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 should be reported to the TSP, via DPS within 75 days of the date of delivery. Note: You do not have to file a Loss/Damage Report as long as you file your Claim in DPS within 75 days of the delivery of your shipment.**

- **All loss/damaged discovered on the day of delivery should be listed on *"The Notice of Loss/Damage at Delivery Report"*; any discrepancies found after delivery should be annotated on *"The Notice of Loss/Damage After Delivery Report".***

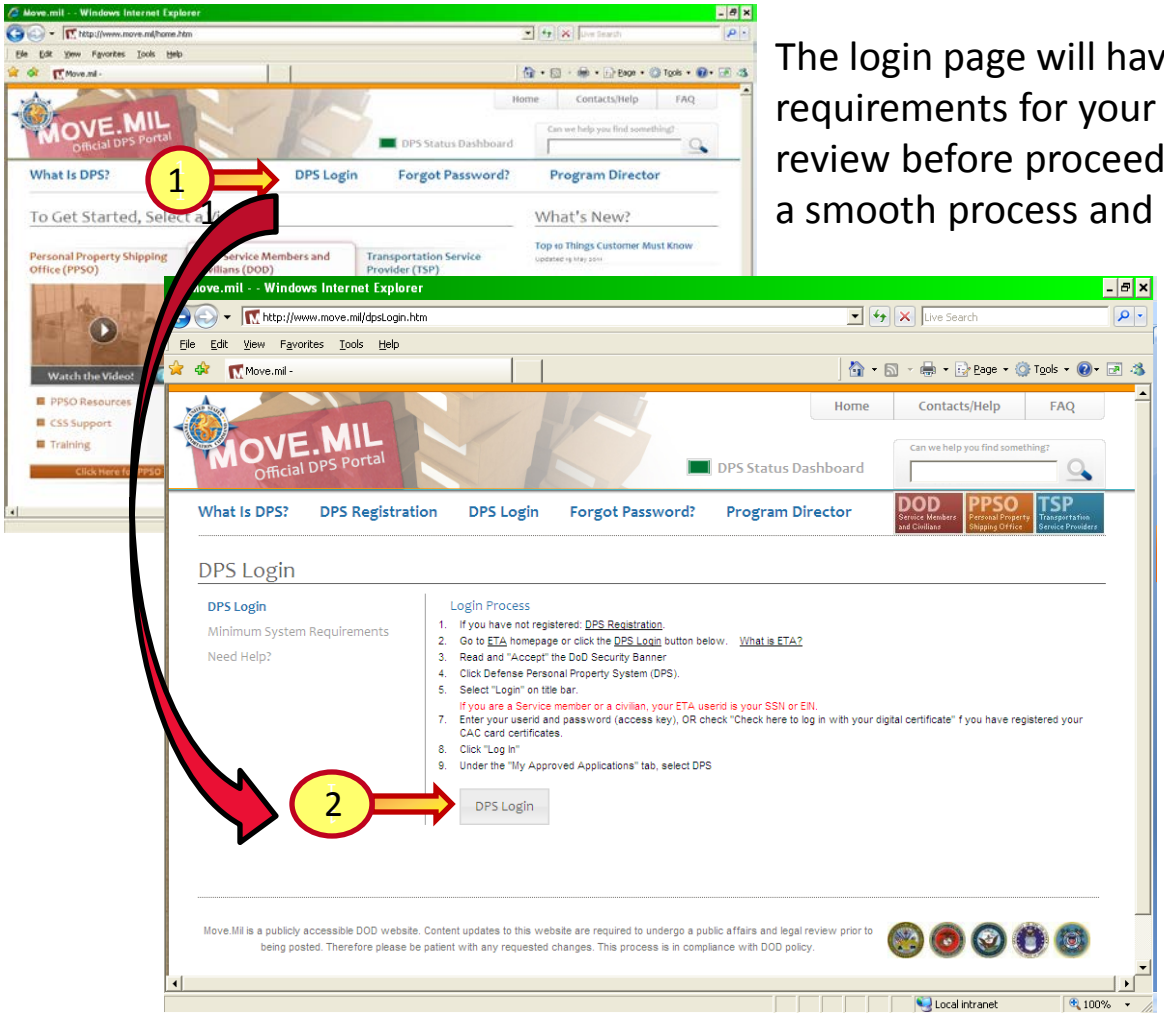
- **If you file your claim with the Transportation Service Provider (TSP), via Defense Personal Property System (DPS), within nine months of delivery, the TSP is liable for the repair or Full Replacement Value (FRV) cost of damaged items.**

- **For items that are damaged but not destroyed, the TSP will, at its option, either repair the items to the extent necessary to restore them to their condition when received by the TSP, or pay the customer for the cost of such repairs.**

- **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 for logging into DPS is to return to the website www.move.mil. From the www.move.mil home page, click the tab at the top of the page marked "**DPS Login**" (1).



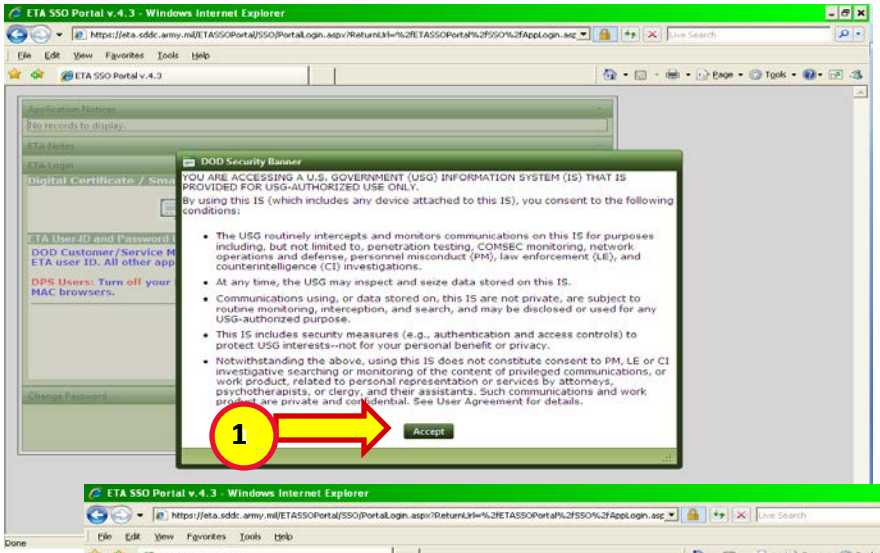
The login page will have a list of minimum system requirements for your computer that you may want to review before proceeding to DPS. This will ensure you have a smooth process and limited errors.

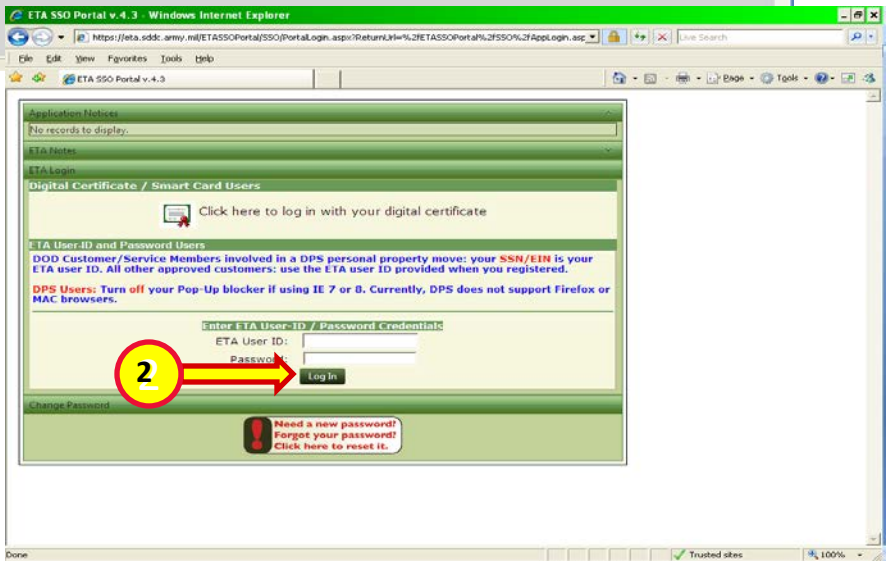
It is very important to make sure your pop-up blocker is turned off. DPS is considered a "pop-up" and you will not be able to access DPS with pop-up blockers turned on.

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

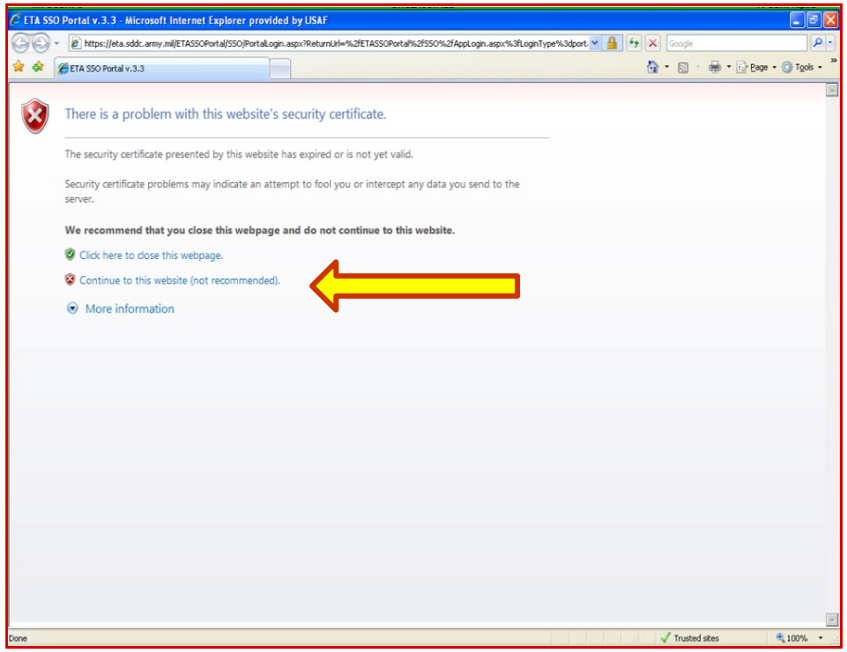
Filing a Claim

The next screen will be your actual login page. Click on "**Accept**" (1) to continue. If you registered for an account with your CAC, Click on the "**Click here to log in with your digital certificate**." Otherwise, you will need your ETA **User ID** and the **Password** which was provided to you via email from the DPS Administrator. Enter the requested information in the blank boxes provided. Once completed, Click the "**Log In**" button (2).



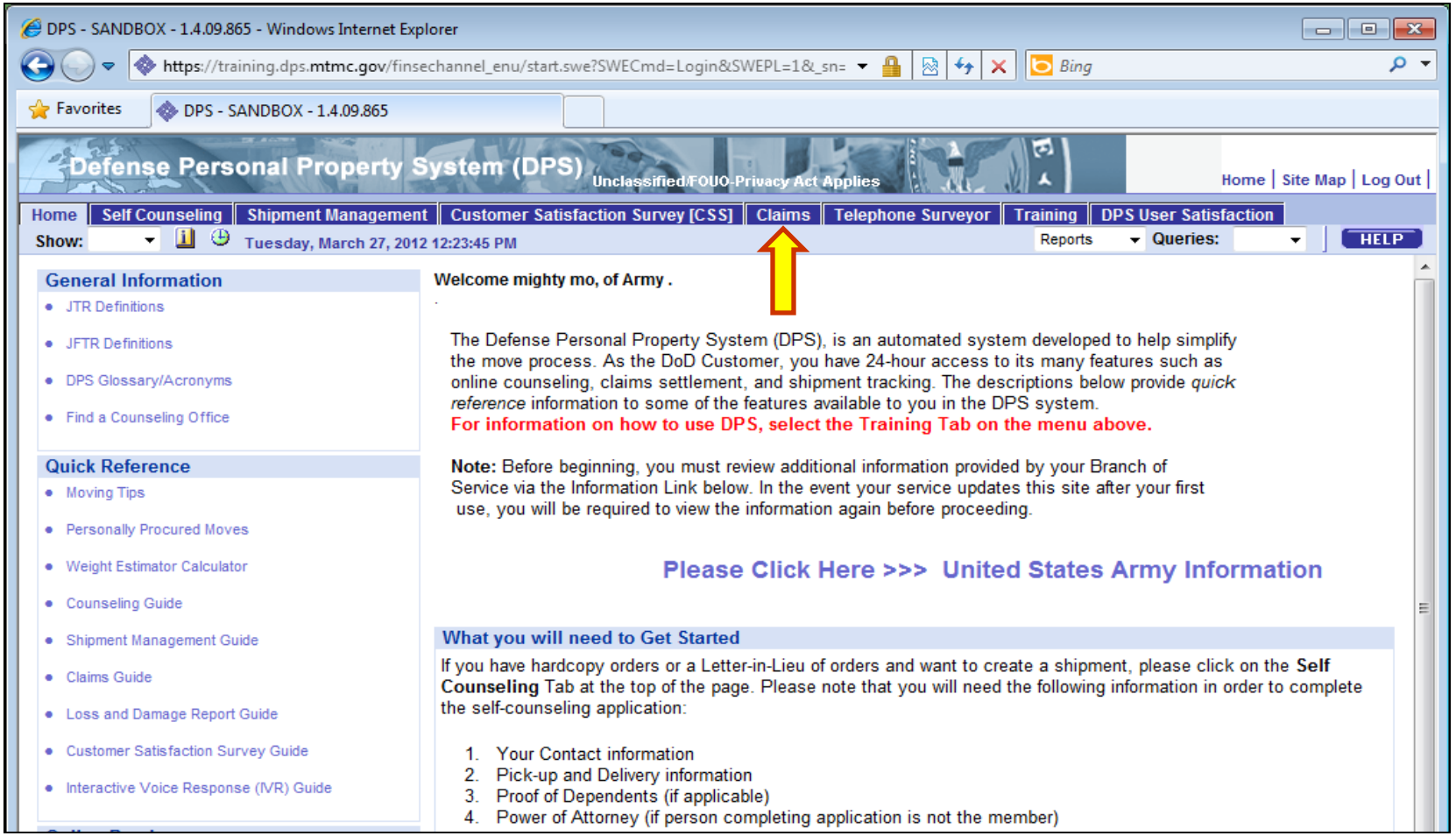


If you receive the below Certificate Error, click the second option "Continue to this website (not recommended)". You are accessing a HTTPS secure website, and it is safe to proceed.



Filing a Claim

The first step to initiate your DPS claim after logging into DPS is to click the "**Claims**" tab at the top of the page. This will take you to your "**Claims Home Page**".

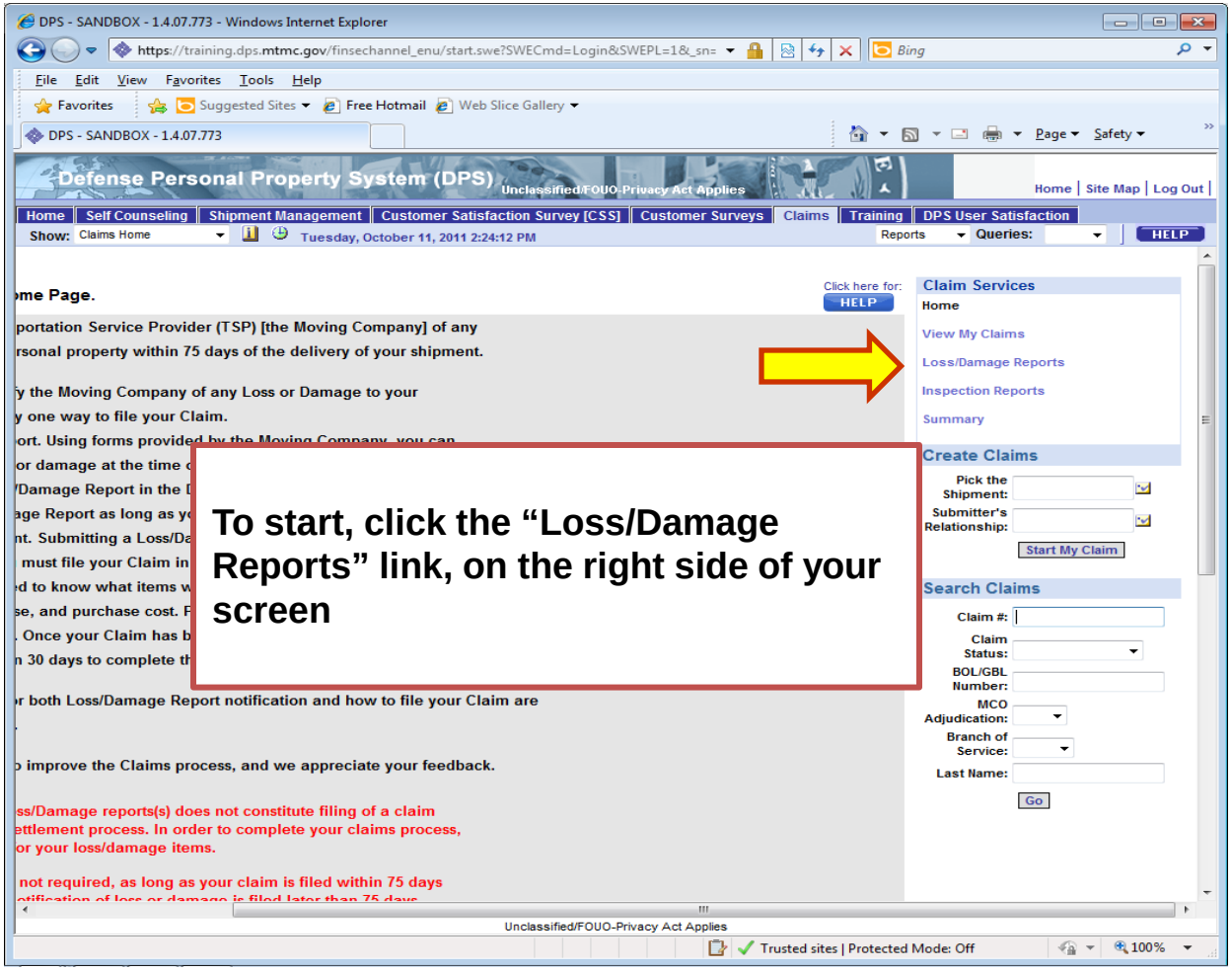


Filing a Claim

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

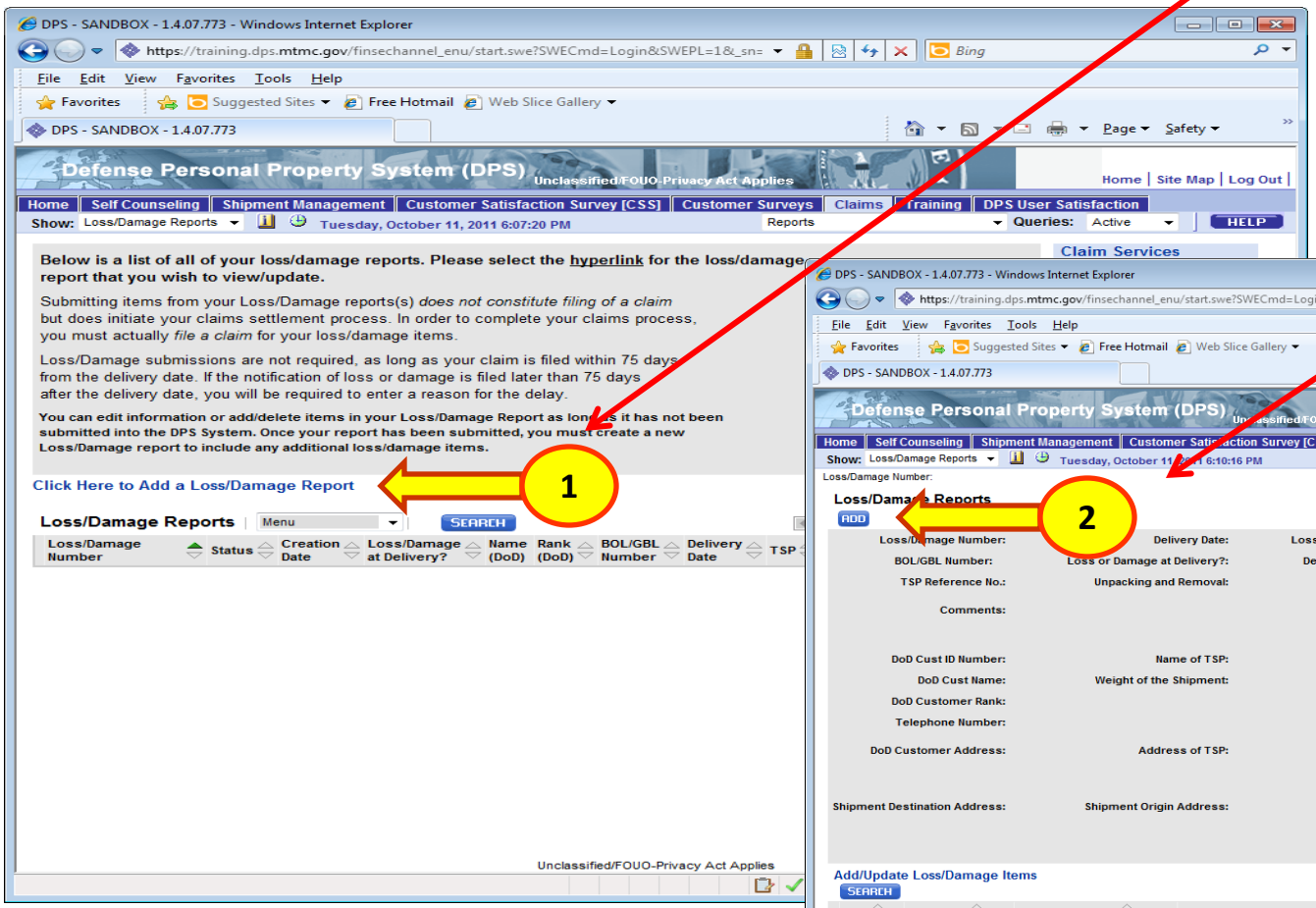
Reminder:

- **Loss or damage to an item should be reported to the TSP via DPS within 75 days of the date of delivery. Note: You do not have to file a Loss/ Damage Report as long as you file your Claim in DPS within 75 days of the delivery of your shipment.**
- **A Loss/Damage Report will not start an actual claim for you. It only acts as a notice to the TSP of your intent to file a claim within 9 months of delivery and qualify you for FRV.**

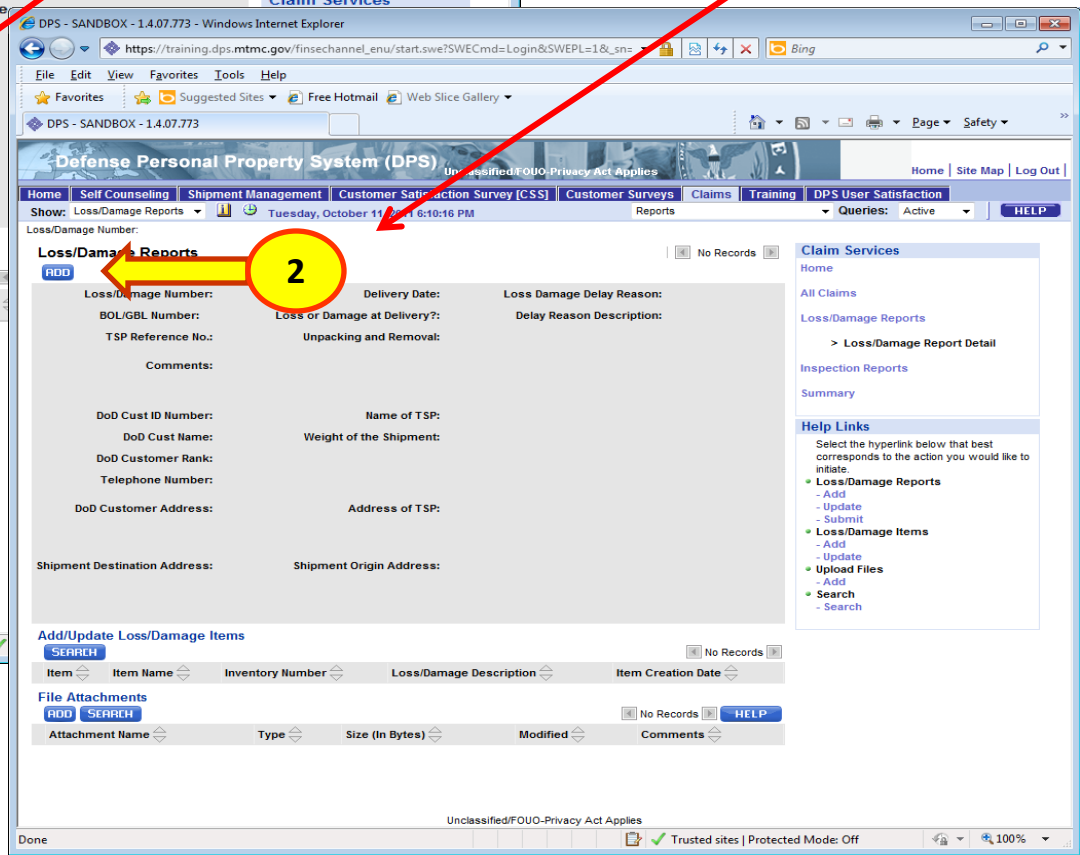


Filing a Loss/Damage Report

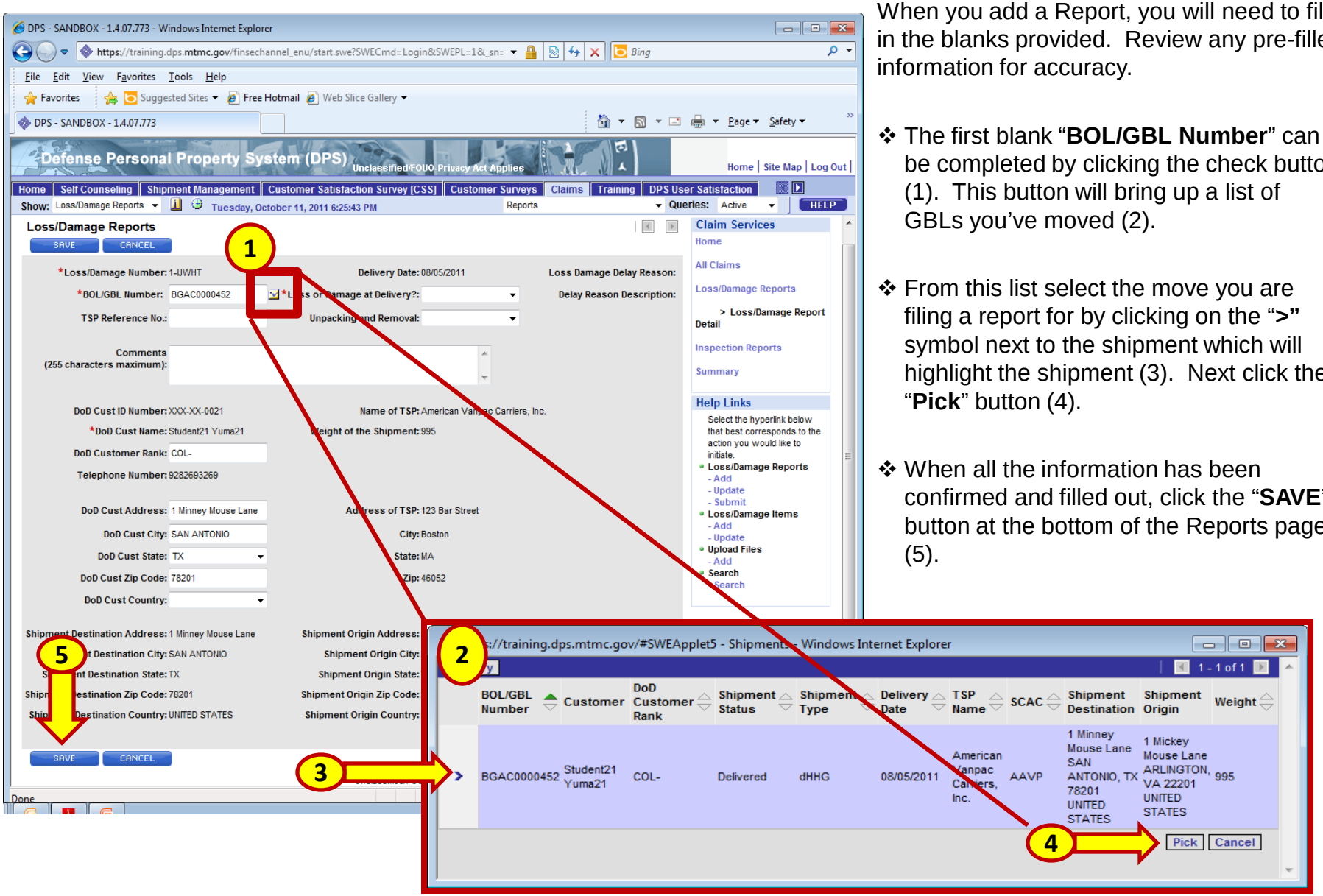
Click the link "**Click Here to Add a Loss/Damage Report**" (1). Completing the Loss/Damage Report will confirm your intent to file a claim within 9 months under FRV**.** **Note: If you are filing a claim now and it is within 75 days of delivery of the shipment, you can skip this step and continue to slide 14.**



Click "**ADD**" (2) at the top of the page, below the words "**Loss/Damage Reports**".



Filing a Loss/Damage Report

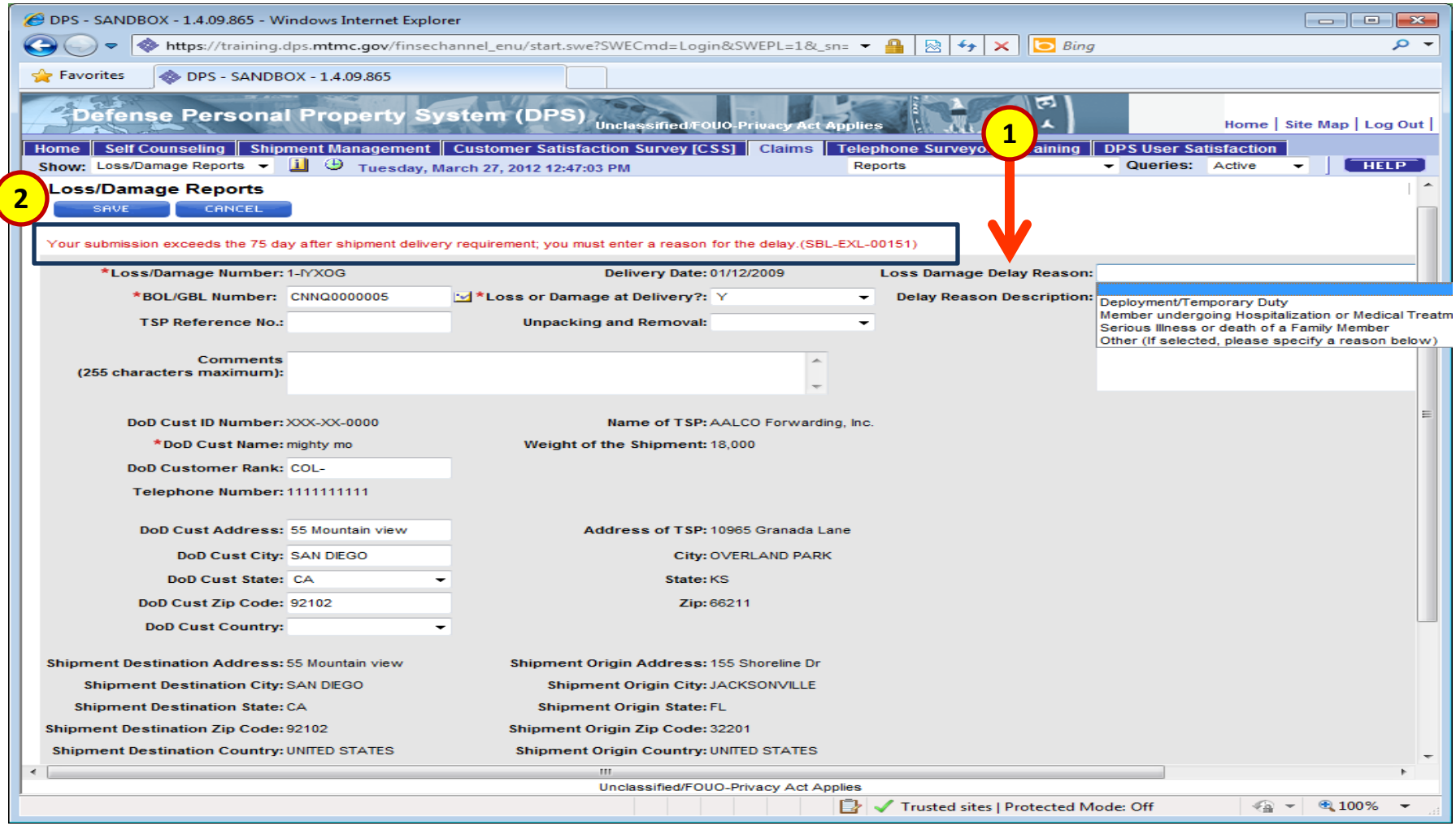


When you add a Report, you will need to fill in the blanks provided. Review any pre-filled information for accuracy.

- 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 by clicking on the "**>**" symbol next to the shipment which will highlight the shipment (3). Next click the "**Pick**" button (4).
- When all the information has been confirmed and filled out, click the "**SAVE**" button at the bottom of the Reports page (5).

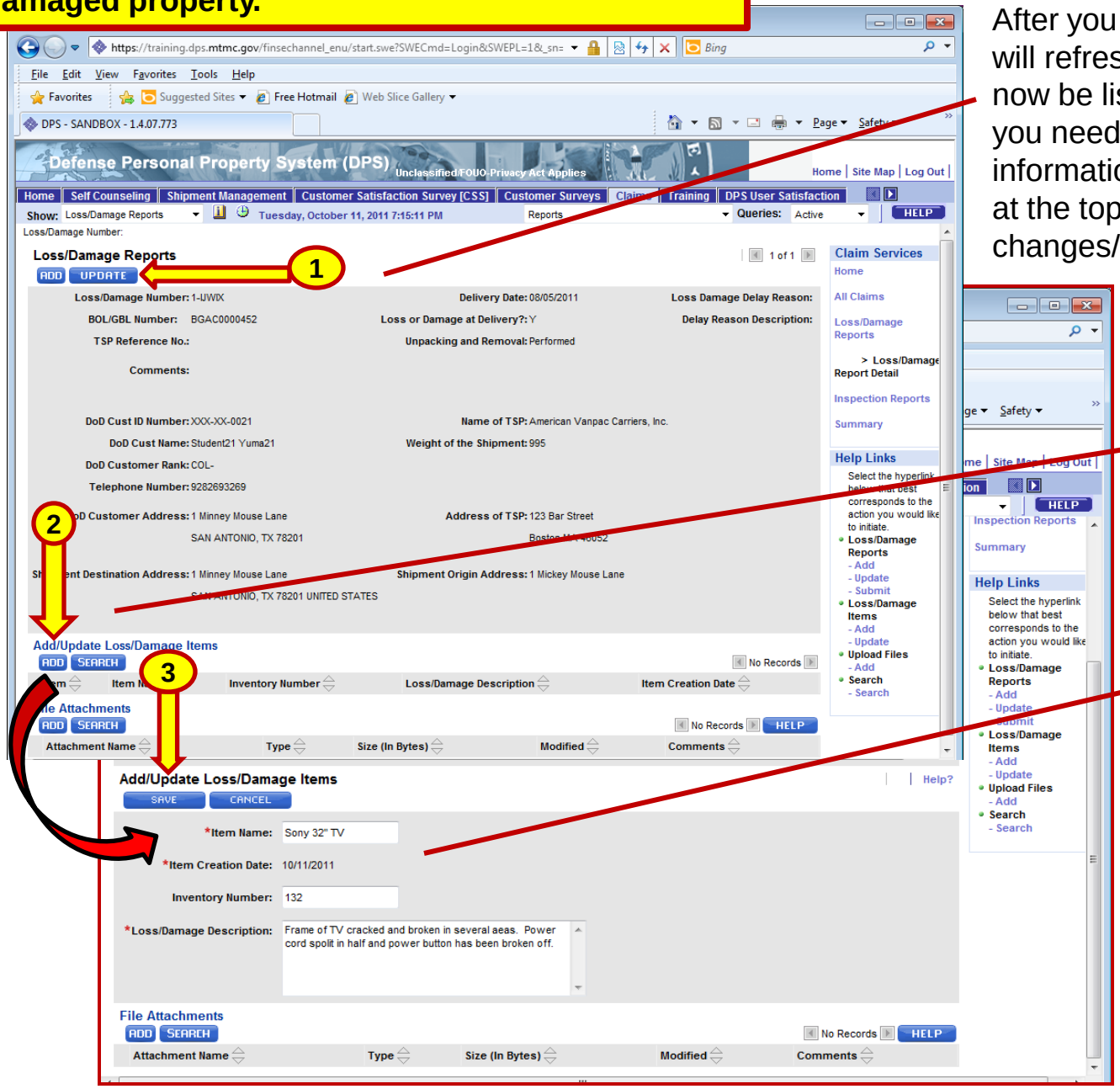
Filing a Loss/Damage Report

If it has been more than 75 days after shipment delivery, you must enter a reason for the delay. Click on the "**Loss Damage Delay Reason**" box and select the appropriate reason. Add any additional information in the "**Delay Reason Description**" box. Once entered, click on the **"SAVE"** button (2).



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

Filing a Loss/Damage Report



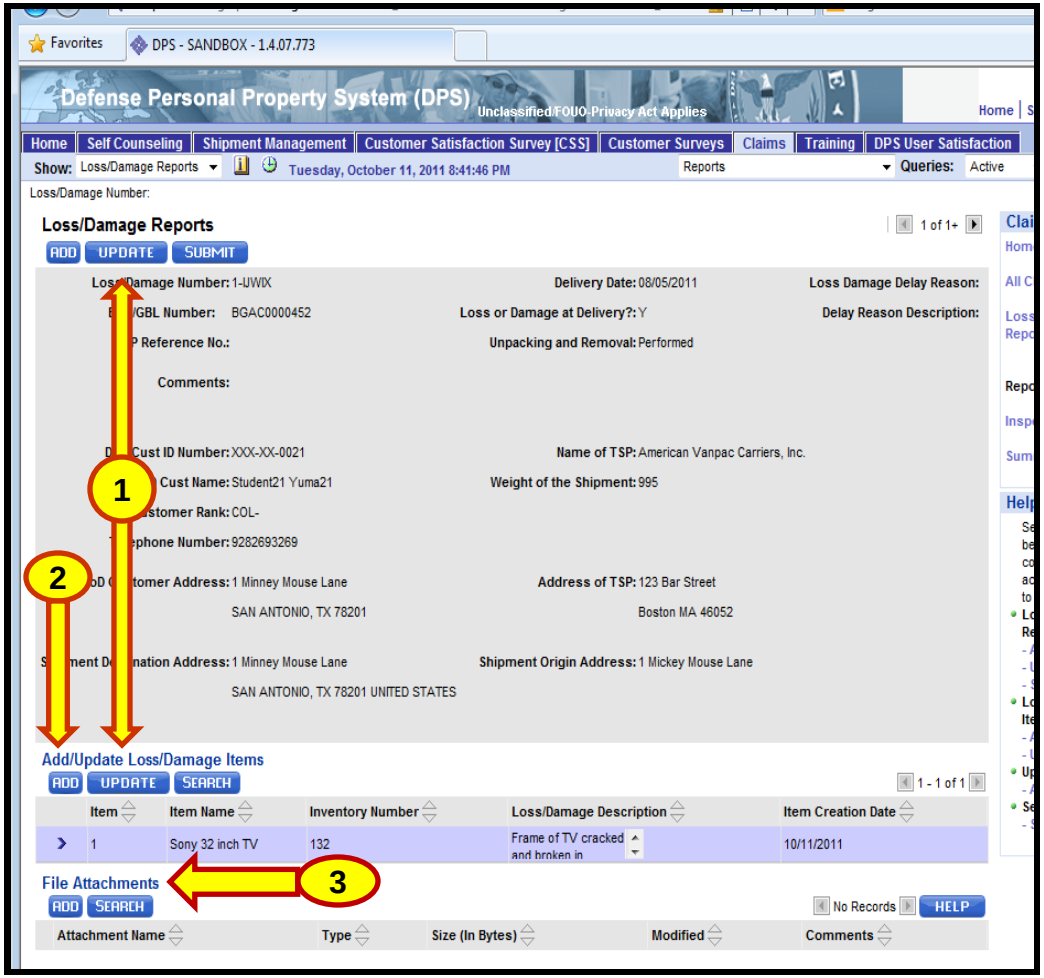
After you save your report, the page will refresh and your information will now be listed in the top gray area. If you need to change any of this information, click the "**Update**" button at the top (1), then make any needed changes/corrections.

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).

Repeat above steps until all items have been added. Remember to always click "SAVE" after each entry.

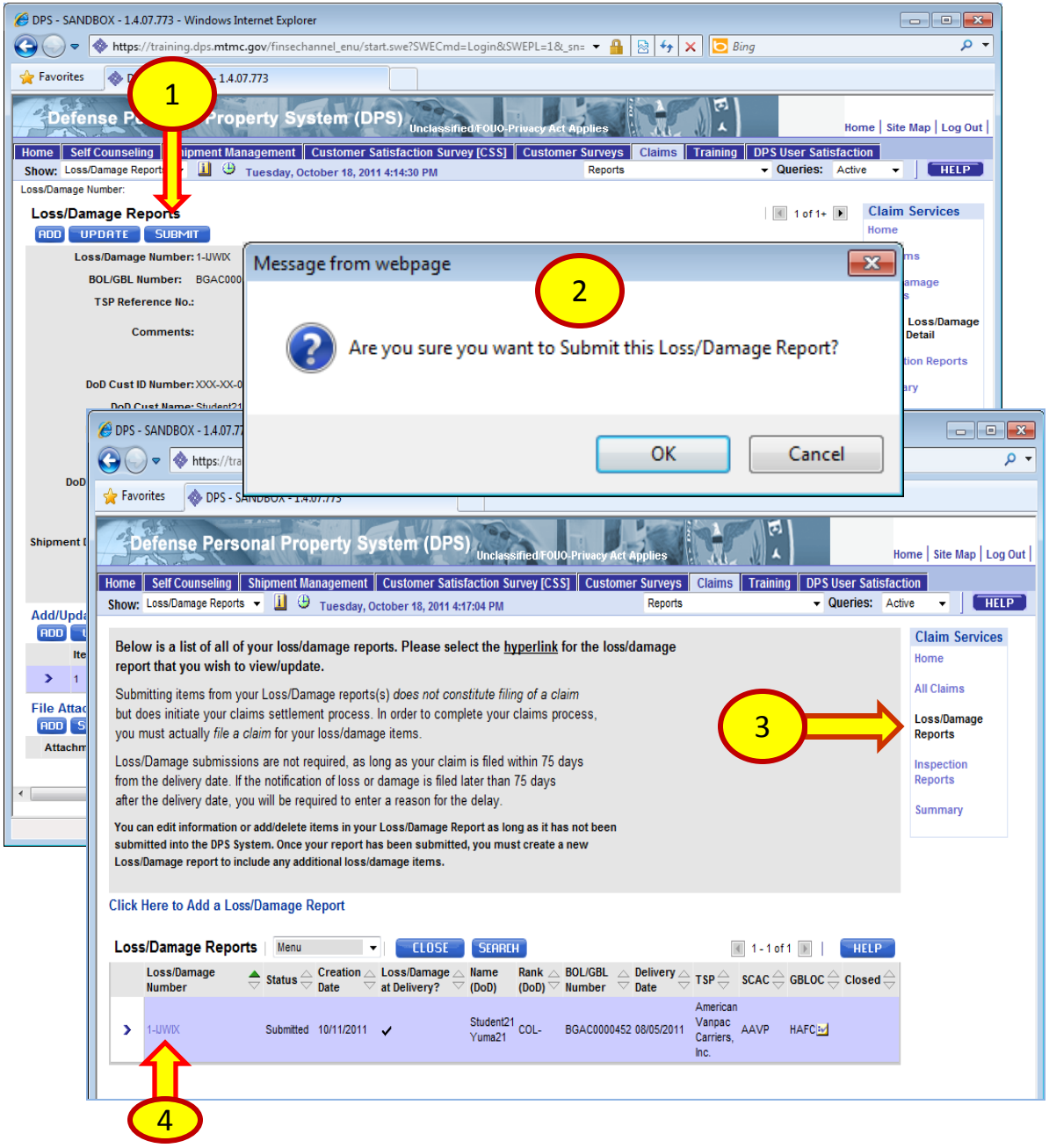
Filing a Loss/Damage Report



Your "***Loss/Damage Reports***" and "***Add/Update Loss/Damage Items***" should both be filled in now. 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).

File Attachments (3) should not be completed for a Loss/Damage Report. Any supporting attachments should be attached when you complete the actual claim in DPS.

Filing a Loss/Damage Report



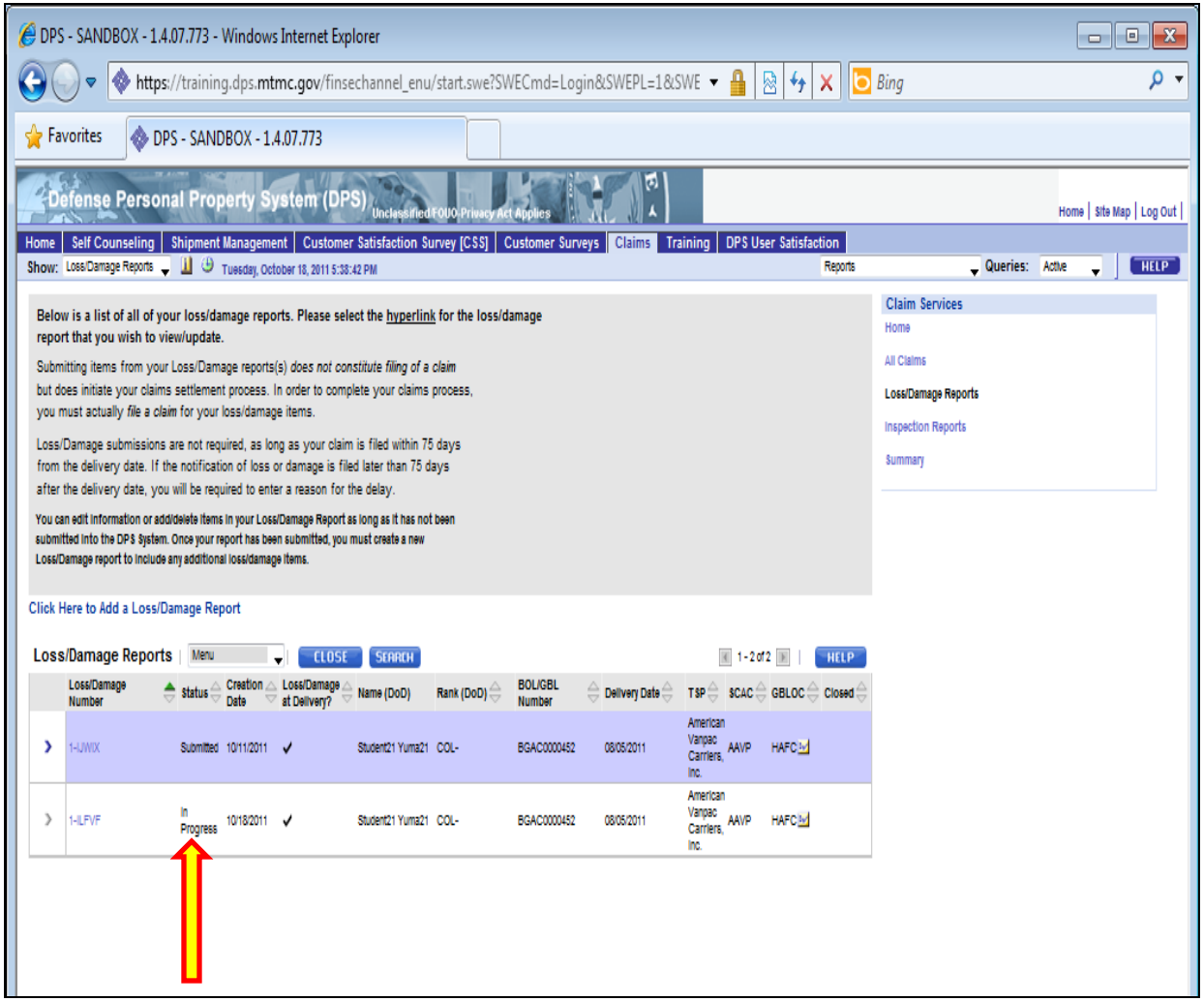
When all items have been added, click on the **"Submit"** button to file the Notice of Loss/Damage After Delivery. (1)

A dialogue box will appear asking **"Are you sure you want to submit this Loss/Damage Report?"** Click "**OK"** to submit **or "CANCEL**" to add additional items. (2)

To verify your Loss/Damage Report has been successfully submitted, click on the "***Loss/Damage Reports***" on the right side of the screen to go back to that page. (3)

The Loss/Damage Report(s) should be displayed under "**Loss/Damage Reports**". To review the report, click on the Loss/ Damage number. (4)

Filing a Loss/Damage Report

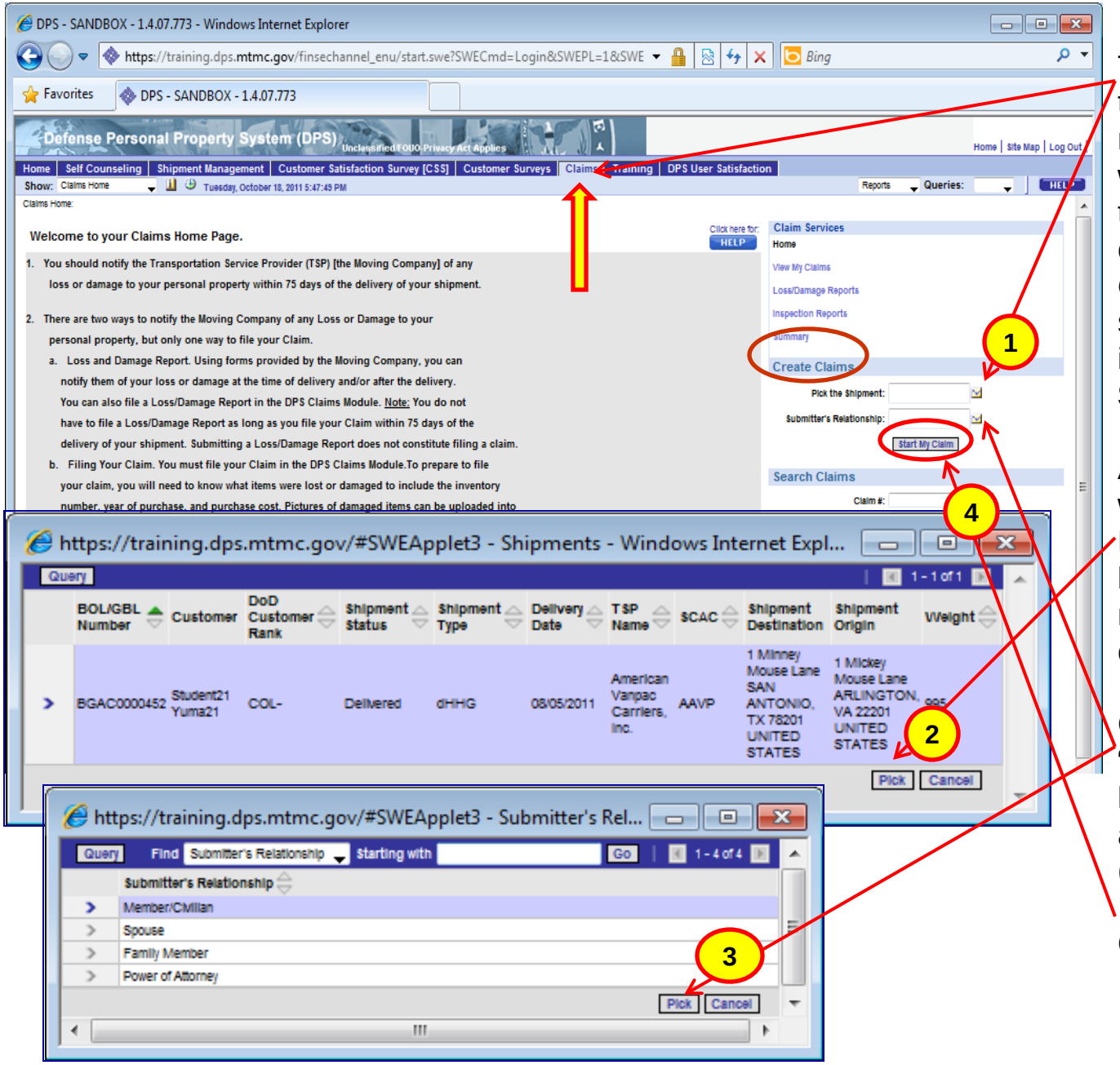


Remember:

* 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 must be accomplished.

Filing a Claim



To begin filing a claim, click on the "***Claims***" tab at the top to refresh the page. Next you will need to pick the shipment that will be associated with the claim. Under the "***Create Claims"*** section on the right side of the screen, click on the icon next to **"Pick the Shipment:"**. (1)

A dialogue box will appear with a list of shipments. Highlight the correct shipment by clicking on the "**>**" symbol next to the shipment and then click on **"Pick."** (2)

Click on the icon to choose "**Submitter's Relationship**"; highlight the appropriate answer and then click **"Pick."** (3)

Click **"Start My Claim."** (4)

Filing a Claim

On this screen, new claims can be created, updated, deleted, or printed.

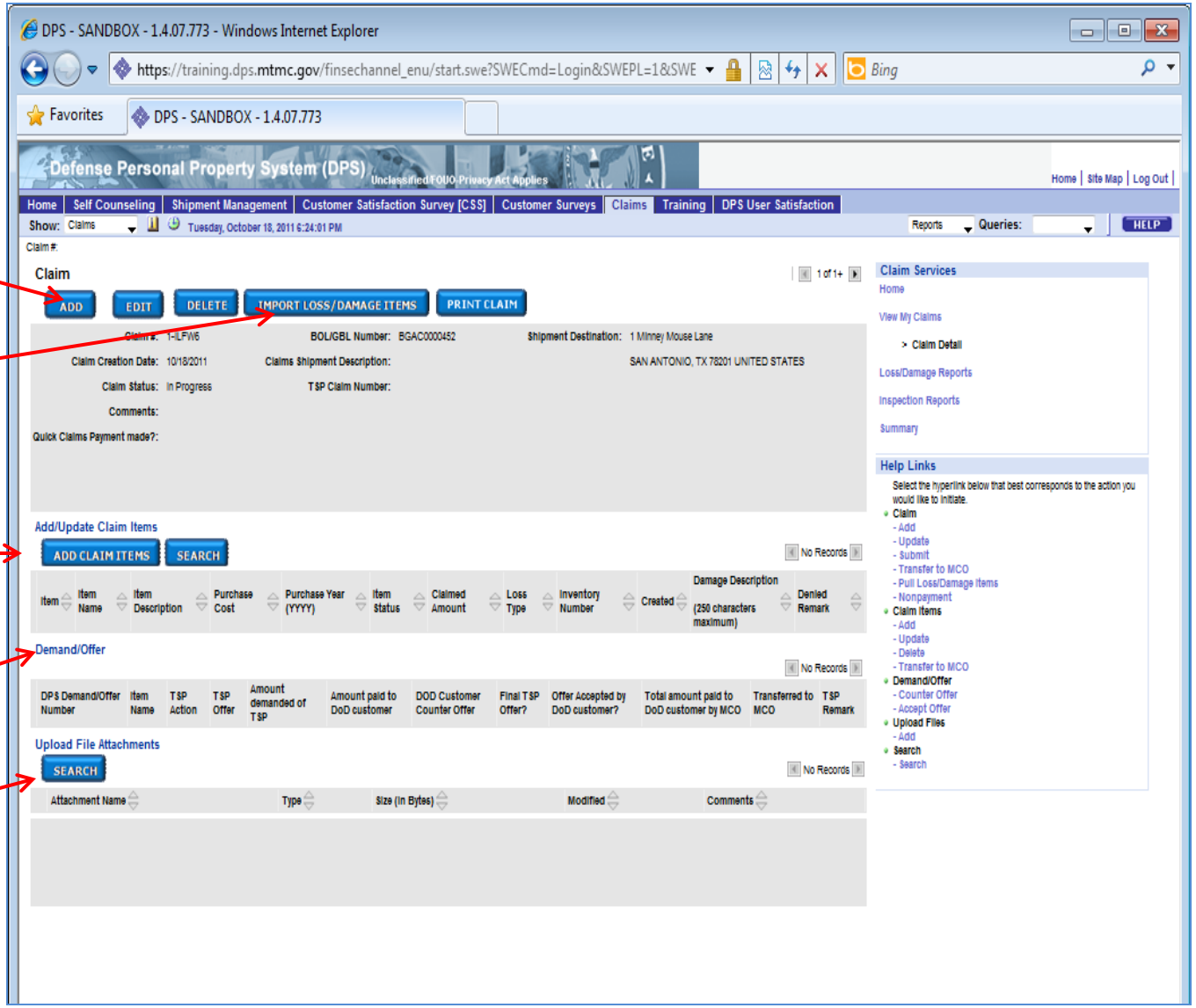
Create a new claim by clicking "**ADD**"

Import your Loss/ Damage Report.

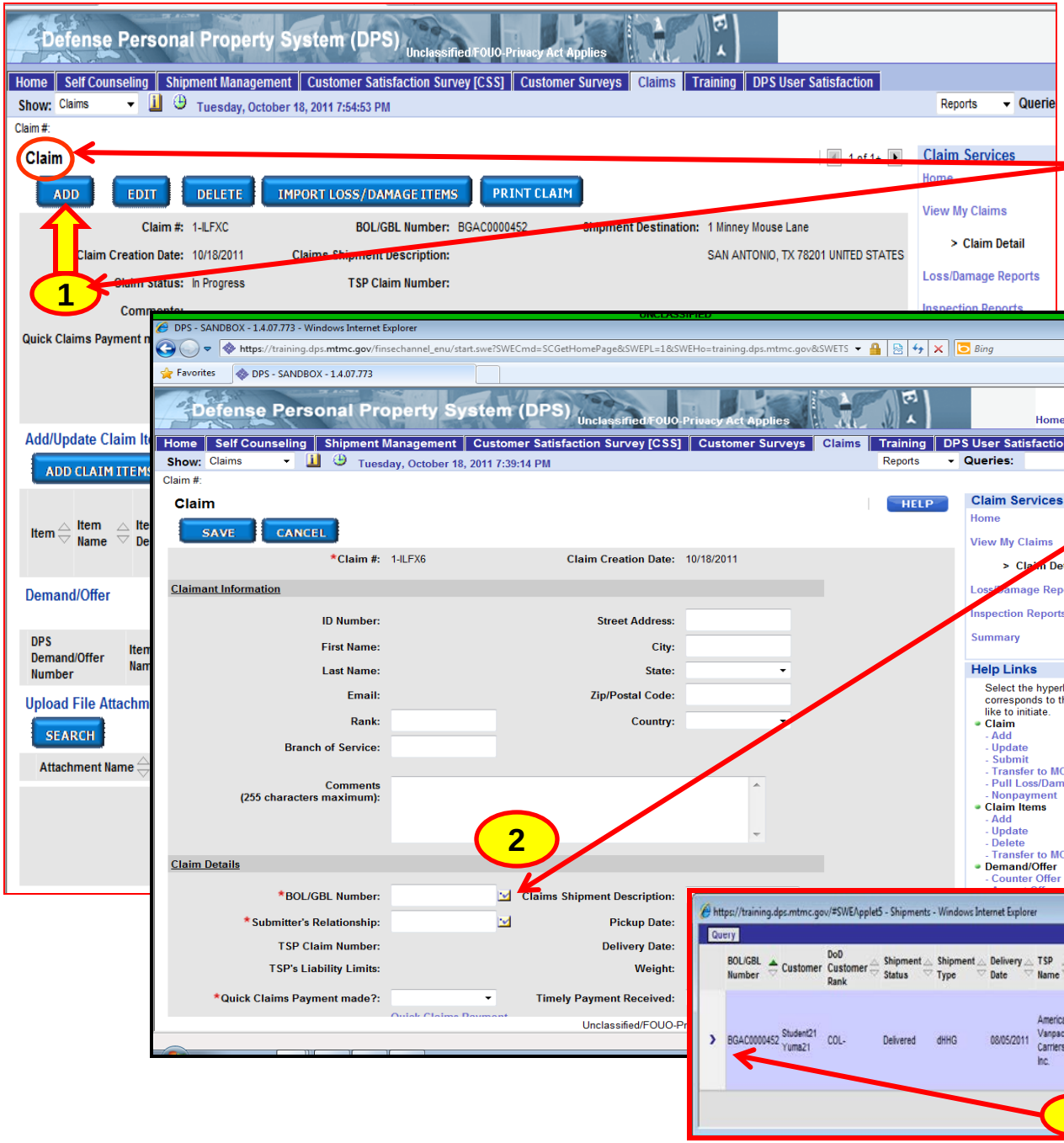
Items can be added/updated to a claim

Demands/Offers can be checked

Search file attachments



Filing a Claim



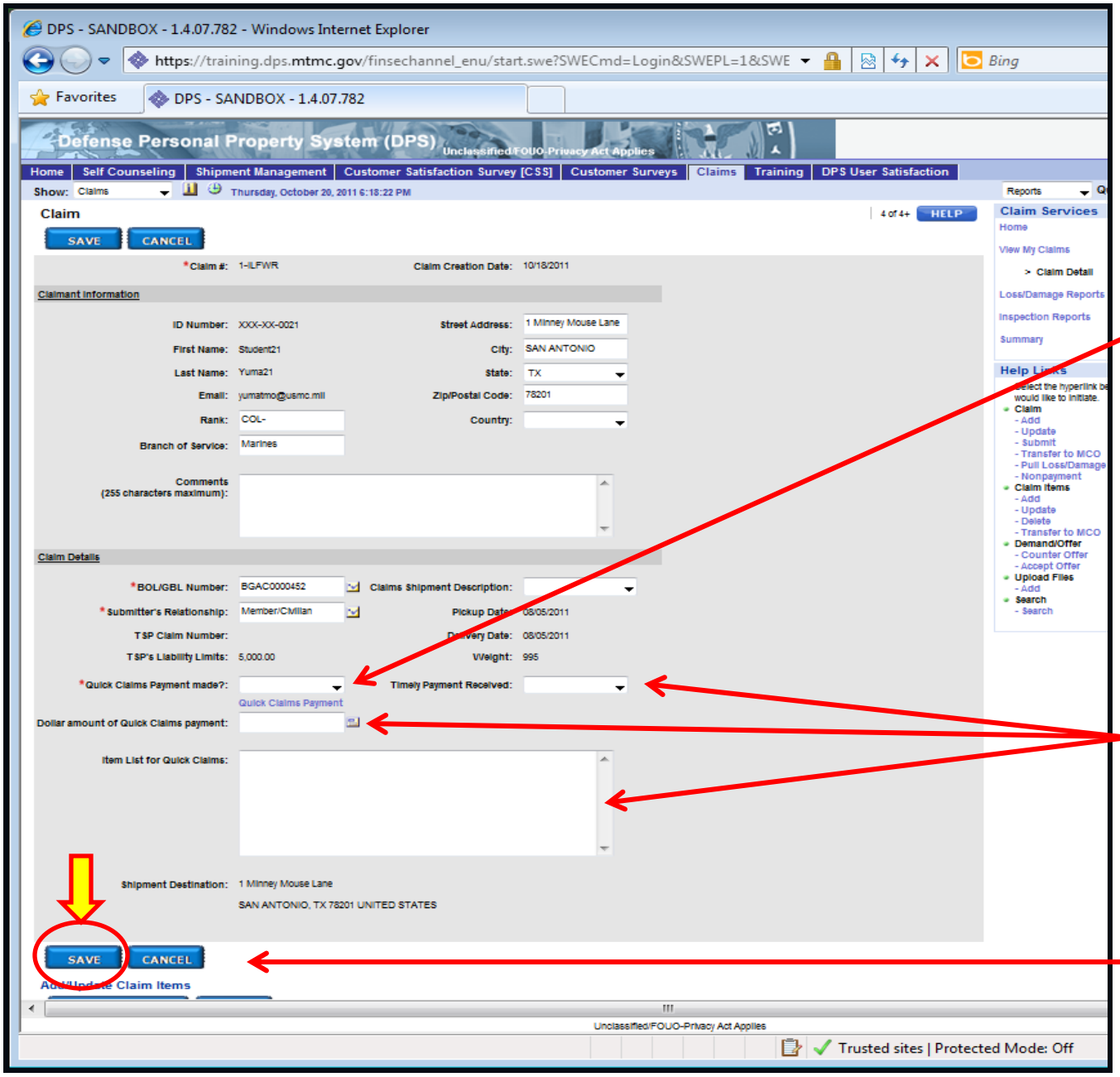
To begin a claim, click on the "ADD" button under "Claim" (1).

Page will refresh

Click on the icon next to "**BOL/GBL Number**" to select the shipment for the claim (2).

A dialogue box will be displayed (3). Highlight the shipment you want to file a claim on by clicking the **>** symbol and then click on "**Pick**". The screen will refresh (see next slide).

Filing a Claim



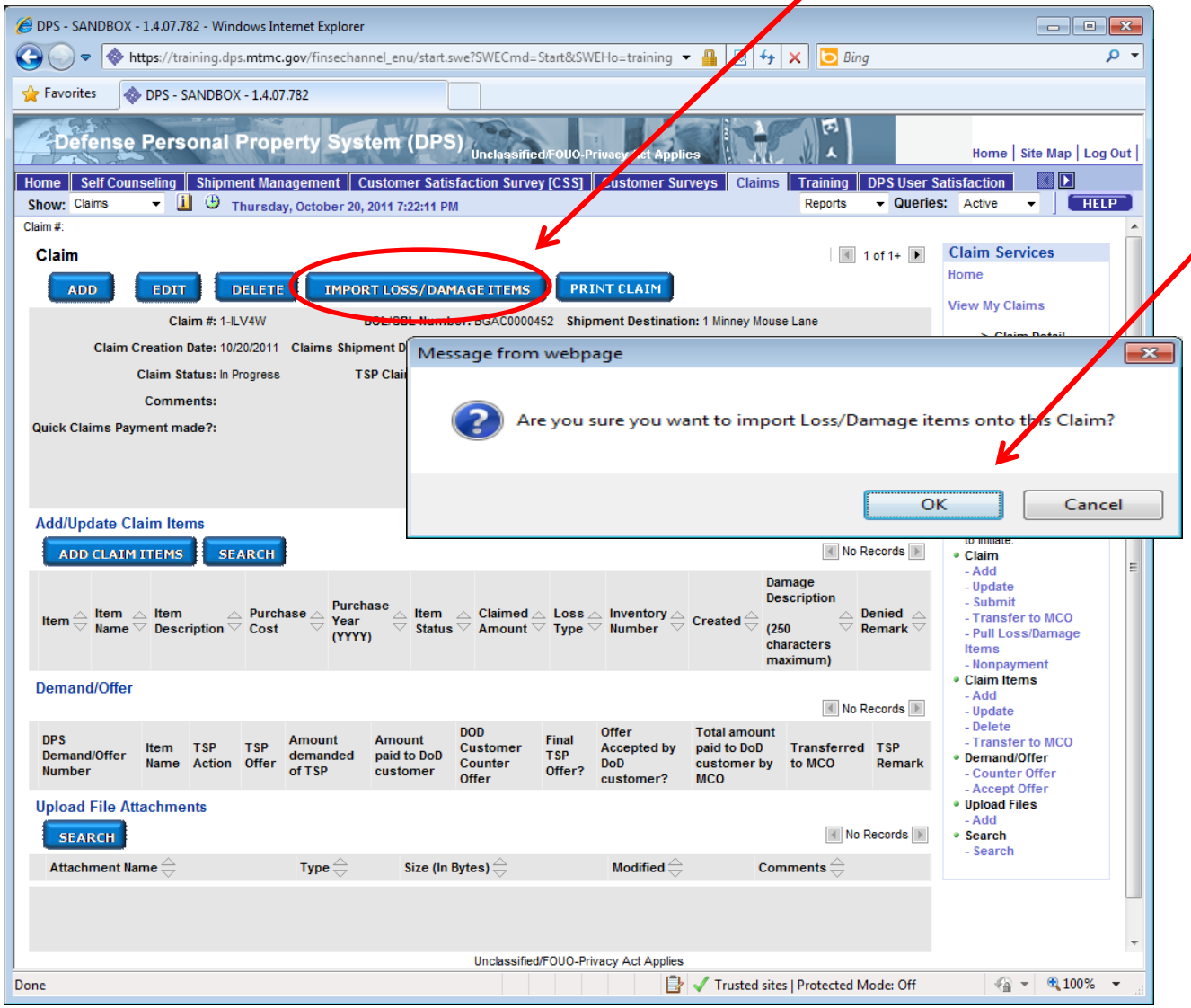
Claimant and Shipment information is automatically filled in. Review for accuracy. Items with a **Red Asterisk** are mandatory fields.

Use the Drop Down to answer "**Quick Claims Payment made**?" (Quick claims payment would have happened at delivery or immediately after for damage to household goods noted during the delivery). Select "**Y**" if payment was received and "**N "**if payment was not received. If "**Y**", answer if "**Timely Payment Received**", the "**Dollar Amount**", and "**List the Items covered by the Quick Claim**".

Scroll down and click the "**SAVE**" button to save entries.

Filing a Claim

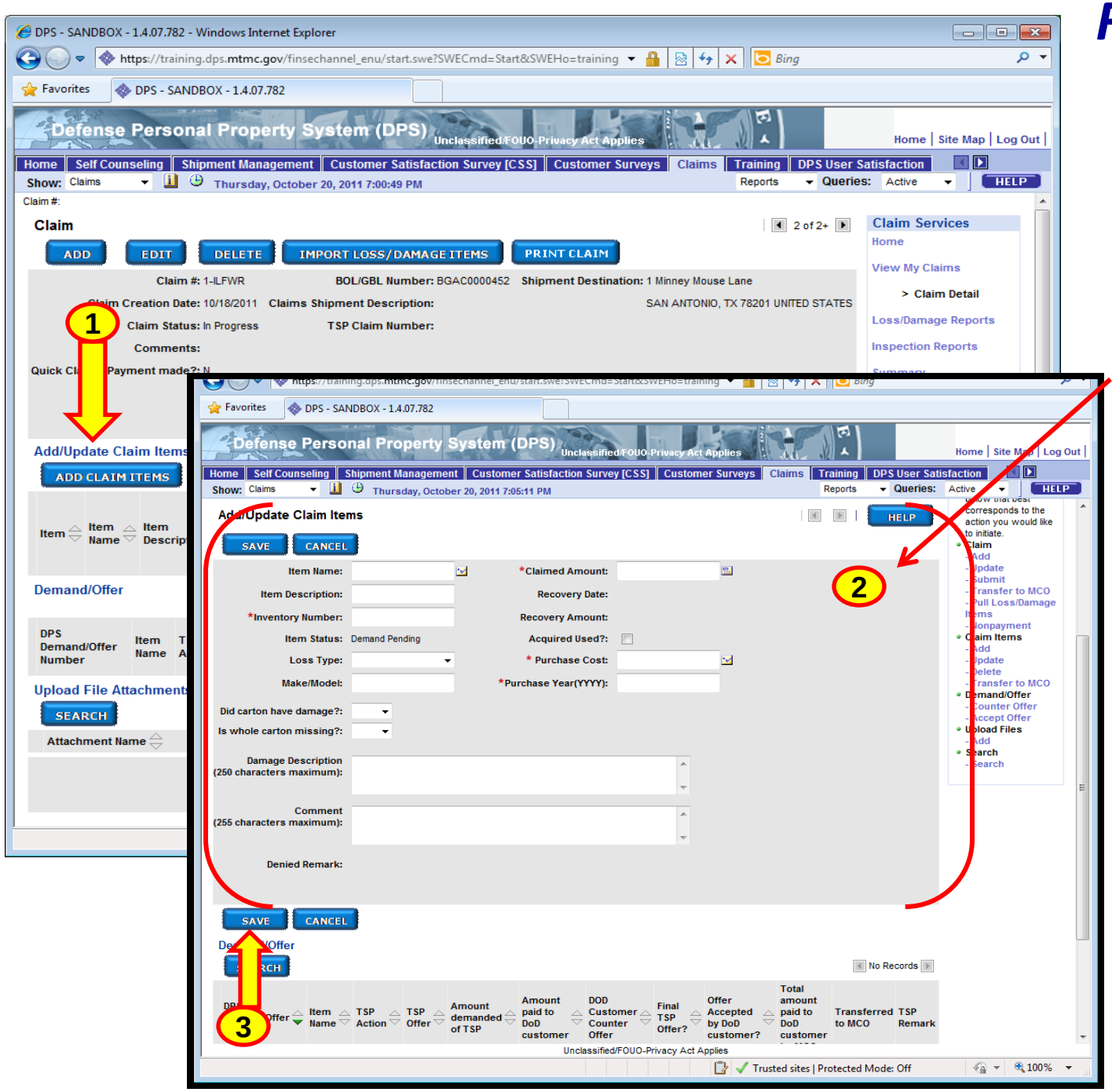
If a Loss/Damage Report was previously submitted, you have the option to pull items from your Loss/Damage Report by selecting **“Import Loss/Damage Items.”**



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 (see next slide).

Filing a Claim



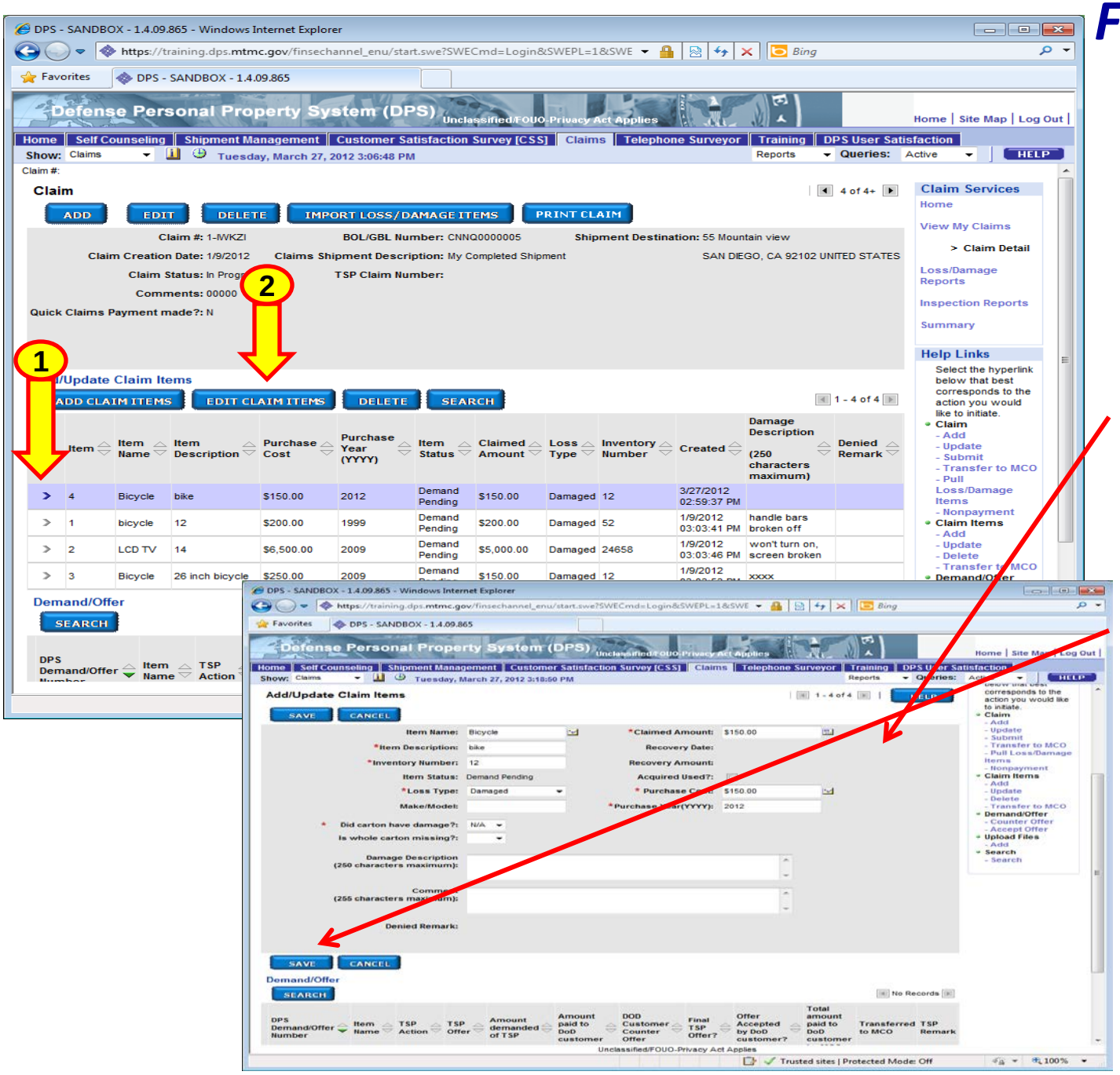
To add Items to the claim, click on **"ADD CLAIM ITEMS."** (1)

Fill in as much information as possible. Mandatory fields are indicated by a **Red Asterisk**. (2)

Remember to click "**SAVE**" when you have completed entering the information for each item. (3)

Note: Repeat above process until all items to be claimed have been added.

Filing a Claim



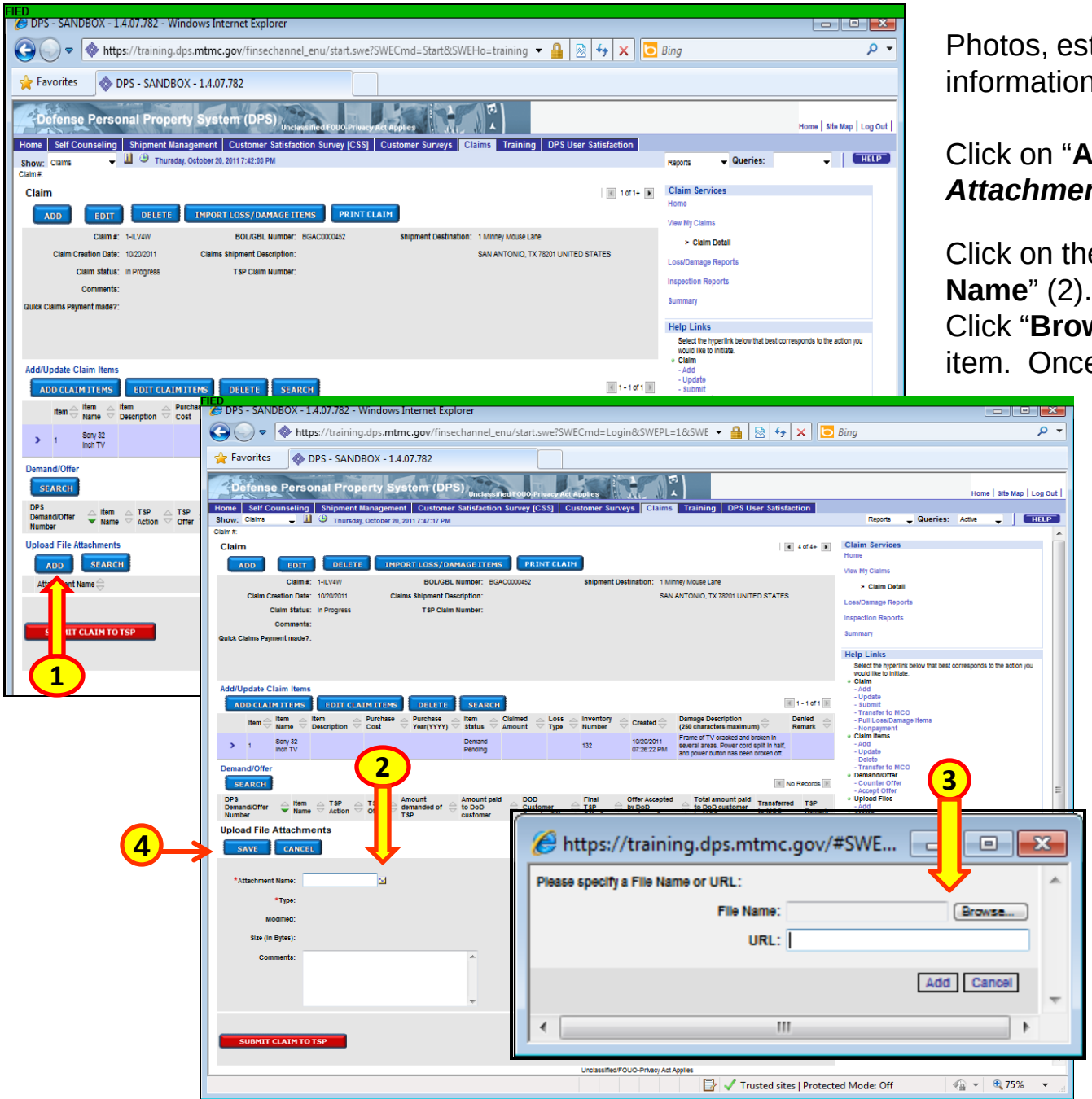
To update/edit an Item, highlight the item by clicking on the "**>**" symbol next to the Item number (1). Then click on **"EDIT CLAIM ITEMS."** (2)

Update the information as necessary. Mandatory fields are indicated by a **Red Asterisk**.

Remember to click "**SAVE**" when you have completed entering the information for each item.

Note: Repeat above process until all items have been updated.

Filing a Claim



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

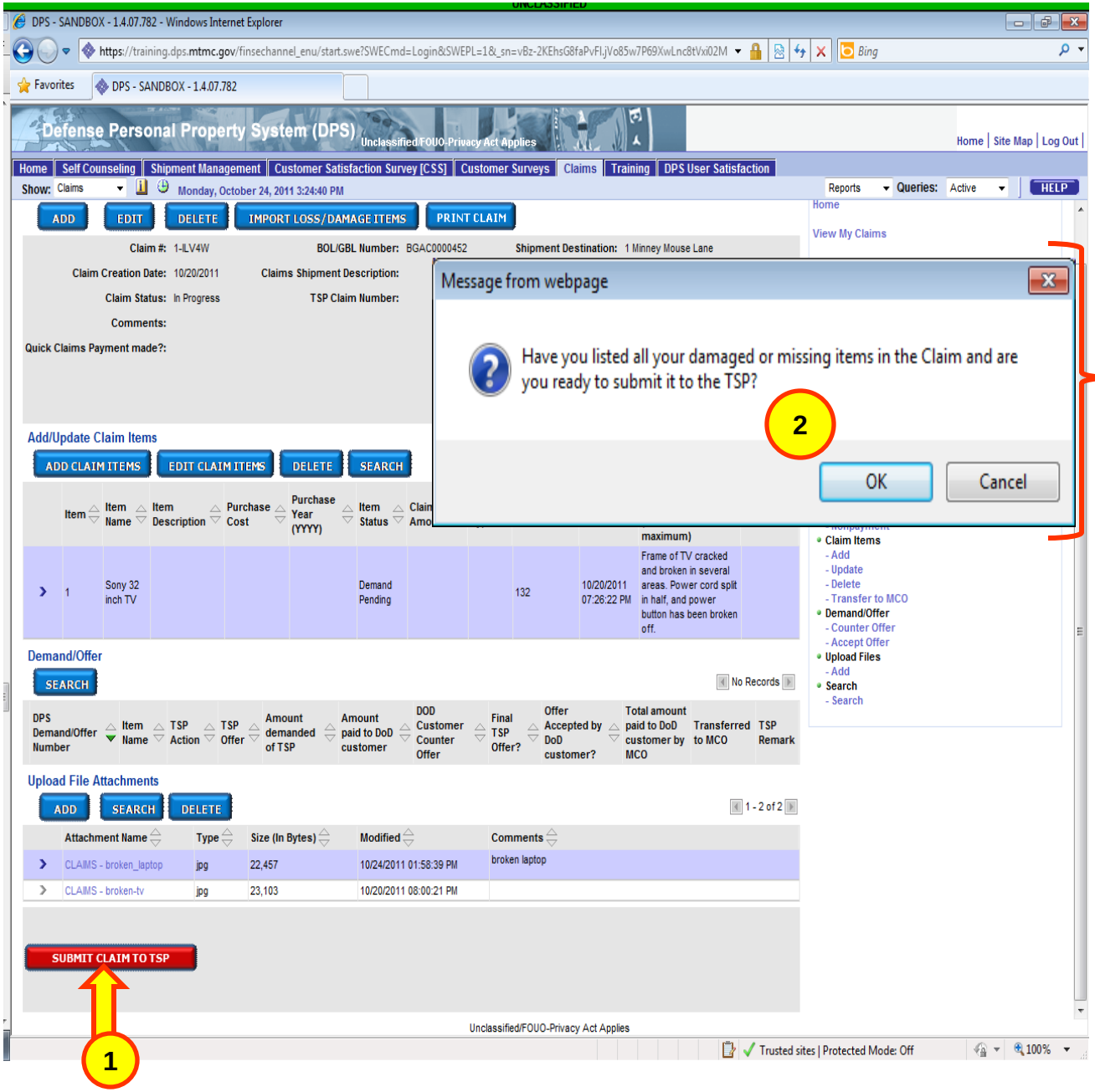
Click on "**ADD**" under "***Upload File Attachments***". (1)

Click on the icon next to "**Attachment Name**" (2). A dialogue box will appear (3). Click "**Browse**" or type in URL to select the item. Once you select the item, the page will automatically refresh displaying the information. Enter **"Comments"** as necessary. Click "**SAVE**" to continue (4).

Repeat above steps until all attachments have been added. Remember to click "SAVE" after each entry.

*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.*

Filing a Claim

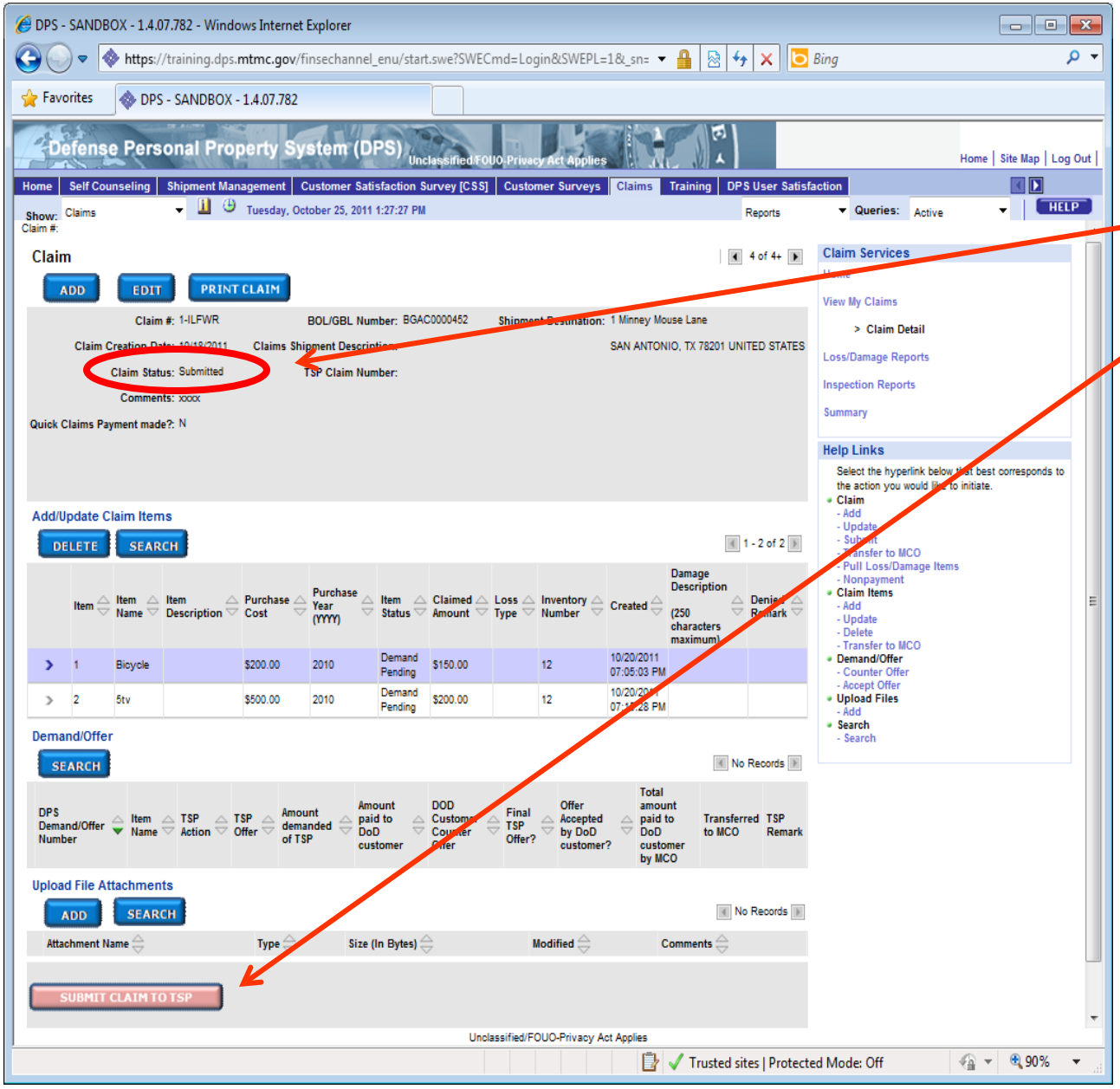


After all items have been entered, you are ready to submit your claim to the TSP.

Scroll down to the bottom of the screen and Click "***SUBMIT CLAIM TO TSP***". (1)

Click "***OK"*** in the dialogue box to complete the submission process. Click **"Cancel"** if you are not ready to submit. (2)

Filing a Claim



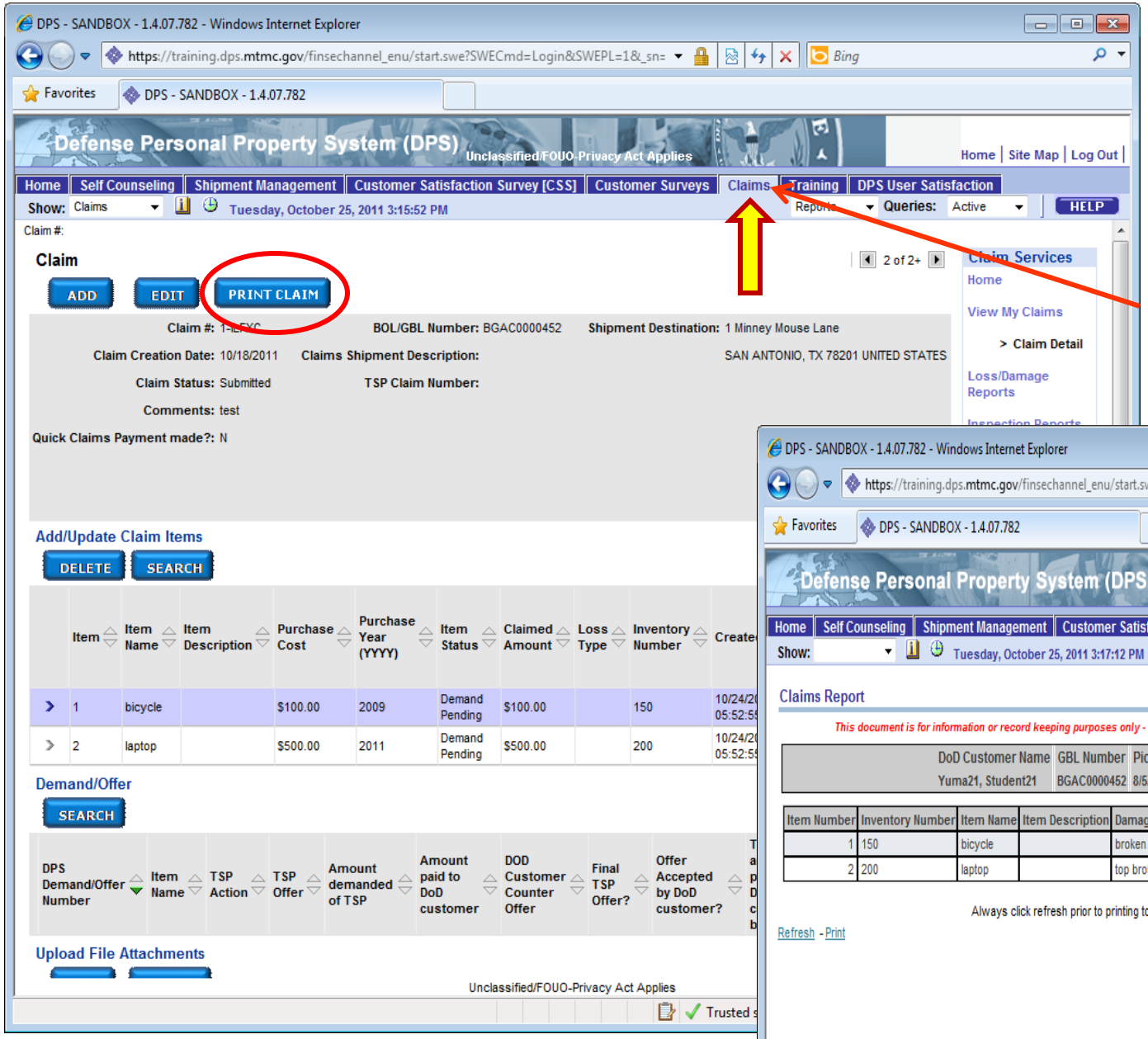
Once the "**SUBMIT CLAIM TO TSP**" button has been clicked …

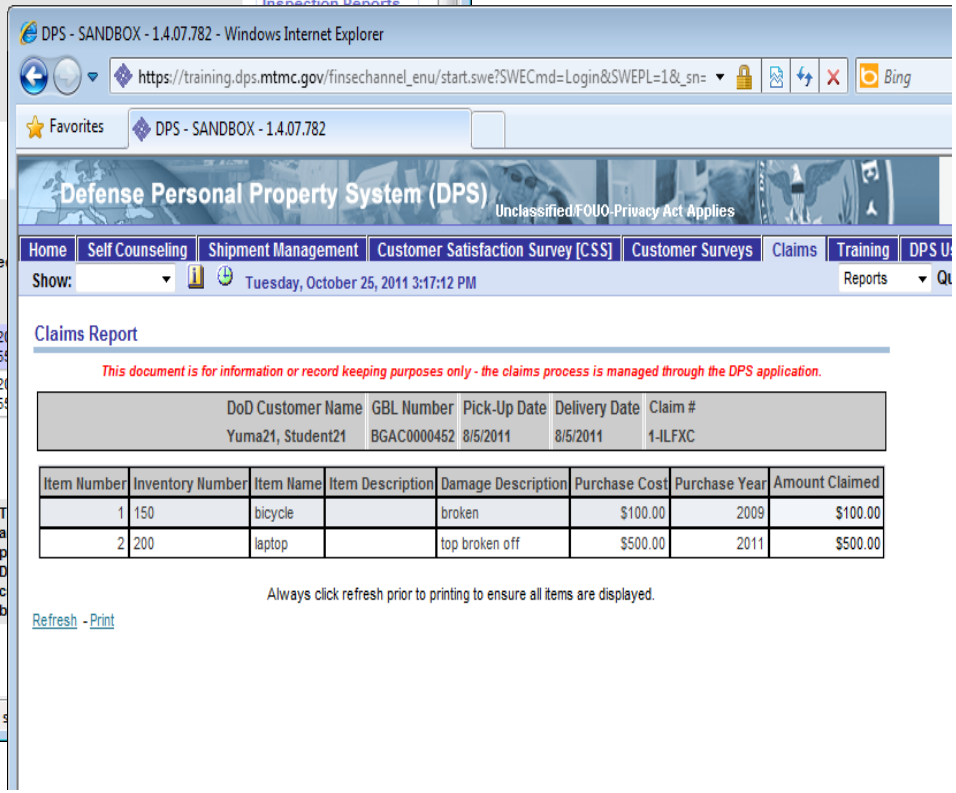
- The claim status changes to "**Submitted**".
- The "**SUBMIT CLAIM TO TSP**" button is grayed out.
- An email is sent to the TSP advising that a claim has been filed.
- The TSP will update the member via email regarding the status of their claim.
- Members should check DPS regularly for updates to their claim status.

Print a Claim

To print a copy of the claim, click on "**PRINT CLAIM**" at the top of the screen. DPS will display a "**Claims Report"** that can be printed for your records.

Note: After printing the document, Click on the "Claims" tab at the top to return to the Claims Home Page.

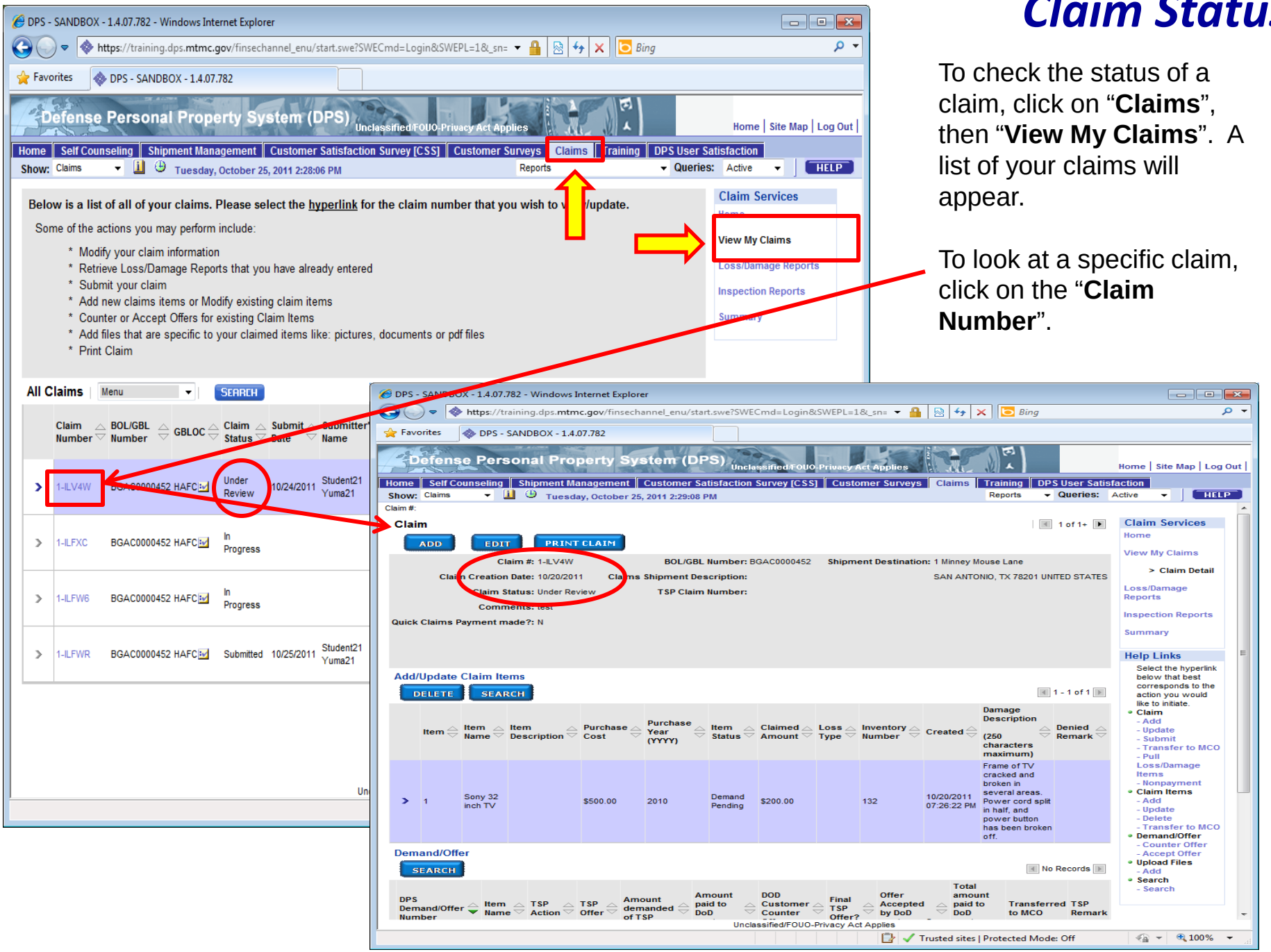




Claim Status

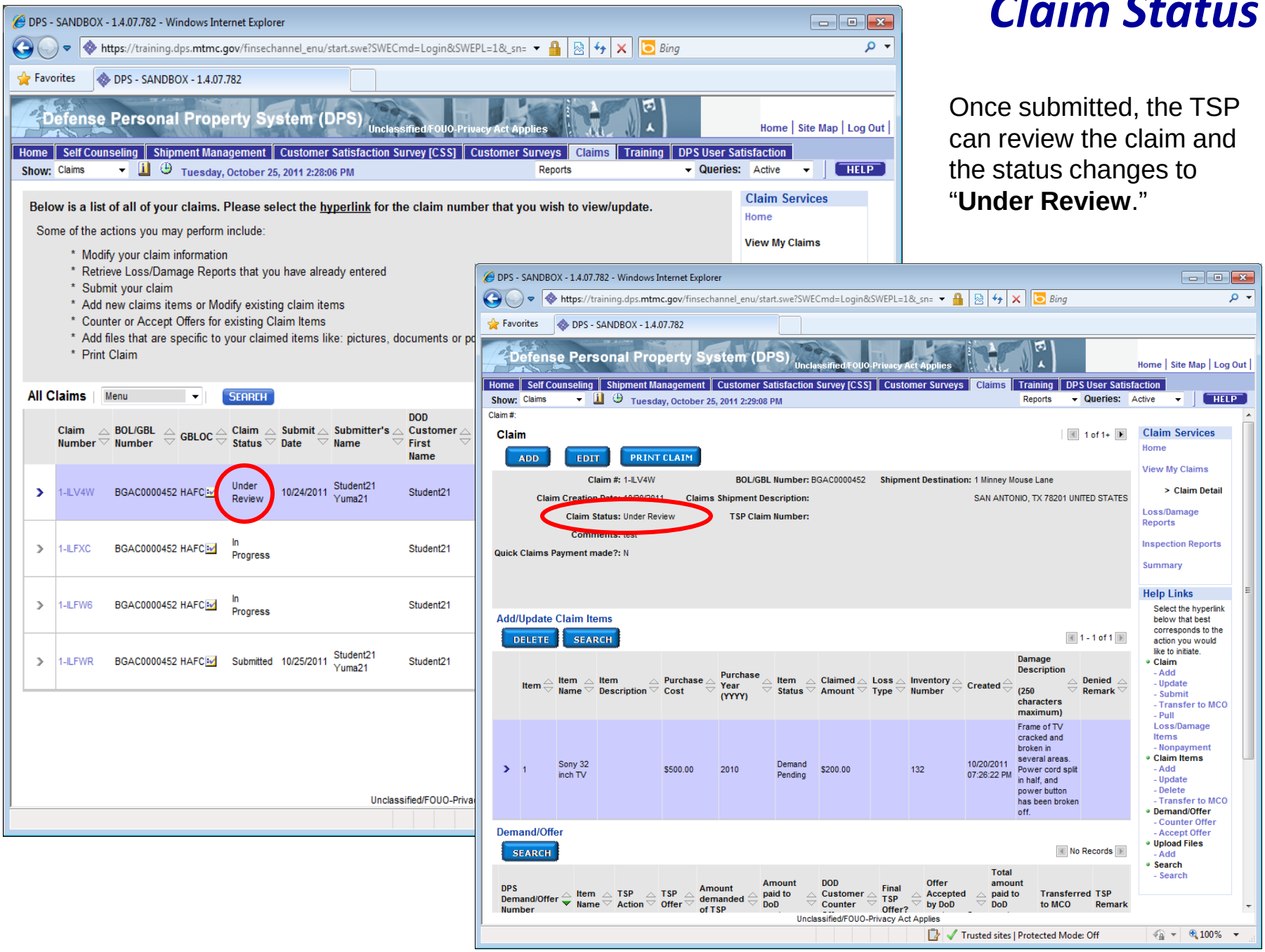
To check the status of a claim, click on "**Claims**", then "**View My Claims**". A list of your claims will appear.

To look at a specific claim, click on the "**Claim Number**".

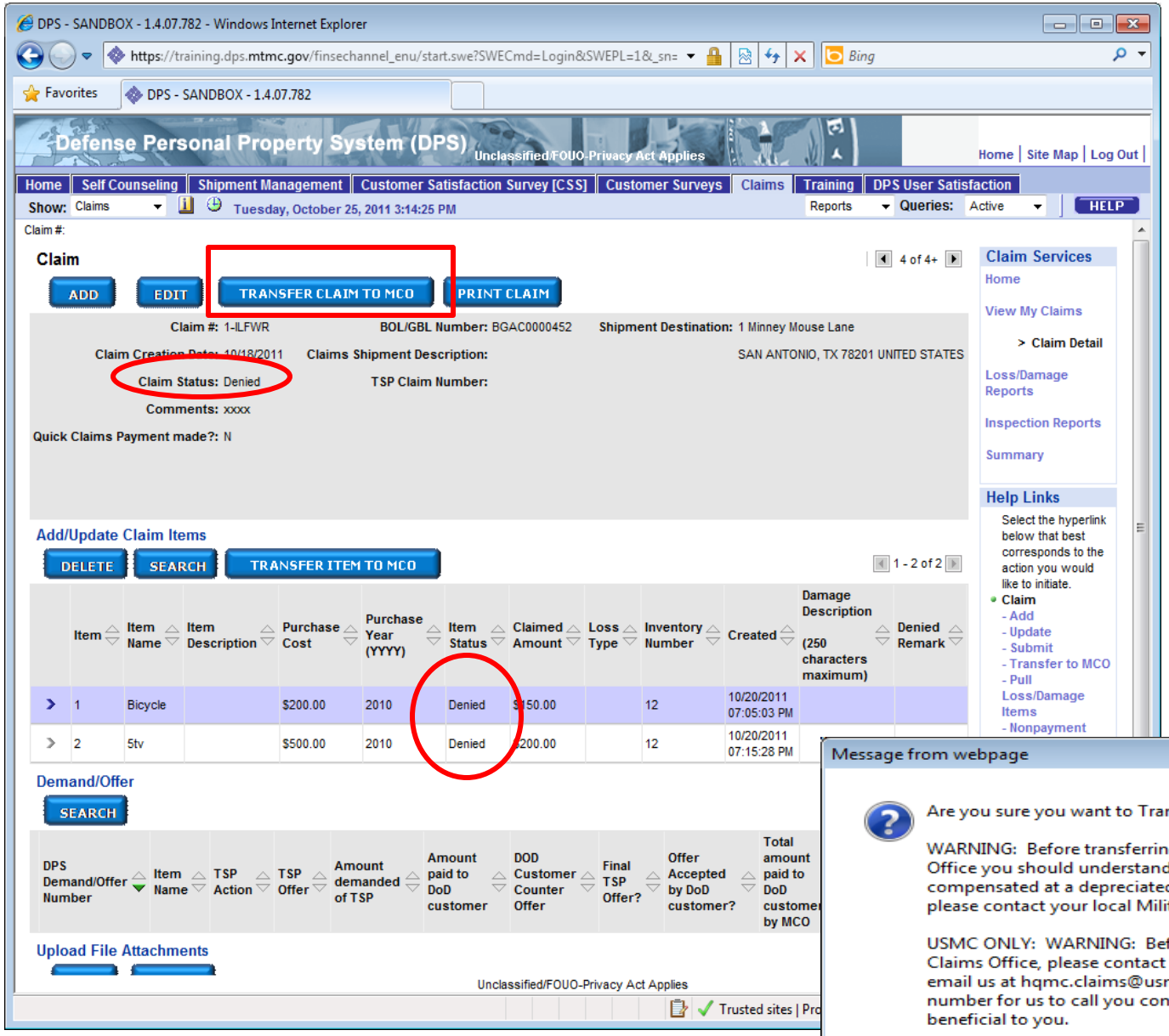


Claim Status

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

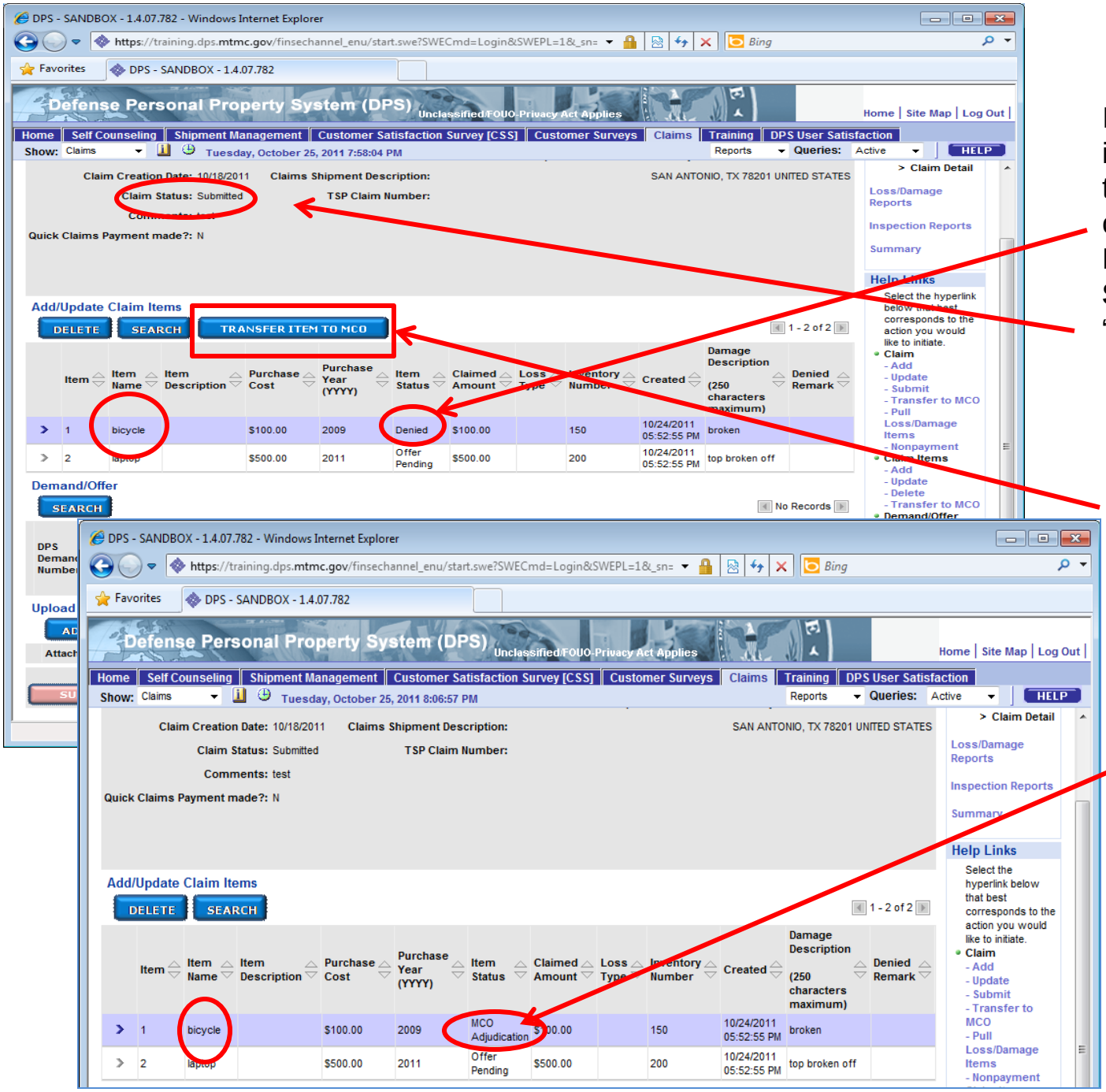


Claim Status



- If the TSP denies a claim in its entirety, the status will change to "**Denied**."
- If your claim is denied, you can elevate it to the Military Claims Office (MCO) by clicking on "**TRANSFER CLAIM TO MCO**" at the top of the screen. **You must contact the MCO to complete the claim.**
- **Read warning carefully. Click "OK" to proceed. Claim status will change to "MCO Adjudication"**

Claim Status



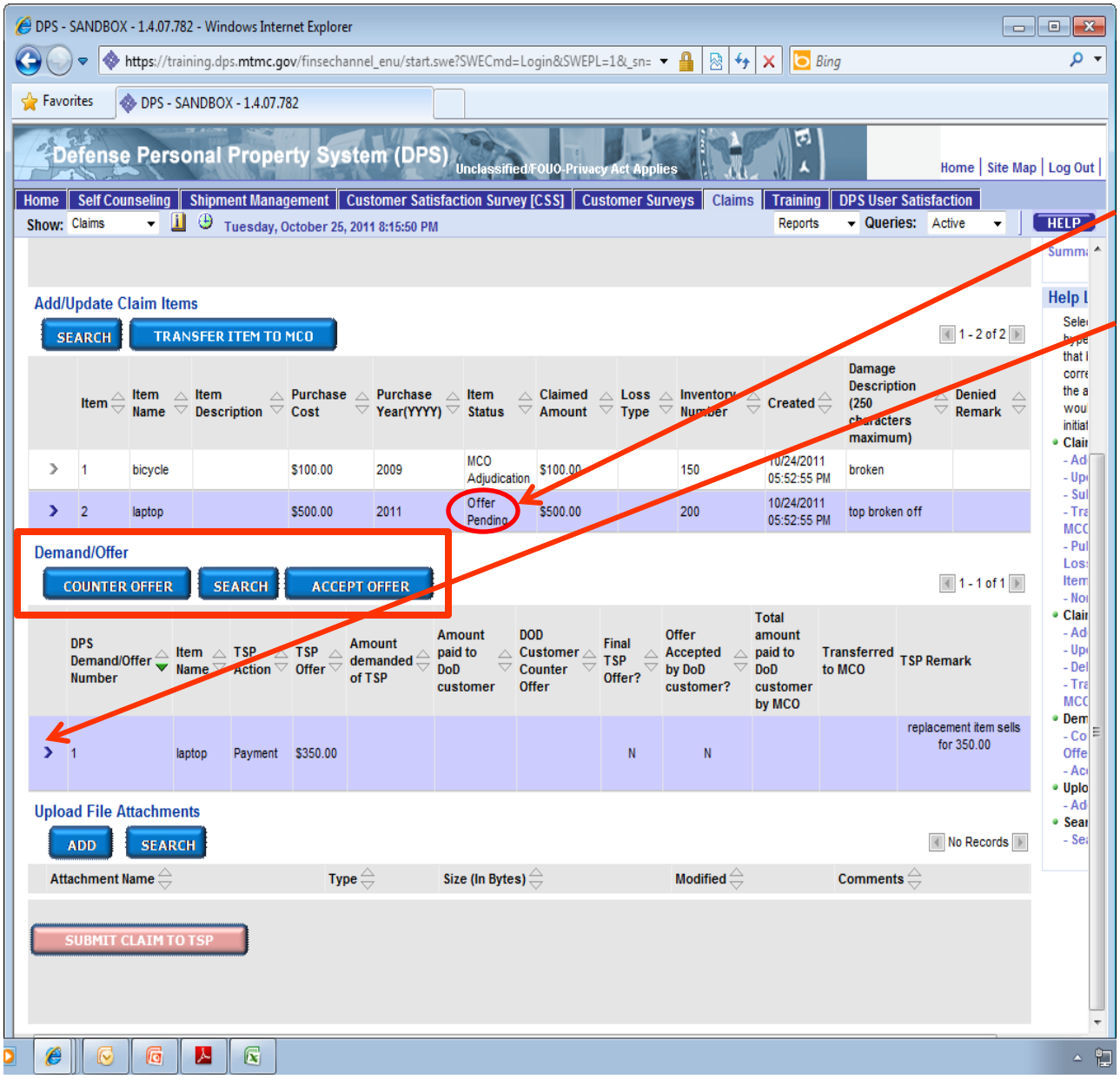
If the TSP denies an individual item on the claim, the status of the item will change to "**Denied**." However, the overall "**Claim Status**" will remain as "**Submitted**".

You can elevate the "**Denied**" item to the Military Claims Office (MCO) by clicking on "**TRANSFER ITEM TO MCO**".

* Read warning carefully. Click "**OK**" to proceed. Item Status will change to "**MCO Adjudication**".

<u>Reminder</u>: You must contact the MCO to complete the claim.

Claim Status

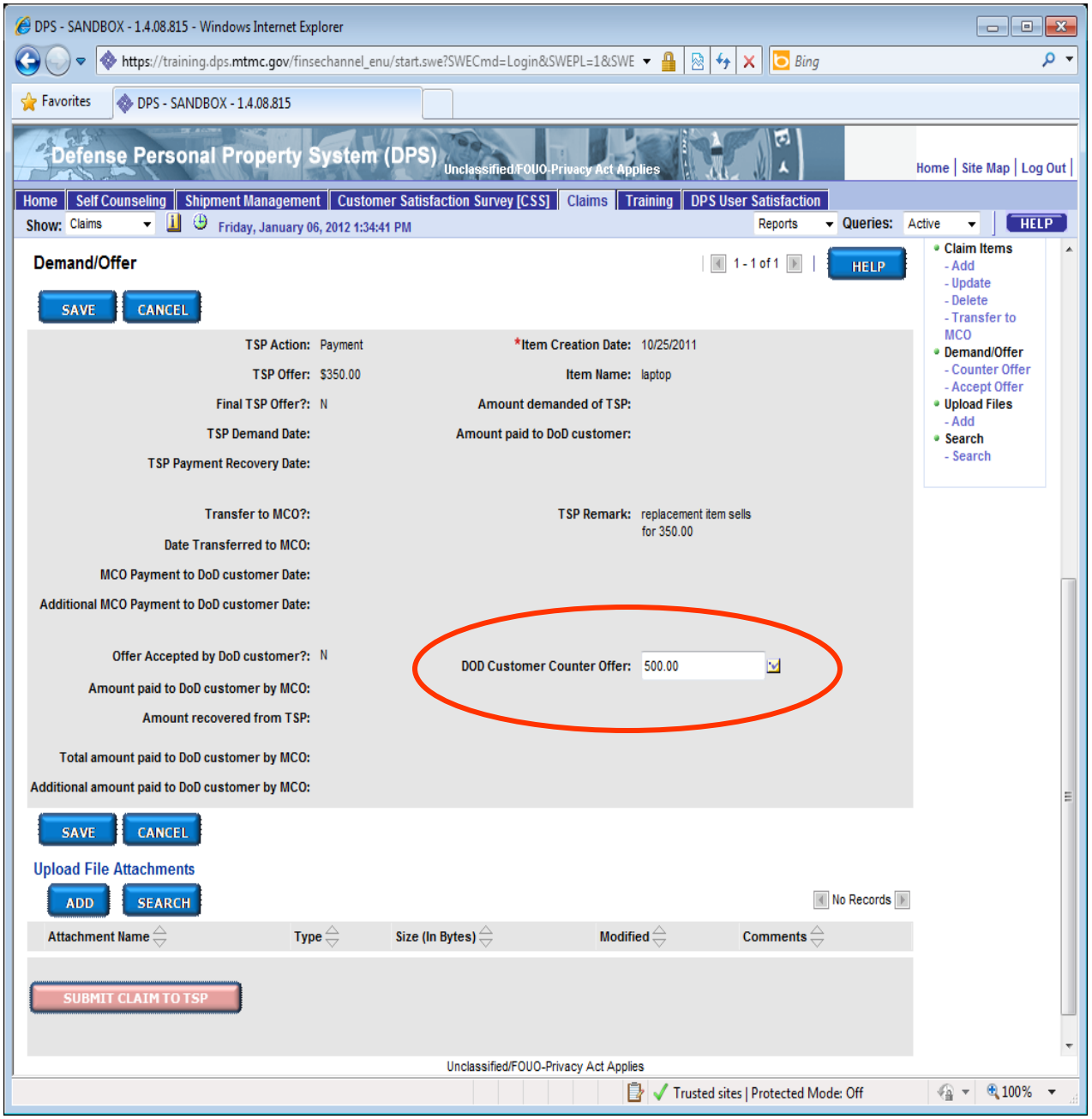


When a TSP submits an offer for your damaged goods, the item will say "**Offer Pending**".

Under "***Demand/Offer***" Click the "**>**" symbol next to the item to view Demand/Offer pending. You can either "**ACCEPT OFFER**" or submit a "**COUNTER OFFER**" by clicking on the appropriate box. **Note**: If the offer is the TSP's "final offer", you will not see the "**COUNTER OFFER**" tab (only "**ACCEPT OFFER**").

If you choose to counter the TSP's offer, the status will change to "**Demand Pending**". See next slide.

Claim Status



After selecting "**Counter Offer**", enter your counter offer amount in the box for "**DOD Customer Offer**" then click "**SAVE**".

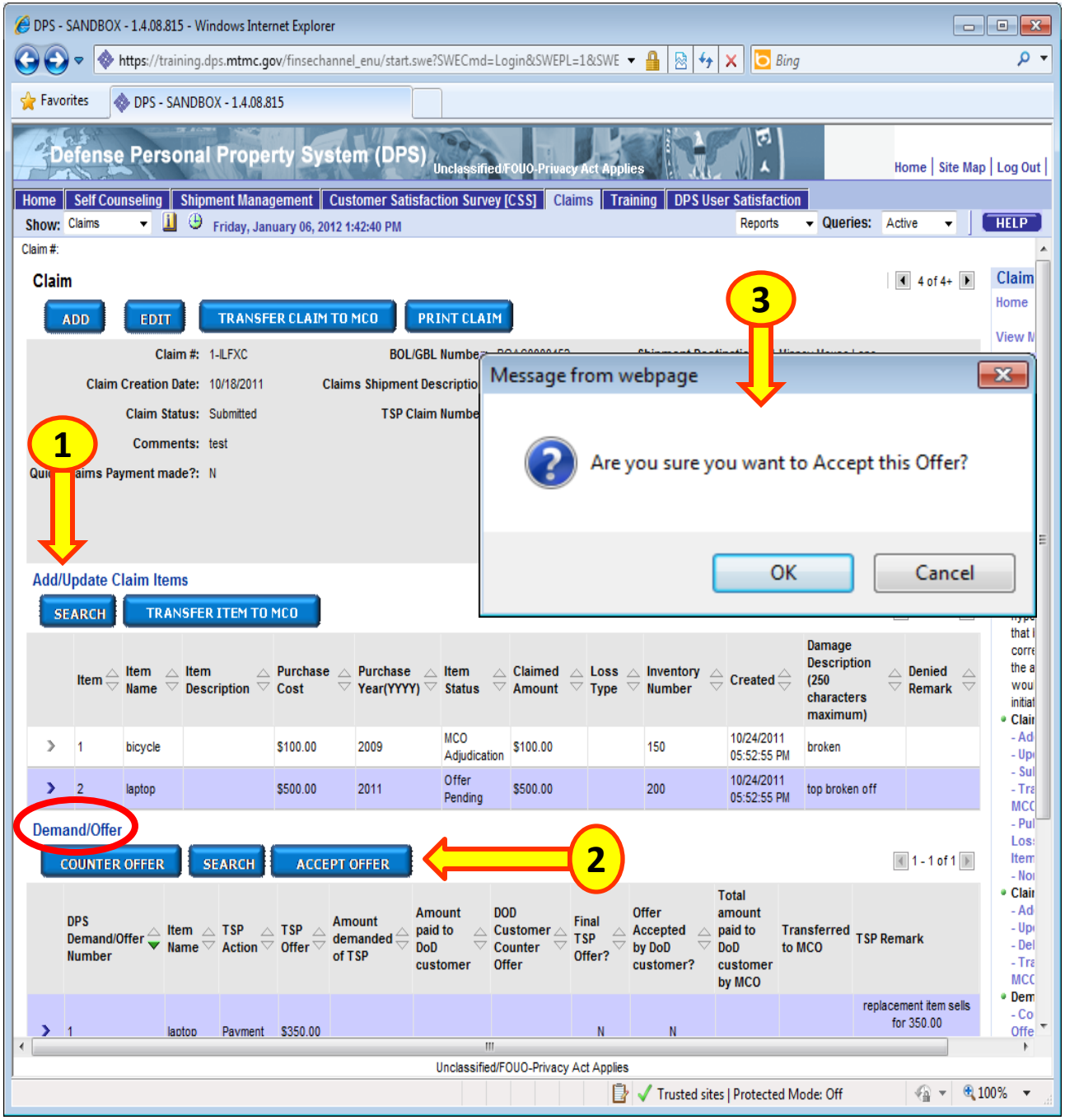
If Foreign currency is involved, click on the icon next to the box and enter your offer using the correct currency.

Offer and counter offer can continue until the TSP makes a "**Final Offer**".

If the TSP makes a "**Final Offer**" or the TSP denies the claim, you can accept or transfer the claim to the MCO.

Reminder: If you elect to transfer the claim to the MCO, you must contact the MCO to complete the claim.

Claim Status



Under "***Add/Update Claim Items***" click the "**>**" symbol next to the item to view Offer pending. (1)

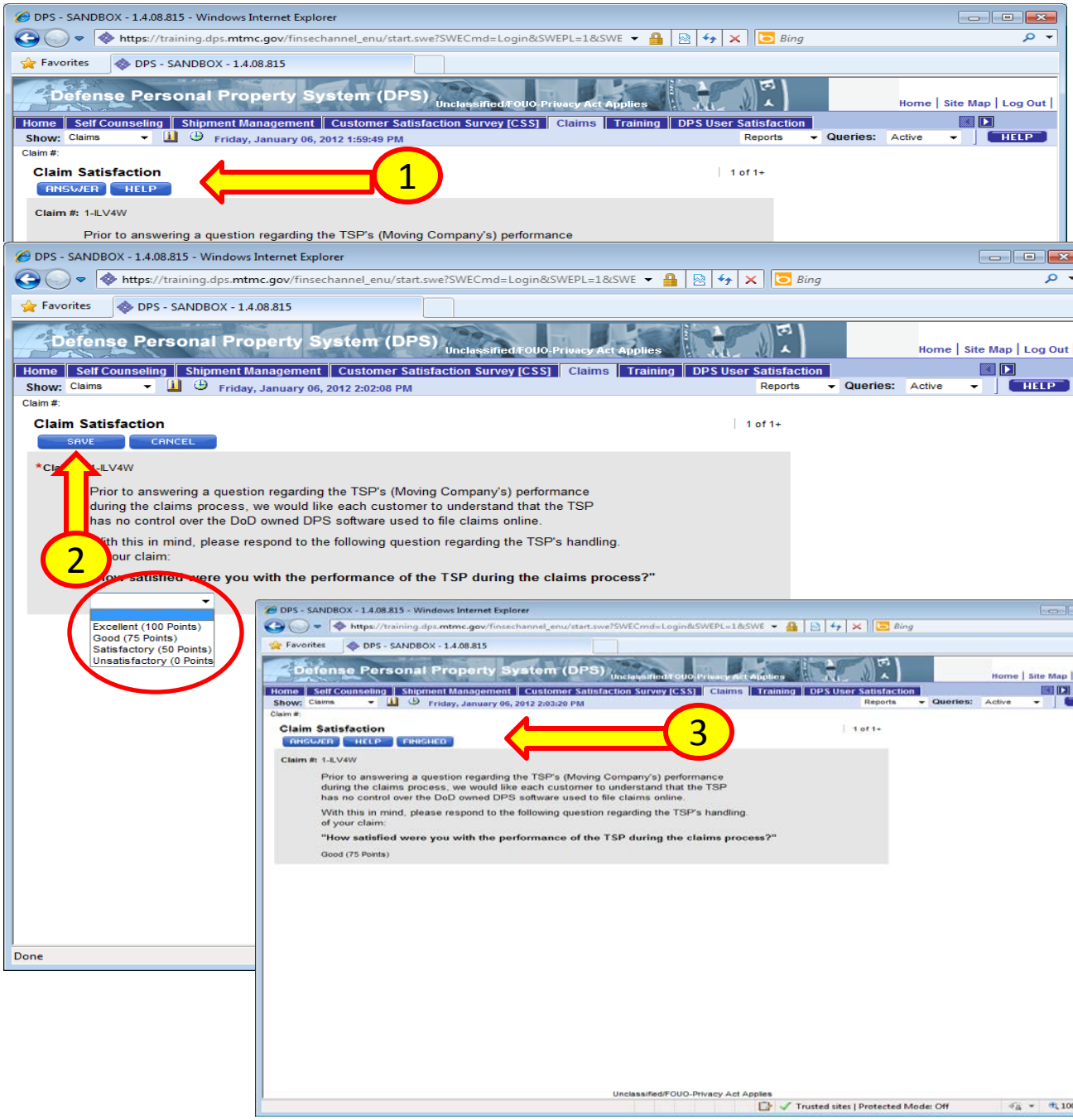
Offer will be displayed for this item under "**Demand/Offer**". (2)

If you click "**Accept**", a dialogue box will appear, click "**OK" to accept the offer** or **"Cancel**" to go back. (3)

You can choose to accept the offer or transfer to MCO. (4)

<u>Reminder</u>: If you elect to transfer the claim to the MCO, you must contact the MCO to complete the claim.

Claim Satisfaction Survey



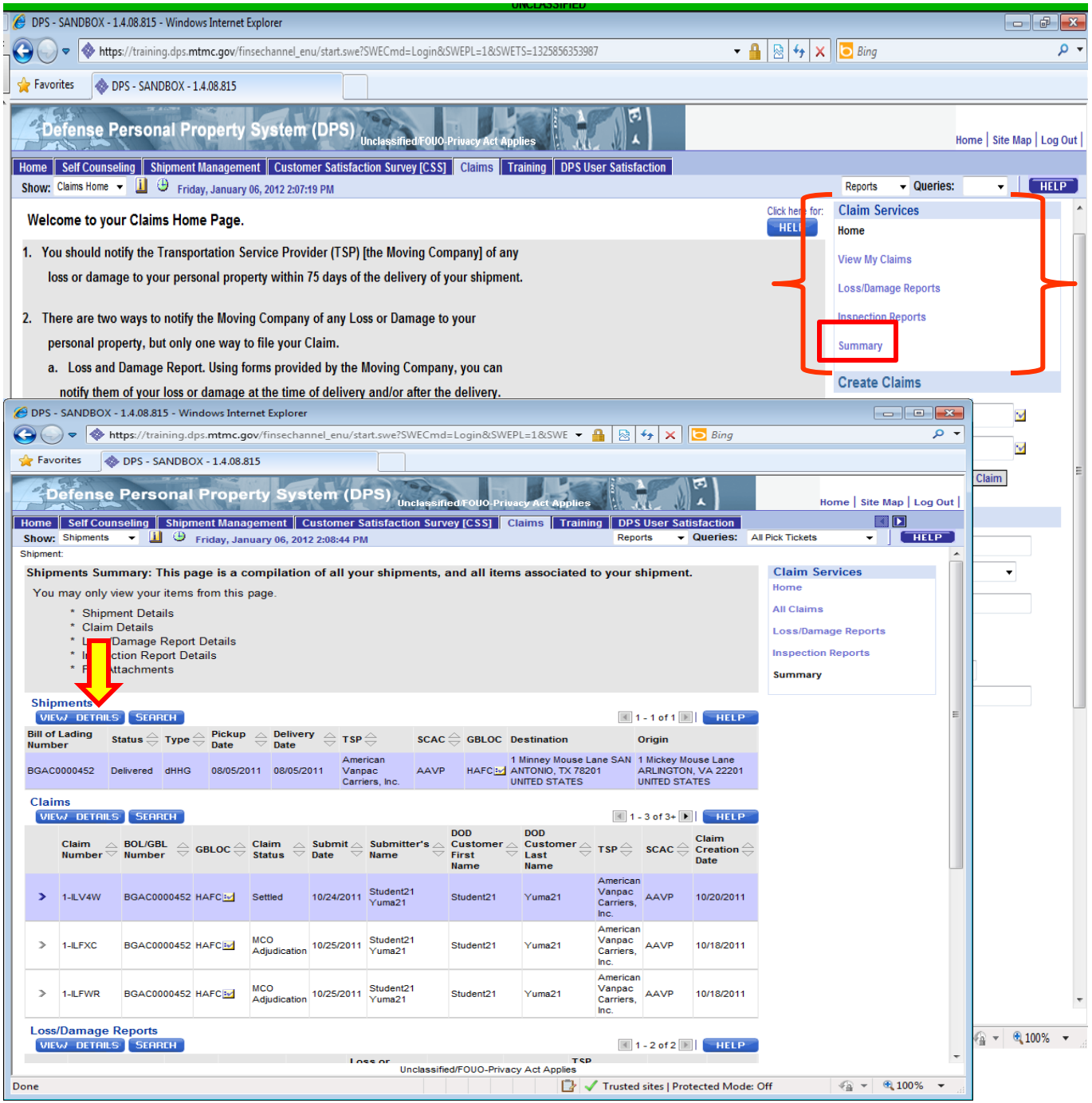
When all of your claim items are in the "**Settled**" status, the "**Claim Satisfaction**" screen appears. Click on "**Answer**". (1)

A drop down menu will appear. Select your personal level of satisfaction, then click "**SAVE**". (2)

On the next page that appears click "**Finished**". (3)

<u>Reminder</u>: If you transfer the claim or item to the MCO, DPS will not display this page.

Viewing Claim

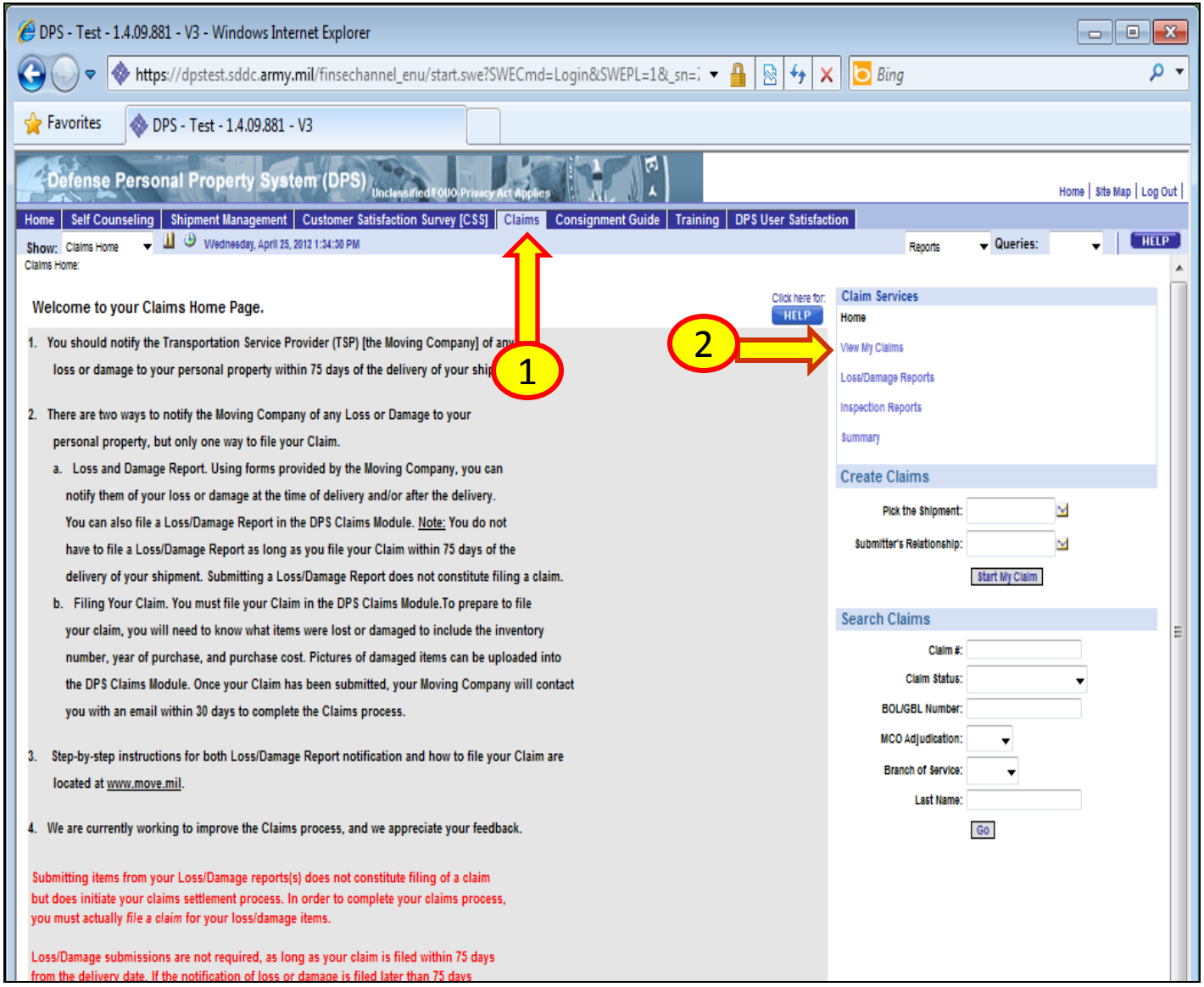


To manage and navigate through your claims, loss/damage, and inspection reports, use the "***Claims Service***" section on the right side of your screen.

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

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

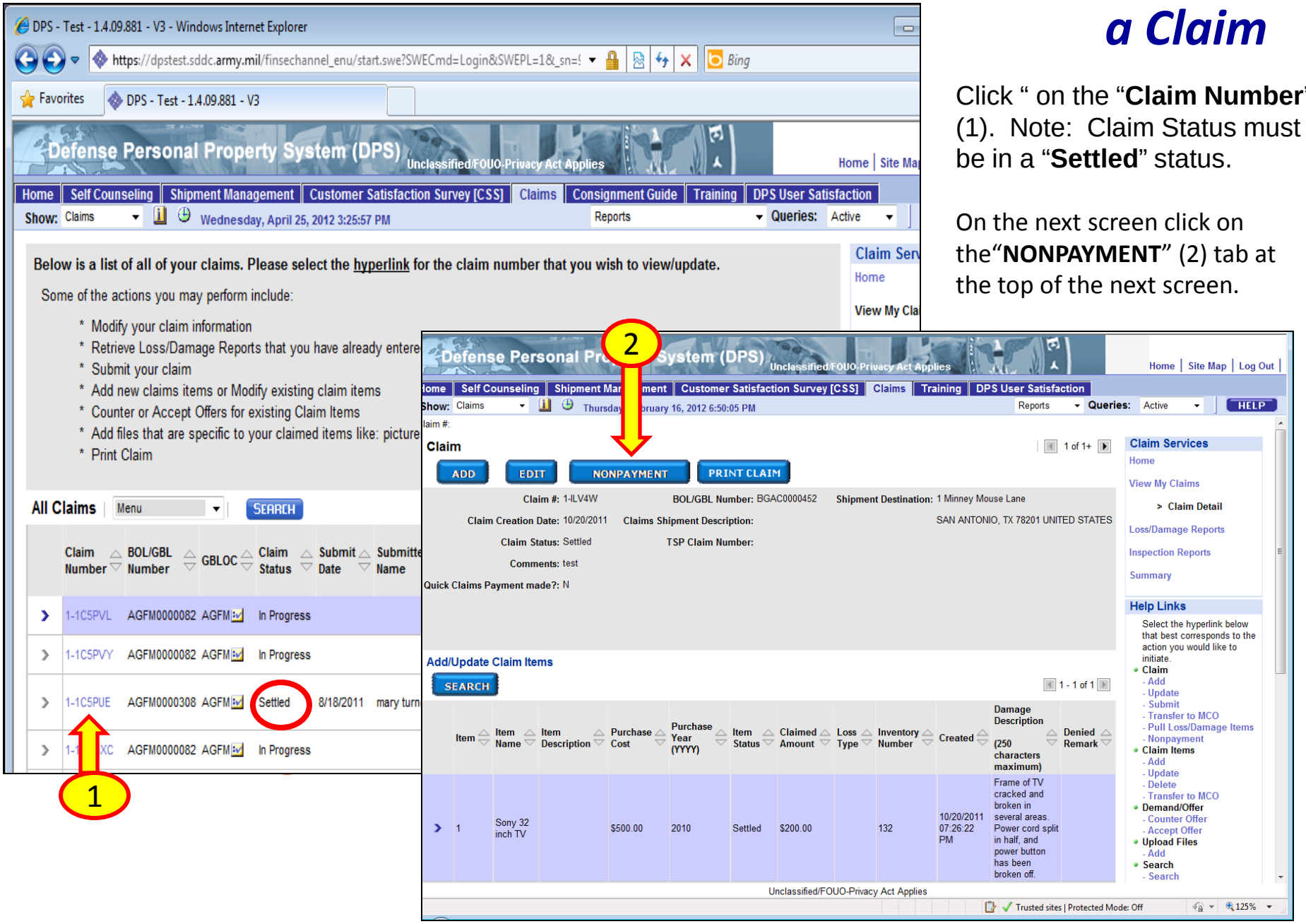
Nonpayment of a Claim



A claim can be placed in non-payment status if it has been in a "Settled" status for a period of 30 days and payment has not been received from the TSP.

To place a claim in "Nonpayment" status, click "**Claims**" (1) and then click "**View My Claims**" (2).

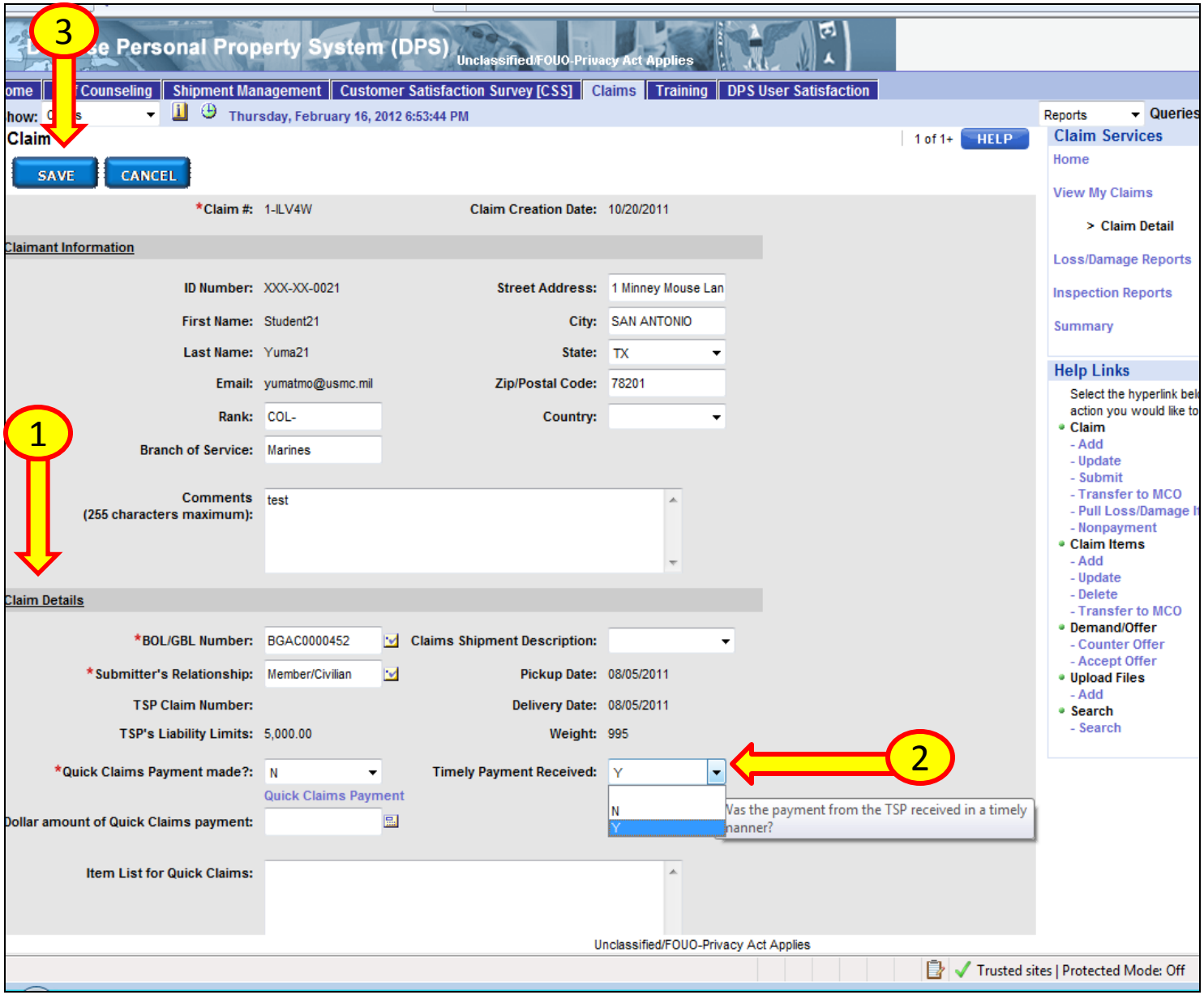
Nonpayment of a Claim



Click " on the "**Claim Number**" (1). Note: Claim Status must be in a "**Settled**" status.

On the next screen click on the"**NONPAYMENT**" (2) tab at the top of the next screen.

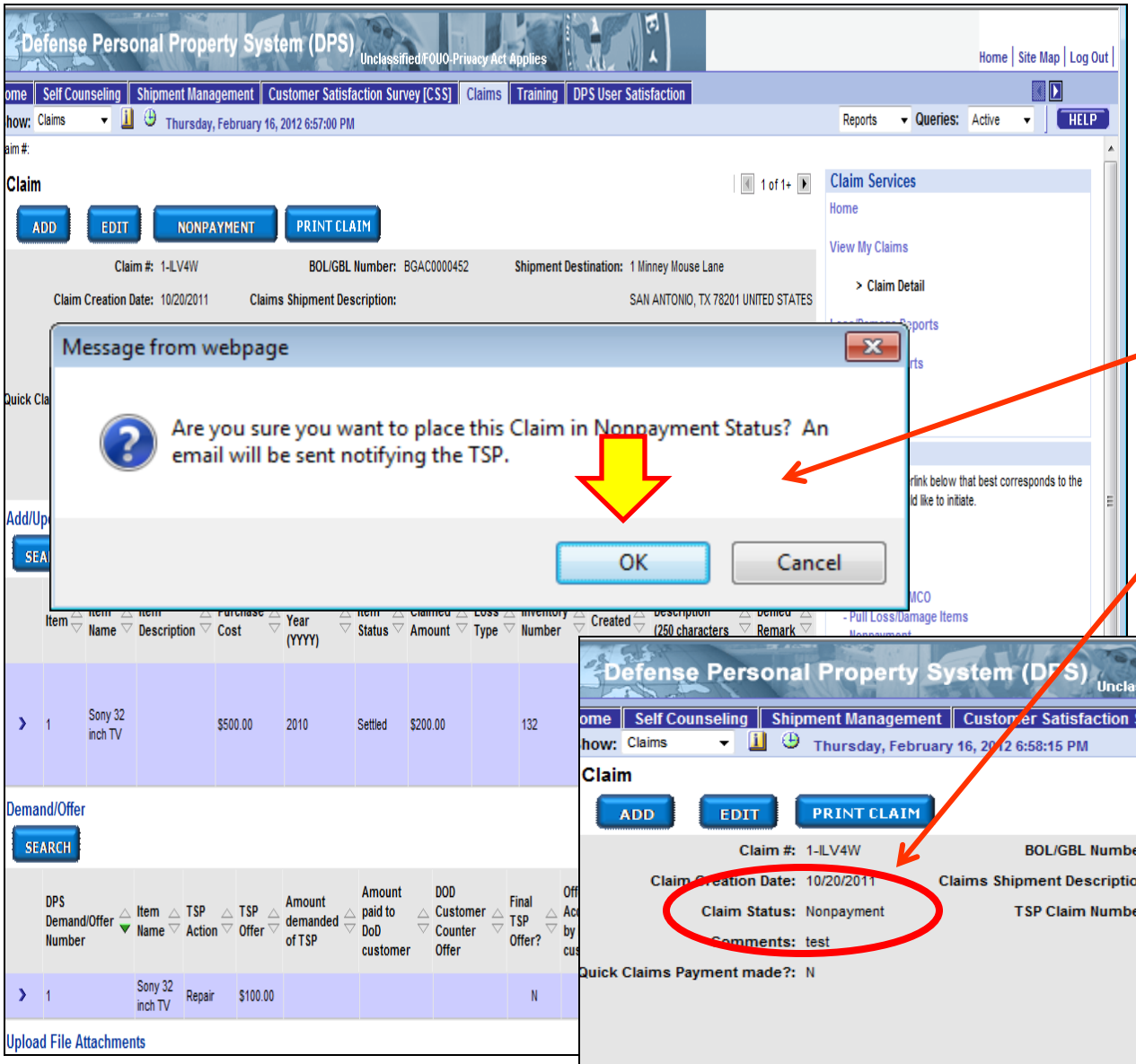
Nonpayment of a Claim

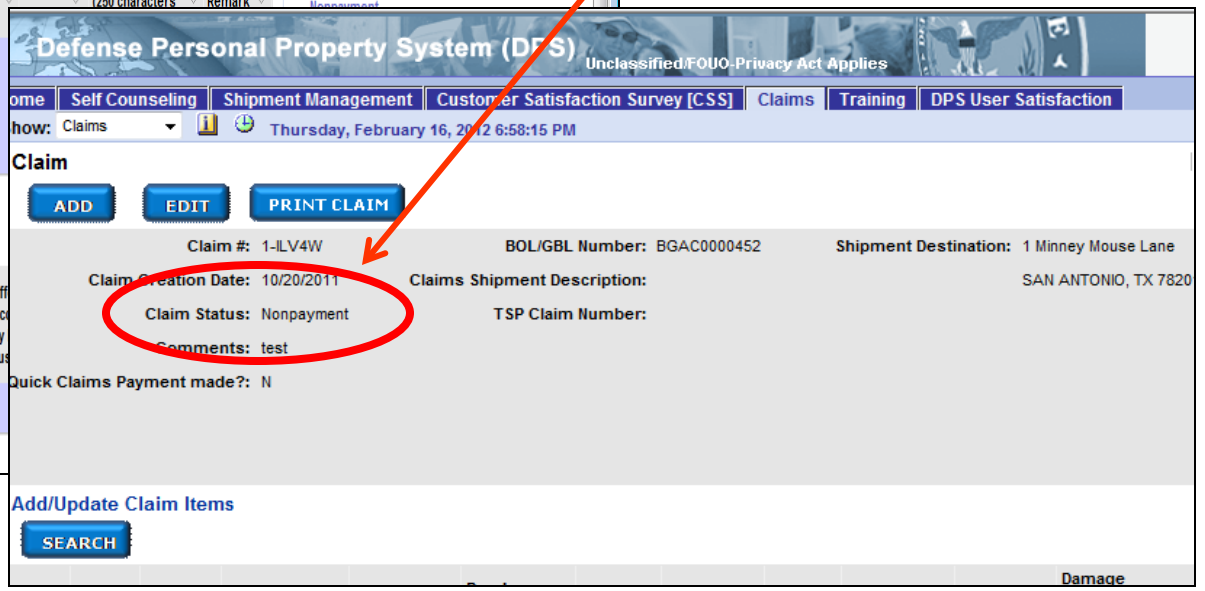


Under "**Claim Details**" (1), "**Timely Payment Received**" (2), click the drop down arrow and select "**N**" for nonpayment received.

Once completed, click "**SAVE**" (3) at the top of the screen.

Nonpayment of a Claim





A dialogue box will appear asking **"Are you sure you want to place this Claim in Nonpayment Status? An email will be sent notifying the TSP?"** Click "**OK**" to submit **or "CANCEL**" to return to the claim.

Once you click "**OK**", status will change to "Nonpayment"

Information

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 (links can also be accessed on www.move.mil, under DoD Customer, Claims):

Air Force: https://claims.jag.af.mil/

Army: https://www.jagcnet.army.mil/8525752700444FBA/0/E7D292EE0E874C71852576B00058600F?opendocument

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

Marine Corps: https://www.manpower.usmc.mil/portal/page/portal/M_RA_HOME/MF/C_PERSONNEL/Property

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