

Filing a Claim

The Customer's Guide to DPS

DEFENSE PERSONAL PROPERTY PROGRAM

Things to keep in mind when filing your claim...

- Loss or damage to an item must be reported to the TSP within 75 days of the date of delivery. Once loss or damage is reported, you have 9 months from date of delivery to file an actual claim.
- If you file your claim within 9 months of delivery, the TSP is REQUIRED to replace any item that is lost or 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 Full Replacement Value of the item.
- All loss/damaged discovered on the day of delivery must be listed on “*The Notice of Loss/Damage at Delivery Report*”, any discrepancies found after delivery must be annotated on “*The Notice of Loss/Damage After Delivery Report*”.
- **DO NOT DELAY** ...filing past the 9-month deadline eliminates your right to receive Full Replacement Value. If your claim has been timely filed, additional information may be presented at a later time.

Filing a Claim

The first step is logging into DPS by returning to the website www.move.mil. From the move.mil home page, click the tab at the top of the page marked "DPS Login" (1).

The image displays two screenshots of the MOVE.MIL website. The top screenshot shows the home page with navigation tabs: "What Is DPS?", "DPS Registration", "DPS Login", "Forgot Password?", and "Program Director". A red arrow points to the "DPS Login" tab, which is labeled with a red circle containing the number "1". The bottom screenshot shows the "DPS Login" page with a "DPS Login" button at the bottom, labeled with a red circle containing the number "2". A large red arrow also points from the "DPS Login" tab in the top screenshot to the "DPS Login" page in the bottom screenshot.

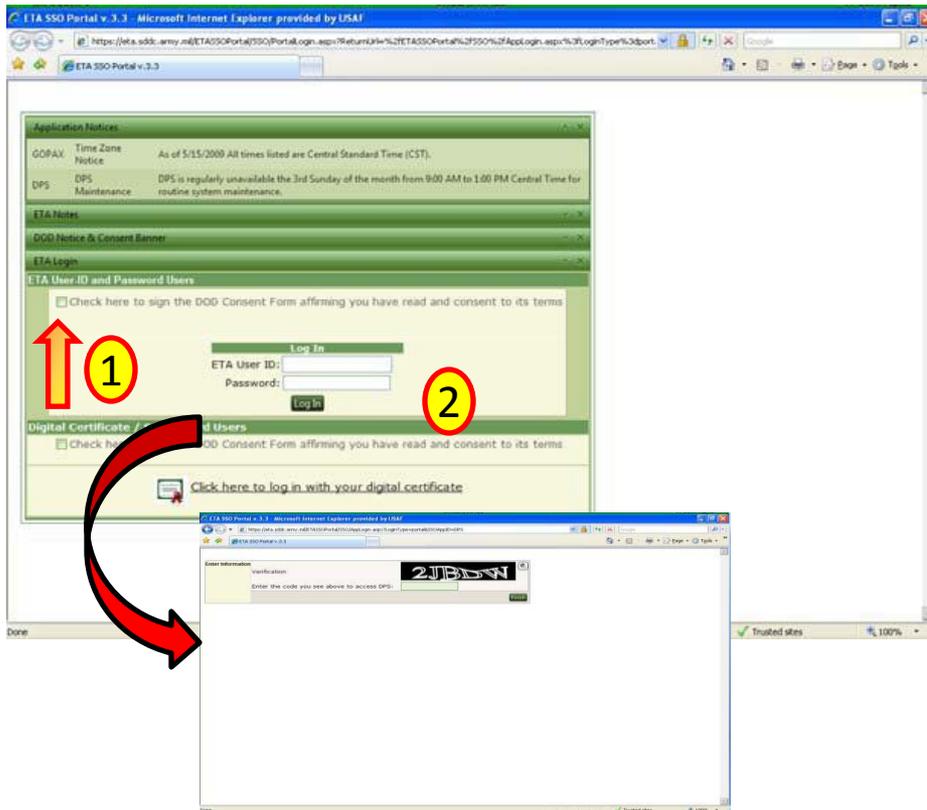
It is very important to make sure your pop-up blocker is turned off. DPS is considered a "pop-up" and you will not be able to access with pop-up blockers turned on. (Check with your internet operating system for turning pop-up blocker on/off)

Click "DPS Login" at the bottom of the screen (2).

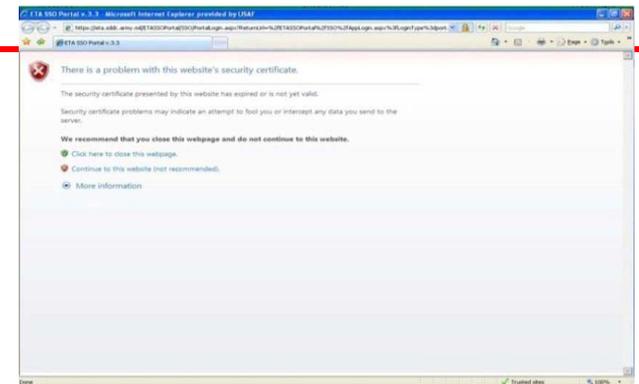
Filing a Claim

The next page you see will be your actual login page. Check the consent form box at the top **(1)** then input your ETA User ID (your SSN or EIN without dashes) and the Password which was provided when you registered. Finally, click the “Log In” button **(2)**.

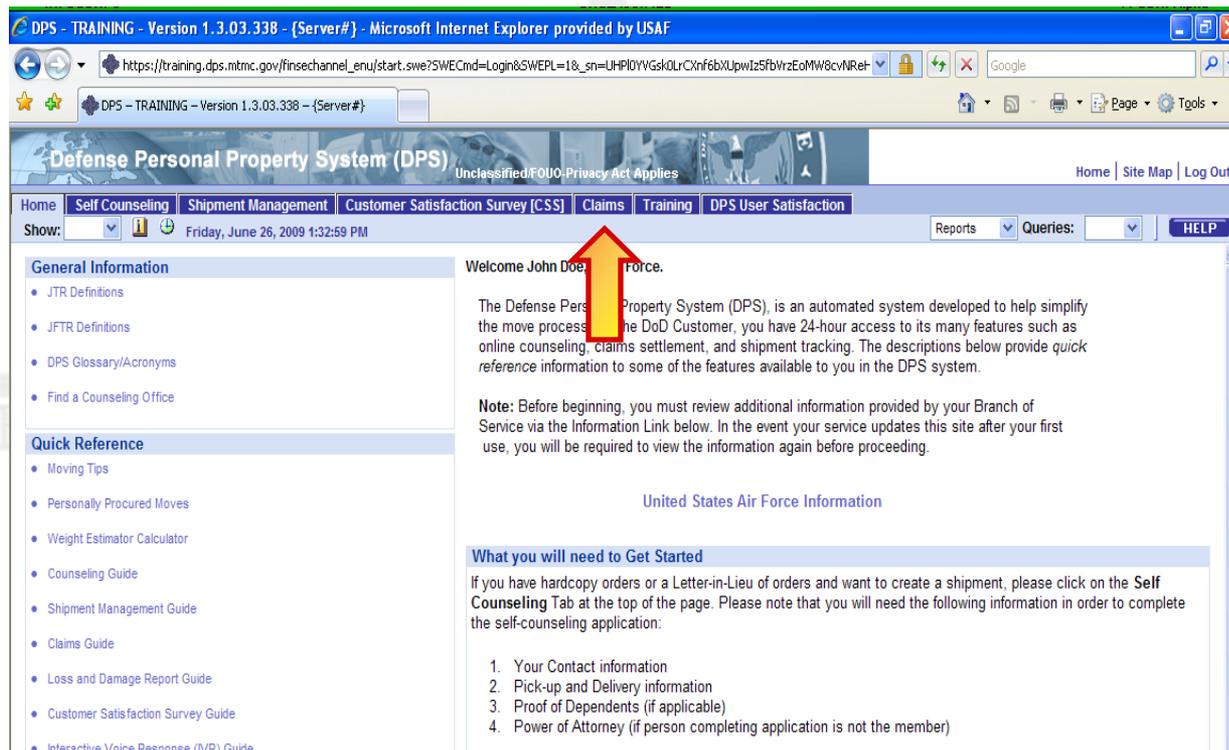
You will then be prompted for a verification code. Input the code as seen, then click “Finish”.



If for any reason you receive the below Certificate Error, just click the second option: Continue to this website. You are accessing a HTTPS secured/controlled website; it is safe to proceed.



The first step to initiate your DPS claim after logging into the DPS system is to click the “Claims” tab at the top of the page. This will lead you to your “Claims Home Page”.

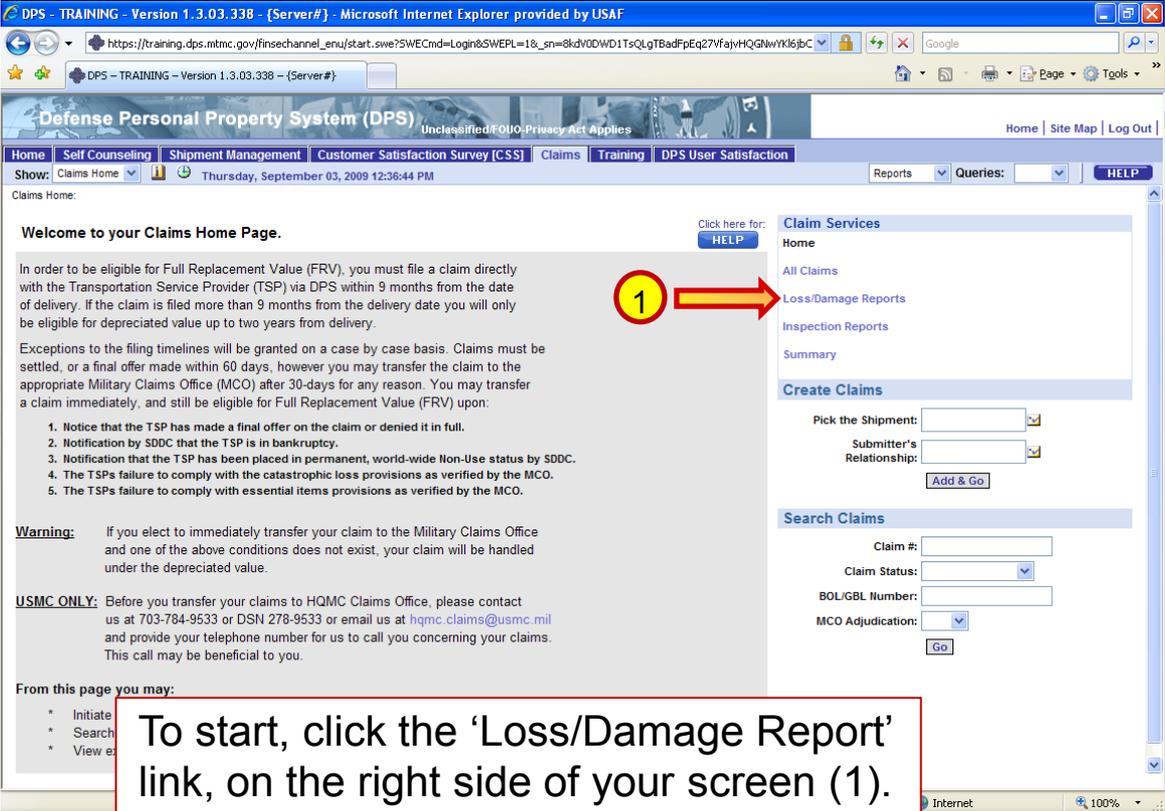


The screenshot shows the Defense Personal Property System (DPS) interface in a Microsoft Internet Explorer browser. The browser title is "DPS - TRAINING - Version 1.3.03.338 - {Server#} - Microsoft Internet Explorer provided by USAF". The address bar shows the URL: "https://training.dps.mtmc.gov/finsechannel_enu/start.swe?SWECmd=Login&SWEPL=1&_sn=UHPIOWGsk0LRCXnf6bXUpwIz5fBWrzEoMW8cvNReH". The page header includes "Defense Personal Property System (DPS)" and "Unclassified//FOUO-Privacy Act Applies". The navigation menu at the top includes "Home", "Self Counseling", "Shipment Management", "Customer Satisfaction Survey [CSS]", "Claims", "Training", and "DPS User Satisfaction". The "Claims" tab is highlighted with a red arrow. Below the navigation menu, there is a "Show:" dropdown, a clock showing "Friday, June 26, 2009 1:32:59 PM", and a "HELP" button. The main content area is divided into three sections: "General Information" with links for JTR and JFTR Definitions, DPS Glossary/Acronyms, and Find a Counseling Office; "Quick Reference" with links for Moving Tips, Personally Procured Moves, Weight Estimator Calculator, Counseling Guide, Shipment Management Guide, Claims Guide, Loss and Damage Report Guide, Customer Satisfaction Survey Guide, and Interactive Voice Response (IVR) Guide; and a central welcome message for "John Doe" with a red arrow pointing to the "Claims" tab. The welcome message includes a description of the DPS system and a note about reviewing additional information. Below the welcome message is a section for "United States Air Force Information" and a "What you will need to Get Started" section with a list of requirements: 1. Your Contact information, 2. Pick-up and Delivery information, 3. Proof of Dependents (if applicable), and 4. Power of Attorney (if person completing application is not the member).

Your claims welcome screen will provide you with information and timelines for the claim filing process to receive the full replacement value (FRV).

Remember:

- To qualify for FRV you **must** initiate a Loss/Damage Report if you found loss/damage not reported on the day of delivery. You must do this within 75 days of the delivery date. At this stage the dollar amount is not needed to file your report.
- A Loss/Damage Report will **not** start an actual claim for you. Instead, it will act as a notice that you will file a claim and qualify you for FRV.
- Once a Loss/Damage Report is filed within 75 days of delivery, you will be eligible to file your actual claim in DPS within 9 months of the delivery date.



The screenshot shows the Defense Personal Property System (DPS) Claims Home Page. The page title is "Defense Personal Property System (DPS)" and the URL is "https://training.dps.mtmc.gov/finsechannel_enu/start.swe?SWECmd=Login&SWEPL=1&sn=8kdV00WD1TsQgTBadFpEq27VajvHQGMWYK6jbc". The page is dated Thursday, September 03, 2009 12:36:44 PM. The main content area includes a "Welcome to your Claims Home Page." message, instructions for filing a claim, and a list of exceptions to the filing timelines. A red circle with the number "1" and an arrow points to the "Loss/Damage Reports" link in the "Claim Services" section. A red box at the bottom contains the text: "To start, click the 'Loss/Damage Report' link, on the right side of your screen (1)."

Filing a Loss/Damage Report

The Loss/Damage screen will re-explain the time frame of 75 days. If you are filing a claim now, you can skip this step and continue to page 8, otherwise click the link “Click Here to Add a Loss/Damage Report”(1). This will confirm your intent to file a claim within 9 months under FRV.

The screenshot shows the Defense Personal Property System (DPS) web interface. The browser title is "DPS - TRAINING - Version 1.3.03.338 - {Server#} - Microsoft Internet Explorer provided by USAF". The address bar shows the URL: "https://training.dps.mtrmc.gov/finsechannel_enu/start.swe?SWECmd=Login&SWEPL=1&SWETS=1251984185889". The page header includes "Defense Personal Property System (DPS)" and "Unclassified/FOUO-Privacy Act Applies". The navigation menu includes "Home", "Self Counseling", "Shipment Management", "Customer Satisfaction Survey [CSS]", "Claims", "Training", and "DPS User Satisfaction". The main content area contains the following text:

Below is a list of all of your loss/damage reports. Please select the hyperlink for the loss/damage report that you wish to view/update.

Submitting items from your Loss/Damage reports(s) *does not constitute filing of a claim* but does initiate your claims settlement process. In order to complete your claims process, you must actually *file a claim* for your loss/damage items.

Loss/Damage submissions are not required, as long as your claim is filed within 75 days from the delivery date. If the notification of loss or damage is filed later than 75 days after the delivery date, you will be required to enter a reason for the delay.

You can edit information or add/delete items in your Loss/Damage Report as long as it has not been submitted into the DPS System. Once your report has been submitted, you must create a new Loss/Damage report to include any additional loss/damage items.

[Click Here to Add a Loss/Damage Report](#)

Loss/Damage Reports

SEARCH [No Records] HELP

Loss/Damage Number	Status	Creation Date	Loss/Damage at Delivery?	Name (DoD)	Rank (DoD)	BOL/GBL Number	Delivery Date	TSP	SCAC	GBLOC
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Unclassified/FOUO-Privacy Act Applies

Filing a Loss/Damage Report

The actual report screen will come up blank in all fields (see example to the right). You should also see “No Records” on the top right of your screen (1).

If you have a number set such as “1 of 2”, you already have a report filed.

Under the main title “Loss/Damage Reports” on the left side of your screen, you will need to click the “Add” button (2).

The screenshot shows the Defense Personal Property System (DPS) interface. The page title is "DPS - TRAINING - Version 1.3.03.338 - (Server#) - Microsoft Internet Explorer provided by USAF". The URL is "https://training.dps.mtmc.gov/finsechannel_enu/start.swe?SWECmd=Login&SWEPL=1&SWETS=1251984185889". The page has a navigation bar with tabs: Home, Self Counseling, Shipment Management, Customer Satisfaction Survey (CSS), Claims, Training, DPS User Satisfaction. The main content area is titled "Loss/Damage Reports" and contains a form for adding a new report. The form fields include: Loss/Damage Number, Delivery Date, BOL/GBL Number, Loss or Damage at Delivery?, TSP Reference No., Unpacking and Removal, Comments, DoD Cust ID Number, Name of TSP, DoD Cust Name, Weight of the Shipment, DoD Customer Rank, Telephone Number, DoD Customer Address, Address of TSP, Shipment Destination Address, and Shipment Origin Address. There are "ADD" and "SEARCH" buttons. A "No Records" message is displayed in a red box with a circled "1". A red arrow points to the "ADD" button with a circled "2". A sidebar on the right contains "Claim Services" and "Help Links".

Filing a Loss/Damage Report

Loss/Damage Number: 1-GXVR4

*Loss/Damage Number: 1-GXVR4 Delivery Date: 07/10/2009

*BOL/GBL Number: AGFM0000184 Loss or Damage at Delivery?: Y

TSP Reference No.: Unpacking and Removal: Performed

Comments (255 characters maximum):

DoD Cust ID Number: XXX-XX-2009 Name of TSP: AALCOTRANS, Inc.

*DoD Cust Name: John Doe Weight of the Shipment: 7.981

DoD Customer Rank: SSG-

Telephone Number: 7575551234

DoD Cust Address: 123 Main Street Address of TSP: 10965 Granada Lane

DoD Cust City: O FALLON City: OVERLAND PARK

DoD Cust State: IL State: KS

DoD Cust Zip Code: 62269 Zip: 66211

DoD Cust Country: UNITED STATES

Shipment Destination Address: 123 Main Street Shipment Origin Address: 100 Apollo Drive

Shipment Destination City: O FALLON Shipment Origin City: CHELMSFORD

Shipment Destination State: IL Shipment Origin State: MA

Shipment Destination Zip Code: 62269 Shipment Origin Zip Code: 01824

Shipment Destination Country: UNITED STATES Shipment Origin Country: UNITED STATES

SAVE CANCEL

Add/Update Loss/Damage Items

SEARCH

File Attachments

ADD SEARCH

Attachment Name Type Size (In Bytes) Modified Comment

When you add a Report, you'll need to fill in the blanks provided. Some will already be filled in (IE: name, address, etc.) and will only require your review/confirmation.

- The first blank "BOL/GBL Number" can be completed by clicking the check button (1). This button will bring up a list of GBLs you've moved (2).
- From this list select the move you are filing a report for, then click the "Pick" button (3).
- When all the information has been confirmed and filled out, click the "Save" button at the bottom of the reports page.

BOL/GBL Number	Customer	DoD Customer Rank	Shipment Status	Shipment Type	Delivery Date	TSP Name	SCAC	Shipment Destination	Shipment Origin	Weight
AGFM0000184	John Doe	SSG-	Delivered	dHHG	07/10/2009	AALCOTRANS, Inc.	AAEK	123 Main Street O FALLON, IL 62269 UNITED STATES	100 Apollo Drive CHELMSFORD, MA 01824 UNITED STATES	7.981

Pick Cancel

Filing a Loss/Damage Report

After you save your report, the page will refresh and your information will now be listed in the top gray area. If you need to change any of this information, just click the “Update” button at the top (1), then make any needed changes/corrections.

You can now add specific information pertaining to items lost or damaged during your move. To do this, click the “Add” button located under the ‘Add/Update Loss/Damage Items’ title (2).

The Loss/Damage area will expand and provide you with blank spaces for the information. Fill out each box appropriately, then click the “Save” button (3).

Note: You will need your paper inventory nearby to reference the item/inventory number of the damaged/lost property.

The image displays two screenshots of the Defense Personal Property System (DPS) web application. The top screenshot shows the 'Loss/Damage Reports' page. A red arrow points to the 'UPDATE' button, which is highlighted with a yellow circle labeled '1'. The page displays details for a report, including 'Loss/Damage Number: 1-GXVR4', 'Delivery Date: 07/10/2009', and 'Loss or Damage at Delivery?: Y'. The bottom screenshot shows the 'Add/Update Loss/Damage Items' form. A red arrow points to the 'ADD' button, which is highlighted with a yellow circle labeled '2'. Below the form, there are input fields for 'Item Name' (Sony 32" TV), 'Item Creation Date' (09/03/2009), 'Inventory Number' (132), and 'Loss/Damage Description' (Frame of TV cracked and broken in several areas. Power cord split in half, and power button has been broken off.). A red arrow points to the 'SAVE' button, which is highlighted with a yellow circle labeled '3'. A red arrow also points from the 'ADD' button in the bottom screenshot to the 'ADD' button in the top screenshot.

Filing a Loss/Damage Report

Your 'Loss/Damage Reports' and 'Add/Update Loss/Damage Items' should both be filled in now and grayed out. You can change the information of either by clicking the provided 'Update' buttons (1). If you have additional items that need to be claimed, click the 'Add' button just below 'Add/Update Loss/Damage Items' (2).

When filing a report/claim in DPS you will also be able to include pictures of the damaged items. This could be very useful in supporting your claim or to show actual damage.

To do this:

1. Click the 'Add' button under the "File Attachments" title (3).
2. Choose your photo attachment* by clicking the check box, then using the provided pop-up box to locate your attachment or URL. (4) When finished, click the Add button provided.
3. Complete any additional information, then click the 'Save' button under the "File Attachments" title (5).

*Note: The picture(s) you want to use should be saved on your computer for uploading (.jpg format only) or available through a web URL (photobucket, snapfish, etc.). If using a URL, make sure the picture location is not locked so that all parties can view the image.

The screenshot shows the 'Loss/Damage Reports' section of the DPS interface. At the top, there are buttons for 'ADD', 'UPDATE', and 'SUBMIT'. Below this, a form displays details for a report with Loss/Damage Number 1-QXV94. A table titled 'Add/Update Loss/Damage Items' contains one entry: a Sony 32" TV with inventory number 132, described as having a cracked frame and broken power button. Below the table, there is a 'File Attachments' section with an 'ADD' button. Red arrows and circles are overlaid on the image to indicate key actions: circle 1 points to the 'UPDATE' button, circle 2 points to the 'ADD' button under 'File Attachments', and a red arrow points from the 'ADD' button to the 'Add Attachment' pop-up window.

The 'Add Attachment' pop-up window is shown. It has a title bar that says 'Add Attachment - Microsoft Internet Explorer provide...'. The URL in the address bar is 'https://training.dps.mtmc.gov/finesechannel_enu/start.swe#SWEApplet4'. The form contains the following fields: 'Attachment Name' with the value '29525', 'Type' with the value 'jpg', 'Modified' with the value '9/3/2009 02:23:59 PM', and a 'Comments' text area containing the text 'Picture of broken television, directly out of the box. TV pulled out by movers on site.' There are 'Add' and 'Cancel' buttons at the bottom. A red arrow points from the 'Add Attachment' pop-up window to the 'Browse...' button in the 'Add Attachment' pop-up window.

Filing a Loss/Damage Report

1. When all items have been added/attached, click on the “**Submit**” button to file the Notice of Loss/Damage After Delivery.

A dialogue box will appear asking “**Are you sure you want to submit this Loss/Damage Report?**” Click **OK**, or **CANCEL** to add more items.

2. The Loss/Damage Report has been successfully submitted when it can be seen in the “Loss/Damage Reports” section.

To review it, simply select the Loss/Damage number.

The screenshot displays the Defense Personal Property System (DPS) interface. The top navigation bar includes links for Home, Self Counseling, Incident Management, Customer Satisfaction Survey (CSS), Claims, Training, and DPS User Satisfaction. The main content area shows the 'Loss/Damage Reports' section with a 'SUBMIT' button highlighted by a red arrow. Below this, a table lists the submitted report with details such as Loss/Damage Number, Status, Creation Date, Loss/Damage at Delivery, Name, Rank, BOLIGBL Number, Delivery Date, TSP, and SCAC. A second red arrow points to the 'SUBMIT' button in the table. A dialog box is visible, providing instructions on how to file a claim and submit a report.

Loss/Damage Number	Status	Creation Date	Loss/Damage at Delivery?	Name (DOB)	Rank (EOD)	BOLIGBL Number	Delivery Date	TSP	SCAC	ORIG
120208	Submitted	9/20/09	✓	John Doe	SSG	AGFM000104	07/10/2009	AALCOTRANS, Inc.	AANX	AGFM

Filing a Loss/Damage Report

DPS - TRAINING - Version 1.3.03.338 - {Server#} - Microsoft Internet Explorer provided by USAF

https://training.dps.mtmcc.gov/finsechannel_enu/start.swe?SWECmd=Login&SWEPL=1&_sn=8kdV0DWD1TsQlGTBadFpEq27VfajvHQGMwYK6jbc

Defense Personal Property System (DPS) Unclassified//FOUO-Privacy Act Applies

Home | Site Map | Log Out

Home | Self Counseling | Shipment Management | Customer Satisfaction Survey (CSS) | **Claims** | Training | DPS User Satisfaction

Show: Claims Home | Thursday, September 03, 2009 12:36:44 PM | Reports | Queries: | HELP

Claims Home:

Welcome to your Claims Home Page.

In order to be eligible for Full Replacement Value (FRV), you must file a claim directly with the Transportation Service Provider (TSP) via DPS within 9 months from the date of delivery. If the claim is filed more than 9 months from the delivery date you will only be eligible for depreciated value up to two years from delivery.

Exceptions to the filing timelines will be granted on a case by case basis. Claims must be settled, or a final offer made within 60 days, however you may transfer the claim to the appropriate Military Claims Office (MCO) after 30-days for any reason. You may transfer a claim immediately, and still be eligible for Full Replacement Value (FRV) upon:

1. Notice that the TSP has made a final offer on the claim or denied it in full.
2. Notification by SDDC that the TSP is in bankruptcy.
3. Notification that the TSP has been placed in permanent, world-wide Non-Use status by SDDC.
4. The TSP's failure to comply with the catastrophic loss provisions as verified by the MCO.
5. The TSP's failure to comply with essential items provisions as verified by the MCO.

Warning: If you elect to immediately transfer your claim to the Military Claims Office and one of the above conditions does not exist, your claim will be handled under the depreciated value.

USMC ONLY: Before you transfer your claims to HQMC Claims Office, please contact us at 703-784-9533 or DSN 278-9533 or email us at hqmc.claims@usmc.mil and provide your telephone number for us to call you concerning your claims. This call may be beneficial to you.

From this page you may:

- * Initiate a new claim
- * Search for an existing claim
- * View existing claims, loss/damage reports and inspection reports

Claim Services

Home

All Claims

Loss/Damage Reports

Inspection Reports

Summary

Create Claims

Pick the Shipment:

Submitter's Relationship:

Search Claims

Claim #:

Claim Status:

BOL/GBL Number:

MCO Adjudication:

Unclassified//FOUO-Privacy Act Applies

Remember:

- * Additional lost or damaged items can only be added when the report's status is **"In Progress."**
- * To add new items when in **"Submitted"** status, a new Loss/Damage Report will have to be accomplished.

Filing a Claim

Here new claims can be created, updated, deleted or submitted.

Create a new claim by clicking "Add"

Items can be added/updated to a claim

Demands/Offeres can be checked

Search file attachments

The screenshot shows the DPS web application interface. The top navigation bar includes links for Home, Self Counseling, Shipment Management, Customer Satisfaction Survey [CSS], Claims, Training, and DPS User Satisfaction. The main content area displays a 'Claim' summary for Claim # 1-GXVOG, including details like BOL/GBL Number, Shipment Destination, and Claim Status. Below this, there are sections for 'Add/Update Claim Items', 'Demand/Offer', and 'Upload File Attachments', each with a search button. A right-hand sidebar contains 'Claim Services' and 'Help Links'.

The screenshot displays the 'Defense Personal Property System (DPS)' interface. The main form is titled 'Claim' and includes sections for 'Claimant Information', 'Claim Details', and 'Shipment Destination'. The 'Claimant Information' section contains fields for ID Number, Street Address, City, State, Zip/Postal Code, and Country. The 'Claim Details' section includes fields for *BOL/GBL Number, *Submitter's Relationship, TSP Claim Number, TSP Currency Limits, Claims Shipment Description, Pickup Date, Delivery Date, Weight, and a dropdown for 'Quick Claims Payment made?'. The 'Amount of Quick Claims payment:' field is highlighted with a yellow circle. Below the main form are sections for 'Add/Update Claim Items', 'Demand/Offer', and 'Upload File Attachments'. A black arrow points from the 'Quick Claims Payment' text to the 'Quick Claims Payment' dropdown menu.

The Main Claim Page

- DPS will automatically fill in the shipment and claimant fields.
- Items with the **Red Asterisk** are mandatory fills.
- Unlike the Loss/Damage Report, a **dollar amount is needed** to file a claim.
- Click the “save” button to save entries.
- If a Quick Claims payment was made based on what was found loss/damaged on delivery, you must select “Y” and enter the amount in the boxes provided.

Filing a Claim

The image consists of three screenshots of the Defense Personal Property System (DPS) web application. The top screenshot shows a claim overview page with a red arrow pointing to the 'ADD' button and a yellow circle around it. The middle screenshot shows the 'Add/Update Claim Items' form with a red bracket around the form fields and a yellow circle around the number '2'. The bottom screenshot shows a table of claim items with a red arrow pointing to the 'SAVE' button and a yellow circle around the number '3'.

1. You can begin adding/updating your damaged items by clicking **“ADD.”**
 2. Fill in as much information as possible.
- ** If an inventory number is not entered you will be required to enter comments****
3. Remember to **“Save”** when you have completed the information.

Filing a Claim

If a Loss/Damage Report was previously submitted, you have the option to pull items from your Loss/Damage Report by selecting **“Pull Loss/Damage Items.”**

A dialogue box will appear to confirm your choice; click **OK** or **Cancel**.

If a report was not submitted, items can be added directly to the claim.

The screenshot displays the Defense Personal Property System (DPS) web application. The main interface shows a claim management screen with a navigation menu at the top including Home, Self Counseling, Shipment Management, Customer Satisfaction Survey (CSS), Claims, Training, and DPS User Satisfaction. The central area contains a 'Claim' section with buttons for ADD, UPDATE, DELETE, **PULL LOSS/DAMAGE ITEMS**, and SUBMIT. Below this, there are fields for Claim #, Claim Creation Date, Claim Status, and Comments. A 'Demand/Offer' table is visible, with columns for Item Name, TSP Action, TSP Offer, and Amount demanded or TSP. A 'Upload File Attachments' section is also present. Overlaid on the screen is a 'Windows Internet Explorer' dialog box with a question mark icon and the text: 'Are you sure you want to pull Loss/Damage items onto this Claim?'. The dialog box has 'OK' and 'Cancel' buttons. A red circle highlights the 'PULL LOSS/DAMAGE ITEMS' button in the background, and a red arrow points from the text 'be added directly to the claim.' to the 'ADD' button in the 'Add/Update Claim Items' section.

Filing a Claim

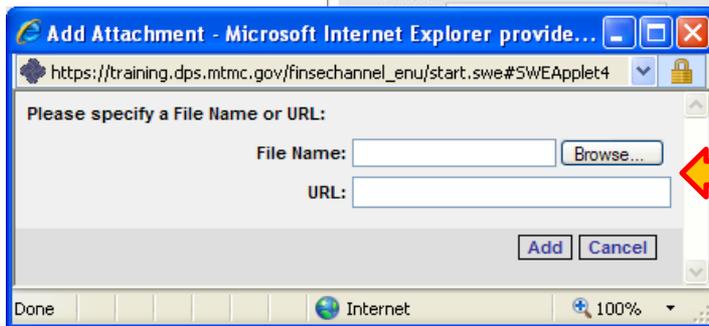
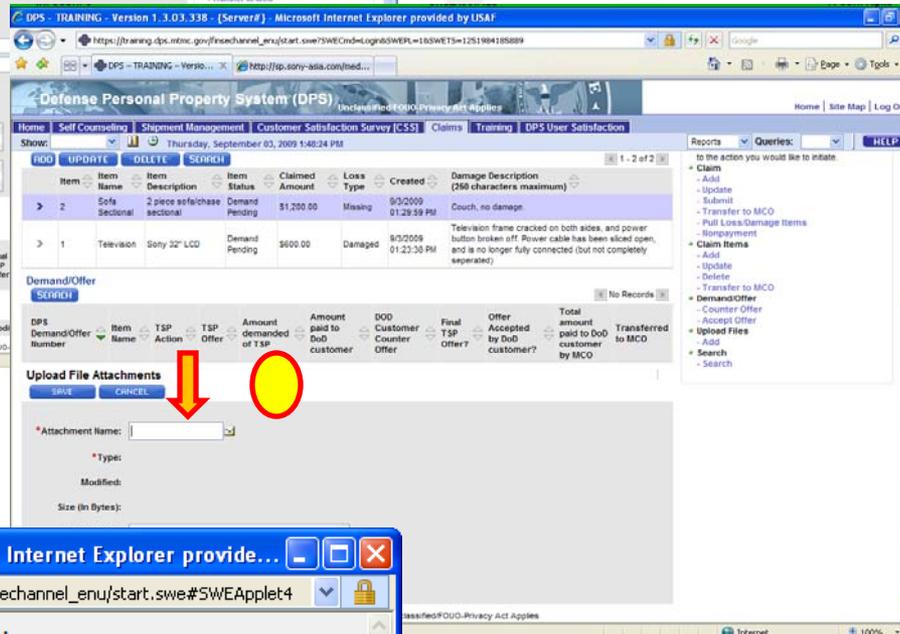
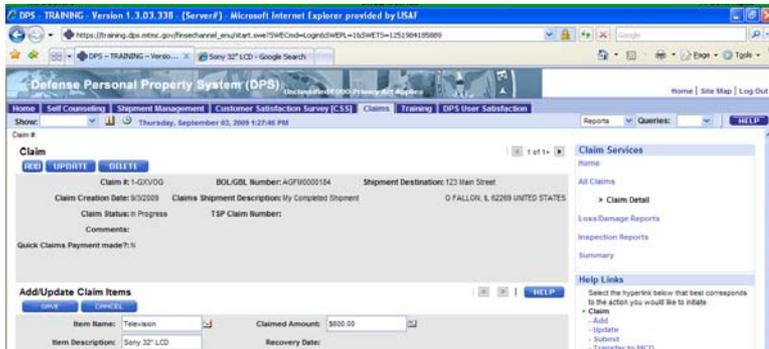
Photos, estimates, and any other information can be attached to a claim...

1. Click on **ADD** under the Upload File Attachments section.

2. Browse for the documents needed by clicking on the icon.

3. A window opens; enter a file name or URL, click **Add** to attach the file.

*Enter desired comments and **SAVE**. If attached, it will be seen in the attachments section.



Filing a Claim

The screenshot shows the Defense Personal Property System (DPS) interface. The main window displays a claim for item 2, a 'Sofa Sectional', with a status of 'In Progress'. A 'Submit' button is visible. Two pop-up messages are overlaid on the interface:

- The first pop-up, titled 'Windows Internet Explorer', asks: 'Are you sure you want to Submit this Claim?' with 'OK' and 'Cancel' buttons.
- The second pop-up, also titled 'Windows Internet Explorer', states: 'Comments are required when submitting a Claim outside of the 75 day window. Click the Update button to make your changes.' with 'OK' and 'Cancel' buttons.

The background interface includes a navigation menu with 'Home', 'Self Counseling', 'Shipment Management', 'Customer Satisfaction Survey [CSS]', 'Claims', 'Training', and 'DPS User Satisfaction'. The 'Claims' section is active, showing a table of items and a 'Demand/Offer' section.

After all items have been entered, you are ready to submit your claim to the TSP. Just click “Submit” and confirm by clicking **OK** or **Cancel** in the pop up box.

If a pop up box appears telling you to go to **“UPDATE”**...

There were items entered on the “Claims Item” page that were never annotated on the Loss/Damage Report and it has been **more than 75** days since delivery.

Filing a Claim

When the **Update** button is selected the “Main Claim Page” reappears.

You must then provide an explanation for missing the 75-day deadline.

After your comments are added click “**Save**” and “**Submit.**”

The screenshot shows the Defense Personal Property System (DPS) interface. The top navigation bar includes links for Home, Self Counseling, Shipment Management, Customer Satisfaction Survey (CSS), Claims, Training, and DPS User Satisfaction. The main content area displays the 'Main Claim Page' for claim # 1-GXV0G. The 'UPDATE' button is highlighted with a red box. The page shows claim details such as Claim Creation Date (9/3/2009), Claim Status (Submitted), and Comments. A table lists items for the claim, including a Television and a Sofa. The 'Update' button is also highlighted in red in the bottom right corner of the main form area.

Item	Item Name	Item Description
1	Television	Sony 32" LCD
2	Sofa	2 piece sofa/chas sectional

DPS Demand/Offer Number	Item Name	TSP Action	TSP Offer	Amount	Amount paid to DoD customer	DDO Customer Counter Offer?	Final TSP Offer?	Offer Accepted by DoD customer?	Total amount paid to DoD customer by MCO	Transferred to MCO
No Records										

Filing a Claim

The screenshot displays the Defense Personal Property System (DPS) interface. The main content area shows a claim with the following details:

- Claim #: 1-GZ3CO
- BOL/GBL Number: AGFM0000184
- Shipment Destination: 123 Main Street
- Claim Creation Date: 1/5/2010
- Claims Shipment Description: My Completed Shipment
- O FALLON, IL 62269 UNITED STATES
- Claim Status: Submitted (highlighted with a yellow circle)
- TSP Claim Number:
- Quick Claims Payment made?: N

Below the claim details, there are sections for 'Add/Update Claim Items', 'Demand/Offer', and 'Upload File Attachments'. The 'Add/Update Claim Items' section shows a table with one item:

Item	Item Name	Item Description	Item Status	Claimed Amount	Loss Type	Created	Damage Description (250 characters maximum)
1	Bicycle		Demand Pending			1/5/2010 06:38:41 PM	broken wheel

The 'Demand/Offer' section shows a table with columns for various financial and administrative details, and it currently displays 'No Records'. The 'Upload File Attachments' section also shows 'No Records'.

On the right side of the interface, there is a 'Claim Services' sidebar with links for 'Home', 'All Claims', 'Claim Detail', 'Loss/Damage Reports', 'Inspection Reports', and 'Summary'. Below this is a 'Help Links' section with a search prompt and a list of links for various actions like 'Add', 'Update', 'Submit', 'Transfer to MCO', etc.

Once the “Submit” button has been selected ...

- The claim status changes to **“Submitted.”**
- An email is sent to the TSP letting them know that a claim has been filed.
- The TSP will update the member via email regarding the status of their claim.
- Members should check DPS regularly for updates to their claim status.

Filing a Claim

Once submitted, the TSP can review the claim and the status changes to **“Under Review.”**

- If the TSP denies a claim the status will change to **“Denied.”**
- A TSP can deny the whole claim or specific items.
- If your claim is denied, you can elevate it to the Military Claims Office (MCO) by selecting **“Transfer to MCO.”**

Read **Warning** and then confirm your decision.

The screenshot displays the Defense Personal Property System (DPS) interface. The top navigation bar includes links for Home, Self Counseling, Shipment Management, Customer Satisfaction Survey (CSS), Claims, Training, and DPS User Satisfaction. The main content area shows a claim with the following details:

- Claim #: 1-GZ3CO
- BOL/GBL Number: AGFM000184
- Shipment Destination: 123 Main Street
- Claim Creation Date: 1/5/2010
- Claims Shipment Description: My Completed Shipment
- O FALLON, IL 62289 UNITED STATES
- Claim Status: Under Review
- TSP Claim Number:
- Comments: ifghfuhghfuhfug

Below the claim details, there are buttons for 'ADD', 'UPDATE', and 'TRANSFER TO MCO'. The 'TRANSFER TO MCO' button is highlighted with a yellow circle. A red arrow points from the text 'Under Review' in the first screenshot to the 'Under Review' status in this screenshot.

At the bottom, there is a table for 'Demand/Offer' with columns: Demand/Offer Number, Item Name, TSP Action, TSP Offer, Amount demanded of TSP, Amount paid to DoD customer, DoD Customer Counter Offer, Final TSP Offer?, Offer Accepted by DoD customer?, Total amount paid to DoD customer by MCO, and Transferred to MCO. The table currently shows 'No Records'.

Filing a Claim

When a TSP submits an offer for your damaged goods, the item will say **“Offer Pending.”**

You can either **“Accept Offer”** or submit a **“Counter Offer”** by clicking on the appropriate box.

If you choose to counter the TSP’s offer, the status changes to **“Demand Pending.”**

The screenshot displays the Defense Personal Property System (DPS) interface. The main content area shows a claim summary for Claim # 1-GZ3F2, with a status of 'Under Review' and a comment 'sick'. Below this, a table lists claim items:

Item	Item Name	Item Description	Item Status	Claimed Amount	Loss Type	Created	Damage Description (250 characters maximum)
1	bike seat		MCO Adjudication		Damaged	1/5/2010 09:15:37 PM	seat ripped
2	tv	52in flat screen	Offer Pending		Damaged	1/5/2010 09:16:39 PM	screen broken

Below the items table, a 'Demand/Offer' section is visible, containing a table with the following data:

DPS Demand/Offer Number	Item Name	TSP Action	TSP Offer	Amount demanded of TSP	Amount paid to DoD customer	DOD Customer Counter Offer	Final TSP Offer?	Offer Accepted by DoD customer?	Total amount paid to DoD customer by MCO	Transferred to MCO
1	tv	Payment	\$1,000.00				N	N		

The 'Demand/Offer' table has buttons for 'COUNTER OFFER' and 'ACCEPT OFFER' highlighted with a red box. The 'Offer Pending' status in the items table is also highlighted with a yellow circle.

Filing a Claim

The screenshot shows the Defense Personal Property System (DPS) web application. The main content area displays a 'Demand/Offer' form for a damaged item. The form includes fields for TSP Action, TSP Offer, Final TSP Offer, TSP Demand Date, TSP Payment Recovery Date, Transfer to MCO?, Date Transferred to MCO, MCO Payment to DoD customer Date, Additional MCO Payment to DoD customer Date, Offer Accepted by DoD customer?, Amount paid to DoD customer by MCO, Amount recovered from TSP, Total amount paid to DoD customer by MCO, and Additional amount paid to DoD customer by MCO. The 'DOD Customer Counter Offer' field is highlighted with a red circle and an arrow pointing to it, indicating the field where the counter offer amount should be entered.

Item	Item Name	Item Description	Item Status	Claimed Amount	Loss Type	Created	Damage Description (250 characters maximum)
1	bike seat		MCO Adjudication		Damaged	1/5/2010 09:15:37 PM	seat ripped
2	tv	52in flat screen	Offer Pending		Damaged	1/5/2010 09:18:39 PM	screen broken

Demand/Offer

SAVE CANCEL

TSP Action: Payment *Item Creation Date: 01/05/2010
TSP Offer: \$1,000.00 Item Name: tv
Final TSP Offer?: N Amount demanded of TSP:
TSP Demand Date: Amount paid to DoD customer:
TSP Payment Recovery Date:
Transfer to MCO?: DOD Customer Counter Offer: 1500.00
Date Transferred to MCO:
MCO Payment to DoD customer Date:
Additional MCO Payment to DoD customer Date:
Offer Accepted by DoD customer?: N
Amount paid to DoD customer by MCO:
Amount recovered from TSP:
Total amount paid to DoD customer by MCO:
Additional amount paid to DoD customer by MCO:

SAVE CANCEL

Upload File Attachments
ADD SEARCH No Records

Attachment Name	Type	Size (In Bytes)	Modified	Comments
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Unclassified//FOUO-Privacy Act Applies

After selecting “**Counter Offer**”, enter your counter offer amount in the box for “**DOD Customer Offer**” then **Save**.

If Foreign currency is involved click on the icon next to the box and enter your offer using the correct currency.

Offer and counter offer can continue until the carrier makes a “**Final Offer.**”

If this occurs, or the carrier denies, you can accept or transfer the claim to the MCO.

Filing a Claim

The image displays two screenshots of the Defense Personal Property System (DPS) web application. The top screenshot shows a claim for item 1, 'bike seat', with a status of 'MCO Adjudication'. A red arrow points to the 'MCO Adjudication' status, and a yellow circle highlights the 'MCO Adjudication' link in the 'Add/Update Claim Items' table. The bottom screenshot shows the same claim, but with a 'Demand/Offer' table containing one offer for item 1, 'tv', with a payment of \$1,100.00. A red arrow points to the 'ACCEPT OFFER' button in the 'Demand/Offer' table, and a yellow circle highlights the number '2'. A 'Windows Internet Explorer' dialog box is overlaid on the bottom screenshot, asking 'Are you sure you want to Accept this Offer?' with 'OK' and 'Cancel' buttons. A red arrow points to the dialog box, and a yellow circle highlights the number '3'.

1. Highlight the item that is being negotiated to bring up the details.
2. You can choose to accept the offer or transfer to MCO.
 - If transferred to the MCO the claim status will show **“MCO Adjudication.”**
 - The MCO is alerted and will contact the member to settle the claims in accordance with their claims policy.
3. A pop up box will appear if you choose to accept the offer or transfer the claim; click **OK** or **Cancel**.

Filing a Claim

1. When all of your claims are in the “**Settled**” status the “**Claim Satisfaction**” screen appears.

- Click on “**Answer.**”

2. A drop down menu will appear. Select your personal level of satisfaction the click “**Save.**”

3. On the next page that appears click “**Finished.**”

The image consists of three overlapping screenshots of the Defense Personal Property System (DPS) web interface, illustrating the 'Claim Satisfaction' process. The screenshots are from an Internet Explorer browser window titled 'DPS - TRAINING - Version 1.3.06.413 - [Server#] - Internet Explorer provided by USAF'. The browser address bar shows 'https://training.dps.mtmc.gov/finsechannel_enu/start.swe?SWECmd=Login&SWEPL=1&SWETS=...'. The interface includes a navigation menu with 'Home', 'Self Counseling', 'Shipment Management', 'Customer Satisfaction Survey (CSS)', 'Claims', 'Training', and 'DPS User Satisfaction'. The 'Claims' tab is active, showing a 'Claim Satisfaction' screen for claim # 1-GXVOG. The first screenshot highlights the 'ANSWER' button with a red circle and a red arrow. The second screenshot shows a dropdown menu for selecting a satisfaction level, with options: 'Excellent (100 Points)', 'Good (75 Points)', 'Satisfactory (50 Points)', and 'Unsatisfactory (0 Points)'. The third screenshot highlights the 'FINISHED' button with a red circle and a red arrow.

Filing a Claim

Welcome to your Claims Home Page.

In order to be eligible for Full Replacement Value (FRV), you must file a claim directly with the Transportation Service Provider (TSP) via DPS within 9 months from the date of delivery. If the claim is filed more than 9 months from the delivery date you will only be eligible for depreciated value up to two years from delivery.

Exceptions to the filing timelines will be granted on a case by case basis. Claims must be settled, or a final offer made within 60 days, however you may transfer the claim to the appropriate Military Claims Office (MCO) after 30-days for any reason. You may transfer

Claim Services
Home
All Claims
Loss/Damage Reports
Inspection Reports
Summary
Create Claims

Shipments Summary: This page is a compilation of all your shipments, and all items associated to your shipment. You may only view your items from this page.

Shipments

Bill of Lading Number	Status	Type	Pickup Date	Delivery Date	TSP	SCAC	GBLOC	Destination	Origin
AGFM0000184	Delivered	OHG	06/25/2009	07/10/2009	AALCOTRANS, INC.	AAEK	AGFM	123 Main Street O FALLON, IL 62069 UNITED STATES	100 Apolo Drive CHELMSFORD, MA 01824 UNITED STATES

Claims

Claim Number	BOL/GBL Number	GBLOC	Claim Status	Submit Date	Submitter's Name	DOD Customer First Name	DOD Customer Last Name	TSP	SCAC	Claim Creation Date
>	1-GXVNP	AGFM0000184	AGFM	In Progress		John	Doe	AALCOTRANS, INC.	AAEK	9/3/2009
>	1-GXVVG	AGFM0000184	AGFM	Settled	9/3/2009	John Doe	John Doe	AALCOTRANS, INC.	AAEK	9/3/2009
>	1-G23CD	AGFM0000184	AGFM	Denied	1/5/2010	John Doe	John Doe	AALCOTRANS, INC.	AAEK	1/5/2010

Loss/Damage Reports

Loss/Damage Number	Status	Creation Date	Submit Date	Loss or Damage at Delivery?	BOL/GBL Number	Delivery Date	TSP Reference No.	TSP	SCAC
>	1-GXVIR	Submitted	9/3/2009	9/3/2009	AGFM0000184	7/10/2009		AALCOTRANS, INC.	AAEK

To manage and navigate through your claims, loss/damage, and inspection reports, use the “**Claims Service**” section on the right side of your screen.

You can select “**Summary**” to view all of your transactions.

Select “**View Details**” to see your claims, attachments, and reports in depth.

Call or email the DPS Help Desk for any page navigation or technical issues involving DPS: 1-800-462-2176 DSN 770-7332

Email: sddc.safb.dpshd@us.army.mil

You can find more useful information at the following links:

Air Force <https://claims.jag.af.mil/legalassistance/index.php>

Army <https://www.jagcnet.army.mil/8525752700444FBA>

Coast Guard <http://www.fincen.uscg.mil/hhg.htm>

Marine Corps https://www.manpower.usmc.mil/portal/page?_pageid=278,1965742&_dad=portal&_s

Navy http://www.jag.navy.mil/organization/code_15_packets_forms.htm