

# Filing a claim with Defense Personal Property System

By Christine Stacey and CPT Chad Brinton

Filing a claim for property damaged during a move overseas is not an uncommon occurrence for Soldiers, Family Members and DoD Civilians.

## The Defense Personal Property System

Most claims are filed online directly with the Transportation Service Provider. The online system used is known as the Defense Personal Property System. To be sure that your claim should be filed online, check your Personal Property Bill of Lading/Order Number on the Government Bill of Lading or the Notification of loss/damage form. If it begins with four letters, you must file a claim directly with the Transportation Service Provider using the Defense Personal Property System, in order to receive Full Replacement Value.

### Creating a DPS account

You may have already created an account at the Military Claims office. If not, you can create an account by going to the [www.move.mil](http://www.move.mil) website and requesting your DPS account. Click "Log into DPS." Enter the sponsor's SSN in the User's ID block and then enter your DPS password.

### Reporting a Loss or Damage

Upon shipment delivery, you and the delivery agent will record immediately recognizable loss or damage on a "NOTIFICATION OF LOSS/DAMAGE AT DELIVERY" form. Loss and/or damage discovered after delivery must be listed on the "NOTIFICATION OF LOSS/DAMAGE AFTER DELIVERY" form. These MUST be entered into DPS by you no later than the 75th day following delivery. As an additional measure to assure that claims are paid, we ask that you bring these documents to the Military Claims Office before the 75th day. The MCO will also put the shipper on notice of loss or damage, and start a file for any future problems.

### Notifying of a Loss or Damage

As stated above, notice of any loss or damage must be given to the TSP within 75 days of delivery. Neither the TSP nor the Military Claims Office will pay for loss or damage which is not reported in a timely manner.

Procedure for notice of loss/damage on the DPS website:

- Click on the Claims tab located near the top of the page
- Click Loss/Damage Reports located on the right side of the screen
- Click Add Loss/Damage to create or add a Notice of Loss/Damage and then click the ADD button to begin
- Locate the envelope next to the BOL/GBL Number box and click on it
- Select the correct GBL and click the PICK button in the pop up window that appears
- Complete the input screen by filing in all the mandatory fields and then click SAVE
- Enter the information for an item and press SAVE

### Filing a Claim

Sending notice of loss or damage does not constitute the filing of a claim. To have your claim paid, you MUST

FILE directly with the TSP within 9 months from the delivery date of your shipment. You must file your claim by logging into DPS website and selecting the "CLAIMS" tab.

### Steps to file a claim in DPS

- Click on the Create Claims tab located on the right of the screen
- Click on the envelope next to the box for pick the shipment and hit the PICK button
- Select the envelope next to the appropriate relationship and hit the PICK button
- Click the ADD & GO button at the bottom of that section
- Click the ADD button, when the screen changes, locate the Claim and write it down
- Click on the envelope next to the BOL/GBL Number box under the Claims Detail section
- Select the appropriate GBL number and click on the PICK button
- Fill in all mandatory fields and click SAVE
- Click the PULL LOSS/DAMAGE ITEMS tab
- Click the ADD button in the ADD/UPDATE CLAIM Items section. You must do this for every lost/damaged item listed at delivery.
- Fill in all the boxes in that section and click SAVE

Once you have updated all the fields for all the items you have provided "Notice of loss/damage" then select SUBMIT. If you have not heard from the TSP within 30 days, contact your TSP and check the status of your claim.

### Transferring a claim to a military claims office (MCO)

You can transfer your claim to the MCO if you are unsatisfied with the TSP's settlement of your claim. Common reasons include:

- you receive no response from the TSP
- you are dissatisfied with the TSP's proposed settlement of your claim
- the TSP denies all or part of your claim

You must transfer the claim to your local MCO within 2 years from the delivery date. This must be done in person at the Northern Law Center as the online function on DPS to automatically transfer the claim to the MCO does NOT work.

If it is necessary to transfer your claim, the MCO will adjudicate your claim under the prescribed Personnel Claims Act, taking into account depreciation as set forth in the Allowance List-Depreciation Guide. Therefore, any settlement approved by the MCO will be based on depreciated value. You are still eligible for FRV recovery if you provide written proof that within 9 months of delivery you filed for FRV with the TSP. After making a payment to you based on the depreciated value, the MCO will seek to recover the full replacement amount from the responsible TSP, and will make a supplemental payment to the claimant once the money is recovered.

The Military Claims Office at the Northern Law Center understands that the claims process can be complicated and confusing. If you have any questions, please contact us at DSN 423-3502 or civilian 065-44-3502.