIVERY			
By signing below, customer acknowledges receipt of:			
<ul style="list-style-type: none"> One (2) copy of this NOTIFICATION OF LOSS OR DAMAGE AT DELIVERY and one (2) copy of the NOTIFICATION OF LOSS OR DAMAGE AFTER DELIVERY. 			
Customer understands that he/she:			
<ul style="list-style-type: none"> Will receive from the delivering TSP a "NOTIFICATION OF LOSS OR DAMAGE AFTER DELIVERY" document to identify loss or damage found after delivery. This notification document will provide instructions on how to file a claim on-line. Can provide notification to the TSP within 180 days by entering the information from the AFTER Delivery document into the DPS on-line claims module or mail NOTIFICATION OF LOSS OR DAMAGE AFTER DELIVERY document to the TSP by certified return receipt, fax or electronic dispatch. Will NOT be eligible for loss or damage recovery by the TSP or Government for any item not identified within 180 days after delivery. 			
Received for Delivery at:		Name/Address of Transportation Service Provider (TSP):	
Street Address:			
City	State	Zip	
Telephone Number:			
Customer Email			
Signature of Customer (or his/her designated representative)	Delivery Date	TSP Email:	
		Toll-Free Telephone Number	Fax Number
		Delivering TSP Signature	Date

Figure B-2 Notification of Loss or Damage AT Delivery

DEFENSE PERSONAL PROPERTY PROGRAM (DP3) NOTIFICATION OF LOSS OR DAMAGE AFTER DELIVERY		
INSTRUCTIONS TO CUSTOMER (OR HIS/HER DESIGNATED REPRESENTATIVE):		
<ul style="list-style-type: none"> You have up to 180 days to inspect your property, note all loss and damage not previously discovered and reported at the time of delivery and provide notice to the Transportation Service Provider (TSP). The preferred method of submission to the TSP is through the DPS on-line Claims Module - see instructions in Section A. If you are unable to file on-line you may give written notice of loss and damage following the instructions in Section B. If TSP is not notified within 180 days, you may lose any potential monetary recovery for your loss and damage. This is only notification to the TSP of your loss or damage - THIS DOES NOT CONSTITUTE FILING YOUR CLAIM. For information about filing a claim against the TSP, see Section C below. If you have any questions about completing this document, contact the TSP or Military Claims Office (MCO), or locate your Service Military Claims website at www.move.mil/ (under DOD Customer tab). 		
SECTION A - DPS ON-LINE NOTIFICATION:		
<ul style="list-style-type: none"> On-line notification can be completed via the Internet by accessing DPS via "http://move.mil/." You must notify TSP in DPS by midnight GMT on the 180th day following delivery to be eligible for Full Replacement Value. If you submit this notice on-line via DPS claims module, you DO NOT need to complete Section B. 		
SECTION B - WRITTEN NOTIFICATION:		
<ul style="list-style-type: none"> If you are unable to provide notice on-line via through DPS, you may fill out this section and send it to the TSP. This NOTIFICATION OF LOSS OR DAMAGE AFTER DELIVERY must be mailed by certified return receipt, faxed or emailed to the TSP identified below by midnight GMT of the 180th day following delivery. Keep a copy of this document and certified mail receipt for your records as proof it was sent to the TSP within 180 days. If more than one page is needed, please include your name, Bill of Lading No. and number of pages on each supplemental page used. USE ONLY BALLPOINT PEN OR INDELEIBLE INK. 		
NOTICE TO TSP: You are hereby notified the customer (or their designated representative) intends to present a claim for the loss and/or damage noted on the NOTIFICATION OF LOSS OR DAMAGE AT DELIVERY and this document. You are hereby extended the opportunity to inspect the property.		
INVENTORY NO.	ITEM	DESCRIPTION OF DAMAGE (if missing, so specify.) (Electronic items, provide brand & model number)
CUSTOMER SIGNATURE (OR THEIR DESIGNATED REPRESENTATIVE)		DATE OF DELIVERY
SECTION C - FILING A CLAIM AGAINST THE TSP:		
<ul style="list-style-type: none"> With limited exceptions, to receive Full Replacement Value for eligible loss and damage, you MUST file your claim online via the DPS Claims Module within 9 MONTHS of your property delivery. To submit your claim to the TSP who shipped your personal property, access DPS at http://move.mil/ and follow instructions for filing a claim. You do not need repair estimates to enter your claim in DPS. If you choose not to file your claim in DPS, you may file a claim directly with your servicing MCO; however, you will not be eligible for full replacement value and will be responsible for obtaining repair estimates. For ANY questions about filing a claim, contact your servicing MCO. 		
Delivery Date:	BL:	SEND TO:
Street Address:		Name/Address of Transportation Service Provider (TSP):
City:	State:	Zip:
Telephone Number or Email:		
Customer's Name (PRINT):		
Signature of Customer (or their designated representative)	Date	

Figure B-3. Notification of Loss or Damage AFTER Delivery

DD-1840



- **The** TSP is liable for the repair or Full Replacement Value (FRV) cost of damaged items.
- Loss or Damage to an item should be reported to the Transportation Service Provider (TSP) via DPS **within 180** days of the delivery date.
 - **NOTE:** you DO NOT have to file a Loss/Damage Report as long as you file a Claim in DPS within 180-days of delivery of your shipment.
- All Loss/Damage discovered on the delivery date should be listed on the DD Form 1840 (NOTIFICATION OF LOSS OR DAMAGE **AT** DELIVERY). Any discrepancies found after delivery should be annotated on the backside of the DD-1840 (NOTIFICATION OF LOSS OR DAMAGE **AFTER** DELIVERY).
- Once you have filed your claim, the TSP has **15 days to acknowledge receipt of your claim** and provide you with a claims point of contact.



Things To Keep In Mind When Filing Your Claim



- For items that are damaged but not destroyed, the TSP will, at its option, either repair the item to the extent necessary to restore the item to its previous condition when received by the TSP or pay the customer for the cost of such repairs.
- **The TSP is responsible for obtaining estimates of repair and will generally contact you to set up an appointment for a technician to inspect all of your damaged property. The technician will prepare an inspection report that the TSP will use when adjudicating your claim. You are entitled to a copy of the inspection report if you request it. In some cases, the TSP may request that you obtain estimates of repair, however, if they do so they must agree to reimburse you for any estimate fees you are required to pay.**
- **Do not dispose of any damaged items unless they are a safety/health hazard. The TSP has a right to inspect any items you make a claim on. If they are denied this right because the item is disposed of, it may be grounds for denying the claimed item. If you have items that pose a safety hazard, ensure you take photographs and thoroughly document the damage prior to disposal.**



- **For claims less than \$1,000**, your TSP should pay, decline, or make a firm settlement offer in writing to the claimant within **30 days** after claim submission.
- **For claims \$1,000 or greater**, your TSP should pay, decline, or make a firm settlement offer in writing to the claimant within **60 days** after claim submission.
- **You have the right to negotiate with the TSP on any offers they make on your claim.**
- Payment should be done within **30 days** of receipt of notice once the claimant has accepted full or partial payment.
- **If** you and your TSP cannot reach a settlement for all or a portion of your claim, you can transfer that portion of your claim to your Center for Personnel Claim Support (CPCS), formerly called MCO, for processing. Be advised that this will fall under Non-Full Replacement Value (NON-FRV).
- **For** NON-FRV, claims must be presented to the CPCS **within 2 years** from the date of delivery.



Accessing Your DPS Account



- **DPS Help Desk:**

- If it has been longer than **30 days** since you last accessed your DPS account, please contact the DPS helps desk to unlock your account.
- Contact DPS technical help desk representatives for help with:
 - Accessing and Navigation
 - Account Issues
 - Technical Support

- **Toll free: 1-800-462-2176**

- **Hours: Open 24/7**

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



Accessing Your DPS Account



- **First Time User And Common Access Card (CAC) Registration**

- DOD Customers whose accounts were **deactivated** after 120 days of inactivity must register for a new account on the DPS Landing Page. If it has been longer than **30 days** since you last accessed your DPS account, please contact the DPS helps desk to unlock your account.
 1. Register for a new account on the DPS landing page. Select "Register as a Customer"
 2. Complete all customer data entry requirements on the "Account Registration Page".
 3. Attach certificate and select "Register".
 4. "DPS User Registration Screen: Account Created".
 5. Monitor email correspondence for DPS user and passcode. (Check your SPAM email folder)
- DOD Customer Users **without a valid CAC** must contact their respective PPSO/PPPOs to verify and authorize the DPS account registration request.



Start Your Claim



- Type <https://dps.move.mil/cust/standard/user/home.xhtml>
- In the DOD Security Banner click on **Accept**.

The screenshot shows the Defense Personal Property System (DPS) landing page. A modal window titled "DOD Security Banner" is centered on the screen. The banner contains the following text:

DOD Security Banner

YOU ARE ACCESSING A U.S. GOVERNMENT (USG) INFORMATION SYSTEM (IS) THAT IS PROVIDED FOR USG-AUTHORIZED USE ONLY.

By using this IS (which includes any device attached to this IS), you consent to the following conditions:

- The USG routinely intercepts and monitors communications on this IS for purposes including, but not limited to, penetration testing, COMSEC monitoring, network operations and defense, personnel misconduct (PM), law enforcement (LE), and counterintelligence (CI) investigations.
- At any time, the USG may inspect and seize data stored on this IS.
- Communications using, or data stored on, this IS are not private, are subject to routine monitoring, interception, and search, and may be disclosed or used for any USG-authorized purpose.
- This IS includes security measures (e.g., authentication and access controls) to protect USG interests—not for your personal benefit or privacy.
- Notwithstanding the above, using this IS does not constitute consent to PM, LE or CI investigative searching or monitoring of the content of privileged communications, or work product, related to personal representation or services by attorneys, psychotherapists, or clergy, and their assistants. Such communications and work product are private and confidential. See User Agreement for details.

At the bottom of the banner is a blue button with a checkmark and the text "Accept". A large red arrow points to this button.



The background of the landing page shows the "Defense Personal Property System" header, a "Welcome to DPS Landing Page" message, and buttons for "Register as a DOD Customer" and "Login with user Id". There are also sections for "Application Notices", "Outages", "Notices", and "PII Disclaimer".



How to Submit a Claim in DPS

- This will direct you to the DPS Landing Page. You can sign in with your Certificate (CAC) or User ID.

DPS Login Options

Customer (I need to ship Personal Property)	Supporting Role (DOD Personnel in the DP3 Enterprise and TSPs)
Register as a Customer	Register in a Supporting Role
 Log in with Certificate	Log in with Certificate
 Log in with User Id	Log in with YubiKey
Forgot Password?	Log in to ETOPS with Certificate





How to Submit a Claim in DPS




- If you forgot your User ID and/or Password, you can reset it here.

Login with User ID

 User ID

 Password

 [Forgot user ID or password ?](#)

Don't have an account? [Register now.](#)

Continue



How to Submit a Claim in DPS


- Now click on the **Review User Profile** button. Update your contact information, then click **Confirm Profile** at the bottom of the page. (Not everyone might see this screen)

Welcome to the Defense Personal Property System (DPS)

DPS is an automated system developed to help simplify the move process. As the DOD Customer, you have 24-hour access to its many features such as counseling, shipment tracking, and claims settlement.

Getting Started

To get started, you must first review and confirm your profile information. You may do so by clicking on the 'Review User Profile' button. Access to the system will be limited until your profile has been reviewed.

 Review User Profile






How to Submit a Claim in DPS



- **READ** the information in this page, then at the bottom check the box and click **Next**.

☒ * I certify that I have read and understand the Claims Disclaimer





How to Submit a Claim in DPS

- To start your claim, on the right side there's a dropdown menu, open each one and look for the one that has **FILE A CLAIM**, then click on it.

Welcome to DPS

Start a New Move

Shipment Management

Customer Satisfaction Survey

Claim History

Current Move

22 Aug 2017: PYONGTAK to FORT HOOD

Order Number [REDACTED]

Order Type Permanent Change of Station

Shipments Delivered Complete

GBL No: QXAK [REDACTED]

Desired Pickup Date

Actual Pickup Date

Assigned Counselor

Moving Company

PYONGTAK, KOREA, REPUBLIC OF

Move Type

Total Pro-Gear Weight

HARKER HEIGHTS, TX 76548 UNITED STATES

1-UB: Unaccompanied Baggage

400 lbs - Service Member
0 lbs - Spouse

Actual Shipment Weight

499 lbs

Edit My Order/Shipment Info

Print DD1797 Counseling Checklist

Print DD1299 Shipment Application

File a Claim

Complete Survey





How to Submit a Claim in DPS

- Click on **Create Claim** on the right-side column. You **DO NOT** have to start a Loss Damage Report to start a claim.

DPS

Claims and Loss/Damage Overview

If you have experienced lost or damaged items in your shipment:	
Loss Damage Report	Claim
<p>You are required to report all loss and damage to the Transportation Service Provider (TSP) within 180 days of the date of delivery to qualify for Full Replacement Value protection of your missing or damaged items. Please review the options below for filing a Claim, and/or notifying the TSP of your loss/damage.</p> <p>A Loss/Damage Report (LDR) is your notification to the Transportation Service Provider (TSP) that you intend to file a Claim for loss or damage that has occurred during your shipment. An LDR submitted to the TSP within 180 days of the date of delivery, allows a future Claim to be submitted within nine (9) months from the date of delivery to qualify for Full Replacement Value protection. You must still submit a Claim to the TSP, as the Loss Damage Report is a notification to the TSP that you intend to file a future Claim. The following information is required for each lost or damaged item to submit an LDR to the TSP: Loss/Damaged Item Name Inventory Number Damage Description During the creation of an LDR, you may save your work at anytime prior to submitting the LDR to the TSP. Submitting your LDR to the TSP does NOT constitute filing a Claim. Once your LDR has been submitted, you may convert the LDR to a Claim for submission to the TSP. Submitting an LDR is optional if you intend to submit a Claim the TSP within 180 days of the date of delivery. You are permitted to submit multiple Claims/LDRs per shipment.</p>	<p>You do NOT need to submit a separate Loss/Damage Report prior to submitting a Claim if you are able to submit your Claim to the TSP within 180 days of the date of delivery. If a Loss/Damage Report has been submitted to the TSP within 180 days of the date of delivery, you must submit a Claim to the TSP within nine (9) months of the date of delivery to qualify for Full Replacement Value protection. The following information is required for each lost or damaged item to submit a Claim to the TSP: Loss/Damaged Item Name Inventory Number Damage Description Replacement Cost/Value Loss Type Year Acquired if the item was acquired as a gift Purchase Cost and Year Acquired if the item was not acquired as a gift During the creation of a Claim, you may save your work at anytime prior to submitting it to the TSP. Once your Claim has been submitted, the TSP is required to pay, deny, or make an offer of settlement to you within 60 days of receipt of your completed and substantiated Claim. You are permitted to submit multiple Claims/LDRs per shipment.</p>
Create LDR	Create Claim





How to Submit a Claim in DPS

- You will need to review your Profile one more time.

- Complete the Section under **Claim Info.**

- *Submitters' Submitters' Relationship*
- *Claims Shipments Description*
- *Has a Quick Claim Payment been made?*

Create Claim

Shipment Info			
TSP Name A WORLD WIDE MOVING, INC.	TSP's Liability Limits	GBL Number WKAS [REDACTED]	Pickup Date 28 Apr 2021
TSP Email clai[REDACTED]@hotmail.org	TSP Phone 8445 [REDACTED]	Shipment Weight(lbs) 6227	Delivery Date 09 Dec 2021
Shipment Origin Address WATERLOO, BELGIUM		Shipment Destination Address TEMPLE, TEXAS 76504 UNITED STATES	

Claim Info		
Claim Number	Claim Status	Total Claimed Amount
* Submitter's Relationship - Select -	Claims Shipment Description - Select -	
* Has a Quick Claims Payment been made? <input type="radio"/> Yes <input type="radio"/> No		
Comments <div></div>		



How to Submit a Claim in DPS



- Submitter's Relationship you can select *Member / Civilian*.
- Claims Shipment Description you have 2 options, select one:
 - *My Complete Shipment*
 - *My Partial Shipment*
- Has a Quick Claim Payment Been Made? Yes or No

Claim Info		
Claim Number	Claim Status	
* Submitter's Relationship	Claims Shipment Description	Total Claimed Amount
<input type="text" value="Member/Civilian"/>	<input type="text" value="My Partial Shipment"/>	
* Has a Quick Claims Payment been made?	- Select -	
<input type="radio"/> Yes <input type="radio"/> No	My Completed Shipment	
	My Partial Shipment	
Comments		
<input type="text"/>		

- Once done click *Save* at the bottom of the page.

How to Submit a Claim in DPS



- To start adding items to the claim, click **+Add Item**.

Update Claim

Your Claim [REDACTED] has not yet been submitted to your Moving Company (A WORLD WIDE MOVING, INC.).

Shipment Info

TSP Name A WORLD WIDE MOVING, INC.	TSP's Liability Limits	GBL Number [REDACTED]	Pickup Date 28 Apr 2021
TSP Email [REDACTED]@hotmail.org	TSP Phone [REDACTED]	Shipment Weight(lbs) 6227	Delivery Date 09 Dec 2021
Shipment Origin Address WATERLOO, BELGIUM		Shipment Destination Address TEMPLE, TEXAS 76504 UNITED STATES	

Claim Info

Claim Number 2C-45 [REDACTED]	Claim Status Not Submitted	Claim Creation Date 29 MAR 2022 18:28:40
Submitter's Relationship Member/Civilian	Claims Shipment Description My Completed Shipment	Total Claimed Amount \$0.00
Has a Quick Claims Payment been made? <input type="radio"/> Yes <input checked="" type="radio"/> No		

Comments

Claim Item Details

Show 10 entries

Item Number	Item Name	Inventory Number	Make/Model	Damage Description	Creation Date	Status	Loss Type	Replacement Cost/Value	TSP Offer	Purchase Cost	Year Acquired	Action
No data available in table												

Showing 0 to 0 of 0 entries

Previous Next

+ Add Item **Save Claim** **Submit To TSP**

Upload **Print** **Claims Home**





How to Submit a Claim in DPS

- A pop-up page will open. Here you will need to add the information of the item you are claiming. You will need to complete the mandatory fields (* red asterisk).

Add New Claim Item

* Item Name

* Inventory Number

Make/Model

* Item and Damage Description

* Acquired Used/Gift

* Loss Type

☐ No ☐ Yes

☐ Damaged ☐ Missing

* Year Acquired

* Replacement Cost/Value

* Purchase Cost

Item Comments

Save

Save and Add Another

Cancel



How to Submit a Claim in DPS

- **Item Name** (see inventory sheet)
- **Inventory Number** (see inventory sheet)
- ***Item and Damage Description*** (here you can add information about the item you are claiming; type of damage, etc.)
- ***Acquired Used / Gift?*** (Yes or No)
- ***Loss Type*** (Damage or Missing, items will have different fields to enter)
- ***Did Carton have Damage?*** Yes or No (you will need to complete this one if the item was damage / Ex. box was crushed, holes, open box, etc.)
- ***Year Acquired***
- ***Replacement Cost / Value*** (how much you are asking for the item)
- ***Purchase Cost*** (how much you paid for the item)
- ***Is Whole Carton Missing?*** (you will need to complete this one if the item is missing)



Pro-Gear (OCIE) Claim

- **Pro-Gear– if you are missing any of your military equipment you will need to do the following. (*Claims and Liabilities Business Rules, paragraph 4.0*)**
 - Go to CIF and request an itemized cost sheet. In DPS enter the information for each item that you are missing with the cost.
 - Upload the Itemized Cost Sheet to your Claim.
 - Please understand that payment will be denied because the government owns the items, and it is not personal HHG's.
 - In DPS, transfer your whole or partial claim to the MCO. Then continue your claim with the Center For Personnel Claims Support (CPCS) website.
 - This will allow the CPCS to recover the money directly from the Transportation Service Provider (TSP).
 - As you cannot be compensated for this loss, you will receive a denial letter from the Army that you will present to your Command in order to initiate the FLIPL (*Financial Liability Investigation of Property Loss*) process. (PCLAIMS FAQs)
 - SM are required to initiate a FLIPL with your Chain of Command. DO NOT sign a statement of liability! If you are being found liable by your Command, please contact MCO immediately.



How to Submit a Claim in DPS

- Once you have completed filling all required information, you will click Save. To add more items just click **Save and Add Another**.
- If you are done just click **Save**.

TSP Phone: _____ Claimant Mailing Address: _____ Delivery Date: _____

Add New Claim Item

* Item Name: * Inventory Number: Make/Model:

* Item and Damage Description:

* Acquired Used/Gift: ☒ No ☐ Yes * Loss Type: ☒ Damaged ☐ Missing * Did The Carton Have Damage?: ☒ Yes ☐ No ☐ N/A

* Year Acquired: * Replacement Cost/Value: Currency Type: * Purchase Cost:

Item Comments:

How to Submit a Claim in DPS



- Once you are done, this is what you are going to see.

Claim Item Details

Show10▼entries

Item Number	Item Name	Inventory Number	Make/Model	Damage Description	Creation Date	Status	Loss Type	Replacement Cost/Value	TSP Offer	Purchase Cost	Year Acquired	Action
1	Chandelier lamp	99		Frayed wire replacement - repair / replacement of one E14 bulb socket (missing). This item was noted in the Lost and Damage Report at the time of delivery.	29 Mar 2022 06:36 PM GMT		Damaged	\$1,000.00		1,000.00 USD	2021	Actions▼
2	Dining Table	17-18		Missing hardware, unable to assemble table at the time of delivery. 2 dents and chips on top of table with visible scratches on wood.	29 Mar 2022 06:42 PM GMT		Damaged	\$2,500.00		2,500.00 USD	2015	Actions▼
3	Dining Table chair	3		Right arm crack, missing screw and screw cap cover.	29 Mar 2022 06:44 PM GMT		Damaged	\$600.00		600.00 USD	2015	Actions▼
4	Floor Mirror	140		broken edge of mirror frame.	29 Mar 2022 06:45 PM GMT		Damaged	\$920.10		920.10 USD	2015	Actions▼
5	lawnmower	101		handle hardware missing screw and pins.	29 Mar 2022 06:46 PM GMT		Damaged	\$400.00		400.00 USD	2015	Actions▼
6	Marble coffee table	135		nut strip on bottom and top wood damage on second tier top. Lower tier marble chipped resulting in wobble table. 31x17 rectangular shape.	29 Mar 2022 06:48 PM GMT		Damaged	\$2,300.00		2,300.00 USD	2021	Actions▼
7	Marble table top	136		3 chips and scratches on marble table top, not repairable. 4x20.5 oval shape.	29 Mar 2022 06:50 PM GMT		Damaged	\$4,000.00		4,000.00 USD	2021	Actions▼
8	plastic storage container	83		cracked and broken.	29 Mar 2022 06:51 PM GMT		Damaged	\$22.99		22.99 USD	2016	Actions▼
9	Trophies	9		4 trophies broken / missing name placard.	29 Mar 2022 06:53 PM GMT		Damaged	\$100.00		100.00 USD	1995	Actions▼
10	waterford crystal wine glasses	96		shatter.	29 Mar 2022 06:54 PM GMT		Damaged	\$70.36		70.36 USD	2020	Actions▼

Showing 1 to 10 of 17 entries

Previous

1

2

Next

+ Add Item

Save Claim

Submit To TSP

Upload

Print

Claims Home



How to Submit a Claim in DPS

- If you need to make any changes to any of the items, just click the dropdown menu for **Actions**. You can Edit, Delete and/or Upload. If you are done Editing and or Uploading the item, just click Save, and it will take you back to the main page

9	Trophies	9	4 trophies broken / missing name placard.	29 Mar 2022 06:53 PM GMT	Damaged	\$100.00	100.00 USD	1995	Actions
10	waterford crystal wine glasses	56	shatter.	29 Mar 2022 06:54 PM GMT	Damaged	\$70.36	70.36 USD	2020	Actions

Showing 1 to 10 of 17 entries. 1 row selected

[Add Item](#) [Save Claim](#) [Submit To TSP](#)

[Previous](#) [Edit](#) [Delete](#) [Upload](#) [Upload](#) [Print](#) [Claims Home](#)

Edit Claim Item

* Item Name	* Inventory Number	Make/Model
waterford crystal wine glasses	56	
* Item and Damage Description		
shatter.		
* Acquired Used/Gift	* Loss Type	* Did The Carton Have Damage?
<input checked="" type="radio"/> No <input type="radio"/> Yes	<input checked="" type="radio"/> Damaged <input type="radio"/> Missing	<input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> N/A
* Year Acquired	* Replacement Cost/Value	Currency Type
2020	70.36	Dollar - USD - United States
		* Purchase Cost
		70.36
Item Comments		
replacement quote available. Damage noted in the lost and damage report at the time of delivery.		
Save Upload Cancel		

How to Submit a Claim in DPS



- Scroll down the page and click on **Submit To TSP.**

Claim Item Details

Show 10 entries

Item Number	Item Name	Inventory Number	Make/Model	Damage Description	Creation Date	Status	Loss Type	Replacement Cost/Value	TSP Offer	Purchase Cost	Year Acquired	Action
1	Chandelier lamp	89		Frayed wire replacement - repair / replacement of one (1) 14 bulb socket (missing). This item was noted in the Loss and Damage Report at the time of delivery.	29 Mar 2022 05:36 PM GMT		Damaged	\$1,000.00		1,000.00 USD	2021	Actions
2	Dinning Table	17-18		Missing hardware, unable to assemble table at the time of delivery. 2 dents and chips on top of table with visible scratches on wood.	29 Mar 2022 06:42 PM GMT		Damaged	\$2,500.00		2,500.00 USD	2015	Actions
3	Dinning Table chair	3		Right arm crack, missing screw and screw cap cover.	29 Mar 2022 06:44 PM GMT		Damaged	\$600.00		600.00 USD	2015	Actions
4	Floor Mirror	140		broken edge of mirror frame.	29 Mar 2022 06:45 PM GMT		Damaged	\$300.10		300.10 USD	2015	Actions
5	lawnmower	101		handle hardware missing screw and pins.	29 Mar 2022 06:46 PM GMT		Damaged	\$400.00		400.00 USD	2015	Actions
6	Marble coffee table	135		nut strip on bottom and top wood damage on second far top. Lower far marble chipped resulting in wobbly table. 31x17 rectangular shape.	29 Mar 2022 06:48 PM GMT		Damaged	\$2,300.00		2,300.00 USD	2021	Actions
7	Marble table top	136		3 chips and scratches on marble table top, not repairable. 41x20.5 oval shape.	29 Mar 2022 06:50 PM GMT		Damaged	\$4,000.00		4,000.00 USD	2021	Actions
8	idracite plastic storage container	83		cracked and broken.	29 Mar 2022 06:51 PM GMT		Damaged	\$22.99		22.99 USD	2016	Actions
9	Trophies	9		4 trophies broken / missing name placard.	29 Mar 2022 06:53 PM GMT		Damaged	\$100.00		100.00 USD	1985	Actions
10	waterford crystal wine glasses	56		shatter.	29 Mar 2022 06:54 PM GMT		Damaged	\$70.36		70.36 USD	2020	Actions

Showing 1 to 10 of 17 entries

Previous 1 2 Next

[+ Add Item](#) [Save Claim](#) [Submit To TSP](#) [Upload](#) [Print](#) [Claims Home](#)

- Now Read the statement and Click **Confirm Submit Claim to TSP.**

Confirmation

You are about to submit this Claim. Are you sure you want to proceed?

1) Attention Claimant - You may transfer all or part of your Claim to the Military Claims Office (MCO) in DPS if you are dissatisfied with the TSP's handling of your Claim or, more than 30 days have elapsed since you submitted your Claim in DPS.

2) As a reminder DPS will send you an email if the TSP has not initiated action on your Claim.

[Confirm Submit Claim to TSP](#) [Cancel](#)



How to Submit a Claim in DPS

- The page should refresh and now show under Claim Info: Claim Submission Date the actual date and time you submitted the claim.

Claim Info			
Claim Number	Claim Status	Claim Creation Date	Claim Submission Date
1-1ABC12A	Submitted to TSP ⓘ	29 MAR 2022 18:28:40	29 MAR 2022 19:07:53
Submitter's Relationship	Claims Shipment Description	Total Claimed Amount	
Member/Civilian	My Completed Shipment	\$12,778.16	
Has a Quick Claims Payment been made?			
No			
Comments			



Claim Status



- Login into your DPS account.
- Click on the Claim History tab.

Wed Jan 31 19:54:11 UTC 2018

[Logout](#)

 **Defense Personal Property System**

[Home](#) [My Profile](#) [My Documents](#) [Useful Links](#) [Quick Reference Guides](#)

Welcome to DPS

[Start a New Move](#) [Shipment Management](#) [Customer Satisfaction Survey](#) [Claim History](#)

- Look at the specific Claim Number and under Claim Status it will let you know in what stage the claim is.
 - *Submitted to TSP* – you submitted the claim and now the TSP is ready to review each item.
 - *In Progress* – it means it was NEVER submitted by you.
 - *Updated by TSP* – TSP has entered new information to the claim.
 - *Claim Settled* – customer has accepted all offer from the TSP.

Recent Claims

Recent Loss Damage Reports

Recent Claims

Display ▾

Claim Number	LDR Number	GBL Number	Status	Creation Date	Submit Date
1A-2BCDE		QXAX1234567	Submitted to TSP	29 MAR 2022 18:28:40	29 MAR 2022 19:07:53
			Updated by TSP	04 AUG 2021 20:52:07	04 AUG 2021 00:00:00
			Claim Settled	23 APR 2021 13:22:44	30 APR 2021 00:00:00
			Claim Settled	26 OCT 2020 12:43:19	02 NOV 2020 00:00:00
			Submitted to TSP	30 AUG 2016 10:38:57	30 AUG 2016 00:00:00
			Claim Settled	08 APR 2016 07:24:33	12 APR 2016 00:00:00
			Claim Settled	08 SEP 2014 03:27:03	08 SEP 2014 00:00:00



Accept / Denied Offer



- **Accept Offer:**

- Click on the Claim Number.
- Scroll down until you see Claim Items.
- On the far right click the dropdown menu for Actions, then click Review.

Claim Items

Options

Show10entries

Inventory Number	Item Name	Item and Damage Description	Status	Loss Type	Is Whole Carton Missing?	Did The Carton Have Damage?	Make/Model	Replacement Cost/Value	Created Date	Recovery Amount	Recovery Date	Acquired Used	Purchase Cost	Purchase Year	Denied Remarks	Claim Submitted Date	Claim Submitted Time	Action
	Wicker Basket	Wicker Basket, Bottom has broken out	Offer Made	Damaged	No	No		\$75.00	1 Feb 2022			No		2018		01 Feb 2022	10:50 AM GMT	Actions
	Hi sign	Hi sign broke in half	Offer Made	Damaged	No	No		\$20.00	1 Feb 2022			No		2021		01 Feb 2022	10:50 AM GMT	<div>Review</div> <div>View</div>





Accept / Denied Offer



- Accept Offer:

- New Pop-up window will open. Here you can see what the TSP offers. You will be able to Accept, Counteroffer, or Transfer to MCO.

Item Number	Item Name	Inventory Number	Make/Model
4	Box on vases	unk	
Item Status	Loss Type	Item Creation Date	LDR Submit Date/Time
Offer Made	Missing	01 Feb 2022	
Is Whole Carton Missing?	Acquired Used/Gift	Year Acquired	Replacement Cost/Value
No	No	2010	\$150.00
Purchase Cost		Transferred to MCO	Transferred to MCO Date
150 USD		No	
Item and Damage Description		Recovery Amount	Recovery Date
assortment on vases missing		\$0.00	
Amount Demanded of TSP	Amount Paid by TSP	Amount Paid by MCO	Total Amount Paid by MCO
\$0.00	\$0.00	\$0.00	\$0.00
Denied Remarks		Item Comments	
		assortment on vases missing 15 to 20 in number	

Claim Item Offers						
Display ▾						
Offer State	Offer Type	Offered \$	Final	Offer Date	Remarks	Accepted
Offer	Payment	\$75.00	Yes	28 Feb 2022 10:51 PM GMT	The TSP has the right to salvage this item within 30 days after acceptance of the offer. If you do not want the TSP to collect this item, please let us know and the cash offer will be reduced by 50%.	No
Showing 1 to 1 of 1 entries						Previous 1 Next



Transfer Item To MCO



- You can elevate the claim to the Center for Personnel Claims Support (CPCS) by clicking Transfer Claim to MCO button.
- You may transfer single items to the MCO or your entire claims.
- **READ WARNING CAREFULLY**, then click **OK**. Claim status will change to MCO Adjudication.
- Be advised that if you select the Transfer to MCO button, that the Army receives **NO** notification of your decision, and the claim is **NOT** transferred to the Army for adjudication.
- Log in to <https://www.jagcnet.army.mil/PCLAIMS> to continue filing your claim with CPCS, or call (502) 626-3000 for more information.

- **The Army has created a new office at Ft. Knox to process Soldiers' Claims for personal property losses incident to government service:**
 - Claims Website (*CAC access only*) <https://www.jagcnet.army.mil/PCLAIMS>
 - ❖ Personnel who ETS'd, don't have CAC or Military ID must access:
<https://www.dmdc.osd.mil/milconnect>
 - Email Address: usarmy.knox.hqda-otjag.mbx.cpcs@army.mil
 - Phone: (502) 626-3000
 - Hours of Operation: Monday - Friday, 0730 – 1630 EST, and during normal duty days.
 - FAQs - <https://www.jagcnet.army.mil/Apps/PCLAIMS/PCLAIMSPublic.nsf/xpFAQs.xsp>



- 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.
- 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 **PCLAIMS website**, <https://www.jagcnet2.army.mil/PCLAIMS>, to complete the online filing process to transfer.
- CPCS is required to adjudicate your claim using the fair market or depreciated value of your loss except in limited circumstances.



Understanding Moving Claims

For more information on Claims, you can visit the Military OneSource Page:

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

There you will find information on:

- Personal Property Claims
- Important dates for claim filing
- Quick claim settlement option
- Residential damage claims
- Inconvenience claims
- Privately owned vehicle, or POV, claims
- POV inconvenience claims



Other Resources



- **Understanding Moving Claims:**

<https://www.militaryonesource.mil/moving-housing/moving/planning-your-move/filing-a-pcs-claim/>

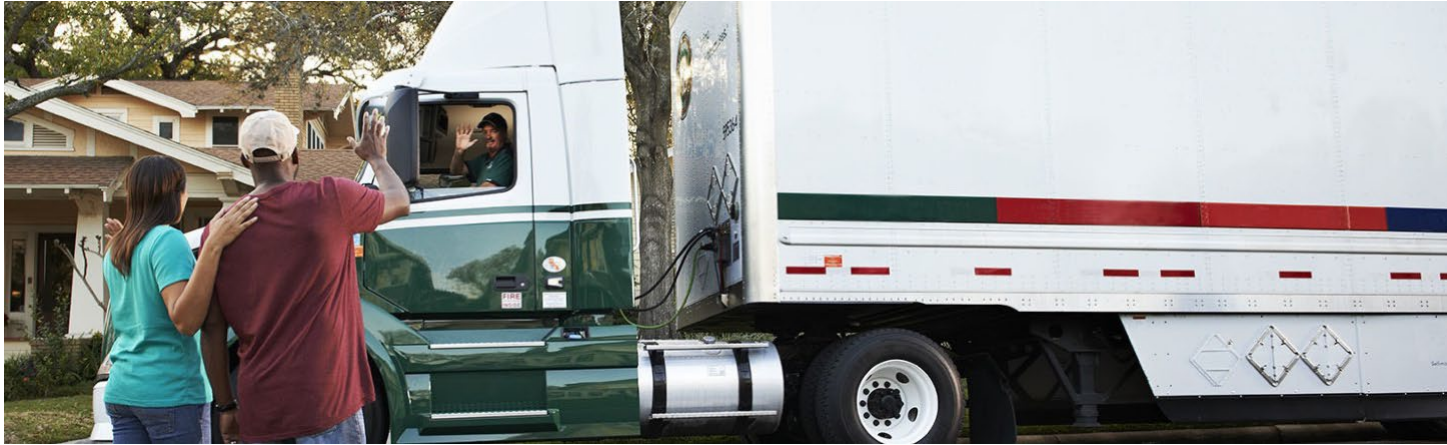
- **Pre-Move and Moving Day video tutorial available through YouTube:**

HHG Claims Information Video:

<https://www.youtube.com/watch?v=EL0eMaN7mHU>

- **Transferring Your Claim to the Army video tutorial available through YouTube and PCLAIMS:**

<https://www.youtube.com/watch?v=DdKiMiswT20>



QUESTIONS

AFSBn-Cavazos-Transportation-QA@army.mil

Attn: QA Claims