

# Filing a Claim

*The Customer's Guide to DPS*

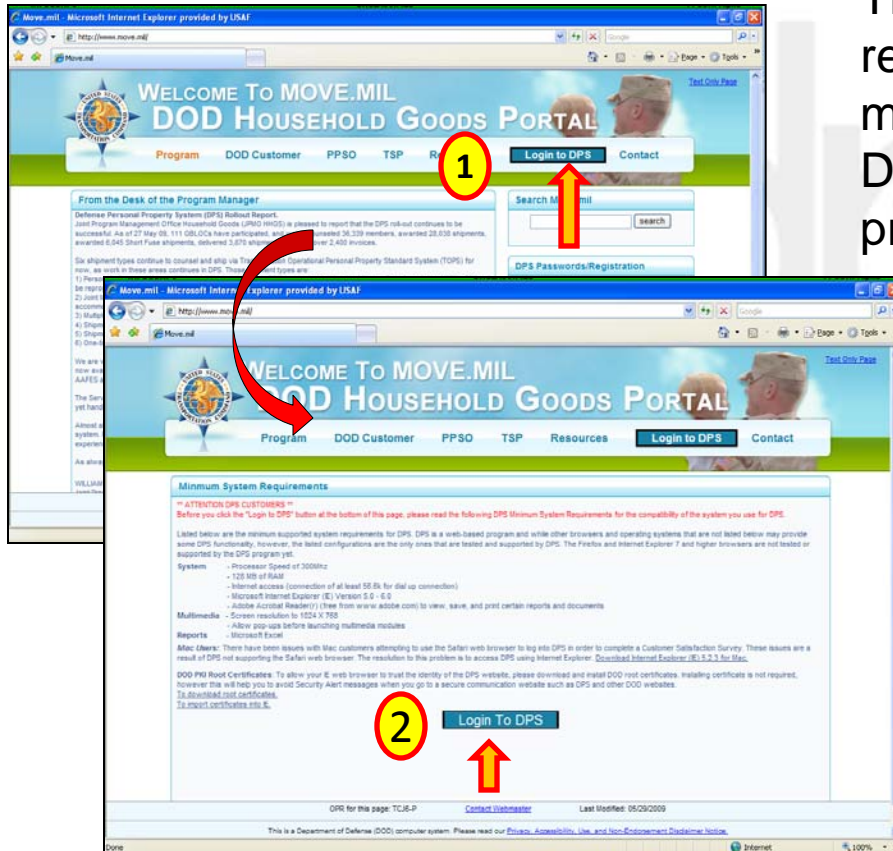
DEFENSE PERSONAL PROPERTY PROGRAM

## Things to keep in mind when filing your 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.
- Loss or damage to an item must be reported to the TSP within 75 days of the date of delivery.
- 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 for logging into DPS is to return to the website [www.move.mil](http://www.move.mil). From the move.mil home page, click the tab at the top of the page marked “Login to DPS” (1).



The login page will have a list of 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.

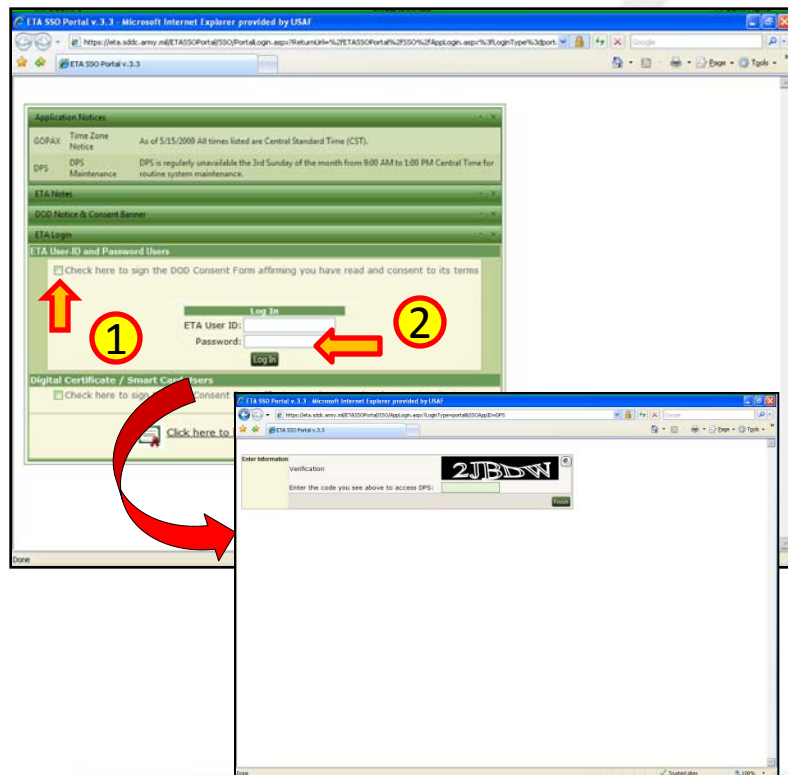
It is very important to make sure your pop-up blocker is turned off. DPS is considered a “pop-up” and you will not be able to access with pop-up blockers turned on. *(Check with your internet operating system for turning pop-up blocker on/off)*

Finally, click “Login To DPS” at the bottom of the screen (2).

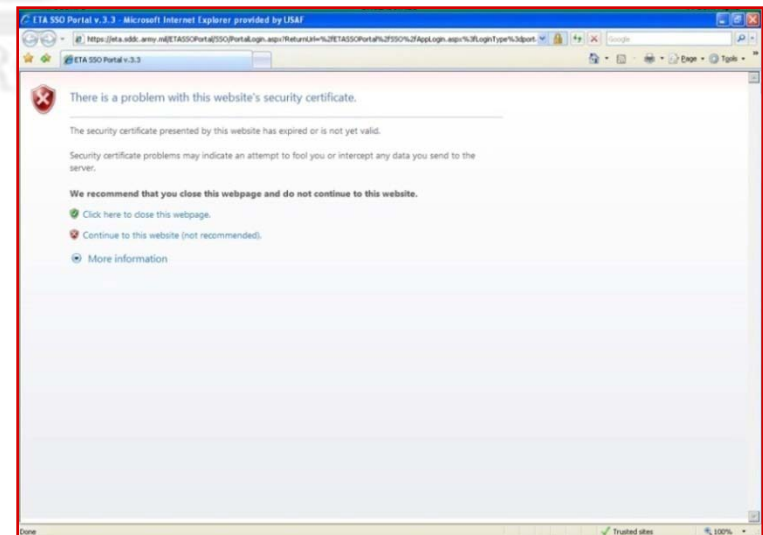
# Filing a Claim

The next page you will receive will be your actual login page. This will require the use of your ETA User ID (your SSN or EIN without dashes), then the Password which was provided to you via email from SDDC. Check the consent form box at the top **(1)** then input the requested information in the blank boxes provided. Finally, click the “Log In” button **(2)**.

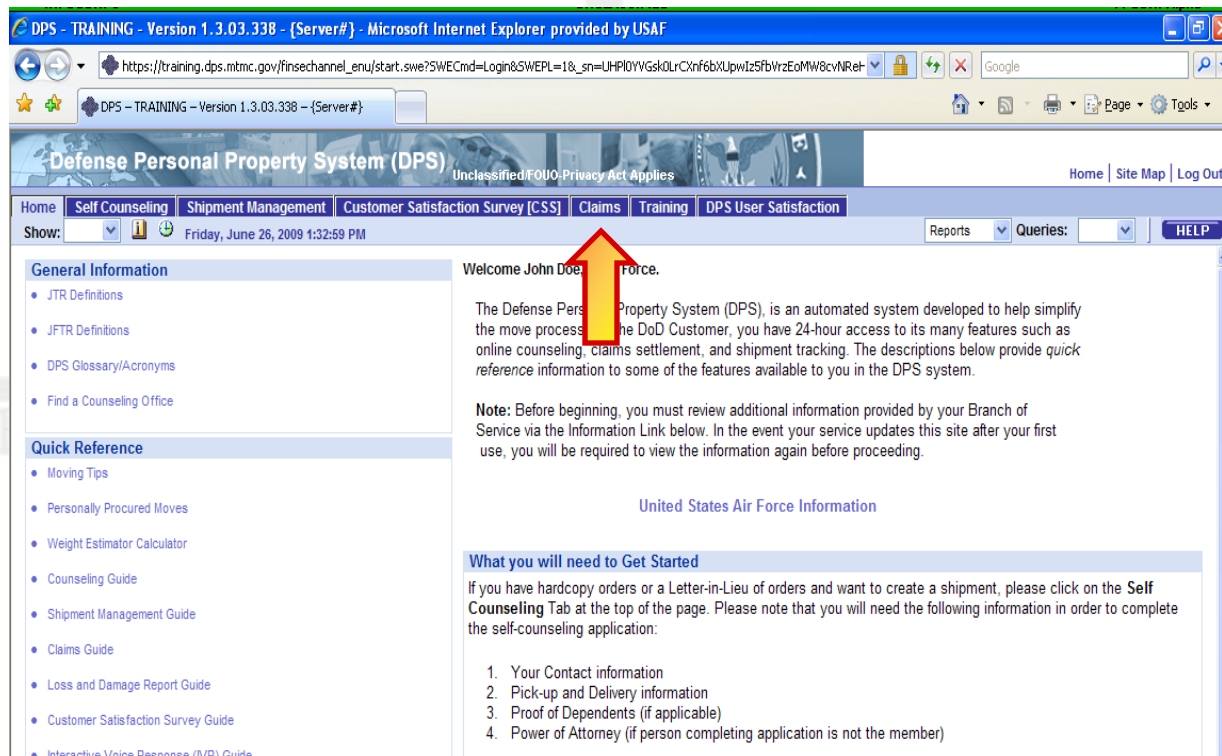
You will then be prompted for a verification code. Input the code as seen, then click “Finish”.



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”.

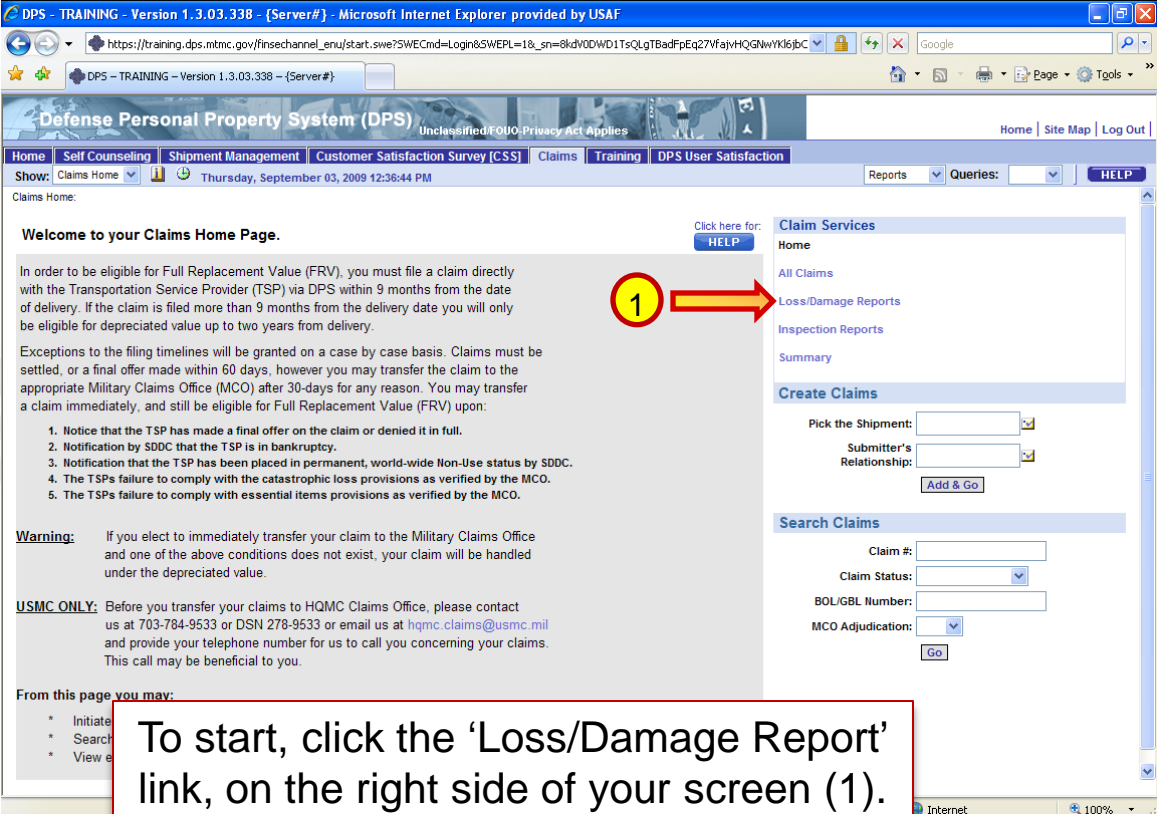


# Filing a Claim

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

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.



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

https://training.dps.mtm.gov/finsechannel\_enu/start.swe?SWECmd=Login&SWEPL=1&\_sn=8kdV0DWD1TsQgTBadFpEq27VajyHQGNWYK6jbc

DPS - TRAINING - Version 1.3.03.338 - {Server#}

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.

Click here for: [HELP](#)

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](mailto: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
- Search
- View e

**Claim Services**

- Home
- All Claims
- Loss/Damage Reports
- Inspection Reports
- Summary

**Create Claims**

Pick the Shipment:

Submitter's Relationship:

[Add & Go](#)

**Search Claims**

Claim #:

Claim Status:

BOL/GBL Number:

MCO Adjudication:

[Go](#)

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.

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

https://training.dps.mtrc.gov/finsechannel\_enu/start.swe?SWECmd=Login&SWEPL=1&SWETS=1251984185889

Google

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: Loss/Damage Reports Thursday, September 03, 2009 2:02:23 PM Reports Queries: HELP

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](#)

Claim Services

- Home
- All Claims
- Loss/Damage Reports
- Inspection Reports
- Summary

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

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# 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 main title is "Defense Personal Property System (DPS)". The navigation bar includes links for Home, Self Counseling, Shipment Management, Customer Satisfaction Survey (CSS), Claims, Training, and DPS User Satisfaction. The "Claims" link is highlighted. The "Loss/Damage" section is active, showing a "Loss/Damage Number:" field and an "ADD" button. A red arrow labeled "2" points to the "ADD" button. The "No Records" message is circled in red and labeled "1". The "Add/Update Loss/Damage Items" section is visible at the bottom, showing a table with columns for Item, Item Name, Inventory Number, Loss/Damage Description, and Item Creation Date. The "File Attachments" section is also visible, showing a table with columns for Attachment Name, Type, Size (In Bytes), Modified, and Comments.



# Filing a Loss/Damage Report

DPS - TRAINING - Version 1.3.03.338 - (Server#) - Microsoft Internet Explorer provided by USAF

https://training.dps.mtmc.gov/finsechannel\_enu/start.swe?SWECmd=Login&SWEPL=1&SWEITS=1251984185889

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

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

Show: Thursday, September 03, 2009 2:16:18 PM Reports Queries: HELP

Loss/Damage Number: 1-GXVR4

Loss/Damage Reports

SAVE CANCEL

\*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

Unclassified//FOUO-Privacy Act Applies

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.

Shipments - Microsoft Internet Explorer provided by USAF

https://training.dps.mtmc.gov/finsechannel\_enu/start.swe?SWEApplet5

Query

1 - 1 of 1

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

3 Pick Cancel

Internet 100%

# 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 screenshot displays the Defense Personal Property System (DPS) interface. At the top, the browser shows the URL [https://training.dps.mtmc.gov/finechannel\\_enu/start.swe?SWECmd=Login&SWEPL=1&SWETS=1251984185889](https://training.dps.mtmc.gov/finechannel_enu/start.swe?SWECmd=Login&SWEPL=1&SWETS=1251984185889). The page title is "Defense Personal Property System (DPS)".

The main section is titled "Loss/Damage Reports". It contains a form with the following fields:

- Loss/Damage Number: 1-GXVR4
- BOL/GBL Number: AGFM0000184
- TSP Reference No.: [blank]
- Delivery Date: 07/10/2009
- Loss or Damage at Delivery?: Y
- Unpacking and Removal: Performed
- Comments: [blank]
- 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 Customer Address: 123 Main Street, O FALLON, IL 62269
- Address of TSP: 10965 Granada Lane, OVERLAND PARK KS 66211
- Shipment Destination Address: 123 Main Street, O FALLON, IL 62269 UNITED STATES
- Shipment Origin Address: 100 Apollo Drive

Below the form is a section titled "Add/Update Loss/Damage Items". It contains a table with columns: Item, Item Name, Number, Loss/Damage Description, Item Creation Date, and Item Creation Date. The table is currently empty.

Below the table is a section titled "File Attachments". It contains a table with columns: Attachment Name, Type, Size (In Bytes), Modified, and Comments. The table is currently empty.

At the bottom, there is a section titled "Add/Update Loss/Damage Items" with a "SAVE" button and a "CANCEL" button. Below this is a form with the following fields:

- \*Item Name: Sony 32" TV
- \*Item Creation Date: 09/03/2009
- Inventory Number: 132
- \*Loss/Damage Description: Frame of TV cracked and broken in several area. Power cord split in half, and power button has been broken off.

At the bottom of the form, there is a section titled "File Attachments" with a table with columns: Attachment Name, Type, Size (In Bytes), Modified, and Comments. The table is currently empty.

# 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 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 is divided into two sections: 'Loss/Damage Reports' and 'File Attachments'.

**Loss/Damage Reports:** This section displays a report for a Sony 32" TV. The report includes fields for Loss/Damage Number (1-000000184), Reference No., Delivery Date (07/10/2009), and a description of the damage: "Frame of TV cracked and broken in several areas. Power cord split in half, and power button has been broken off." The report is currently in a 'Grayed Out' state.

**File Attachments:** This section allows users to add attachments to the report. It includes a table with columns for Item, Item Name, Inventory Number, Loss/Damage Description, and Item Creation Date. The table shows one item: a Sony 32" TV with inventory number 132, damaged on 08/03/2009.

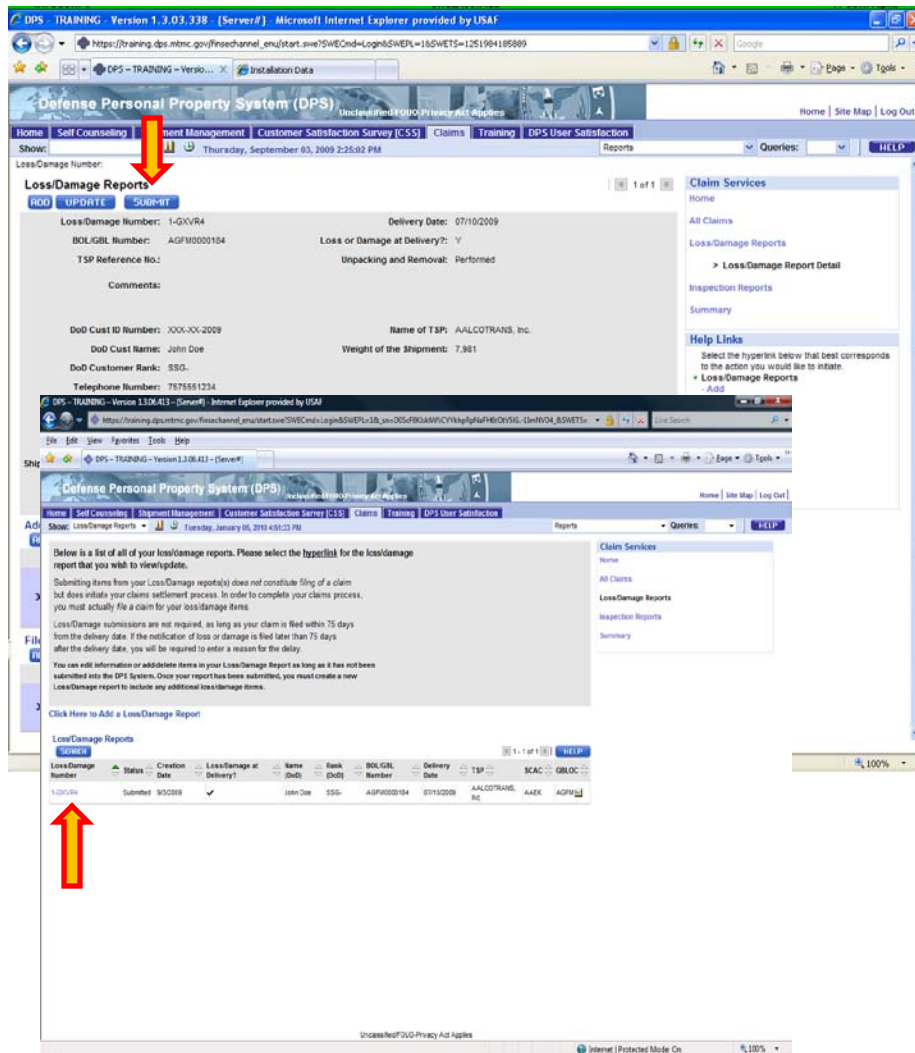
**Steps for Filing a Report:**

1. Click the 'Add' button under the "Loss/Damage Reports" title.
2. Click the 'Add' button under the "File Attachments" title.
3. Click the 'Add' button under the "File Attachments" title.
4. Click the 'Add' button under the "File Attachments" title.
5. Click the 'Save' button under the "File Attachments" title.

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

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.



# Filing a Loss/Damage Report

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

https://training.dps.mtmc.gov/finsechannel\_enu/start.swe?SWECmd=Login&SWEPL=1&\_sn=8kdV0DWD1TsQlqTBadFpEq27VfajvHQGWYK6jbc

Google

DPS - TRAINING - Version 1.3.03.338 - {Server#}

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.**

Click here for: [HELP](#)

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](mailto: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

Unclassified//FOUO-Privacy Act Applies

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## 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

1. To begin filing a claim, you will need to pick the shipment that will be associated with the claim under the **Create Claims** section. To do so, click on the icon on the right portion of the screen.

2. A dialogue box will appear with a list of shipments. Select the correct shipment and then click on **"Pick."**

3. Click on the icon to choose **"Submitter's Relationship";** after highlighting, click **"Pick."**

4. Click **"Add & Go."**

The first screenshot shows the 'Defense Personal Property System (DPS)' homepage. The 'Create Claims' section is highlighted with a red circle and a yellow '1'. A red arrow points from the 'Pick' button in the 'Create Claims' section to the second screenshot.

The second screenshot shows the 'Shipments' dialogue box. A table of shipments is displayed, with the first row highlighted. A red circle and a yellow '2' are placed over the 'Pick' button. A red arrow points from the 'Pick' button to the third screenshot.

The third screenshot shows the 'Submitter's Relationship' dialogue box. A list of relationships is displayed, with 'Claimant' selected. A red circle and a yellow '3' are placed over the 'Pick' button. A red arrow points from the 'Pick' button to the fourth screenshot.

The fourth screenshot shows the 'Add & Go' button in the 'Create Claims' section, highlighted with a red circle and a yellow '4'. A red arrow points from the 'Add & Go' button to the first screenshot.

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	7.901

Submitter's Relationship
Claimant
Spouse
Family Member
Power of Attorney

# 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/Offers can be checked**

**Search file attachments**

The screenshot displays the 'Defense Personal Property System (DPS)' interface. The 'Claim' section is active, showing a claim with ID 1-GXVOG. Below this, there are sections for 'Add/Update Claim Items' and 'Demand/Offer'. The 'Add/Update Claim Items' section includes a table with columns: Item, Item Name, Item Description, Item Status, Claimed Amount, Loss Type, and Created. The 'Demand/Offer' section includes a table with columns: 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, and Transferred to MCO. The 'Upload File Attachments' section is also visible.



## 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.

The screenshot shows the 'Main Claim Page' in the Defense Personal Property System (DPS). The page is titled 'DPS - TRAINING - Version 1.3.03.338' and displays a form for filing a claim. The form is divided into several sections: 'Claimant Information', 'Claim Details', 'Item List for Quick Claims', and 'Shipment Destination'. The 'Claimant Information' section includes fields for ID Number, First Name, Last Name, Email, Rank, Branch of Service, 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 Recovery Limits, Claims Shipment Description, Pickup Date, Delivery Date, Weight, and a dropdown for 'Quick Claims Payment made?'. A yellow circle highlights the 'Quick Claims Payment' section, which includes a dropdown for 'Quick Claims Payment' and a text box for 'Amount of Quick Claims payment:'. A red asterisk is next to the 'Quick Claims Payment made?' dropdown. The 'Item List for Quick Claims' section is also visible. The 'Shipment Destination' is listed as 123 Main Street, O FALLON, IL 62289 UNITED STATES. The 'Save' button is at the bottom left. The 'Add/Update Claim Items' section is at the bottom right.

# Filing a Claim

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.

The image displays three screenshots of the Defense Personal Property System (DPS) interface, illustrating the steps for filing a claim.

**Screenshot 1 (Top):** Shows the main DPS interface. A red arrow points to the **ADD** button in the **Claim** section, labeled with a red circle containing the number 1.

**Screenshot 2 (Middle):** Shows the **Add/Update Claim Items** form. A red bracket highlights the form fields, labeled with a red circle containing the number 2. The fields include:

- Item Name
- Item Description
- Inventory Number
- Item Status (Demand Pending)
- Loss Type
- Make/Model
- Claimed Amount
- Recovery Date
- Recovery Amount
- Acquired Used
- Acquisition Cost
- Acquisition Year
- Damage Description (25 characters maximum)
- Comment (25 characters maximum)

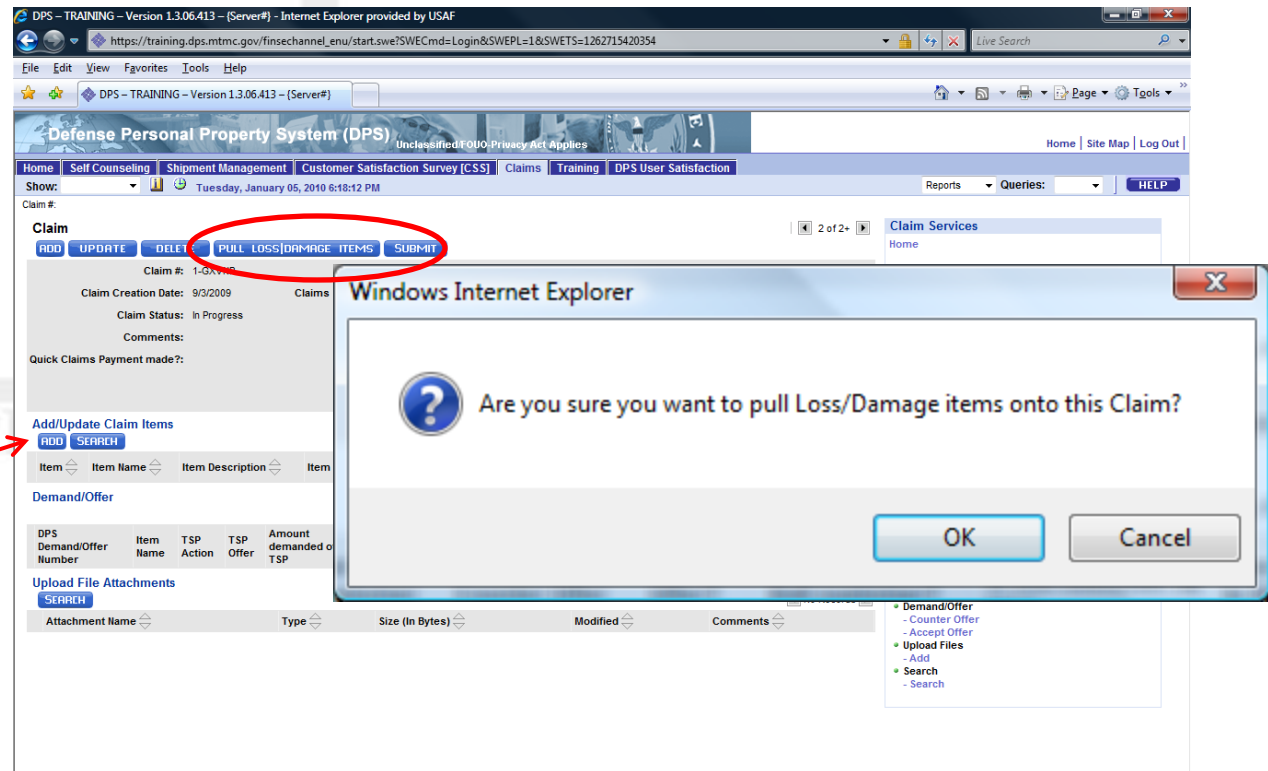
**Screenshot 3 (Bottom):** Shows the **Save** button at the bottom of the form, labeled with a red circle containing the number 3.

# 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.



# 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.

Defense Personal Property System (DPS) - Version 1.3.03.338

Claim # 1-010000 BOL/GBL Number: AGFV0000154 Shipment Destination: 123 Main Street  
Claim Creation Date: 9/3/2009 Claim Status: In Progress TSP Claim Number: 0 FALLON, L 62289 UNITED STATES

Item Name: Television  
Inventory Number: 132  
Claimed Amount: \$600.00  
Damage Description: Television frame cracked on both sides, and power button broken off. Power cable has been sliced open, and is no longer fully connected (but not completely separated).

Upload File Attachments  
**ADD** **UPDATE** **DELETE** **SEARCH**

Defense Personal Property System (DPS) - Version 1.3.03.338

Item	Item Name	Item Description	Item Status	Claimed Amount	Loss Type	Created	Damage Description (250 characters maximum)
2	Safe	2 piece safe/chase sectional	Demand Pending	\$1,200.00	Missing	9/3/2009 01:29:59 PM	Couch, no damage
1	Television	Sony 32" LCD	Demand Pending	\$600.00	Damaged	9/3/2009 01:23:30 PM	Television frame cracked on both sides, and power button broken off. Power cable has been sliced open, and is no longer fully connected (but not completely separated).

Upload File Attachments  
**ADD** **UPDATE** **DELETE** **SEARCH**

Add Attachment - Microsoft Internet Explorer provide...

https://training.dps.mtmcc.gov/finsechannel\_enu/start.swe#SWEApplet4

Please specify a File Name or URL:

File Name:  **Browse...**

URL:

**Add** **Cancel**

# Filing a Claim

The screenshot displays the Defense Personal Property System (DPS) web application. The main window shows a claim form with fields for Claim #, BOL/GBL Number, Shipment Destination, Claim Creation Date, Claim Status, and Comments. A "Submit" button is visible. Two pop-up boxes are overlaid on the main window:

- Windows Internet Explorer** (top): A confirmation box asking "Are you sure you want to Submit this Claim?" with "OK" and "Cancel" buttons.
- Windows Internet Explorer** (bottom): A warning box stating "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 bar with links like Home, Self Counseling, Shipment Management, Customer Satisfaction Survey [CSS], Claims, Training, and DPS User Satisfaction. A table of items is visible below the claim form, listing items like "Sofa Sectional" and "Television".

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 displays the Defense Personal Property System (DPS) interface in a Microsoft Internet Explorer browser. The browser's address bar shows the URL: [https://training.dps.mtm.gov/jfinsechannel\\_enulstart.swe?SWCmd=Login&WEPL=18&WETS=1251984185889](https://training.dps.mtm.gov/jfinsechannel_enulstart.swe?SWCmd=Login&WEPL=18&WETS=1251984185889). The page title is "DPS - TRAINING - Version 1.3.03.338 - [Server#] - Microsoft Internet Explorer provided by USAF".

The main navigation bar includes links for Home, Self Counseling, Shipment Management, Customer Satisfaction Survey (CSS), Claims, Training, and DPS User Satisfaction. The "Claims" link is highlighted. Below the navigation bar, there is a "Show:" dropdown menu and a "Thursday, September 03, 2009 2:00:49 PM" timestamp.

The "Claims" section is active, showing a list of claims. The first claim is highlighted with a red box, and the "UPDATE" button next to it is also highlighted with a red box. The claim details for Claim # 1-GXV0G are displayed below the list:

- Claim Creation Date: 9/3/2009
- Claim Status: Submitted
- Comments:
- Quick Claims Payment made?: N

The "Add/Update Claim Items" section is visible, showing a table with columns for Item, Item Name, and Item Description. The table contains two items:

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

The "Demand/Offer" section is also visible, showing a table with columns for Demand/Offer Number, Item Name, TSP, TSP Action, and TSP Offer. The table is currently empty.

The "Upload File Attachments" section is visible, showing a table with columns for Attachment Name, Type, Size (in Bytes), Modified, and Comments. The table is currently empty.

The "Main Claim Page" is displayed, showing the "Claim Information" section with fields for ID Number, First Name, Last Name, Email, Branch of Service, and Address. The "Claim Details" section is also visible, showing fields for BOL/GBL Number, Submitter's Relationship, TSP Claim Number, TSP's Liability Limit, Dollar amount of Quick Claims Payment, and Item List for Quick Claims. The "Item List for Quick Claims" section is highlighted with a red box.

# Filing a Claim

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.

DPS – TRAINING – Version 1.3.06.413 – (Server#) – Internet Explorer provided by USAF

https://training.dps.mtmcc.gov/finsechannel\_enu/start.swe?SWECmd=Login&SWEPL=1&SWETS=1262722377826

File Edit View Favorites Tools Help

DPS – TRAINING – Version 1.3.06.413 – (Server#)

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: Tuesday, January 05, 2010 8:19:09 PM Reports Queries: HELP

Claim #:

Claim

ADD UPDATE

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 TSP Claim Number:

Quick Claims Payment made?: N

Add/Update Claim Items

DELETE SEARCH

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

1 of 1

Demand/Offer

SEARCH

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

No Records

Upload File Attachments

ADD SEARCH

Attachment Name	Type	Size (In Bytes)	Modified	Comments

No Records

Unclassified/FOUO-Privacy Act Applies

Internet | Protected Mode: On 100%



# 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 for Claim # 1-GZ3CO, BOL/GBL Number: AGFM0000184, and Shipment Destination: 123 Main Street. The claim status is 'Under Review'. A red arrow points to the 'Transfer to MCO' button, which is highlighted with a yellow circle. Below the claim details, there is a table for 'Add/Update Claim Items' and a 'Demand/Offer' section.

Item	Item Name	Item Description	Item Status	Claimed Amount	Loss Type	Created	Damage Description (250 characters maximum)
1	Bicycle		Demand Pending			1/5/2010 08:28:41 PM	broken wheel

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
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.”**

**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: Tuesday, January 05, 2010 9:30:38 PM Reports Queries: HELP

Claim #:

**Claim** (2 of 2+)

ADD UPDATE

Claim #: 1-GZ3F2 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: Under Review TSP Claim Number:

Comments: sick

Quick Claims Payment made?: N

**Add/Update Claim Items** (1 - 2 of 2)

SEARCH TRANSFER TO MCO

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

**Demand/Offer** (1 - 1 of 1)

COUNTER OFFER SEARCH ACCEPT OFFER

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		

**Upload File Attachments** (No Records)

ADD SEARCH

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

Internet | Protected Mode: On 100%

# Filing a Claim

DPS - TRAINING - Version 1.3.06.413 - (Server#) - Internet Explorer provided by USAF

https://training.dps.mtmcc.gov/finsechannel\_enu/start.swe?SWECmd=Login&SWEPL=1&SWETS=

File Edit View Favorites Tools Help

DPS - TRAINING - Version 1.3.06.413 - (Server#)

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: Tuesday, January 05, 2010 9:38:22 PM

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

Demand/Offer

SAVE CANCEL

TSP Action: Payment

TSP Offer: \$1,000.00

Final TSP Offer?: N

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?: 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

Attachment Name	Type	Size (In Bytes)	Modified	Comments
No Records				

Unclassified//FOUO-Privacy Act Applies

Done

Internet | Protected Mode: On

100%

After selecting “**Counter Offer**”, enter your counter offer amount in the box for “**DOD Costumer 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) interface, illustrating the steps for filing a claim.

**Step 1:** The top screenshot shows the claim details for Claim # 1-023F2. The item being claimed is a "52in flat screen" TV. The status is "Offer Pending". A red arrow labeled "1" points to the "MCO Adjudication" link in the "Add/Update Claim Items" table.

**Step 2:** The bottom screenshot shows the same claim details. A red arrow labeled "2" points to the "MCO" link in the "Demand/Offer" table.

**Step 3:** A pop-up dialog box titled "Windows Internet Explorer" appears, asking "Are you sure you want to Accept this Offer?". A red arrow labeled "3" points to the "OK" button.

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**.

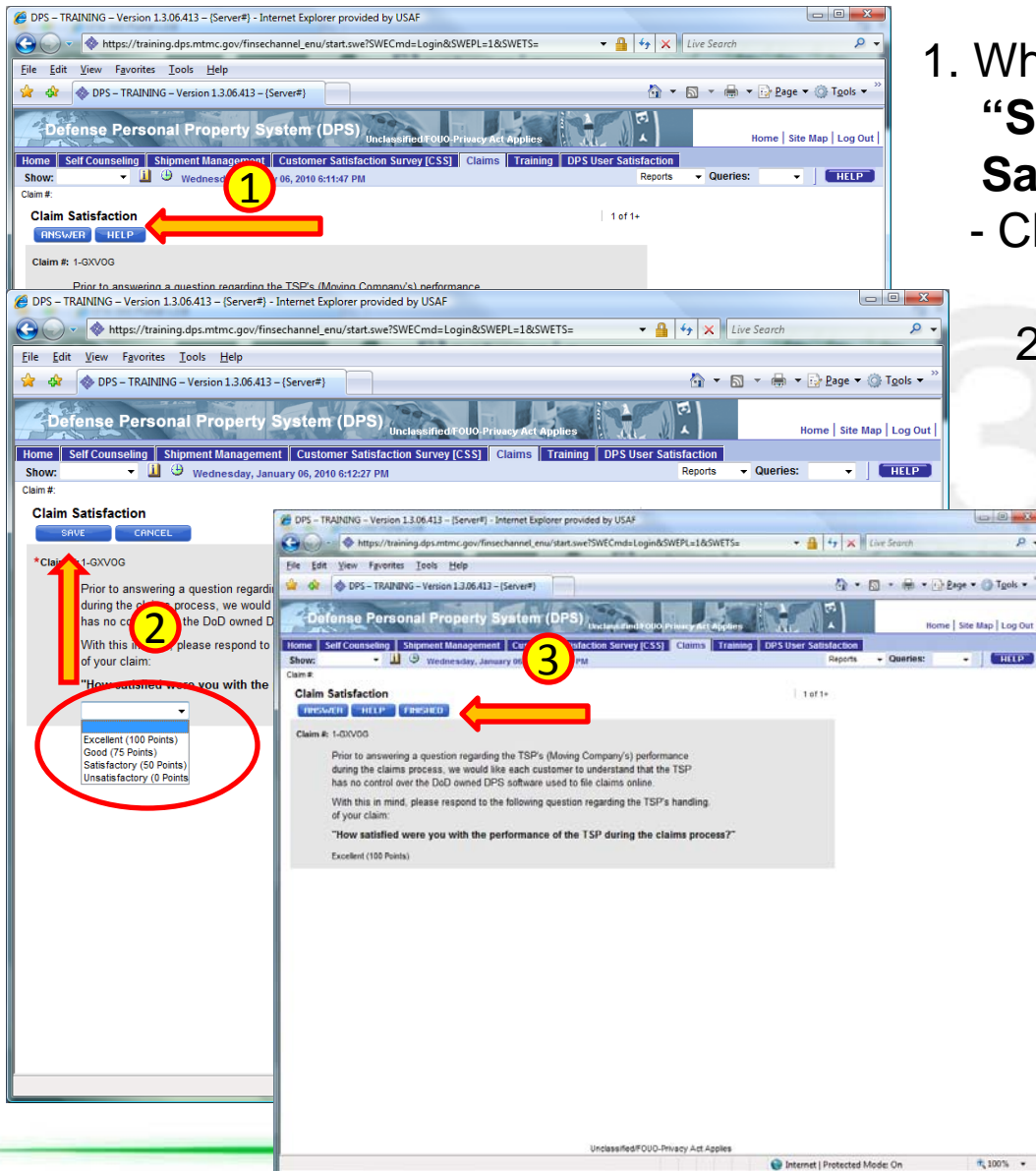
# Filing a Claim

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.**”





# Filing a 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.

**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.

\* Shipment Details

- Claim Details
- Loss/Damage Report Details
- Inspection Report Details
- File Attachments

**Shipments**

Bill of Lading Number	Status	Type	Pickup Date	Delivery Date	TSP	SCAC	GBLOC	Destination	Origin
AGFM0000184	Delivered	4HKG	06/25/2009	07/10/2009	AALCOTRANS, Inc.	AAEK	AGFM	123 Main Street O FALLON, IL 62089 UNITED STATES	100 Apollo 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	John	Doe	AALCOTRANS, Inc.	AAEK	9/3/2009
> 1-GXVGO	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-GXVH	Submitted	9/3/2009	9/3/2009	✓	AGFM0000184	7/10/2009		AALCOTRANS, Inc.	AAEK

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.dps hd@us.army.mil](mailto:sddc.safb.dps hd@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](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](http://www.jag.navy.mil/organization/code_15_packets_forms.htm)