

# UNITED STATES TRANSPORTATION COMMAND (USTRANSCOM)

# **PROGRAM EXECUTIVE OFFICE - TRANSCOM (PEO-T)**

# **DEFENSE PERSONAL PROPERTY SYSTEM (DPS)**

# **CLAIMS USER GUIDE**

# FOR DOD CUSTOMERS

Version 12

January 21, 2022

Prepared for: USTRANSCOM/TCAQ 508 Scott Drive Scott AFB, IL 62225-5357

Prepared by:

# **Document Change History**

The following is a history of changes to this user guide for the Defense Personal Property System (DPS).

Date	Version	Change Description
06/18/10	01	Initial Draft
07/22/10	02	Updated Section 2.2.1, Section 3.1, Section 3.4, and Section 5.1.2 in response to Government comments for DPS Version 1.4.02
12/20/11	03	Updated for DPS version 1.4.08
06/26/15	04	Comprehensive update for DPS Release 2.3.0
07/28/15	05	Modified to address government comments.
09/11/15	06	Comprehensive update for DPS Release 2.6.0
10/13/15	07	Modified to address government comments
02/26/16	08	Comprehensive update for v3.1.0 Release.
08/17/16	09	Comprehensive update for DPS Release 3.4.0
02/27/17	10	Update images with Rank/Pay Grade element for 3.7.0 Release
07/14/17	11	Update all images to reflect UI change in 3.9.0 release
1/21/22	12	Updates for Claims redesign

# **Table of Contents**

1	CL	AIMS AT A GLANCE	4
2	OV	ERVIEW OF CLAIMS MANAGEMENT	. 18
	2.1	THE CLAIMS PROCESS	. 19
	2.2	ACCESS CLAIMS, LOSS/DAMAGE REPORTS	. 19
	2.3	DPS MINIMUM SYSTEM REQUIREMENTS	. 20
3	AC	CESS THE CLAIMS MODULE	. 20
	3.1	DPS HOME PAGE	. 20
4	FIL	E A LOSS/DAMAGE REPORT	. 21
	4.1	CREATE A NEW LOSS/DAMAGE REPORT	. 21
	4.2	ADD A LOSS/DAMAGE ITEM	. 22
	4.3	ADD A FILE ATTACHMENT	. 23
	4.4	SUBMIT A LOSS/DAMAGE REPORT	. 25
	4.5	CONVERTING A LOSS/DAMAGE REPORT	. 26
5	FIL	E A CLAIM	. 28
	5.1	CREATE A NEW CLAIM	. 28
	5.2	EDIT CLAIM ITEMS	. 32
	5.3	ADD CLAIM ITEMS	. 33
	5.4	ADD FILE ATTACHMENTS	. 34
	5.5	SUBMIT A CLAIM	. 36
	5.6	VIEW CLAIMS	. 37
	5.7	PRINT A CLAIM	. 37
6	NE	GOTIATE A SETTLEMENT	. 38
	6.1	RESPOND TO A CLAIM OFFER	. 38
6.1.	1	Accept an Offer	. 38
6.1.	2	Make a Counter-Offer	. 40
6.1.	3	Transfer to MCO	. 43
7	RE	CORD PAYMENT ACTIVITY	. 43
8	AP	PENDIX A: ACRONYMS AND ABBREVIATIONS	. 45

# **List of Figures**

Figure 3-1: DPS Home Page	20
Figure 3-2: Claims Home Page	21
Figure 4-1: New Loss/Damage Report	22
Figure 4-2: Add Loss/Damage Item	22
Figure 4-3: Save Loss/Damage Item	23

Figure 4-4: Add File Attachment	23
Figure 4-5: Select Local File	24
Figure 4-6: Add File Attachment	24
Figure 4-7: Submit Loss/Damage Report	25
Figure 4-8: Confirm Completed Loss/Damage Form	25
Figure 4-9: Loss/Damage Report List	26
Figure 4-10: Convert to Claim	26
Figure 4-11: Confirm Convert to Claim	27
Figure 5-1: Acknowledgement of Claims Disclaimer	28
Figure 5-2: Create New Claim	29
Figure 5-3: Update Claim Information	30
Figure 5-4: Save Claim	31
Figure 5-5: View Claims	31
Figure 5-6: Claim Detail – Edit Claim Items	32
Figure 5-7: Add/Update Claim Items	32
Figure 5-8: Claim Detail – Add Claim Items	33
Figure 5-9: Add/Update Claim Item	34
Figure 5-10: Add File Attachment	34
Figure 5-11: Upload Attachment	35
Figure 5-12: Confirmation of Upload	35
Figure 5-13: Submit Claim to TSP	36
Figure 5-14: View All Claims	37
Figure 5-15: Print Claim	37
Figure 6-1: Item Details	39
Figure 6-2: Accept Offer	40
Figure 6-3: Select Counter-Offer	41
Figure 6-4: Submit Counter-Offer	41
Figure 6-5: Updated Claim Detail Page	42
Figure 6-6: Counter-Offer Listing	42
Figure 6-7: Claim Detail – Transfer to MCO	43
Figure 7-1: Claim Detail – Non-Payment Option	44

# 1 CLAIMS AT A GLANCE

This section offers a guide to the Claims module in DPS. All sample data used in this guide is fictitious and does not represent valid carrier information.

## NAVIGATION

To submit or view information about a Loss/Damage report or a claim, select the **Claim History** option in the DPS Home page.

ALL DAY				
Defense Perso	nal Property System	Bome My Profile My Documents Use	eful Links Quick Reference Guides	DPS TSP ScoreCard
PS Landing Page	•		nininin	
Velcome to DPS		allin tin		
Start a New Mov	re Shipment Management	Customer Satisfaction Survey	y Claim History	
Offert WOVE OB Apr 2019: CHELMSFORE Order Number Rick Order Type Permanent Change of Sta	D to SAN DIEGO			•
OR Apr 2019: CHELMSFORD Order Number Rick Order Type Permanent Change of Sta 	D to SAN DIEGO			* 197
Offen (IROVE 08 Apr 2019: CHELMSFORE Order Type Fernanen: Change of Sta order Type Fernanen: Change of Sta Shigmont Status 1.HHG: Delivered C ACF/M600249 Desired Pickup Date	D to SAN DIEGO	Destination		
ORE APT 2019: CHELMSFORE Order Number Rick Order Type Permanent Change of Star Shipment Status 1.HHG: Delivered C ACEPME02289 Desired Pickup Date 09 Apr 2019	D to SAN DIEGO	Destination Test	G Edit My Order/Ship	real life
Offer NROVE	Origin Tost CHELNSFORD, MA 01924 UNITED STATES	Destination Test SAN DIEGO, CA 92104 UNITED STATES	ⓒ Edit My Order/Shipo	noni infe
Offer NROVE 08 Apr 2019: CHELMSFORE Order Type Permanent Change of Sta Shipmont Status 1 HHG: Delivered C ACFM6003289 Desired Pickup Date 09 Apr 2019 Actual Pickup Date 2019-04 60 60:00:00 Aesigned Counselor	Origin Test CHEUNSFORD, MA 01924 UNITED STATES Move Type 1.HHG: Household Goods	Destination Test SAN DIECO, CA 92104 UWTED STATES Estimated Shipment Weight 90 Ibs	ⓒ Edit My Orde#Ship 은 Print DD1797 Court 은 Print DD1799 Shipr	nont Infe soling Checklist net Application
Order Number Rick Order Type Permanent Change of Sta Shigmont Status 1 HHG: Delivered C ACFM6003289 Desired Pickup Date 09 Apr 2019 Actual Pickup Date 2019-04-08 00:00:00.0 Assigned Counselor	Origin Test CriELNSFORD, MA 01824 UNITED STATES Move Type 1.HHG: Household Goods Total Pro-Geor Weight	Destination Test SAN DIEGO, CA 92104 UNITED STATES Estimated Shipment Weight 90 Ibs Actual Shipment Weight	G Edit My Orde#Shipo Print DD1797 Court Print DD1799 Shipr File a Claim	nont Infe solng Checklist neet Application
Offent, MCVe 08 Apr 2019: CHELMSFORE Order Type Permanent Change of Sta Shipment States 1-HHG: Delivered C ACFM600289 Desired Pickup Date 09 Apr 2019 Actuel Pickup Date 2019-04-00 00:00:00.0 Assigned Counselor Moving Company	Origin Test CHELNSFORD, MA 01824 UNITED STATES Move Type 1.4HIG: Household Geods Total Pro-Gear Weight 10 Ibs - Service Member	Destination Test SNN DEGO, CA 92104 UNITED STATES Estimated Shipment Weight 90 lbs Actual Shipment Weight 100 bs	G Edit My Order/Shipn Print DD1797 Count Print DD1299 Shipn File a Claim	noard Infe

To access a listed claim, select the linked **Claim Number** in the first column of the table presented in the lower portion of the page.

Wolf Del	ense Personal Prop	erty System	Home My Profile	e My Documents Useful Links	Quick Reference Guides	DPS TSP Scored
				antilitatio	A Contraction	
Recent Claims			Recent Loss	Damage Reports		
		F	Recent Claims		Q	
Display +					Show	10 V enm
Display +	LDR Number	GBL Number	Status	Creation Date	Submit Date	10 C entr
Display + Claim Number 2C-7	LDR Number	GBL Number	Status Not Submitted	Creation Date 23 MAR 2021 23:19:48	Submit Date	10 <b>v</b> enn
Display + Claim Number 2C-7 2C-6	LDR Number	GBL Number	Status Not Submitted Not Submitted	Creation Date 23 MAR 2021 23 19.46 23 MAR 2021 23 09.49	Sebmit Date	10 <b>v</b> jenn

## CREATE A LOSS/DAMAGE REPORT

SECTION 4

Following delivery of a shipment, create a Loss/Damage Report to document any issues with personal goods that are not found or sustained damage in the move.

1. To create a Loss/Damage Report, select the File a Claim option.

Desired Pickup Date	Origin	Destination	the second second second second
23 Mar 2021	Test	Test	C Edit My Order/Shipment Info
Actual Pickup Date	CHELMSFORD, MA 01824	SAN DIEGO, CA 92101	
2021-03-23 00:00:00.0	UNITED STATES	UNITED STATES	Print DD1797 Counseling Checkling
	Моче Туре	Estimated Shipment Weight	Print DD1299 Shipment Applicatio
Assigned Counselor	1-HHG: Household Goods	1800 lbs	
PPSO AGFMFour 314-589-9000	Total Pro-Gear Weight	Actual Si	🚔 File a Claim
	0 lbs - Service Member	1000 lbs	
Moving Company	lbs - Spouse		Complete Survey

2. User will select checkbox for "Acknowledgement of Claims Disclaimer" and Select Next.

Acknowled	gement of Claims Disclaimer	
* I certify that I have read and understand the Claims Disclaimer		e ar an

3. User will be required to Review Contact information if no LDR or Claim has been attempted on the shipment.

	United States Air Force
Defense Personal Property System	Home My Profile My Documents Useful Links Quick Reference Guides DPS TSP ScoreCard
Review Customer Contact Information	
Before initialing an LDR or Claim for this Shipment, please review your contact info, and enter If any of the information is incorrect, please update it below.	r your Current Mailing Address.
Customer	Contact Information
* Primary Phone	* Primary Email
6185409026	
Secondary Phone (Cell Phone Preferred)	Secondary Email (Personal Email Preferred)
(1111)-1111-11111	name@email.com
Location CONUS (Continental U.S.) COCONUS (Outside Continental U.S.) Address Line 1	
Test	
Address Line 2	
Enter Street Address 2	

#### 4. Click Create LDR.



5. Select option for 'Unpacking and Removal' and 'Was there Loss or Damage at Delivery?' Save LDR to create the report.

DR Number	u	DR Creation Date	LDR Status Not Submitted 6		
npacking and Remov	al				
Performed	~	<b>—</b>			
Was there Loss or Da	mage at Delivery?	4			
Yes  No					
		Loss / Dar	nage Item Details		-
					Show 10 🗸 entries
m Number	Item Name	Inventory Number	Damage Description	Creation Date	Action
em Number	Item Name	Inventory Number	Damage Description o data available in table	Creation Date	Action
rm Number Showing 0 to 0 of 0 en	Item Name	Inventory Number N	Damage Description o data available in table	Creation Date	Action Previous Next
em Number Showing 0 to 0 of 0 en	Item Name	Inventory Number N	Damage Description	Creation Date	Action Previous Next

6. To complete a Loss/Damage report, the user will utilize the **Add Item** option to define one or more Loss/Damage Items and any associated file attachments (i.e., to upload pictures of damage).

		Loss/D	Damage Report Info		
LDR Number 2L-4D Unpacking and Removal		LDR Creation Date 13 OCT 2021 16:59:01	LDR Status Not Submitted		
	Ą	Loss / Da	mage Item Details		
				Sh	ow 10 🗸 entrie
Item Number	Item Name	Inventory Number	Damage Description No data available in table	Creation Date	Action
					Previous Next
Showing 0 to 0 of 0 entries					

7. The user will enter an Item Name, Inventory Number and Damage Description. Then, the user will select **Save** to add the item to the report.

e	
Number	
Jescription	
ushion	

8. Select Actions then Upload for an item.

		Loss / I	Damage Item Details		-
					Show 10 🗸 entries
tem Number	Item Name	Inventory Number	Damage Description	Creation Date	Action
	sofa	34534-1	cushion is ripped	13 OCT 2021 16:10:58	Actions ~
Showing 1 to 2 of 2	entries 1 row selected				Preve ✓ Edit

- 9. To add a file attachment to the Loss/Damage item the user will select **Actions** then Upload from the drop-down. Select **Item Miscellaneous** option for Document Type.
- 10. Use the **Browse** button to navigate to and select a local file. Select **Upload** after the local file is selected.

	Upload Document			
	Document Type *			
	Item Miscellaneous	•	Browse Invoi	
	You may either replace	or supplement a previous	ly uploaded Document.	
and a state of the	Document	Version	Created Date	
		No data availal	ble in table	
	Showing 0 to 0 of 0 entr	ies		
	1 Upload			
			100 C	
				n n
		Transference.		

**O**Close

11. After all items and attachments are added to the report, select the **Submit** button to process the report.

DR Number L-13R	D	LDR Creation Date 13 OCT 2021 15:02:26	LDR Status Not Submitted <b>3</b>		
npacking and Remove	al				
		Loss / [	Damage Item Details		-
					Show 10 🗸 entrie
em Number	Item Name	Inventory Number	Damage Description	Creation Date	Action
	sofa	34534-1	cushion is ripped	13 OCT 2021 16:10:58	Actions +
Showing 1 to 1 of 1 ent	tries				Previous 1 Next

12. Confirm the submission when prompted to complete the process.

Loss/Damage Reports are required if a claim is not filed within 75 days of delivery.

#### FILE A CLAIM

To file a new claim:

1. Select File a Claim option

Desired Pickup Date	Origin	Destination	
23 Mar 2021	Test	Test	Edit My Order/Shipment Info
Actual Pickup Date	CHELMSFORD, MA 01824	SAN DIEGO, CA 92101	
2021-03-23 00:00:00.0	UNITEDSTATES	UNITED STATES	Print DD1797 Counseling Checklis
	Моче Туре	Estimated Shipment Weight	Print DD1299 Shipment Application
Assigned Counselor	1-HHG: Household Goods	1800 lbs	
PPSO AGEMFour 314-589-9000	Total Pro-Gear Weight	Actual Shipment Weight	📾 File a Claim
	0 lbs - Service Member	1000 lbs	
Moving Company	Ibs - Spouse		Complete Survey
A ADVANTAGE FORWARDERS, INC.	1		

2. Select checkbox for "Acknowledgement of Claims Disclaimer" and Select Next

	Acknowledgement of Claims Disclaimer	
I certify that I have read and understand the Claims Disclaim	er	Print 🌲

#### 3. Select Create Claim

Note: User will be required to Review Contact information if no LDR or Claim has been attempted on the shipment

If you have experienced lost or	damaged items in your shipment:
You are required to report all loss and damage to the Transportation Service Provider (TS missing or damaged items. Please review the options below for filling a Claim, and/or notifying the TSP of your loss/da	P) within 180 days of the date of delivery to qualify for Full Replacement Value protection of your mage.
Lass Damage Banart	Claim
Luss Damage Report	Claim
<ul> <li>A Loss/Damage Report (LDR) is your notification to the Transportation Service Provider (SP) that you intend to file a claim for loss or damage that has occurred during your sigment.</li> <li>An LDR submitted to the TSP within 180 days of the date of delivery, allows a future Claim to be submitted within nine (9) months from the date of delivery to qualify for Full Rejacement Value protection.</li> <li>Wornst still submit a Claim to the TSP, as the Loss Damage Report is a notification to the TSP that you intend to file a future Claim.</li> <li>Delowing information is required for each lost or damaged item to submit an LDR to the TSP.</li> <li>Damage Description</li> <li>During the creation of an LDR, you may save your work at anytime prior to submitting your LDR to the TSP does NOT constitute filing a claim.</li> <li>Consum LDR has been submitted, you may convert the LDR to a Claim for submission to the TSP.</li> <li>Womitting an LDR is optional if you intend to submit a Claim the TSP within 180 days of the date of delivery.</li> <li>Won are permitted to submit multiple Claims/LDRs per shipment.</li> </ul>	<ul> <li>You do KOT need to submit a separate Loss/Damage Report prior to submiting a Glaim it you are able to submit your Glaim to the TSP within 180 days of the date of delivery.</li> <li>If a Loss/Damage Report has been submitted to the TSP within 180 days of the date of delivery, you must submit a Claim to the TSP within nine (9) months of the date of delivery to qualify for Full Replacement Value protection.</li> <li>The following information is required for each lost or damaged item to submit a Claim to the TSP.</li> <li>Loss/Damage Blem Name</li> <li>Inventory Number</li> <li>Damage Description</li> <li>Replacement Cost/Value</li> <li>Loss Type</li> <li>Year Acquired if the item was acquired as a gift</li> <li>Purchase Cost and Year Acquired if the item was not acquired as a gift to the TSP.</li> <li>More your Claim has been submitted, the TSP is required to pay, deny, or make an offer of settlement to you within 60 days of receipt of your completed and substantiated claim.</li> <li>You are permitted to submit multiple Claims/LDRs per shipment.</li> </ul>
Create LDR	Create Claim
- UNAT	United States Air Force
Defense Personal Property System	Home My Profile My Documents Useful Links Quick Reference Guides DPS TSP ScoreCard
Review Customer Contact Information	
sefere initiating an LDR or Claim for this Shipment, please review your contact info, and enter your r any of the information is incorrect, please update it below.	Current Mailing Address.
the second se	$AT/2^{-1}$
Customer Co	ntact Information
* Primary Phone	<sup>-</sup> Primary Email
0185409020	
Secondary Phone (Cell Phone Preferred)	Secondary Email (Personal Email Preferred)
(1111)-1117-11111	name@email.com
Control Oconversion Ocenversion Ocenversio	
* Address Line 1	
Test	
Address Line 2	

4. Select options for 'Submitter's Relationship', 'Claims Shipment Description' and 'Has a Quick

Claims Payment been made?'

Claim N	umber Iter's Relatio	nship	Claim St	atus hioment Descrin	tion	Total C	laimed An	ount				
- Sele	ct -	isub	✓ - Selec	ct -	, in the second s	\$0.00		iouni.				
• Has : Payme O Yes	i Quick Clain nt been mad O No	15 16?				-						
Comme	nts											
Comme	nts				Claim	Item Det	tails					
Comme	nts				Claim	Item Det	tails				Show 10	✓ entrie
Comme Hom Number	itens Name	inventory Nember	MakeModel	Damage	Claim	Item Det	tails Loss Type	Replacement .	TSP Offer	Purchase Cost	Show 10 Year Acquire	← entrie
Comme Hom Number	nts Herm Name	inventory Number	MakeModel	Dansego Description	Claim Creation Date No de	Status Status	Lossa Type Io	Replacement. Cost/Value	TSP Offer	Purchase Cost	Show 10 Year Acquire	✓ entric

5. Select Save Claim to create the claim record.

# FILE A CLAIM – EDIT ITEMS

1. Select the Actions then Edit for a selected item

	Show 10 🗸 entries
item item inventory Damage Loss Replacen Number Namo Number MakeModel Description Creation Date Status Type Cost/Vali	ment TSP Purchase Year ue Offer Cost Acquired
1 sofa 2323-2 Ashiey cushion is ripped 13 Oct 2021 04-28 Damaged 51,000 00	0 1,000.00 USD 2014 Actions -

2. Update a field or selection on the Edit Claim Item window

Item Name	* Invente	ory Number	Make/Model	
þofa	× 3434-	23	Ashley	
item and Damage Des	cription			
cushion is ripped				
Acquired Used/Gift ●No ◯ Yes	<b>* Loss Type</b> ● Damaged ◯ Miss	* Did The sing O Yes @	Carton Have Damage? ◎ No ○ N/A	
Year Acquired	* Replacement Cost/Value	Currency Type	* Purchase Cost	
2014	1000.00	Dollar - USD - I 🗸	1000.00	
em Comments				

tem Name	-1	nventory Number	Make/Model	
sofa	×	3434-23	Ashley	
• Item and Damage Des	cription			
cushion is ripped				
Acquired Used/Gift	* Loss Type	* Did	The Carton Have Damage?	
●No ○Yes	Damaged	OMissing OYes	s ⊛No ⊖N/A	
* Year Acquired	* Replacement Cost/Value	Currency Type	* Purchase Cost	
2014	1000.00	Dollar - USD - I	✓ 1000.00	
Item Comments				

- 3. Select Save to update the Claim Item data.
- 4. Review updated information.



#### FILE A CLAIM – ADD ITEMS

1. Select the Add Item option. DPS will present the Add New Claim Items window.

Claim Number 2C-GEV * Submitter's Relationship Spouse * Has a Quick Claims Payment been made? O Yes  No	0 z 0	laim Status of Submitted O laims Shipment Descrip My Completed Shipme	ption ent V	Claim Creatio 05 JAN 2022 2 Total Claimed \$0.00	n Date 2:3918 Amount					
			Claim Ite	em Details						
								Show	10 🗸	entries
liem item in Number Name M	ventory umber Make	Damage Model Description	Creation Date	Loss Status Type	Replacement Cost/Value	T SP Offer	Purchase Cost	ì	ear cquired	Action
Autor It										

2. Enter values for all required fields in the Add New Claim Item window. Then select **Save** to update the Claim Item data.

sofa 2323-2 Ashley Item and Damage Description cushion is ripped Acquired Used/Gift * Loss Type * Did The Carton Have Damage? No Yes © Damaged Missing Yes © No N/A Year Acquired * Replacement Cost/Value Currency Type * Purchase Cost 2014 1000 Dollar - USD - 1 × 1000	Item Name	* Inventory	Number	Make/Model
sola     2323-2     Ashley       Item and Damage Description     cushion is ripped       * Acquired Used/Gift     * Loss Type     * Did The Carton Have Damage?       • No< Yes     • Damaged O Missing     • Yes     • No< N/A       Year Acquired     * Replacement Cost/Value     Currency Type     * Purchase Cost       2014     1000     Dollar - USD - I      1000				
Item and Damage Description         cushion is ripped         Acquired Used/Gift       * Loss Type         * No       Yes         • No       Yes         • Damaged       Missing         Year Acquired       * Replacement Cost/Value         Currency Type       * Purchase Cost         2014       1000         Dollar - USD - I        1000	sola	2323-2		Ashley
cushion is ripped         Acquired Used/Gift       * Loss Type         No       Yes         Damaged       Missing         Year Acquired       * Replacement Cost/Value         Currency Type       * Purchase Cost         2014       1000         Dollar - USD - I >       1000	ltem and Damage Des	cription		
Acquired Used/Gift     * Loss Type     * Did The Carton Have Damage?       No     Yes     © Damaged     Missing     Yes     No     N/A       Year Acquired     * Replacement Cost/Value     Currency Type     * Purchase Cost       2014     1000     Dollar - USD - 1 ✓     1000	cushion is ripped			
Acquired Used/Gift     * Loss Type     * Did The Carton Have Damage?          • No     Yes        • Damaged        Missing        Yes        No        N/A        Year Acquired     * Replacement Cost/Value     Currency Type     * Purchase Cost       2014     1000     Dollar - USD - 1 Y     1000				
No     Yes     Damaged     Missing     Yes     No     N/A       Year Acquired     * Replacement Cost/Value     Currency Type     * Purchase Cost       2014     1000     Dollar - USD - I      1000       tem Comments	Acquired Used/Gift	* Loss Type	* Did The C	Carton Have Damage?
Year Acquired     * Replacement Cost/Value     Currency Type     * Purchase Cost       2014     1000     Dollar - USD - I      1000       tem Comments	●No ○Yes	Damaged O Missing	Yes 🖲	No ON/A
2014 1000 Dollar - USD - I ♥ 1000 tem Comments	Year Acquired	* Replacement Cost/Value	Currency Type	* Purchase Cost
tem Comments	2014	1000	Dollar - USD - I 🗸	1000
	Item Comments			

3. Confirmation of the Updated Claim will display.

		The second secon		
Your item has been successfull	saved.			
Update Claim			ser er	

# FILE A CLAIM – ADD FILE ATTACHMENTS

1.	For a selected Claim Item, sel	lect Actions then U	pload. O	pen the U	pload Document	pop-up	window.

					Claim I	tem D	etails					
											Show 10	✓ entries
tem Number	ltern Name	inventory Number	Make/Model	Damage Description	Creation Date	Status	Loss Type	Replacement Cost/Value	T SP Offer	Purchase Cost	Year Acquired	Action
1	sofa	2323-2	Ashley	cushion is ripped	13 Oct 2021 04:28 PM GMT		Damaged	\$1,000.00		1,000 00 USD	2014	Actions -
Showing 1	ta 1 of 1 entries	1 row selected									Previous	r ∠ Edit m Delete ⊕ Upload

2. Select the **Item Miscellaneous** option to choose Document Type. Next, use the **Browse** button to navigate to and select a local file. Click **Upload** after the local file is selected.

1	Document Man	agement		
20.	Document Type *			
	Item Miscellaneous	-	Brows If	
	You may either replace o	Version	y uploaded Document.	
<sup>3</sup> a <sub>21411</sub> and a	Document	No data availab	le in table	
	Showing 0 to 0 of 0 entrie	95		
	🔹 Upload			
			" A CARACTER STATE	
				<b>⊘</b> Close

3. User will receive a message confirming Item Miscellaneous document has been successfully uploaded.

	Document Management	
	The Item Miscellaneous document has been successfully uploaded.	
	Upload Document	
	Document Type *	
1	Lupload	
		Close

#### FILE A CLAIM - SUBMIT CLAIM

1. After entering all items and attaching all files, select the **Submit to TSP** option to route the claim to the TSP for a response. Finally, confirm the action when prompted.

Spouse   My Completed Shipment   \$1,000.00  * Has a Quick Claims Payment been made?  Vac. @No.		
" Has a Quick Claims Payment been made?		
Comments		
Claim Item Details		
	Show 10	<ul> <li>entries</li> </ul>
tem hen leventory Damage Crostion Loss Roslacement 75P Purchave Number Name Number MakeModel Description Date Status Type CostValue Offer Cost	Year Acquired	Action
1 sofa 2323 messing 5.Jan 2022 10.41 Diamaged \$1,000.00 (J,000.00 USD	2014	Actions -
	Design 1	Heret

#### **RESPOND TO A CLAIM OFFER**

After a claim is submitted, a TSP may offer to settle or deny the claim. If a TSP posts an offer, and it is acceptable, choose the following steps:

- 1. Navigate to the claim in DPS.
- 2. Next, click Actions, then select Details for the item.

					Claim I	tem De	etails							
											Show	10	✓ entries	
ltern Number	item Name	Inventory Number	Make/Nodel	Damage Description	Creation Date	Status	Loss Type	Replacement CostVatue	T SP Offer	Purchase Cost	Year Acquired		Action	
1	cota	2323-2	Ashley	sushies is ripped	13 Dcl 2021 04:28 PM GMT	Offer Made	Damaged	\$1,000.00	\$1,000.00	1,000.00 USD	2014		Actions 🗸	

- 3. The user may review the listed TSP Offer under Item Offer Details.
- 4. Next, select the Accept Offer, to complete the process.
- 5. If the offer is not acceptable, select/enter the following:
  - a **Counter-Offer** (select this bullet in the field shown)

b Offer-Type (chose Repair, Replace, or Payment from drop down box shown) c

Counter-Offer Amount (enter a monetary amount)

d Item Offer Comments (optional)

	Ite	m Offer Details		4
TSP Offer				
Offer Amount USD	Offer Type	Final Offer	Transferred to MCO	
\$1,000.00	Payment	No	No	
TSP Remarks		Denied Remarks		
TSP Remarks Customer Response Offer Response	* Offer Type	Counter Offer Amount		
TSP Remarks Customer Response O <mark>ffer Response</mark> Accept Offer © Counter Of	* Offer Type fer Payment	Counter Offer Amount		
TSP Remarks Customer Response Offer Response Accept Offer © Counter Of rem Offer Comments	Fer Payment	Counter Offer Amount ✓ 1250.00	_	
TSP Remarks Customer Response Offer Response Accept Offer © Counter Of tem Offer Comments	Fer Type	Counter Offer Amount ✓ 1250.00		

#### e Select Submit Response to TSP.

		Item Offe	er Comm	nents History		Z =
Display *	Offer Type	Offered \$	Final	Offer Date	Remarks	Accepted
Offer	Payment	\$1,000.00	No	13 Oct 2021 04:43 PM GMT		No
Showing 1 to	1 of 1 entries				Previous	s 1 Next

DPS will route the counter-offer to the TSP, who may or may not issue a new offer in response.

If a TSP does not make an acceptable offer, use the options to transfer a claim item or transfer the entire claim to the MCO.

## 2 OVERVIEW OF CLAIMS MANAGEMENT

Defense Personal Property System (**DPS**) Claims Management functions allow service members and civilians (DoD Customers) to file insurance claims and negotiate settlements for personal property destroyed or damaged in a shipment handled by a Transportation Service Provider (TSP).

In some cases, a Military Claims Office (MCO) may help resolve a claim if a Customer cannot settle directly with the TSP.

**Customers must file a claim in DPS within nine months of the delivery date for Full Replacement Value for all damaged, missing and or destroyed items .** Claims filed *after* nine months but within two years are subject to depreciated value of the goods. If an item is damaged but not destroyed, the customer has the option to either select repair of the items to restore to the condition received by the TSP or receive payment for the cost of repairs up to the depreciated value.

A TSP must pay, deny, or make a final offer of settlement within 60 days. A DoD Customer may transfer all or a part of their claim to a MCO after 30 days after submission to the TSP. Claims transferred are eligible for Full Replacement Value (FRV) after:

- 1. The claim has sufficient information upon which the TSP can reasonably adjudicate it.
- 2. The customer has considered and responded to any offer of settlement made by the TSP, and
- 3. The claim has not been fully satisfied or settled.

A claim may be transferred to an MCO before 30 days, and the TSP will remain liable for FRV if the following occur:

Notice that a TSP has made a final offer on a portion of the claim or denied it in full.

- 1. Notification by United States Transportation Command (USTRANSCOM) that the TSP is in bankruptcy.
- 2. Notification that the TSP has been placed in permanent, world-wide Non-Use by USTRANSCOM.
- 3. The TSP fails to comply with the catastrophic loss provisions as verified by the MCO.
- 4. The TSP fails to comply with essential items provisions as verified by the MCO.

DoD Customers may track the status of a claim in DPS throughout the entire process, from the first identification of lost or damaged items to the final settlement.

The process of filing a claim includes the following steps:

**Step 1: File a Loss/Damage Report** – Create a record of lost or damaged items following delivery. The report will not result in a settlement, but it does create a foundation for filing a formal claim. See Section 4 of this guide for instructions on how to file a Loss/Damage Report.

**Step 2: File a Claim** – To receive Full Replacement Value (FRV) for a lost or damaged item, file a claim in DPS within nine months of the delivery date. See Section 5 of this guide for instructions on how to file a Claim.

**Step 3: Negotiate a settlement** – A TSP is required to settle or make a final offer within 60 days of receiving a claim. See Section 6 of this guide for instructions on how to negotiate with a TSP in DPS.

**Step 4: Resolve the Claim** – Report if the TSP pays a settlement on time. If negotiations fail, elevate the claim to a Military Claims Office (MCO). See Section 7 of this guide for instructions on how to resolve a Claim.



# 2.1 THE CLAIMS PROCESS

A number of people have different parts in the claims process. The following outline the process:

- When a shipment is delivered, a DoD Customer and a TSP identify any items that are damaged or missing, and complete and sign a **Notice of Loss/Damage Report at Delivery** form.
- A DoD Customer or a TSP enters information from the Loss/Damage Report into DPS.
- Following delivery, a DoD Customer may identify other items that are missing or damaged in a **Notification of Loss and/or Damage AFTER Delivery** form. Enter data in the form or in DPS. List all items in a Loss/Damage Report before filing a claim.
- **A DoD Customer files a claim** in DPS. The claim process may include data entered in the Loss/Damage Report and allows entry of loss or damage information in the claim itself.
- Negotiate a settlement with the TSP for the lost or damaged items identified in the claim.

Note: The TSP has the following options when making an offer:

- \*Provide payment to repair or replace one or more claimed items
- Replace one or more claimed items
- Deny a claim for one or more claimed items
- During the negotiation process, a Customer may counter any offer from a TSP, except when it's a Final Offer. DPS permits an unlimited number of rounds of negotiation.
- If a Customer cannot resolve a claim with a TSP, it is transferred to the appropriate MCO. Following transfer, the government becomes responsible for reimbursing the Customer, and negotiates with the TSP outside of DPS to reach a settlement.

# 2.2 ACCESS CLAIMS, LOSS/DAMAGE REPORTS

At any stage in the process, a DoD Customer may log into DPS, select the Claims tab, and use navigation options to access forms used to create or view a Loss/Damage Report or a Claim.

# 2.3 DPS MINIMUM SYSTEM REQUIREMENTS

DPS is a Web-based application. A workstation used to access DPS must meet the minimum software and hardware requirements defined on the www.move.mil web site.

## **3** ACCESS THE CLAIMS MODULE

This section describes how to access the Claims module in DPS. To gain access to DPS, visit the www.move.mil website for instructions on how to register and log in to DPS.

## **3.1 DPS HOME PAGE**

The DPS Home Page is presented when a user logs into the system (see Figure 3-1, below).

NO NUT 12 20:00:31 010 2021			LeAnn Rimes MG/O-8 United States Air Fe	orce
Defense Perso	onal Property System	Home My Profile My Documents Use	eful Links Quick Reference Guides DPS TSP ScoreC	ard
DPS Landing Page	e .			
Welcome to DPS	) }		s	
Start a New Mo	ve Shipment Management	Customer Satisfaction Survey	/ Claim History	
Current Move 08 Apr 2019: CHELMSFOR Order Number Rick Order Type Permanent Change of Sta	t	7	•	
Surrent Move 08 Apr 2019: CHELMSFOR Order Number Rick Order Type Permanent Change of Sta Shipment Status 1-HHG: Delivered C AGFM0003289	t. The SAN DIEGO			-
Current Move 08 Apr 2019: CHELMSFOR Order Number Rick Order Type Permanent Change of Sta Shipment Status 1-HHG: Delivered C AGFM0003289 Desired Pickup Date Solar 2000	to SAN DIEGO	Destination	G Edit My Order/Shipment Info	
Urrent Move 08 Apr 2019: CHELMSFOR Order Number Rick Order Type Permanent Change of Sta Shipment Status 1-HHG: Delivered C AGFM003289 Desired Pickup Date 09 Apr 2019 Actual Pickup Date 2019-04-08 00:00:00 0	to SAN DIEGO ation Complete Origin Test CHELMSFORD, MA 01824 UNITED STATES	Destination Test SAN DIEGO, CA 92104 UNITED STATES	G' Edit My Order/Shipment Info	
Current Move 08 Apr 2019: CHELMSFOR Order Number Rick Order Type Permanent Change of Sta Shipment Status 1-HHG: Delivered C AGFM0003289 Desired Pickup Date 09 Apr 2019 Actual Pickup Date 2019-04-08 00:00:00 0 Assigned Counselor	to SAN DIEGO ntion Complete Origin Test CHELMSFORD, MA 01824 UNITED STATES Move Type 1-HHG: Household Goods	Destination Test SAN DIEGO, CA 92104 UNITED STATES Estimated Shipment Weight 90 lbs	© Edit My Order/Shipment Info ♣ Print DD1797 Counseling Checklist ♣ Print DD1299 Shipment Application	
Current Move 08 Apr 2019: CHELMSFOR Order Number Rick Order Type Permanent Change of Sta Shipment Status 1.HHG: Delivered C AGFM0003289 Desired Pickup Date 09 Apr 2019 Actual Pickup Date 2019-04-08 00:00:00.0 Assigned Counselor	to SAN DIEGO ation Complete Origin Test CHELMSFORD, MA 01824 UNITED STATES Move Type 1-HHG: Household Goods Total Pro-Gear Weight	Destination Test SAN DIEGO, CA 92104 UNITED STATES Estimated Shipment Weight 90 lbs Actual Shipment Weight	© Edit My Order/Shipment Info ♣ Print DD1797 Counseling Checklist ♣ Print DD1299 Shipment Application ♣ File a Claim	

Figure 3-1: DPS Home Page

The DPS Home Page presents a set of options used to access modules. To access the Claims module, select the Claims History option at the top of the page. The system will present Recent Claims/Recent Loss Damage Reports, which offers navigation options used to access Existing Claims and Loss/Damage Reports. To create a new Loss/Damage Report or Claim, select the File a Claim link to begin the new LDR or Claim process.

To close the application and end the session, select the Log Out link in the top right corner of the page.

	1 2921			Drnk So	be GS-15/GS15 United	State Marine C
- (Â)- D	efense Personal Prop	erty System	Home My Profile	My Documents Useful Links	Quick Reference Guides	DPS TSP ScoreC
			The second secon	_weited <sup>the</sup>	and the second s	
Recent Claim	is		Recent Loss	Damage Reports		
			Recent Claims			
Display -					Show	10 🗸 entri
Claim Number	LDR Number	GBL Number	Statue	Creation Date	Submit Date	
00.7		ACFM0001150	Not Submitted	23 MAR 2021 23:19:48		
69-1		ACIEM0001153	Not Submitted	23 MAR 2021 23:09:49		
20-6		AGEM0001017	Submitted to TSP	24 FEB 2021 16:36:41	24 FEB 2021 16:3	18:15
20-6 20-5					- Park A	

Figure 3-2: Claims Home Page

### 4 FILE A LOSS/DAMAGE REPORT

A Loss/Damage Report is used to record any items that were lost or damaged during a move.

- A Loss/Damage report is not required if a claim is filed within 75 days of delivery.
- A DoD Customer may submit a Loss/Damage report after the 75-day window if the Military Claims Office (MCO) determines there is a valid reason for not filing during the window.
- Submitting a Loss/Damage Report initiates the claims process. A TSP will not reimburse based on a Loss/Damage report: a DoD Customer must <u>also</u> file a formal claim (see Section 5, below).

### 4.1 CREATE A NEW LOSS/DAMAGE REPORT

To file a report, select **File a Claim** option from the homepage. Select checkbox for "Acknowledgement of Claims Disclaimer" and Select **Next** 

Click **Create LDR.** Note: User will be required to Review Contact information if no LDR or Claim has been attempted on the shipment

Select option for "Unpacking and Removal" and "Was there Loss or Damage at Delivery?"

Select Save LDR create the report

Shipment Status 1-HHG: Delivered AGFM0003289	Complete		
Desired Pickup Date	Origin	Destination	2000 1 2 C C C C C C C C C C C C C C C C C C
09 Apr 2019	Test	Test	G Edit My Order/Shipment Info
Actual Pickup Date	CHELMSFORD, MA 01824	SAN DIEGO, CA 92104	
2019-04-08 00:00:00.0	diffed of Areo	onico onico	Print DD1797 Counseling Checklist
	Move Type	Estimated Shipment Weight	Print D01299 Shimment Application
Assigned Counselor	1-HHG: Household Goods	90 lbs	
	Total Pro-Gear Weight	Actual Ship	➡ File a Claim
Moving Company	10 lbs - Service Member	100 lbs	
Cartyle Van Lines TEST, Inc 5688957845	0 lbs - Spouse		🖍 Completa Survey

Figure 4-1: New Loss/Damage Report

#### 4.2 ADD A LOSS/DAMAGE ITEM

To complete a Loss/Damage report, use the **Add Item** option to define one or more Loss/Damage Items and any associated file attachments (i.e., to upload pictures of damage).

LDR Number 2L-F		LDR Creation Date 12 AUG 2021 20:08:12	LDR Status Not Submitted		
Performed	~				
		Loss / Da	amage Item Details		-
				Sh	iow 10 🗸 entrie
Item Number	Item Name	Inventory Number	Damage Description	Creation Date	Action
			No data available in table		
Showing 0 to 0 of 0 ontries					Previous Next

Figure 4-2: Add Loss/Damage Item

Enter an Item Name, Inventory Number and Damage Description. Select Save to add the item to the report.

<b>b</b> -	Add New Los	s/Damage Item	
* Item Name			
* Inventory Number			
* Damage Description			
± Save			

Figure 4-3: Save Loss/Damage Item

#### 4.3 ADD A FILE ATTACHMENT

To attach a file to a Loss/Damage report, select **Actions** then **Upload** for an item. Next, select the **Item Miscellaneous** option for Document Type.

Use the Browse button to navigate to and select a local file. Select Upload after the local file is selected. After all items and attachments are added to the report, select the Submit button to process the report.

			roaninge Keport mis			
LDR Number 2L-F		LDR Creation Date 12 AUG 2021 20:08 12	LDR Statue Not Submitted O			Ē.
Unpacking and P	kernovat					
Performed	Ý					
		Loss / F	Damage Item Details		-	
			and a second			
					Show 10 v entries	
						-
Iten Number	item Name	Inventory Number	Damage Description	Greation Date	RELEASE	
iten Number	tem Name	Inventory Number	Demoge Description	Creation Date	Actora +	
iten Number	Item Name	Inventory Number	Damage Description	Cristion Date	Actora +	-
tten Number 1 Showing 1 to 1	tem Name 1. of 1 ontries - 1 now salected	Inventory Number	Damage Description	Creation Date:	Actors +	

Figure 4-4: Add File Attachment

Upload Document				
Document Type *				1111 111er 1111 111er
Item Miscellaneous	•	Browse Clair	<i></i>	
You may either replace or sup	plement a previously uploaded [	ocument.		
Document	Version	Created Date		
	No data avai	lable in table		
Showing 0 to 0 of 0 entries				
11111111111111111111111111111111111111				
				The second state of the se
				There are no a straight of the second
	LINCLASSIEIED/ FOLK	O Privacy Act Applies		

## Figure 4-5: Select Local File



Figure 4-6: Add File Attachment

#### 4.4 SUBMIT A LOSS/DAMAGE REPORT

After completing a Loss/Damage report, the user will select the **Submit** option (see Figure 4-7, below). DPS will present a confirmation box; confirm the action when prompted.

LDR Number 2L-F Unpacking and Ren	noval	LDR Creation Date 12 AUG 2021 20:08:12	LDR Status Not Submitted		
Performed	~				
		Loss / [	Damage Item Details		-
					Show 10 🗸 entries
Item Number	item Name	inventory Number	Damage Description	Creation Date	Action
				12 AUG 2021 20.98:14	Actions -
Showing 1 to 1 of 1	entries 1 row selected				Previous 1 Next

### Figure 4-7: Submit Loss/Damage Report

G	Confirmation
You ar	e about to submit this LDR. Are you sure you want to proceed?
1) This 9 mon	s is not a claim but simply a notice to the TSP that you are executing your right to take up to the totake up to totake up to
2) Any submit	Items found after this data will require a new AND separate LDR to be created and ted.
C	Confirm Submit LDR to TSP
2	

Figure 4-8: Confirm Completed Loss/Damage Form

Following submission, a user may add or delete attachments but may not add or modify any Loss/Damage items.

If more Loss/Damage items are discovered, create another Loss/Damage report for the shipment.

To view a submitted report, select Claims History from the homepage then the Recent Loss Damage Reports tab (see Figure 3-2, above). DPS will present the Loss/Damage Report List (see Figure 4-9, below).

u Aug 12 29:17:54 GMT 2021						Drink So	be GS-15/GS15 United	States Marine Corp
Defe	ense Personal Proper	ystem	Home	My Profile	My Documents	Useful Links	Quick Reference Guides	DPS TSP ScoreCard
A N				101. 101.			1000	
Recent Claims			Red	cent Loss	Damage Rep	oorts		
		Recent Loss	Damag	e Repor	ts			
Display -							Show	10 🗸 entries
OR Number	GBL Number	Status		Creation Da	ste		Sabmit Date	
F	AOFM0001017	Submitted to TSP		12 AUG 202	21 20:08:12		12 AUG 2021 20:17:47	
-D	AGFM0001153	Net Submitted		12 AUG 202	1 19:57:58			
4	AGPM0061017	Submitted to TSP		24 FEB 202	1 16:34:17		24 FEB 2021 16:35:58	
Showing 1 to 3 of 3 ent	ies						Previo	ous 1 Next
								_
		#1####################################	t 111	12112 1011111				

Figure 4-9: Loss/Damage Report List

Select the linked Loss/Damage Number for a listed report to view or update the content.

#### 4.5 CONVERTING A LOSS/DAMAGE REPORT

After submitting a Loss/Damage report to the TSP, the user has the option of converting the Loss/Damage Report to a claim. DPS will populate the Claim Item Details with any items included in the Loss/Damage Report. The user will select **Convert to Claim**.

2L-1		LDR Submission Date 17 FEB 2021 17:47:35	LDR Status Submitted to TSP 3		
Unpacking and Rep Performed	moval		D		
Was there Loss or Yes	Damage at Delivery?				
		Loss / E	Damage Item Details		Show 10 V entries
Item Number	Item Name	Investory Number	Damage Description	Creation Date	Action
1	Test	Test	Test	21 JAN 2021 15:00:50	Actions -
Showing 1 to 1 of	1 entries				Previous 1 Next

Figure 4-10: Convert to Claim

Once this step is completed, the user will confirm the action when prompted. After the Loss/Damage Report has been converted, edited, and saved, the corresponding claim will be listed in the Recent Claims List.

5	Confirmation	
1) You are about to convert this proceed?	Loss Damage Report to a Claim. Are y	ou sure you want to
<ol> <li>After confirming you will be l completed before the Claim ca items will display "Missing Req</li> </ol>	prought to a claims view where additionand to be submitted to the TSP. All required to uired Fields" in red.	al fields will need to be fields for your loss damage
Convert LDR to Claim		
Test	Test	21 JAN 2021

Figure 4-11: Confirm Convert to Claim

#### 5 FILE A CLAIM

After creating a Loss/Damage report, or at any time within two years of completing a shipment, a Customer may submit a claim for damages in DPS. While the system does allow multiple claims for a single shipment, it is best to unpack and examine all belongings before submitting a claim.

**Note:** To receive Full Replacement Value for items, **file a claim within nine months** of the delivery date. Claims filed more than nine months after the delivery date are subject to a depreciated valuation.

#### 5.1 CREATE A NEW CLAIM

To start a new claim for a shipment, click **File a Claim** for the desired shipment on the DPS Landing page. User will be required to acknowledge the Claim Disclaimer and click **Next**. DPS will present the Claims and Loss/Damage Disclaimer page (see Figure 5-1, below).

- Defense Personal P	roperty System	Home My Profile	My Documents	Useful Links	Quick Reference Guides	DIPS TSP ScoreCard
DPS				······ •··		
Claims Disclaimer					ANNIN MILLION MILLION AND AND AND AND AND AND AND AND AND AN	
	Claims Rel	ated Deadlines For	Filing		u antest	
You are required to report all LOSS AND D reimbursement of your missing or damaged number for your shipment. Failure to do so number from your shipping document. On or damage to the household goods araire, THE FILING OF A CLAM You also may submit your "Notification of L given to you by the TSP at the time of delin ensure that you aver some pool of dispatc is required to boarted your Mittary Claimo (2) user equired to file your CLAMIN in DPS submittad for ISP) is to the TSP with the TSP submittad for ISP you the TSP strained on the total so that SP your CLAMIN in DPS submitted to her TSP) is to the TSP with on two (2) years qualify for limited compensation Please context your MOC by on here any or notification of leas and damage as the corre	ANAGE to the Transportation Service items. The preferred way to make you ill near in improper notification of loa as you have entered the required data required data merinisfler (moore and the temportation ony. If you elect to submit the torm usin in, e.g., return receipt, FAX confirmation and "SUBNIT" (once you're entered) regulation. Prace FROM THE DATE O on from the TSP and the MCO. Any fill watching with not be notified. You can charter will not be notified. You can	Privider (TSP) (your household go in report is to use this DFS program as and damage as the correct carrie tating all your loss and damage, yo no Sankiaa Provider (TSP). TRANSI the TSP by mail (TSP). TRANSI the TSP by mail (TSP). TRANSI a or of these methods, you must a sheet, or email delivery receipt. T our claimed Hen (a), you must phys P DELIVERY the (2) years will likely resu- ne correct Government Bill folds obtain your Government Bill folds	cds carrier) WITH Please ensure 1 will not be notified unust click the " IITTING YOUR L ing the form to a dispatch it to the to 120-day notice celly hit the SUB consort value (FF it in the denial of g (GBL) number ng (GBL) number	IIN 180 DAYS ( hat you use the ed. You can ob SUBMIT' butto OSS AND DAA n email and see TSP by the 180 period is not v TSP by the 180 period is not v NIIT button in th V/) protection. NIIT button in th V/) protection.	OF THE DATE OF DELIVI correct Government Bill tain your Government Bill is to properly transmit you ALGE REPORT DOES N taling it to the TSP. The fit th day following delivery, raisversible. However, inn e DPS system in order to DBS system in order to bains filed exceptions any in m. Limited exceptions any in the Tailure of so will re ping documents.	ERY to qualify for I bading (OBL) for Lading (OBL) of CILS of CONSTITUTE com should have been and you should are cases, your TSP rr your blaim fo be months but within chy to these timelines. sout in improper
	Important Informa	tion Regarding FR	Limitatio	ons		
If you "SUBMIT" your claim within nine (8) r these limitations do not satisfy your loss, the If you "SUBMIT" your claim after nine (3) m net weight of your shipment. Processing Times	nontha, the TSP's maximum liability wi t govarnmant will avaluate for addition enths from delivery, but before two (2)	II be \$7,500, or \$8 per pound times al sattlement. years, the TSP is liable for only de	the weight of the recisted value of	shipment, whic the goods, up	hever is greater, but not r to a maximum of \$1.25 pr	more than \$75,000. If ar pound times the
The TSP is required to pay, deny, or make make an offer of settlement within 50 days daim. The TSP is also required to admowle acceptance of the offer in DPS.	in offer of settlement to you within 30- if receipt of your completed and substi dge receipt of your claim within 15 cal	days of receipt for all claims valued inlisted claim. Completing the required k endar deys. The TSP is required k	at \$1000 or less. Ired fields contain issue payment, r	For all other o ned in DPS will or initiale repair	aims, the TSP is required help ensure you have pro a of items, within 30 days	i to pay, deny, or openy submitted your of the owner's
Settlement Offers The FRV program protection provides for th restore them to their original working condi- to accept the offer, mails a courser offer, or completes an offer in DPS so it is important ransferring your claim to the MCO	a lasser of the repair or replacement o on when received by the TSP, or pay itransfer the line or your or neitism or your oneitism or your oneitism or your oneitism or your oneitism of the or oneitism of the or oneitism of the original sectors of	ost of an individual tem. The TSP v be outformer for the cost of such an im to the MCO. You should remain to the ted in this system. However, you ar	ill, at the custom pairs. The TSP w an email notifical e encouraced to r	er's option, eith iil document th tion at the ema routinely monito	er repair the items to the soffer on a line item in Di I adcress you entered int r your DPS account to re	extent necessary to PS. Your options are a DPS when the TSP main updated on the
30 days after you have submitted your cons aware that your MCO can only provide limits monies above what you were paid initially. If	olidated elaim to the TSP, you have the of compensation to you initially; howe hat amount will be passed along to yo	ne option of transferring your claim wer, your MCO will assert an FRV w. If you have questions, please o	to your MCO an claim against yo ontact your MCO	d still be eligibl ur TSP for any ),	le for Full Replacement \ payable terri(s). If your l	/alue (FRV). Please be NCO recovers additional
	Acknowledg	ement of Claims Di	sclaimer			
The second	leime Discleimer					

Figure 5-1: Acknowledgement of Claims Disclaimer

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

Figure 5-2: Create New Claim

	S	hipment Info		
TSP Name CAPITOL RELOCATION SYSTEMS, INC.	TSP's Liability Limits	GBL Number AGFM0001171	Pickup Date 28 Jul 2021	
TSP Email DPSProjectTestTeam@caci.com	TSP Phone 8009927844	Shipment Weight(Ibs) 500	Delivery Date 28 Jul 2021	
Shipment Origin Address CHELMSFORD, MASSACHUSETTS 01824		Shipment Destination Address SAN DIEGO, CALECONIA 92111		
UNITED STATES		UNITED STATES		
UNTED STATES		Claim Info		
UNTED STATES	Claim Status	Claim Info		
UNTED STATES Claim Number Submitter's Relationship - Select - ~	Claim Status Claims Shipment Description	Claim Info		
UNITED STATES Claim Number Submitter's Relationship - Select - ~ * Has a Quick Claims Payment been made? ○ Yes ○ No	Claim Status Claims Shipment Description	Claim Info		

Figure 5-3: Update Claim Information

		Claim Ir	fo					
Claim Number	Claim Status							
* Submitter's Relationship	<b>Claims Shipment Description</b>	Tot	al Claimed Amo	unt				
Member/Civilian	Select -     My Completed Strement	\$0	0					
" Has a Quick Claims	My Partial Shipment							
O Yes O No								
Comments								
		Claim Item I	Details					
		Claim Item I	Details			S	how 10 🗸	entries
ten ten investor Nation Name Nation	Danage MekerModel Description	Claim Item I	Loss Type	Replacement	TSP Offer	S Purchase Cost	how 10 V	entries Action
Bes Bes Investory Namber Name Number	Damage MakeModel Description	Claim Item I Creation Date Status No tata available	Losa Type Type	Rigilacement CostVidor	TSP Offer	S Purchase Cost	how 10 ¥ Year Acquired	entries Action
Bans Bans Investory Natiber Name Nasiber - Stoveing 6 to 2 of 4 estates	Damaye Maethodel Description	Claim Item I Creation Date Statu No tata erabatie	Loss Type Tuble	Replacement CostValue	TSP Offer	S Purchase Cost	how 10 V Year Acquired Previous	entries Action
Rem Kells Investory Nation Rame Nasion Showing 9 to 9 of 9 entries	Danage MakeModel Description	Claim Item I Cration Date Status Io data available	Loss Type Tuble	Reglacement CostVidue	TSP Offer	S Perchase Cost	Now 10 Ver Acquired Provious	entries Action
Rem Bons Investory Nantaer Kame Nanber Shoving 9 to 3 of 9 etdes	Denage MakeModel Description	Claim Item I Creation Date Statu No data evolutio	Loss Type Type	Replacement Cost/Value	TSP Offer	S Perchase Cost	how 10 Ver Year Acquired Previous	entries Action
Bon Een Investory Narber Name Nanber - Stoving 9 to 2 of 9 extens	Danapi Maleshooti Description	Claim Item I Cration Date Status	Loss Type Type	Righcinset CostWite	TSP Offer	S Perchase Cost	NOW 10 V Year Person	entries Action

Figure 5-4: Save Claim

De De	fense Personal Prope	erty System	Home My Profile	My Documents	Useful Links	Quick Reference Guides DPS TS	P ScoreCard
Y							
Recent Claims			Recent Loss	Damage Repo	rts		
			Recent Claims				
Display -			Recent Claims			Show 10 V	entries
Display -	LDR Number	G8L Number	Siatus	Creation Date		Show 10 🗸	entries
Display - Claim Number 20-0	LDR Number	GBL Number	States Not Submitted	Creation Date 12 AUG 2021 20	122.16	Show 10 V Submit Date	entries
Display - Claim Number 20-0 20-7	LDR Number	GBL Number AGFM0001153 AGFM0001153	States Not Submitted Not Submitted	Creation Date 12 AUG 2021 20 23 MAR 2021 23	122 16 5 19 48	Show 10 V Sabmit Date	entries
Display - Claim Number 20-0 20-7 20-6	LDR Number	GBL Number AGFM0901153 AGFM0901153 AGFM0901153	States Not Submitted Not Submitted Not Submitted	Creation Date 12 AUG 2021 20 23 MAR 2021 23 23 MAR 2021 23	) 22 16 5 19 48 8 09 49	Show 10 V	entries

Figure 5-5: View Claims

#### 5.2 EDIT CLAIM ITEMS

To edit a claim item, select **Actions** from the drop-down. Next, select **Edit** for an item to be modified (see Figure 5-6, below).

After selecting **Edit**, the user may update a field or specific selection on the Edit Claim Item window. Once the user has made the desired modifications, select **Save** to update the Claim Item data (see figure 5-7, below).

Once the user has saved the update to the Claim Items data, they may review updated information by selecting Actions/Edit .

2C-68V • Submitt	mber ær's Relatior	nship	Not Su Claim	status Ibmitted 💿 s Shipment Desc	ription	05 J/ Tota	AN 2022 22:3 Il Claimed A	39:18 mount					
Spous			✓ My	Completed Ship	nent 🗸	\$1.00	00.00						
• Has a Paymen O Yes Comment	Quick Claim t been made No IS	15 6?											
					Claim I	tem D	oetails						
					Claim I	ltem E	Details				Show 10		
Res Number	Dem Name	Insentory Number	MakeModel	Demage Description	Claim I Creation Oats	Statue	Loss Type	Replacement CostValue	TSP Offer	Purchase Cost	Show 10 Year Acquired	✓ entries	Ψ
Rem Number	licen Kathe	Inventory Number 2523	MakeModal	Domage Description	Claim I Oreation Date Sken 2022 1941 (M OM)	Sutue	Loss Type Domaged	Replacement CostValias \$1,990.60	TSP Offer	Purchase Cast 1,09944-USD	Show 10 Year Acquired 2014	<ul> <li>✓ entries</li> <li>Actions +</li> </ul>	10

Figure 5-6: Claim Detail – Edit Claim Items

DPS will present the Add New Claim Item page for the selected item (see Figure 5-7, below).

chair 2334 unknown tem and Damage Description missing	_
chair 2334 unknown * Item and Damage Description missing	-
* Item and Damage Description missing	
missing	
*Acquired Used/Gift *Loss Type *Is Whole Carton Missing?	
●No ○Yes ○Damaged ●Missing ●Yes ○No	
* Year Acquired * Replacement Cost/Value Currency Type * Purchase Cost	
2014 100 Dollar - USD - Unite( > 100	
em Commonté	
in connents	

#### Figure 5-7: Add/Update Claim Items

After entering or selecting values for all required values and entering any optional information (such as a comment), select **Save** to update the claim record.

#### 5.3 ADD CLAIM ITEMS

In addition to items imported from a Loss/Damage report, claim items are added from the Claim Detail page. Select the **Add Item** option. DPS will present the Add New Claim Item window option (see Figure 5-8, below).

2C-68V	mber er's Relation	ship	Claim Not St	Status Iomitted 3	ription	Ciair 05 J	m Creation D AN 2022 22 3	Pate 19:18					
Spousi	er s renauoi	mp	<ul> <li>✓ My</li> </ul>	Completed Ship	ment v	\$1.0	00.00	adant.					
• Has a Paymen O Yes Comment	Quick Claim It been made No Its	s 87											
					Claim	ltem D	Details						
											Show 10	✓ entries	
item Namber	Rem Name	Investory Number	Make/Model	Damage Description	Creation Date	Status	Loss Type	Replacement Cos9Value	TSP Offer	Purchase Cost	Year Acquired	Action	
\$/	selá	2323		mining	5 Jan 2022 10 41 FM GMT		Damaged	\$1,000.00		1,009.09.USD	2014	Actions **	
Showing 1	to 1 of 1 entities	1 row selected									Phendolet	1 Ned	

### Figure 5-8: Claim Detail – Add Claim Items

DPS will present the Add/Update Claim Item page (see Figure 5-9, below).

To populate a new claim item, enter values for all required fields in the Add New Claim Item window.

chair 2334   Itom and Damage Description missing    Acquired Used/Gift    Acquired Used/Gift    * Loss Type   * Loss Type   * Loss Type   * Stype   *	chair 2334   Item and Damage Description   missing   Acquired Used/Gift   * Loss Type   * Loss Type   * Loss Type   * Loss Type   * Save   O Damaged   • Missing   • Yes   * Replacement Cost/Value   Currency Type   * Purchase Cost   2014   100   Dollar - USD - Uniter ✓   100   tem Comments	chair 2334   Item and Damage Description missing Acquired Used/Gift * Loss Type * Loss Type * Is Whole Carton Missing? No Year Acquired * Replacement Cost/Value Currency Type * Purchase Cost 2014 100 Dollar - USD - Unitet ✓ 100 en Comments * Save * Save * Outpool * Cancel	chair 234 unknown tom and Danage Description missing Acquired Used/Gift Cost Type Is Whole Carton Missing? No Yes Danaged Missing Yes No Year Acquired Replacement Cost/Value Currency Type Purchase Cost 2014 100 Dollar - USD - Uniter 100 em Comments	tem Name		* Inventory	Number	Make/Model	
tem and Damage Description missing kequired Used/Gift *Loss Type *Is Whole Carton Missing? No Yes Damaged Missing •Yes No rear Acquired * Replacement Cost/Value Currency Type *Purchase Cost 2014 100 Dollar - USD - Uniter 100 m Comments	tem and Damage Description missing Acquired Used/Gift * Loss Type * Is Whole Carton Missing? No Yes Damaged Missing •Yes No fear Acquired * Replacement Cost/Value Currency Type * Purchase Cost 2014 100 Dollar - USD - Uniter 100 m Comments	tem and Damage Description missing Acquired Used/Gift: *Loss Type *Is Whole Carton Missing? No Yes Damaged Missing •Yes No fear Acquired * Replacement Cost/Value Currency Type *Purchase Cost 2014 100 Dollar - USD - Uniter 100 m Comments	tem and Damage Description missing Acquired Used/Gift * Loss Type * Is Whole Carton Missing? No Yes Damaged Missing •Yes No fear Acquired * Replacement Cost/Value Currency Type * Purchase Cost 2014 100 Dollar - USD - Uniter * 100 m Comments	chair		2334		unknown	
nissing cquired Used/Gift Loss Type Is Whole Carton Missing? No Yes Damaged Missing Yes No car Acquired Replacement Cost/Value Currency Type Purchase Cost 2014 100 Dollar - USD - Uniter 100 m Comments	nissing cquired Used/Gift Loss Type Is Whole Carton Missing? No Yes Damaged Missing Yes No car Acquired Replacement Cost/Value Currency Type Purchase Cost 2014 100 Dollar - USD - Uniter 100 m Comments Save Qupload @ Cancel	nissing cquired Used/Gift Loss Type Is Whole Carton Missing? No Yes Damaged Missing Yes No car Acquired Replacement Cost/Value Currency Type Purchase Cost 2014 100 Dollar - USD - Uniter 100 m Comments Save Outplace Cost Cost Comments	nissing cquired Used/Gift · Loss Type · Is Whole Carton Missing? No OYes ODamaged · Missing · Yes ONo car Acquired · Replacement Cost/Value Currency Type · Purchase Cost 2014 100 Dollar - USD - Uniter v 100 m Comments Suve Outplace Carcel	em and Damage Desc	ription				
Aquired Used/Gift  Coss Type Commande Missing Currency Type Purchase Cost Currency Type Purchase Cost Dollar Dollar USD Uniter 100 Comments Comment	Aquired Used/Gift *Loss Type *Is Whole Carton Missing? Damaged Missing Yes No ar Acquired *Replacement Cost/Value Currency Type *Purchase Cost Dollar - USD - Uniter 100 Comments Save Outpload @Cancel	Aquired Used/Gift lo \Yes \Damaged @ Missing @Yes \No ar Acquired Replacement Cost/Value Currency Type Purchase Cost 014 100 Dollar - USD - Uniter ✓ 100 Comments Save Outpload @ Cancel	Aquired Used/Gift  Coss Type Is Whole Carton Missing? Damaged  Missing  Yes No ar Acquired  Replacement Cost/Value  Currency Type  Purchase Cost Dollar - USD - Uniter  100 Comments	issing					
Acquired Used/Gift *Loss Type *Is Whole Carton Missing? Damaged Missing Yes No Year Acquired *Replacement Cost/Value Currency Type *Purchase Cost 2014 100 Dollar - USD - Unitec 100 em Comments Save Outpload @ Cancet	Acquired Used/Gift *Loss Type *Is Whole Carton Missing? No Yes Damaged Missing Yes No Year Acquired Replacement Cost/Value Currency Type *Purchase Cost 2014 100 Dollar - USD - Uniter 100 em Comments Save Optional Cost (Concellance)	Acquired Used/Gift *Loss Type *Is Whole Carton Missing? Damaged Missing Yes No Year Acquired *Replacement Cost/Value Currency Type *Purchase Cost 2014 100 Dollar - USD - Unitec 100 em Comments Save Otpload Cancel	Acquired Used/Gift *Loss Type *Is Whole Carton Missing? No Yes Damaged Missing Yes No Year Acquired *Replacement Cost/Value Currency Type *Purchase Cost 2014 100 Dollar - USD - Uniter 100 em Comments Save Otpload Cancet						
No     Yes     Damaged     Missing     Yes     No       Year Acquired     * Replacement Cost/Value     Currency Type     * Purchase Cost       2014     100     Dollar - USD - Uniter     100	No Yes     Yes Currency Type     Yes Purchase Cost     2014 100     Dollar - USD - Uniter     100     Save     Image: Currency Type     Purchase Cost     2014     100     Dollar - USD - Uniter     100     Image: Currency Type     Purchase Cost     2014     100     Dollar - USD - Uniter     100     Image: Currency Type     Purchase Cost     2014     100     Image: Currency Type     Image: Currency Type     Purchase Cost     Image: Currency Type     Image: Currency Type <td>No Yes     Yes No     Yes No     Yes No     Yes Yes     Yes No     Yes Yes     Yes No     Yes No     Yes No     Yes No        Yes No        Yes No  <b>Purchase Cost Dollar - USD - Unite( ) 100 Purchase Cost 100 Purchase Cost 100 Purchase Cost 100 Dollar - USD - Unite( ) 100 100 100 100 100 100 100 100</b></td> <td>No Yes        Yes        Yes        Yes  &lt;</td> <td>Acquired Used/Gift</td> <td>* Loss Type</td> <td></td> <td>* Is Whole Car</td> <td>ton Missing?</td> <td></td>	No Yes     Yes No     Yes No     Yes No     Yes Yes     Yes No     Yes Yes     Yes No     Yes No     Yes No     Yes No        Yes No        Yes No <b>Purchase Cost Dollar - USD - Unite( ) 100 Purchase Cost 100 Purchase Cost 100 Purchase Cost 100 Dollar - USD - Unite( ) 100 100 100 100 100 100 100 100</b>	No Yes        Yes        Yes        Yes  <	Acquired Used/Gift	* Loss Type		* Is Whole Car	ton Missing?	
Year Acquired     * Replacement Cost/Value     Currency Type     * Purchase Cost       2014     100     Dollar - USD - Unitet      100	Year Acquired     * Replacement Cost/Value     Currency Type     * Purchase Cost       2014     100     Dollar - USD - Uniter     100	Year Acquired *Replacement Cost/Value Currency Type *Purchase Cost 2014 100 Dollar - USD - Unitet 100 em Comments	Year Acquired *Replacement Cost/Value Currency Type *Purchase Cost 2014 100 Dollar - USD - Unitet V 100 em Comments	No O'Yes	○ Damaged	Missing	●Yes ○No		
2014 100 Dollar - USD - Uniter V 100	2014 100 Dollar - USD - Uniter V 100	2014 100 Dollar - USD - Uniter V 100	2014 100 Dollar - USD - Uniter V 100	Year Acquired	* Replacement Cost/Value		Currency Type	* Purchase Cost	
em Comments	em Comments	em Comments	em Comments	2014	100		Dollar - USD - Uniter	100	
				em Comments					
				em Comments	© Upload	Can	icet		

Figure 5-9: Add/Update Claim Item

After entering all required values, and any optional information (such as a comment), select **Save** to update the claim record and return to the Claim Detail page.

### 5.4 ADD FILE ATTACHMENTS

To attach a file to a claim, the user will select **Actions** then **Upload** for a Claim Item. DPS will present a pop-up window for this action. (see Figure 5-10, below).

		Loss	/Damage Report Info			
LDR Number 2L-F		LDR Creation Date 12 AUG 2021 20:08 12	LDR Status Not Submitted			-
Unpacking and Re	moval					
Performed	~					
		Loss / I	Damage Item Details		-	
					Show 10 🗸 entries	
Item Number	Hem Name	Inventory Number	Damage Description	Creation Date	Action	100
				12 AUG 2021 20:06 14	Actions ~	
Showing 1 to 1 o	1 ontrios 1 row selected				Pre-in / Edit	
					Delete	
				· · · · · · · · · · · · · · · · · · ·	Upload	



DPS will present Document Management to browse for a file. User will click the **Browse** button to navigate and select a local file. Once a local file has been chosen, click **Upload** to attach the desired file. (see Figure 5-11, below)

Opidad Do	cument			
Document T	ype *			1000 + m
Item Miscella	neous	•	Browse Clair	
You may eith	ner replace or supple	ment a previously uploaded Do	ocument.	
Docume	int	Version	Created Date	
		No data availa	ble in table	
Showing 0 f	to 0 of 0 entries			
L Upload				

Figure 5-11: Upload Attachment

DPS will, then, present a confirmation of attachment upload.

The Item Miscellaneous document has	s been successfully uploaded.
Upload Document	
Document Type *	
	- Browse
± Upload	
A CONTRACTOR	45.27 Mar 10 10 10 10 10 10 10 10 10 10 10 10 10
1	

Figure 5-12: Confirmation of Upload

#### 5.5 SUBMIT A CLAIM

After entering all items and attaching all files, select the **Submit to TSP** option to route the claim to the TSP for a response. Confirm the action when prompted (see Figure 5-13, below).

2C-2F	Not Submitted 0	13 AUG 2021 15:30.09	
		Confirmation	
You are about to submit this Claim. A	re you sure you want to proceed?		
1) Attention Claimant - You may trans elapsed since you submitted your clai	ifer all or part of your claim to the Military im in DPS.	y Claims Office (MCO) in DPS if you are dissatisfied with the TSP's handling of your cla	im or, more than 30 days have
2) As a reminder DPS will send you a	n email if the TSP has not initiated action	n on your claim.	
Confirm Submit Claim to TSP			

## Figure 5-13: Submit Claim to TSP

A verification message is presented if all criteria are met. Validate the action by selecting the **Confirm Submit Claim to TSP** message box to complete the process.

If any error messages are presented, follow the instructions to modify the claim as required. Following submission of a claim, the TSP responsible for the shipment will receive an email notification and begin processing the claim. The status of the claim changes to Submitted, and the option to add claim items is no longer available.

NOTE: If more items lost or damaged items are discovered, file another claim for the shipment. Also, the BOL/GBL number selected for the claim is read-only following submission. If the wrong BOL/GBL value is selected, create a new claim for the correct BOL/GBL.

### 5.6 VIEW CLAIMS

To access a submitted claim, use the Claims History option at the top of the DPS Landing page. DPS will present the Recent Claims/Recent Loss Damage Report page (see Figure 5-14, below).

Recent Claims	ersonal Property S	System	Home My Profile	My Decuments Useful Links Qu	nick Reference Guiden DPS TSP ScoreCart
Recent Claims	à		Recent Loss Da	amage Reports	
Recent Claims		2701	Recent Loss Da	amage Reports	
AD AULTICAN,	-0				
		Recei	nt Claims		-
Display -					Show 10 🗸 entries
laim Number LD	OR Number	GBL Number	Status	Creation Date	Submit Date
2K		AGFM0001153	Not Submitted	13 AUG 2021 15:25:57	
10		AGFM0001153	Not Submitted	12 AUG 2021 20:22:16	
7		AGFM0001153	Not Submitted	23 MAR 2021 23:19:48	
-6		AGFM0001153	Not Submitted	23 MAR 2021 23:09:49	
15		AGFM0001017	Submitted to TSP	24 FEB 2021 16:36:41	24 FEB 2021 16:38:15
Showing 1 to 5 of 5 entries					Previous 1 Next
1					
11**15					
a and a second an					

Figure 5-14: View All Claims

### 5.7 PRINT A CLAIM

To create a printed record of the items included in a claim, select the **Print** option at the bottom of the Claim Detail page for a selected claim (see Figure 5-15, below). DPS will present a Claims Report view.

Claim Numbe 2C-68V	r		Claim Status Not Submitted 3		Cialm 05 J/	n Creation D NN 2022 22 3	late 19.18				
* Submitter's	Relationship		Claims Shipment Des	cription	Total	Claimed An	mount				
Spouse		~	My Completed Ship	oment 🗸	\$1,00	00.00					
Ores	No										
				Claim	tem D	etails					
				Claim	item D	etails				Show 10	✓ entre
Non Humber	item inventi Karne Nande	sfy er Make	Damige Micdel Description	Claim Creation Date	item D	etails	Replacement Cost/Value	TSP	Purchase Cost	Show 10 Year Acquired	✓ entrie
Non Number	han investi Nare Naiste seta 2223	ory or Make	sNedel Damige Description	Creation Date Scier 2022-1041 PMC4//	tem D	Loss Type Consignt	Replacement Cost/false \$1.00180	TSP Office	Purchase Cost 1.600 p3 USD	Show 10 Year Acquires	<ul> <li>entries</li> <li>Action</li> </ul>

Figure 5-15: Print Claim

# 6 NEGOTIATE A SETTLEMENT

After a claim is filed, the Transportation Service Provider (TSP) responsible for the associated shipment reviews the claim. In response to each item, a TSP may deny the claim or offer a payment to repair or replace the item. A Customer may accept an offer from a TSP or submit a counter-offer to the TSP.

- If a Customer submits a counter-offer, a TSP may or may not respond with an offer for the same amount. If the TSP does not respond to the counter-offer, a Customer may transfer the claim to a Military Claims Office (MCO) for resolution.
- If a TSP denies a claim, a Customer may transfer the claim to a Military Claims Office (MCO) for resolution.

## 6.1 **RESPOND TO A CLAIM OFFER**

When a TSP submits an offer for a claim item, DPS sends an email notification to the Customer, who may: 1) Accept the Offer, 2) Submit a counter-offer to the TSP, or 3) Transfer the Claim to an MCO.

- If the offer is accepted (see 6.1.1, below), the TSP will contact the Customer off-line to arrange for payment, replacement, or repair of the item after all items in the claim are resolved.
- If the offer is not acceptable, a Customer may issue a counter-offer to the TSP, who may or may not respond to the offer (see 6.1.2, below).
- If an offer is not acceptable, and 1) the TSP will not respond to a counter-offer, 2) the TSP has issued its final offer, or 3) the TSP has denied a claim, a Customer may transfer a claim item, or the entire claim, to the MCO for resolution.

### 6.1.1 Accept an Offer

If a TSP posts an offer, and it is acceptable, navigate to the claim in DPS, click **Actions** and then select **Details** for the item. (see Figure 6-1, below).

Next, select Accept Offer and Submit Response to TSP (see figure 6-2, below).



Figure 6-1: Item Details

			Item Of	fer Details		
TSP Offer						
Offer Amount	USD	Offer Type		Final Offer	Transferred to	MCO
\$850.00		Repair		No Desired Remedia	No	
Customer F	Response	_				
Offer Response		4				
Accept Offer	○ Counter Offer					
Display -		Item Off	er Comn	nents History		Z -
Offer State	Offer Type	Offered \$	Final	Offer Date	Remarks	Accepted
Offer	Repair	\$850.00	No	13 Aug 2021 04:01 PM GMT		No
Showing 1 to	1 of 1 entries				Previou	is 1 Next
		-				
	and the second secon					
L Submit Res	snonse to TSP					

Figure 6-2: Accept Offer

When an offer is accepted, the status of the Claim Item changes from Offer Made to Item Settled, and the value for the Accepted changes from N to Y (indicating Yes).

**Note:** The value presented in the TSP Offer section on the Claim Detail page indicates if the offer is for payment, replacement, or repair. The Remarks field may contain additional comments about an offer.

If a TSP denies a claim item, an Item Status of **Denied** is presented in the Claim Detail page the only action open to a Customer for a denied claim item is to transfer it to a MCO for resolution (see 6.1.3, below).

#### 6.1.2 Make a Counter-Offer

To make a counter-offer in response to an offer received from a TSP, select the claim item in the Claim page, and select the **Counter-Offer** option in the Customer Response field. (see Figure 6-3, below).

TSP Offer Offer Amount USD Offer Type Final Offer Transferred to MCO 8850.00 Repair No No TSP Remarks Denied Remarks Customer Response Iffer Response Offer Type Counter Offer Amount Accept Offe Counter Offer Type Counter Offer Amount Accept Offe Counter Offer Type Type Type Type Type Type Type Type							
Offer Amount USD Offer Type Final Offer Transferred to MCO   \$850.00 Repair No No   TSP Remarks Denied Remarks   Customer Response  Offer Type Counter Offer Amount Accept Offee Counter Offer Type Counter Offer Amount Accept Offee Counter Offer Comments History Item Offer Comments History Display • Offer State Offer Type Offer dS Final Offer Date Remarks Accepted Offer State Offer Type Offered S Final Final Offer Date Remarks Remarks Accepted Offer Repair S850.00 No 13 Aug 2021 04.01 PM GMT No Previous 1 Next	TSP Offer						
S850.00 Repair No No   TSP Remarks Denied Remarks   Customer Response  Offer Type  Offer Type  Offer Counter Offer Amount  Accept Offe  Counter Offer Comments History  Item Offer Comments History  Offer State  Offer Type  Offer of \$ Final  Offer Date  Remarks  Accepted Offer Repair  S850.00  No  13 Aug 2021 04:01 PM GMT  No  Previous  1 Next	Offer Amount U	SD	Offer Type		Final Offer	Transferred	to MCO
TSP Remarks Denied Remarks     Customer Response     ffer Response     Offer Type     Counter Offer Amount     Accept Offer     Counter Offer Offer Amount     Accept Offer     Item Offer Comments History     Item Offer Comments History     Item Offer State     Offer Type     Offer State     Offer Type     Item Offer Date     Remarks     Accepted     Offer     Repair     Showing 1 to 1 of 1 entries     Denied Remarks     Previous	\$850.00		Repair		No	No	
Accept Offer Counter Offer Type Counter Offer Amount Accept Offer Comments Itstory em Offer Comments History Display • Offer State Offer Type Offered \$ Final Offer Date Remarks Accepted Offer Repair \$850.00 No 13 Aug 2021 04:01 PM GMT No Showing 1 to 1 of 1 entries Previous 1 Next	TSP Remarks				Denied Remarks		
Item Offer Comments     Item Offer State     Item Offer State	ustomer R	esponse					
Accept Offer Counter Offer Comments Litem Offer Comments History	ffer Response		Offer Type		* Counter Offer Amount		
em Offer Comments Item Offer Comments History  I	Accept Offer	Counter Offer	Rea		1000.00	×	
Display +         Offer State       Offer Type       Offered \$       Final       Offer Date       Remarks       Accepted         Offer       Repair       \$850.00       No       13 Aug 2021 04:01 PM GMT       No         Showing 1 to 1 of 1 entries       Previous       1       Next	em Offer Comm	ents 🛱					
Offer         Repair         \$850.00         No         13 Aug 2021 04:01 PM GMT         No           Showing 1 to 1 of 1 entries         Previous         1         Next	em Offer Comm	ents 🔓	Item Off	ier Comn	nents History		2 8
Showing 1 to 1 of 1 entries Previous 1 Next	em Offer Comm Display +	ents	Item Off	ier Comn	nents History	Damarka	
	em Offer Comm Display + Offer State Offer	ents	Item Off Offered \$ \$850.00	fer Comn Final No	nents History Offer Date 13 Aug 2021 04:01 PM GMT	Remarks	Accepted No

# Figure 6-3: Select Counter-Offer

To counter the TSP offer, enter a value and select Save.

			Item Offe	r Details			-
TSP Offer							
Offer Amount	USD	Offer Type		Final Offer	Tr	ansferred to	MCO
\$850.00		Repair		No	No	>	
TSP Remarks				Denied Remarks			
Customer F	Response						
offer Response		* Offer Type		Counter Offer Amount			
Accept Offer	Accept Offer  Counter Offer  Repair			1000.00	×		
wm Offer Com				1.25			
			2. 553	-00.00 -0.			
		Item Off	er Comme	ents History			~ -
Display +		Item Off	er Comme	ents History			
Display +	Offer Type	Item Off	er Comme	Offer Date	Rer	narks	Accepted
Display + Offer State Offer	Offer Type Ropair	Item Off	Final No	Offer Date 13 Aug 2021 04-01 PM GMT	Ror	narks	Accepted No
Display + Offer State Offer Showing 1 to	Offer Type Repair 1 of 1 entries	Item Off Offered \$ \$850.00	Final No	Offer Date 13 Aug 2021 04.01 PM GMT	Rer	narka	Accepted No US 1 Next
Display + Offer State Offer Showing 1 to	Offer Type Ropair 1 of 1 entries	Item Off	Final No	Offer Date 13 Aug 2021 04:01 PM GMT	Rer	narks	Accepted No US 1 Next
Display + Offer State Offer Showing 1 to	Offer Type Ropair 1 of 1 entries	Item Off Offered \$ \$850.00	Final No	Offer Date 13 Aug 2021 64 01 PM GMT	Ror	narks Previor	Accepted No Us 1 Next
Display + Offer State Offer Showing 1 to	Offer Type Repair 1 of 1 entries	Offered \$	Final No	Offer Date 13 Aug 2021 04.01 PM GMT	Rar	narks Previo	Accepted No US 1 Next
Display - Offer State Showing 1 to	Offer Type Ropair 1 of 1 entries	Item Off Offered \$ \$850.00	Er Comme Final No	Offer Date 13 Aug 2021 64-01 PM GMT	Rar	narks Prévisi	Accepted No us 1 Next

# Figure 6-4: Submit Counter-Offer

DPS will notify the TSP of the counter-offer, and the item status will be set to Item Submitted (see Figure 6-5, below).

					CI	aim Inf	0					
Claim Nun 2C-6BV Submitter	ber Relations	hip	Claim Update	Status d by Cusiomer (	rintion	Claim 05 JA	Creation D N 2022 22:3	eate 19:18	0	Claim Submissi 05 JAN 2022 23.	on Date 04.15	
Spouse Has a Qu Payment No	iick Claims been made	?	My Co	npieted Shipmen	it	\$1,00	0.00					
Comment												
					Claim	ltem De	etails					
											Show 10	✓ entries
ltern Number	Item Name	Inventory Number	Make/Model	Damage Description	Creation Date	Status	Loss Type	Replacement Cost/Value	TSP Offer	Purchase Cost	Year Acquired	Action
	sota	2323		missing	5 Jan 2022 10:41 PM GMT	Item Submitted	Damaged	\$1,000.00	\$950.00	1,000.30 USD	2014	Actions -
Showing 11	o 1 of 1 entries	1 row selected									Previous	<ul> <li>Details</li> <li>Upload</li> </ul>
											Print 🖨	Claims Home

## Figure 6-5: Updated Claim Detail Page

counter Offer		Offer Type Repair		Counter Offer Amount 125.00		
		Item Offe	er Comm	ents History		2 -
Display -	Offer Type	Offered \$	Final	Offer Date	Remarks	Accepted
Counter Offer	Repair	\$125.00	No	5 Jan 2022 11:03 PM GMT		No
Offer	Repair	\$100.00	No	5 Jan 2022 11:02 PM GMT		No
Showing 1 to 2	of 2 entries			- 1	Prev	vious 1 Next
O Close						

#### Figure 6-6: Counter-Offer Listing

A TSP does not "accept" a counter-offer in DPS – they review it, and then may enter a new offer that a Customer may accept. A TSP and a Customer can enter any number of offers and counter offers until a settlement is reached.

A TSP can signal the end of negotiations by indicating that an offer is "Final." If the value in the Final TSP Offer column is "Yes," no additional negotiation is accepted. A Customer may either accept the final offer or transfer the claim to a MCO for resolution.

#### 6.1.3 Transfer to MCO

A Customer may transfer a claim item or an entire claim to a Military Claim Office (MCO) for resolution. The claim or claim item, once transferred, is managed by the MCO, which handles any reimbursement.

- To transfer an **entire claim** to an MCO, select the **Transfer Claim to MCO** option in the Claim Detail page for a submitted claim.
- To transfer a **claim item** to an MCO, select a claim item, and then select the **Transfer Item to MCO Actions** option in the Claim Detail page for a submitted claim.

DPS will present a confirmation message that details the legal consequences of the transfer. Confirm the action to complete the transfer. Following the transfer, contact the MCO to validate receipt of the transfer and a timetable or resolution.



Figure 6-7: Claim Detail – Transfer to MCO

Claims transferred to a MCO are eligible for full replacement value. In some cases, however, a Customer may receive a depreciated value if the SDDC issues a notification that the TSP is in bankruptcy, placed in permanent world-wide Non-Use status, or has failed to comply with the catastrophic loss or essential items provisions as verified by the Military Claims Office.

### 7 RECORD PAYMENT ACTIVITY

After a claim is settled, a TSP is expected to deliver payment within thirty (30) days. Customers may update a claim in DPS by selecting a Non-Payment option for a claim if no payment is received after thirty days (see Figure 7-1, below).

To record payment activity, open the Claim Detail page for a settled claim and:

1. Select the Non-Payment option to indicate that no payment has been made.

Claim Nui 2C-6BV	mber		Claim : Claim :	Status Settled 🕄		Claim 05 JAN	Creation E 2022 22:3	0ate 89:18	<b>C</b>	laim Submiss 5 JAN 2022 23	on Date 04:15	
Submitter	r's Relations	hip	Claims	Shipment Desc	cription	Total C	claimed Ar	mount				
Spouse			My Cor	mpleted Shipmen	a	\$1,000	.00					
Has a Q Paymen No Comment	uick Claims at been made	Þ2										
					Claim	item De	tails					
											Show 10	✓ entries
item Number	ltern Name	Inventory Number	Make/Model	Damage Description	Creation Date	Status	Loss Type	Replacement Cost/Value	T SP Offer	Purchase Cost	Year Acquired	Action
1	sofa	2323		missing	5 Jan 2022 10:41 PM GMT	Item Settled	Damaged	\$1,000.00	\$1,100.00	1,000.00 USD	2014	Actions -
Showing 1	to 1 of 1 entries										Previous	1 Next

Figure 7-1: Claim Detail - Non-Payment Option

After selecting the Non-Payment option, confirm the action when prompted. DPS will send an email reminder notification to the TSP.

After reviewing the Non-Payment option, select the option to return to Claims Home.

Acronym	Definition
DCN	Document Control Number
DoD	Department of Defense
DPS	Defense Personal Property System
JPPSO	Joint Personal Property Shipping Office
РЕО-Т	Program Executive Office - TRANSCOM
PPSO	Personal Property Shipping Office
SDDC	Surface Deployment and Distribution Command
TSP	Transportation Service Provider

#### 8 APPENDIX A: ACRONYMS AND ABBREVIATIONS