



**UNITED STATES TRANSPORTATION COMMAND
(USTRANSCOM)**

**PROGRAM EXECUTIVE OFFICE -TRANSCOM (PEO-T)
DEFENSE PERSONAL PROPERTY SYSTEM (DPS)**

**CLAIMS USER GUIDE
FOR DoD CUSTOMERS**

Version 12



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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

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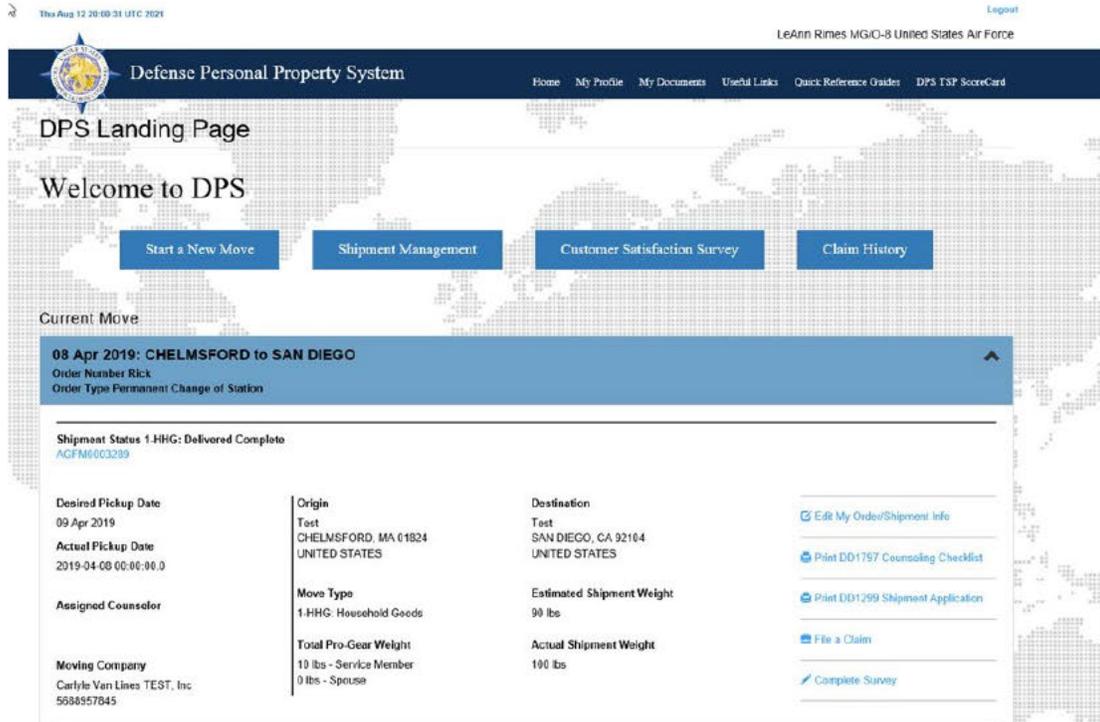
Figure 7-1: Claim Detail – Non-Payment Option 44

1 CLAIMS AT A GLANCE

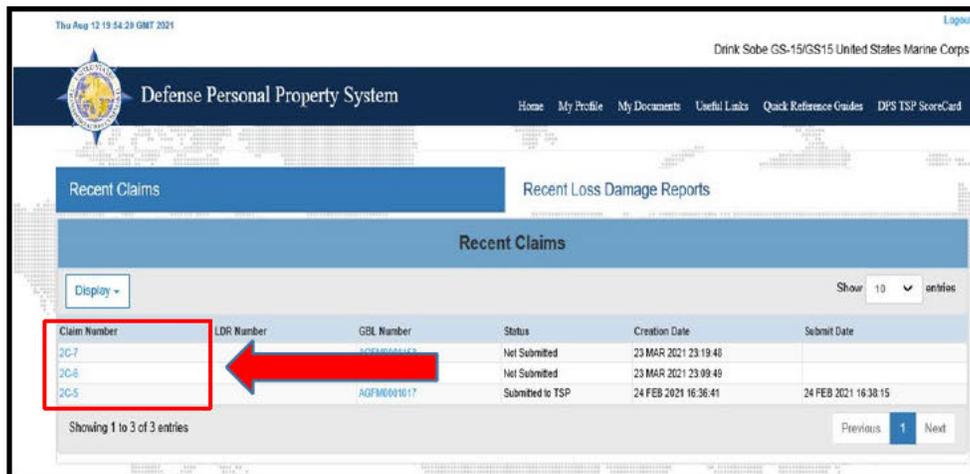
This section offers a guide to the Claims module in DPS. All sample data used in this guide is fictitious and does not represent valid carrier information.

NAVIGATION

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



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.



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.

Shipment Status 1-HHG: Delivered Complete
AGFM001153

Desired Pickup Date 23 Mar 2021	Origin Test CHELMSFORD, MA 01824 UNITED STATES	Destination Test SAN DIEGO, CA 92101 UNITED STATES	Edit My Order/Shipment Info
Actual Pickup Date 2021-03-23 00:00:00.0	Move Type 1-HHG: Household Goods	Estimated Shipment Weight 1800 lbs	Print DD1797 Counseling Checklist
Assigned Counselor PPSO AGFMFour 314-589-9000	Total Pro-Gear Weight 0 lbs - Service Member lbs - Spouse	Actual Shipment Weight 1000 lbs	Print DD1299 Shipment Application
Moving Company A ADVANTAGE FORWARDERS, INC. 3347021618			File a Claim
			Complete Survey

2. User will select checkbox for “Acknowledgement of Claims Disclaimer” and Select **Next**.

Acknowledgement of Claims Disclaimer

* I certify that I have read and understand the Claims Disclaimer

[Next](#) [Print](#)

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

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Review Customer Contact Information

Before initiating an LDR or Claim for this Shipment, please review your contact info, and enter your Current Mailing Address. If any of the information is incorrect, please update it below.

Customer Contact Information

* Primary Phone: 6185409026

* Primary Email: [Empty Field]

Secondary Phone (Cell Phone Preferred): (###) ###-####

Secondary Email (Personal Email Preferred): name@email.com

Location: CONUS (Continental U.S.) OCONUS (Outside Continental U.S.)

* Address Line 1: Test

Address Line 2: Enter Street Address 2

4. Click Create LDR.

Loss/Damage Report Info

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 (TSP) within **180 days of the date of delivery** to qualify for Full Replacement Value protection of your missing or damaged items.
Please review the options below for filling a Claim, and/or notifying the TSP of your loss/damage.

Loss Damage Report	Claim
<p>A Loss/Damage Report (LDR) is your notification to the Transportation Service Provider (TSP) that you intend to file a claim for loss or damage that has occurred during your shipment.</p> <p>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.</p> <p>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.</p> <p>The following information is required for each lost or damaged item to submit an LDR to the TSP:</p> <ul style="list-style-type: none"> Loss/Damaged Item Name Inventory Number Damage Description <p>During the creation of an LDR, you may save your work at anytime prior to submitting the LDR to the TSP.</p> <p>Submitting your LDR to the TSP does NOT constitute filing a claim.</p> <p>Once your LDR has been submitted, you may convert the LDR to a Claim for submission to the TSP.</p> <p>Submitting an LDR is optional if you intend to submit a Claim the TSP within 180 days of the date of delivery.</p> <p>You are permitted to submit multiple Claims/LDRs per shipment.</p>	<p>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.</p> <p>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.</p> <p>The following information is required for each lost or damaged item to submit a Claim to the TSP:</p> <ul style="list-style-type: none"> 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 <p>During the creation of a Claim, you may save your work at anytime prior to submitting it to the TSP.</p> <p>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.</p> <p>You are permitted to submit multiple Claims/LDRs per shipment.</p>


Create LDR

Create Claim

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

Loss/Damage Report Info

LDR Number
LDR Creation Date
LDR Status
Not Submitted ⬇

Unpacking and Removal

Performed ⬅

Was there Loss or Damage at Delivery?

Yes No ⬅

Loss / Damage Item Details

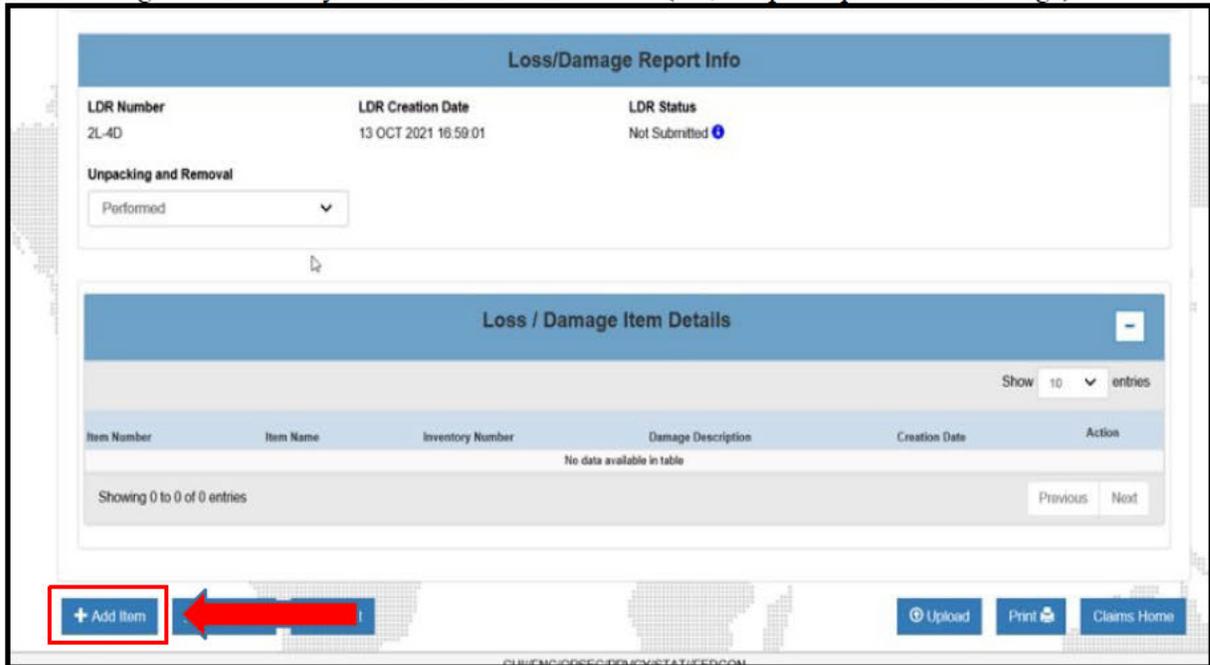
Show 10 entries

Item Number	Item Name	Inventory Number	Damage Description	Creation Date	Action
No data available in table					
Showing 0 to 0 of 0 entries					

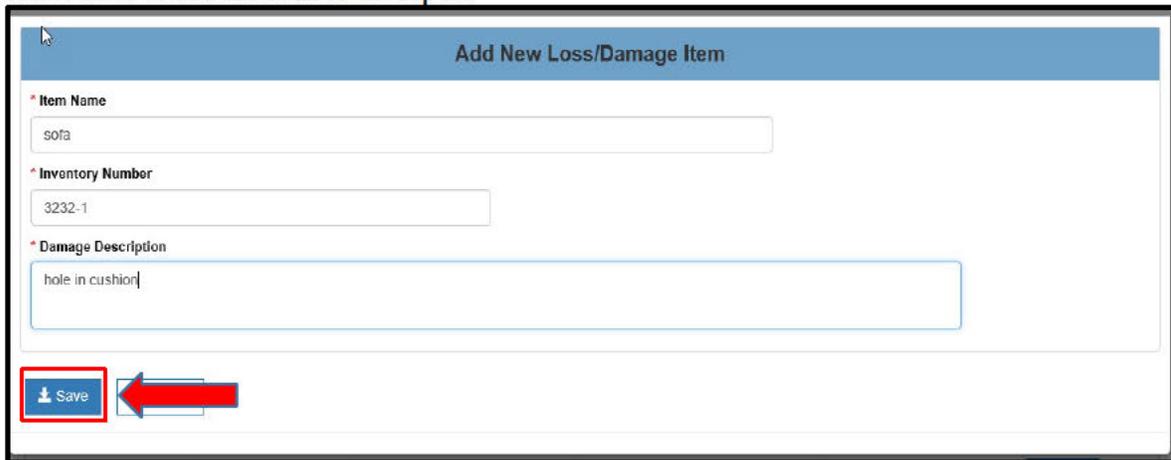
Save LDR
Cancel
⬅

Print

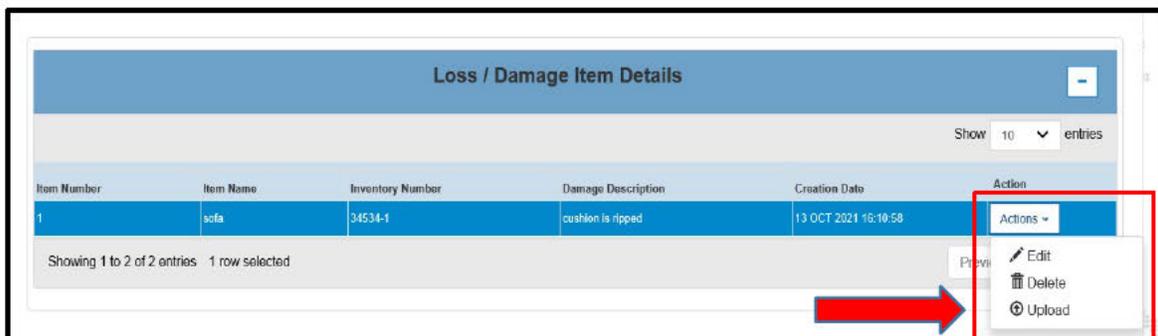
- To complete a Loss/Damage report, the user will utilize the **Add Item** option to define one or more Loss/Damage Items and any associated file attachments (i.e., to upload pictures of damage).



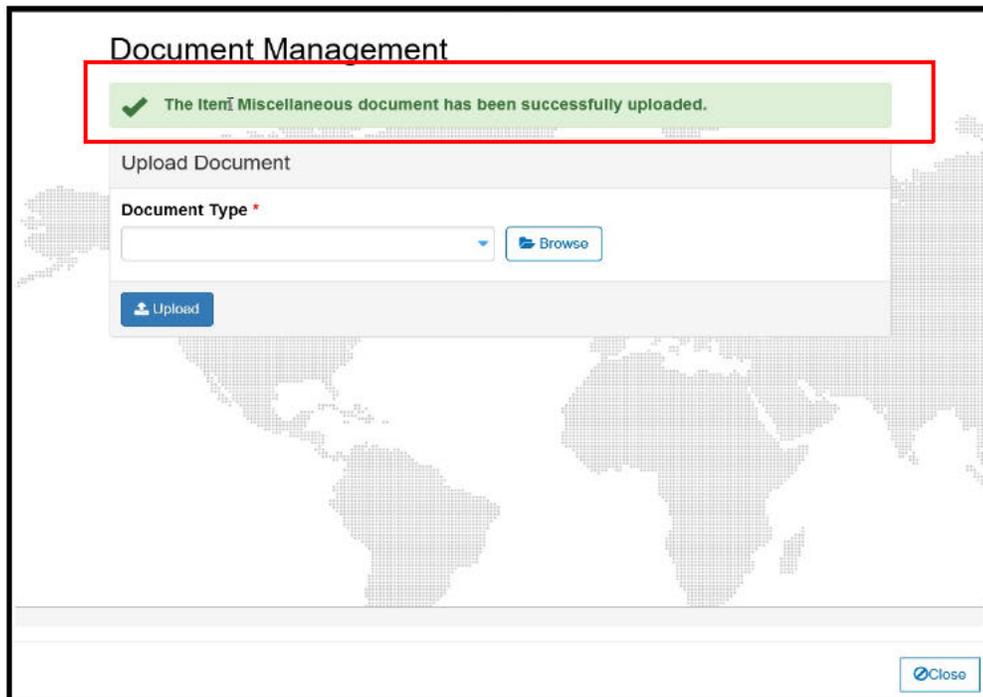
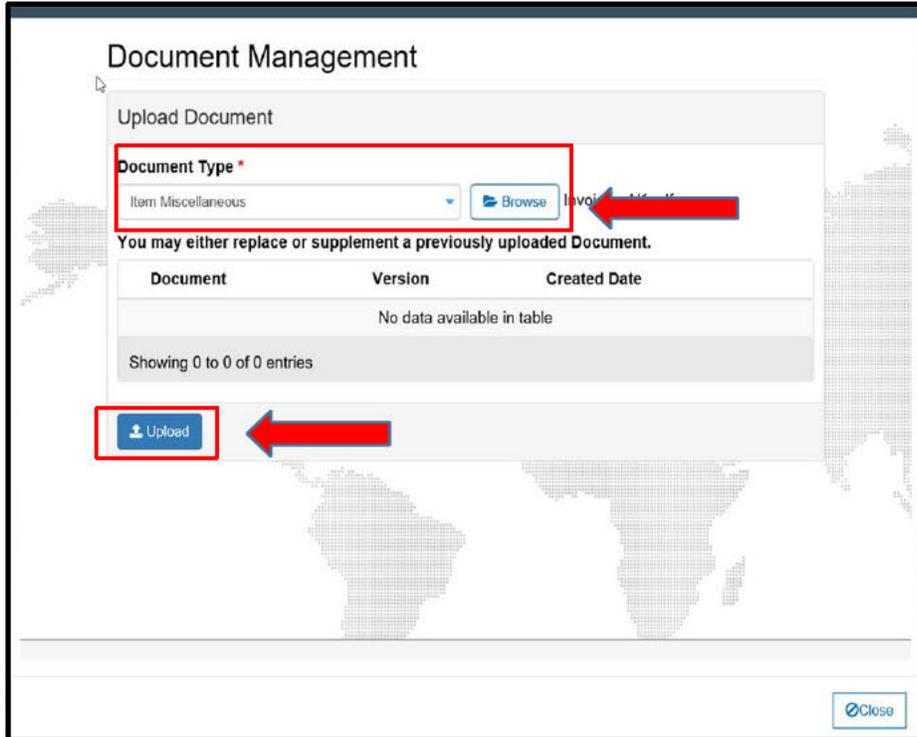
- The user will enter an Item Name, Inventory Number and Damage Description. Then, the user will select **Save** to add the item to the report.



- Select **Actions** then **Upload** for an item.



- 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.
- Use the **Browse** button to navigate to and select a local file. Select **Upload** after the local file is selected.



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

Loss/Damage Report Info

LDR Number: 2L-13R
 LDR Creation Date: 13 OCT 2021 15:02:26
 LDR Status: Not Submitted

Unpacking and Removal: - Select -

Loss / Damage Item Details

Show 10 entries

Item Number	Item Name	Inventory Number	Damage Description	Creation Date	Action
1	sofa	34534-1	cushion is ripped	13 OCT 2021 16:10:56	Actions

Showing 1 to 1 of 1 entries

Buttons: Add Item, Save LDR, **Submit**, Upload, Print, Claims Home

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

Shipment Status 1-HHG: Delivered Complete
 AGFM0001153

Desired Pickup Date 23 Mar 2021	Origin Test CHELMSFORD, MA 01824 UNITED STATES	Destination Test SAN DIEGO, CA 92101 UNITED STATES	Edit My Order/Shipment Info
Actual Pickup Date 2021-03-23 00:00:00.0	Move Type 1-HHG: Household Goods	Estimated Shipment Weight 1800 lbs	Print DD1797 Counseling Checklist
Assigned Counselor PFSO AGFMFour 314-589-9000	Total Pro-Gear Weight 0 lbs - Service Member lbs - Spouse	Actual Shipment Weight 1000 lbs	Print DD1299 Shipment Application
Moving Company A ADVANTAGE FORWARDERS, INC. 3347021616			File a Claim
			Complete Survey

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 Disclaimer

Buttons: **Next**, 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 (TSP) within **180 days of the date of delivery** to qualify for Full Replacement Value protection of your missing or damaged items.
Please review the options below for filling a Claim, and/or notifying the TSP of your loss/damage.

Loss Damage Report	Claim
<p>A Loss/Damage Report (LDR) is your notification to the Transportation Service Provider (TSP) that you intend to file a claim for loss or damage that has occurred during your shipment.</p> <p>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.</p> <p>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.</p> <p>The following information is required for each lost or damaged item to submit an LDR to the TSP:</p> <ul style="list-style-type: none"> Loss/Damaged Item Name Inventory Number Damage Description <p>During the creation of an LDR, you may save your work at anytime prior to submitting the LDR to the TSP.</p> <p>Submitting your LDR to the TSP does NOT constitute filing a claim.</p> <p>Once your LDR has been submitted, you may convert the LDR to a Claim for submission to the TSP.</p> <p>Submitting an LDR is optional if you intend to submit a Claim the TSP within 180 days of the date of delivery.</p> <p>You are permitted to submit multiple Claims/LDRs per shipment.</p>	<p>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.</p> <p>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.</p> <p>The following information is required for each lost or damaged item to submit a Claim to the TSP:</p> <ul style="list-style-type: none"> 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 <p>During the creation of a Claim, you may save your work at anytime prior to submitting it to the TSP.</p> <p>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.</p> <p>You are permitted to submit multiple Claims/LDRs per shipment.</p>
<input type="button" value="Create LDR"/>	<div style="border: 2px solid red; display: inline-block; padding: 5px;"> <input type="button" value="Create Claim"/> </div> ←

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Review Customer Contact Information

←

Before initiating an LDR or Claim for this Shipment, please review your contact info, and enter your Current Mailing Address. If any of the information is incorrect, please update it below.

Customer Contact Information

<p>* Primary Phone</p> <input type="text" value="6185409020"/>	<p>* Primary Email</p> <input type="text"/>
<p>Secondary Phone (Cell Phone Preferred)</p> <input type="text" value="(###)-###-####"/>	<p>Secondary Email (Personal Email Preferred)</p> <input type="text" value="name@email.com"/>

Location ?

CONUS (Continental U.S.) OCONUS (Outside Continental U.S.)

*** Address Line 1**

Address Line 2

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

Claims Payment been made?'

Claim Info

Claim Number: [] Claim Status: []

* Submitter's Relationship: - Select -

Claims Shipment Description: - Select -

Total Claimed Amount: \$0.00

* Has a Quick Claims Payment been made?
 Yes No

Comments: []

Claim Item Details

Show 10 entries

Item Number	Item Name	Inventory Number	Make/Model	Damage Description	Creation Date	Status	Loss Type	Replacement Cost/Value	TSP Offer	Purchase Cost	Year Acquired	Action
No data available in table												

Showing 0 to 0 of 0 entries

Previous Next

Save Claim

5. Select **Save Claim** to create the claim record.

FILE A CLAIM – EDIT ITEMS

1. Select the **Actions** then **Edit** for a selected item

Claim Item Details

Show 10 entries

Item Number	Item Name	Inventory Number	Make/Model	Damage Description	Creation Date	Status	Loss Type	Replacement Cost/Value	TSP 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 Edit Delete Upload

Showing 1 to 1 of 1 entries 1 row selected

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

Edit Claim Item

* Item Name: sofa
 * Inventory Number: 3434-23
 Make/Model: Ashley

* Item and Damage Description: cushion is ripped

* Acquired Used/Gift: No Yes
 * Loss Type: Damaged Missing
 * Did The Carton Have Damage?: Yes No N/A

* Year Acquired: 2014
 * Replacement Cost/Value: 1000.00
 Currency Type: Dollar - USD - I
 * Purchase Cost: 1000.00

Item Comments

Save Upload Cancel

Edit Claim Item

* Item Name: sofa
 * Inventory Number: 3434-23
 Make/Model: Ashley

* Item and Damage Description: cushion is ripped

* Acquired Used/Gift: No Yes
 * Loss Type: Damaged Missing
 * Did The Carton Have Damage?: Yes No N/A

* Year Acquired: 2014
 * Replacement Cost/Value: 1000.00
 Currency Type: Dollar - USD - I
 * Purchase Cost: 1000.00

Item Comments

Save

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 Info

Claim Number: 2C-GEV
 Claim Status: Not Submitted
 Claim Creation Date: 05 JAN 2022 22:39:16

Submitter's Relationship: Spouse
 Claims Shipment Description: My Completed Shipment
 Total Claimed Amount: \$0.00

* Has a Quick Claims Payment been made?
 Yes No

Comments

Claim Item Details

Show 10 entries

Item Number	Item Name	Inventory Number	Make/Model	Damage Description	Creation Date	Status	Loss Type	Replacement Cost/Value	TSP Offer	Purchase Cost	Year Acquired	Action
No data available in table												

Showing 0 to 0 of 0 entries

Previous Next

+ Add Item Save Submit To TSP Upload Print Claims Home

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

Add New Claim Item

* Item Name: sofa
 * Inventory Number: 2323-2
 * Make/Model: Ashley

* Item and Damage Description: cushion is ripped

* Acquired Used/Gift: No Yes
 * Loss Type: Damaged Missing
 * Did The Carton Have Damage?: Yes No N/A

* Year Acquired: 2014
 * Replacement Cost/Value: 1000
 * Currency Type: Dollar - USD - I
 * Purchase Cost: 1000

Item Comments

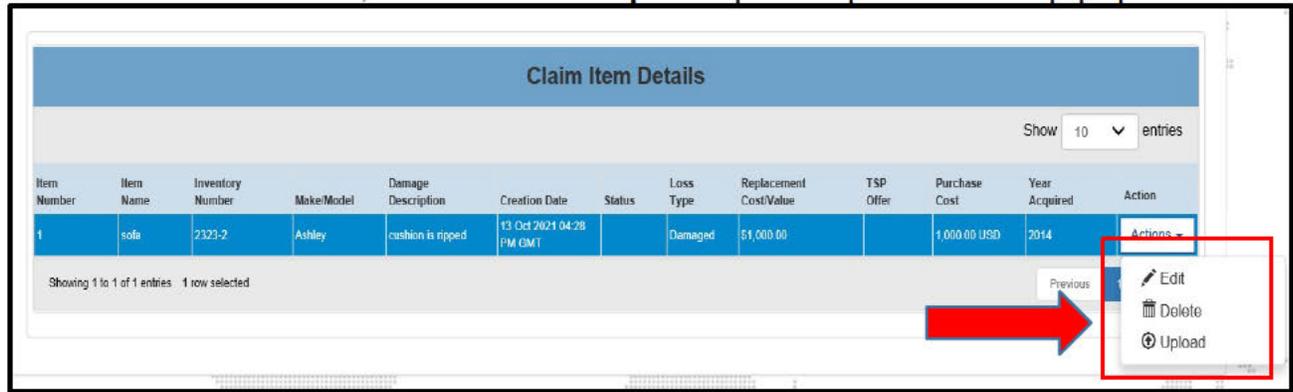
Save Add Another Cancel

3. Confirmation of the Updated Claim will display.

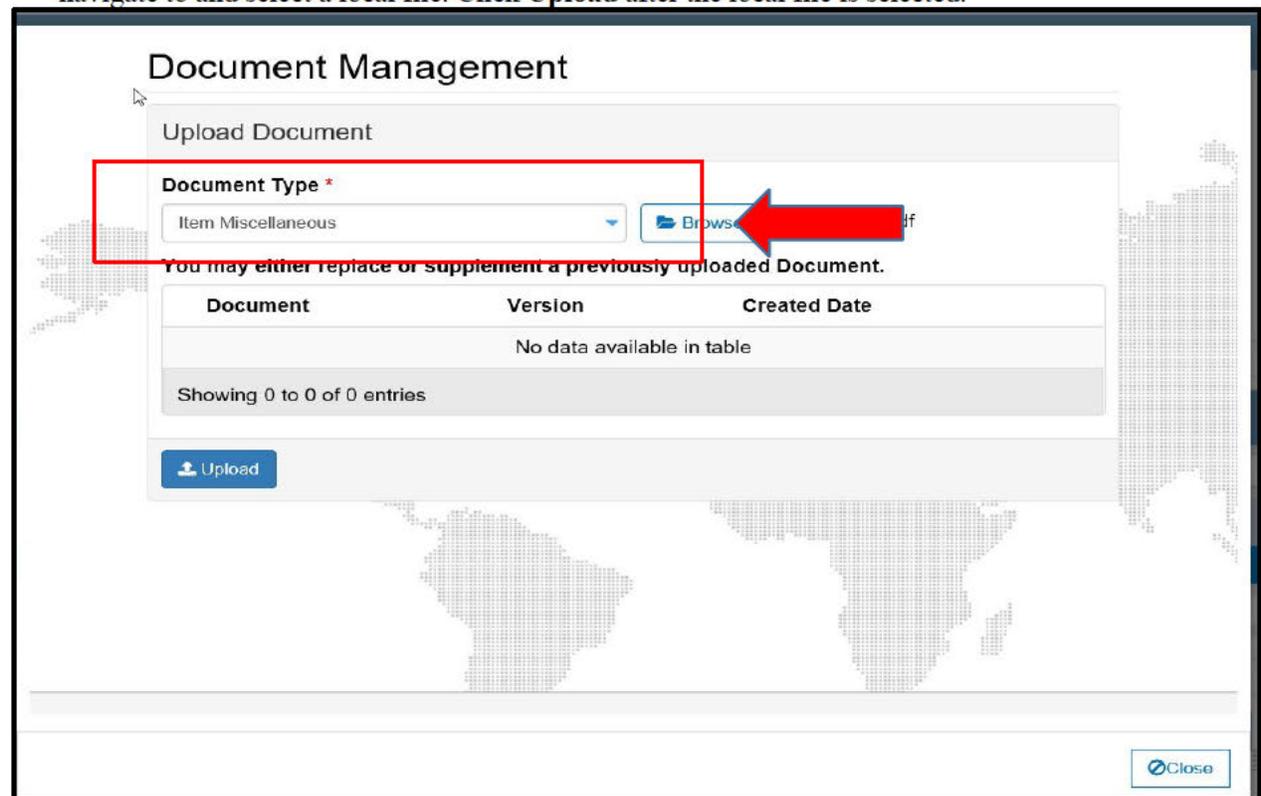


FILE A CLAIM – ADD FILE ATTACHMENTS

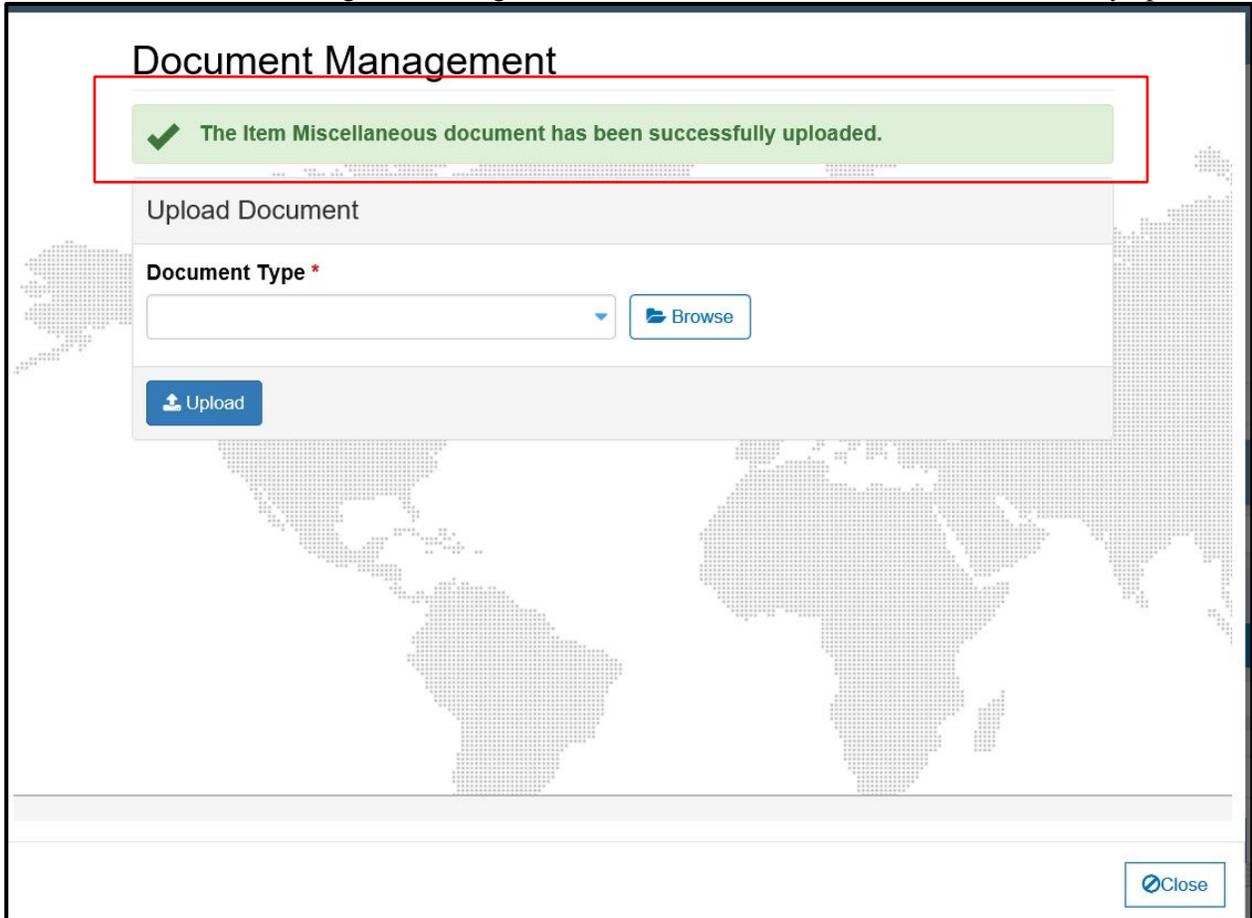
1. For a selected Claim Item, select **Actions** then **Upload**. Open the Upload Document pop-up window.



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.



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



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.

Claim Info

Claim Number: 2C-68V
 Claim Status: Not Submitted
 Claim Creation Date: 05 JAN 2022 22:39:18

* Submitter's Relationship: Spouse
 Claims Shipment Description: My Completed Shipment
 Total Claimed Amount: \$1,000.00

* Has a Quick Claims Payment been made?
 Yes No

Comments

Claim Item Details

Show 10 entries

Item Number	Item Name	Inventory Number	Make/Model	Damage Description	Creation Date	Status	Loss Type	Replacement Cost/Value	TSP Offer	Purchase Cost	Year Acquired	Action
1	sofa	2323		missing	5 Jan 2022 10:41 PM GMT		Damaged	\$1,000.00		1,000.00 USD	2014	Actions

Showing 1 to 1 of 1 entries

Buttons: + Add Item, Save Claim, **Submit To TSP**, Upload, Print, Claims Home

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 Item Details

Show 10 entries

Item Number	Item Name	Inventory Number	Make/Model	Damage Description	Creation Date	Status	Loss Type	Replacement Cost/Value	TSP Offer	Purchase Cost	Year Acquired	Action
1	sofa	2323-2	Ashley	cushion is ripped	13 Jul 2021 04:26 PM GMT	Offer Made	Damaged	\$1,000.00	\$1,000.00	1,000.00 USD	2014	Actions

Showing 1 to 1 of 1 entries 1 row selected

Buttons: + Add Item, Save Claim, **Submit To TSP**, Upload, Print, Claims Home

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)

Item Offer Details ^

TSP Offer

Offer Amount USD	Offer Type	Final Offer	Transferred to MCO
\$1,000.00	Payment	No	No
TSP Remarks	Denied Remarks		

Customer Response

Offer Response **Offer Type** **Counter Offer Amount**

Accept Offer
 Counter Offer
 Payment
 1250.00

Item Offer Comments

found receipt for couch after claim was submitted. Claimed amount was incorrect.

- e **Select Submit Response to TSP.**

found receipt for couch after claim was submitted. Claimed amount was incorrect.

Item Offer Comments History ↗ -

Display ▾

Offer State	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 1 Next

Save

↓ Submit Response to TSP

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).

The screenshot shows the DPS Home Page for a user named LeAnn Rimes. The page features a navigation menu with options like Home, My Profile, My Documents, Useful Links, Quick Reference Guides, and DPS TSP ScoreCard. The main content area is titled 'DPS Landing Page' and 'Welcome to DPS'. It includes four primary action buttons: 'Start a New Move', 'Shipment Management', 'Customer Satisfaction Survey', and 'Claim History'. A 'Current Move' section provides details for a move on 08 Apr 2019 from CHELMSFORD to SAN DIEGO. This section includes a table with shipment status, pickup dates, assigned counselor, and moving company information. A table summarizes shipment details such as origin, destination, move type, and weights. Action links for editing order info, printing checklists, filing claims, and completing surveys are also visible.

Desired Pickup Date	Origin	Destination
09 Apr 2019	Test CHELMSFORD, MA 01824 UNITED STATES	Test SAN DIEGO, CA 92104 UNITED STATES
Actual Pickup Date		
2019-04-08 00:00:00.0		
Assigned Counselor		
	Move Type 1-HHG: Household Goods	Estimated Shipment Weight 90 lbs
Moving Company	Total Pro-Gear Weight 10 lbs - Service Member 0 lbs - Spouse	Actual Shipment Weight 100 lbs
Carlyle Van Lines TEST, Inc 5688957845		

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.

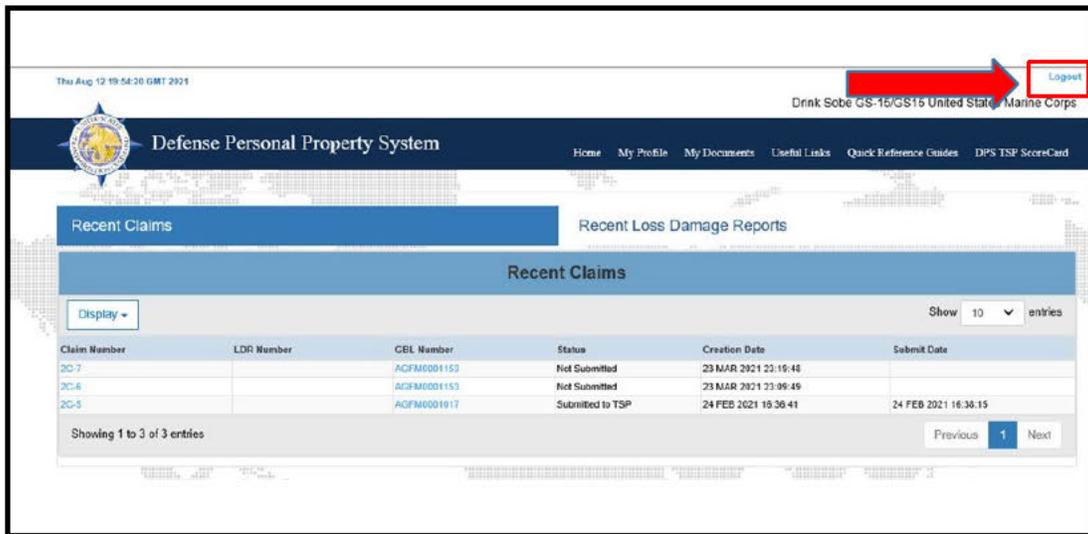


Figure 3-2: Claims Home Page

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 **also** 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



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).

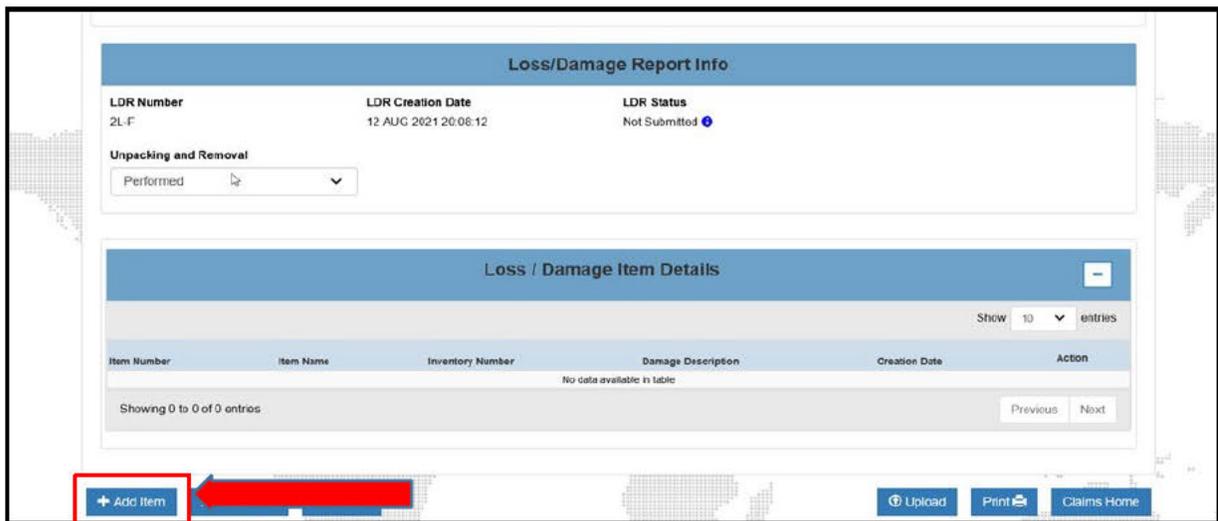


Figure 4-2: Add Loss/Damage Item

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

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.

Item Number	Item Name	Inventory Number	Damage Description	Creation Date
1				12 AUG 2021 10:36:14

Figure 4-4: Add File Attachment

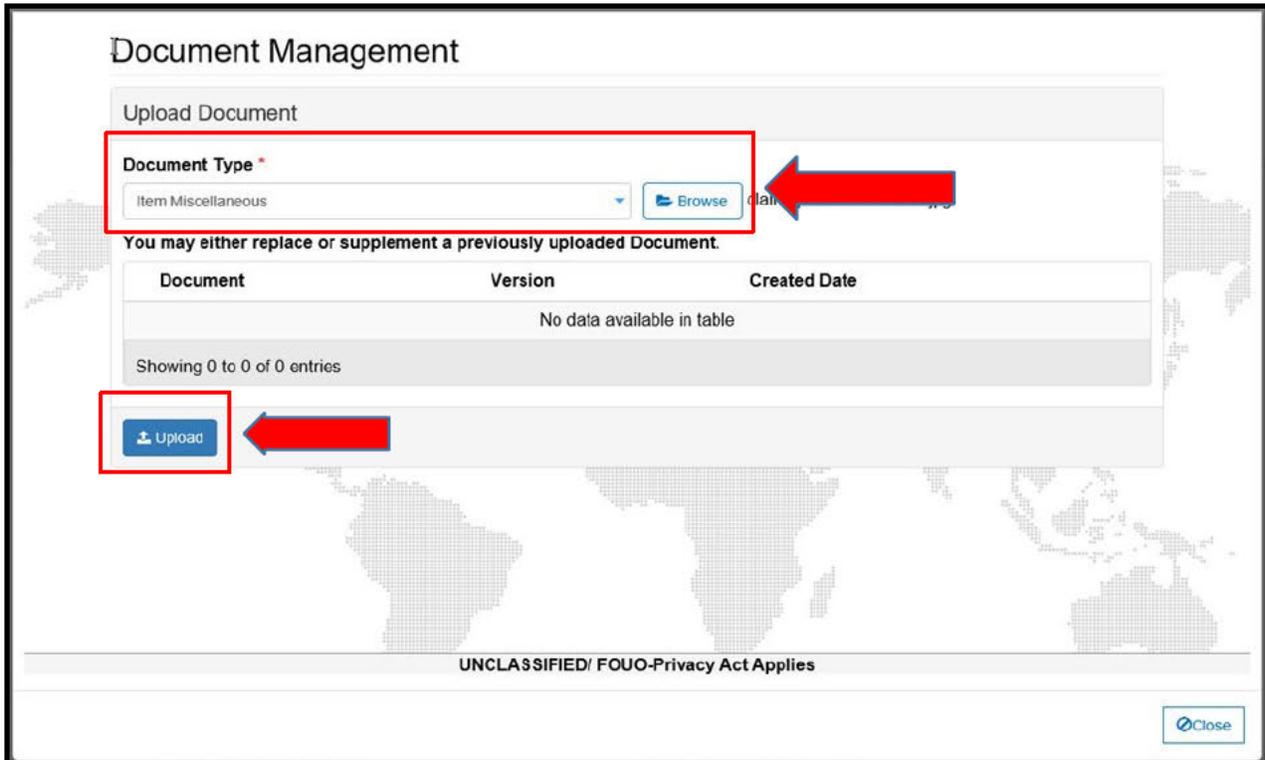


Figure 4-5: Select Local File

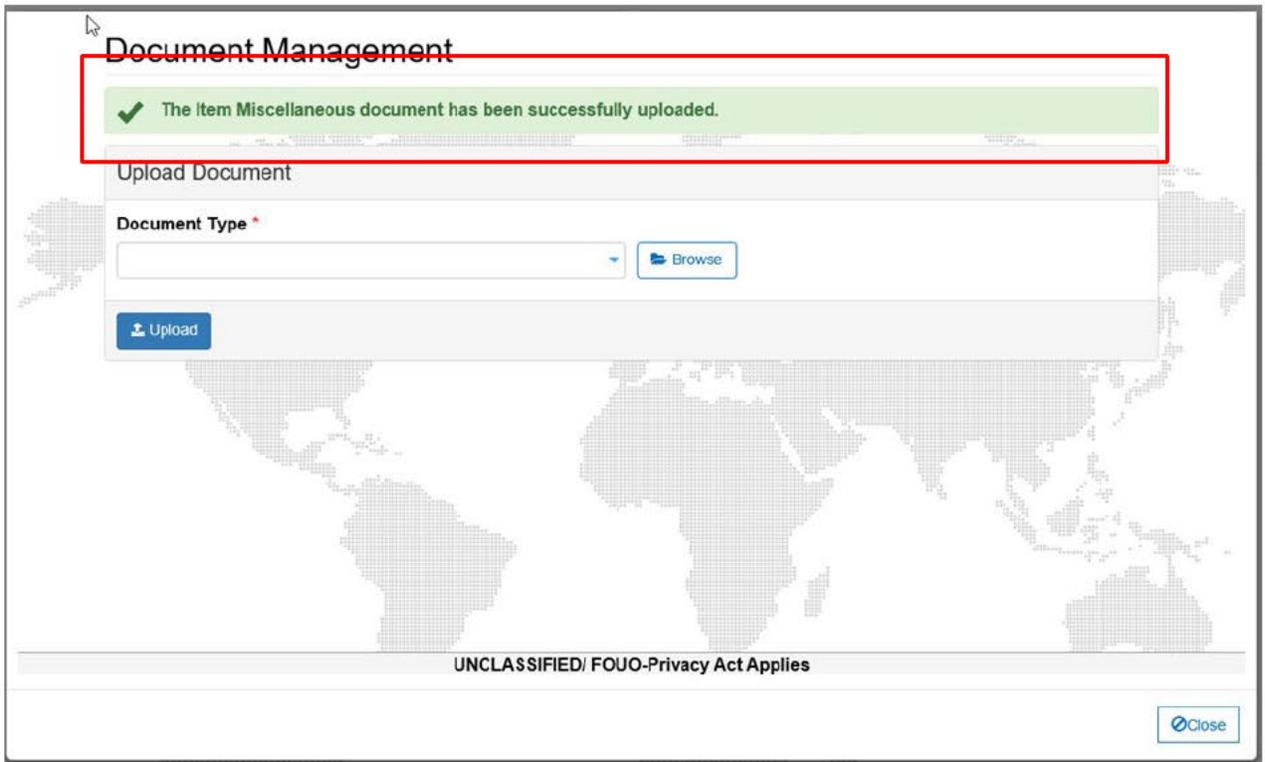


Figure 4-6: Add File Attachment

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.

The screenshot shows the 'Loss/Damage Report Info' section with the following details:

- LDR Number: 2L-F
- LDR Creation Date: 12 AUG 2021 20:08:12
- LDR Status: Not Submitted
- Unpacking and Removal: Performed

The 'Loss / Damage Item Details' section contains a table with one entry:

Item Number	Item Name	Inventory Number	Damage Description	Creation Date	Action
1	1	1	1	12 AUG 2021 20:08:14	Actions

At the bottom of the interface, the 'Submit' button is highlighted with a red box and a red arrow pointing to it. Other buttons include '+ Add Item', 'Save LDR', 'Update', 'Print', and 'Claims Home'.

Figure 4-7: Submit Loss/Damage Report

The confirmation dialog box contains the following text:

Confirmation

You are about to submit this LDR. Are you sure you want to proceed?

- 1) This is not a claim but simply a notice to the TSP that you are executing your right to take up to 9 months to file a claim on these items and receive FRV.
- 2) Any Items found after this data will require a new AND separate LDR to be created and submitted.

The 'Confirm Submit LDR to TSP' button is highlighted with a red box and a red arrow pointing to it.

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).

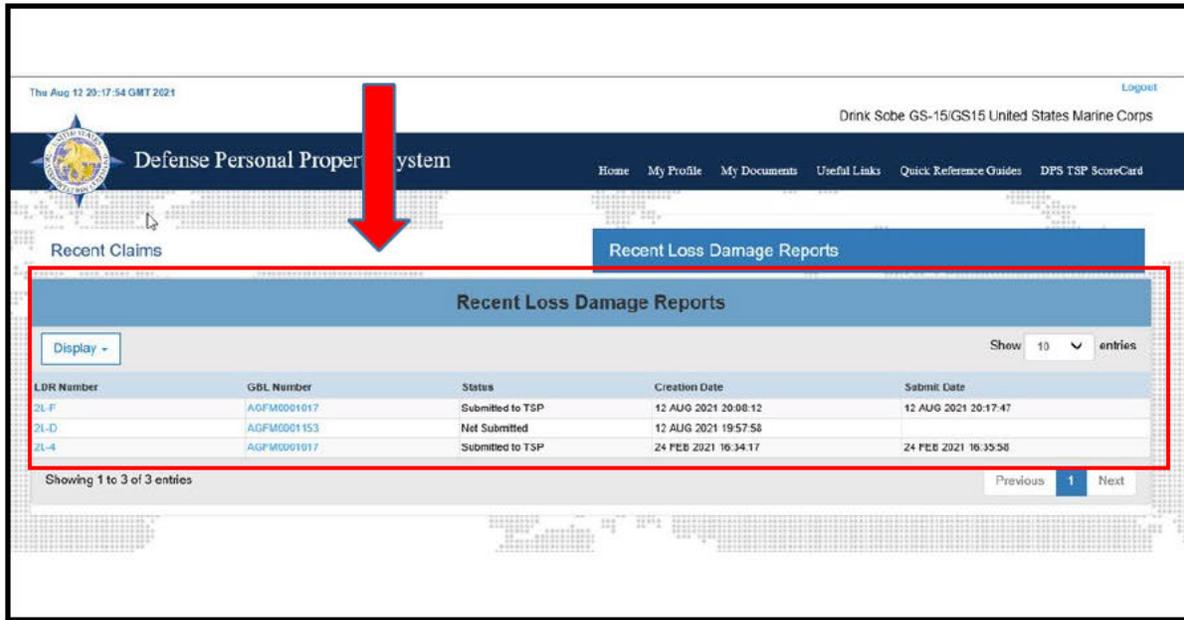


Figure 4-9: Loss/Damage Report List

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**.

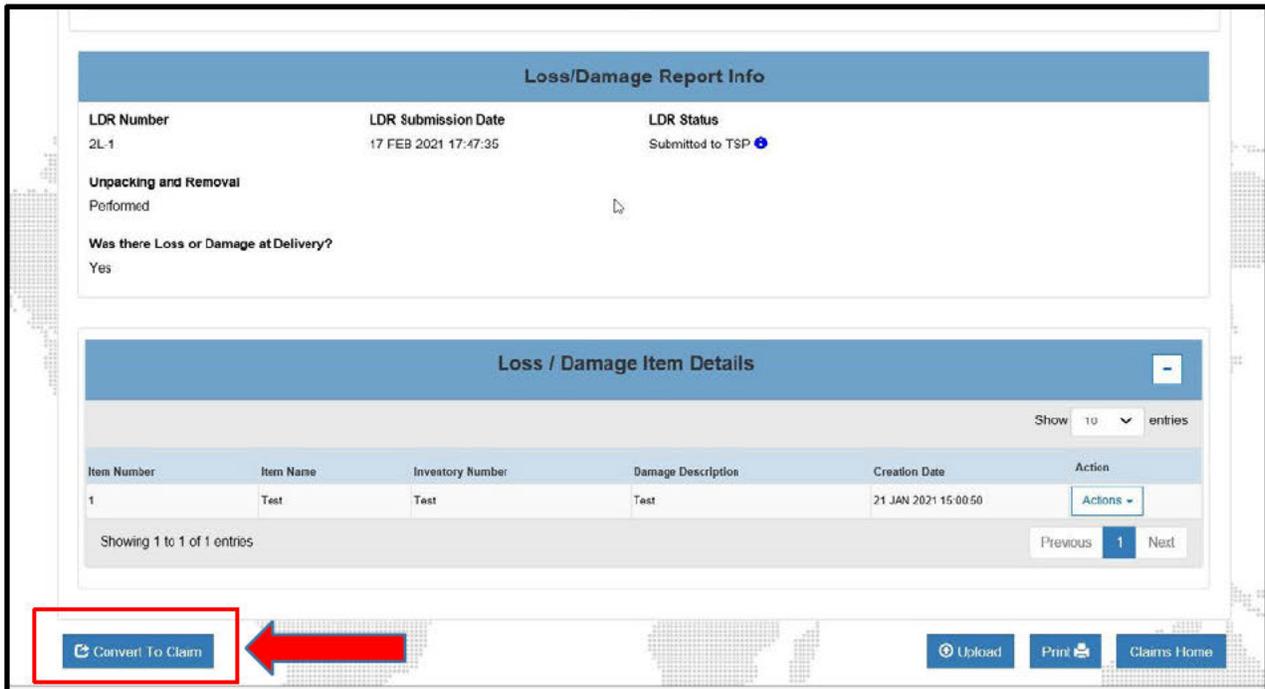


Figure 4-10: Convert to Claim

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.

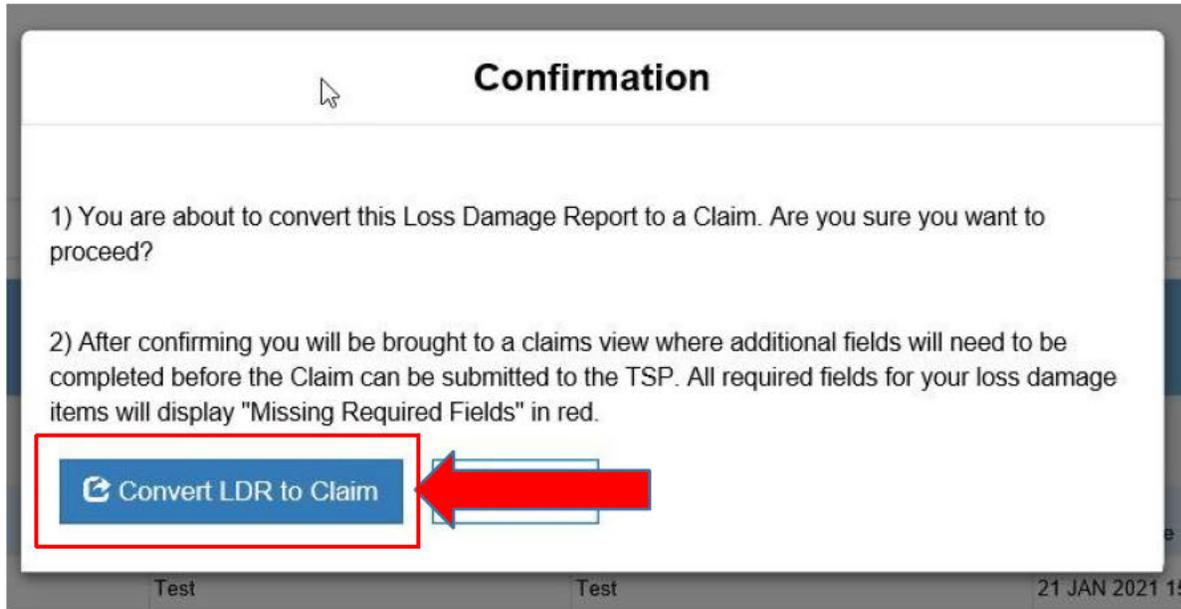


Figure 4-11: Confirm Convert to Claim

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).

THU AUG 12 22:02:54 GMT 2021 Logged
 Drink Sobe GS-15/GS15 United States Marine Corps

Defense Personal Property System Home My Profile My Documents Useful Links Quick Reference Guides DPS TSP ScoreCard

DPS Claims Disclaimer

Claims Related Deadlines For Filing

You are required to report all LOSS AND DAMAGE to the Transportation Service Provider (TSP) (your household goods carrier) WITHIN 180 DAYS OF THE DATE OF DELIVERY to qualify for reimbursement of your missing or damaged items. The preferred way to make your report is to use this DPS program. Please ensure that you use the correct Government Bill of Lading (GBL) number for your shipment. Failure to do so will result in improper notification of loss and damage as the correct carrier will not be notified. You can obtain your Government Bill of Lading (GBL) number from your shipping documents. Once you have entered the required data listing all your loss and damage, you must click the "SUBMIT" button to properly transmit your notification of loss or damage to the household goods carrier, hereinafter known as the Transportation Service Provider (TSP). TRANSMITTING YOUR LOSS AND DAMAGE REPORT DOES NOT CONSTITUTE THE FILING OF A CLAIM.

You also may submit your "Notification of Loss/Damage AFTER Delivery" form to the TSP by mail or FAX or by attaching the form to an email and sending it to the TSP. The form should have been given to you by the TSP at the time of delivery. If you elect to submit the form using one of these methods, you must dispatch it to the TSP by the 180th day following delivery, and you should ensure that you save some proof of dispatch, e.g., return receipt, FAX confirmation sheet, or email delivery receipt. The 180-day notice period is not waivable. However, in rare cases, your TSP is required to contact your Military Claims Office (MCO) for a determination.

You are required to file your CLAIM in DPS and "SUBMIT" (once you've entered your claimed item(s), you must physically hit the SUBMIT button in the DPS system in order for your claim to be submitted to the TSP) to the TSP within nine (9) MONTHS FROM THE DATE OF DELIVERY to qualify for full replacement value (FRV) protection. Claims filed after nine (9) months but within two (2) years qualify for limited compensation from the TSP and the MCO. Any filing after two (2) years will likely result in the denial of your entire claim. Limited exceptions apply to these timelines. Please contact your MCO if you have any questions. Please ensure that you use the correct Government Bill of Lading (GBL) number for your shipment. Failure to do so will result in improper notification of loss and damage as the correct carrier will not be notified. You can obtain your Government Bill of Lading (GBL) number from your shipping documents.

Important Information Regarding FRV Limitations

Limits of Liability

If you "SUBMIT" your claim within nine (9) months, the TSP's maximum liability will be \$7,500, or 90 per pound times the weight of the shipment, whichever is greater, but not more than \$75,000. If these limitations do not satisfy your loss, the government will evaluate for additional settlement.

If you "SUBMIT" your claim after nine (9) months from delivery, but before two (2) years, the TSP is liable for only depreciated value of the goods, up to a maximum of \$1.25 per pound times the net weight of your shipment.

Processing Times

The TSP is required to pay, deny, or make an offer of settlement to you within 30 days of receipt for all claims valued at \$1000 or less. For all other claims, the TSP is required to pay, deny, or make an offer of settlement within 90 days of receipt of your completed and substantiated claim. Completing the required fields contained in DPS will help ensure you have properly submitted your claim. The TSP is also required to acknowledge receipt of your claim within 15 calendar days. The TSP is required to issue payment, or initiate repairs of items, within 30 days of the owner's acceptance of the offer in DPS.

Settlement Offers

The FRV program protection provides for the lesser of the repair or replacement cost of an individual item. The TSP will, at the customer's option, either repair the items to the extent necessary to restore them to their original working condition when received by the TSP, or pay the customer for the cost of such repairs. The TSP will document the offer on a line item in DPS. Your options are to accept the offer, make a counter offer, or transfer the line item or your entire claim to the MCO. You should receive an email notification at the email address you entered into DPS when the TSP completes an offer in DPS so it is important your contact information remain updated in this system. However, you are encouraged to routinely monitor your DPS account to remain updated on the

Transferring your claim to the MCO

30 days after you have submitted your consolidated claim to the TSP, you have the option of transferring your claim to your MCO and still be eligible for Full Replacement Value (FRV). Please be aware that your MCO can only provide limited compensation to you initially; however, your MCO will assert an FRV claim against your TSP for any payable item(s). If your MCO recovers additional monies above what you were paid initially, that amount will be passed along to you. If you have questions, please contact your MCO.

Acknowledgement of Claims Disclaimer

I certify that I have read and understand the Claims Disclaimer

Figure 5-1: Acknowledgement of Claims Disclaimer

DPS

Claims and Loss/Damage Overview

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 (TSP) within **180 days of the date of delivery** to qualify for Full Replacement Value protection of your missing or damaged items.
 Please review the options below for filing a Claim, and/or notifying the TSP of your loss/damage.

Loss Damage Report	Claim
<p>A Loss/Damage Report (LDR) is your notification to the Transportation Service Provider (TSP) that you intend 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:</p> <ul style="list-style-type: none"> Loss/Damaged Item Name Inventory Number Damage Description <p>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.</p>	<p>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 to qualify for Full Replacement Value protection. The following information is required for each lost or damaged item to submit a Claim to the TSP:</p> <ul style="list-style-type: none"> 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 <p>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 per shipment.</p>

Create LDR

➔

Create Claim

Figure 5-2: Create New Claim

Create Claim

Shipment Info

TSP Name CAPITOL RELOCATION SYSTEMS, INC.	TSP's Liability Limits	GBL Number AGFM0001171	Pickup Date 26 Jul 2021
TSP Email DPSProjectTestTeam@caci.com	TSP Phone 8009927844	Shipment Weight(lbs) 500	Delivery Date 28 Jul 2021

Shipment Origin Address CHELMSFORD, MASSACHUSETTS 01824 UNITED STATES	Shipment Destination Address SAN DIEGO, CALIFORNIA 92111 UNITED STATES
---	--

Claim Info

Claim Number	Claim Status	Total Claimed Amount
* Submitter's Relationship - Select -	Claims Shipment Description - Select -	\$0.00
* Has a Quick Claims Payment been made? <input type="radio"/> Yes <input type="radio"/> No		

Comments



Figure 5-3: Update Claim Information

Claim Info

Claim Number: [] Claim Status: []

* Submitter's Relationship: Member/Civilian

Claims Shipment Description: My Completed Shipment, My Partial Shipment

Total Claimed Amount: \$0.00

* Has a Quick Claims Payment been made? Yes No

Comments: []

Save Claim

Figure 5-4: Save Claim

Thu Aug 12 20:22:39 GMT 2021 Logout

Drink Sobe GS-15/GS15 United States Marine Corps

Defense Personal Property System

Home My Profile My Documents Useful Links Quick Reference Guides DPS TSP ScoreCard

Recent Claims Recent Loss Damage Reports

Display [] Show 10 entries

Claims Number	LDR Number	GBL Number	Status	Creation Date	Submit Date
2C-6		AGFM0901153	Not Submitted	12 AUG 2021 20:22:16	
2C-7		AGFM0901153	Not Submitted	23 MAR 2021 23:19:46	
2C-6		AGFM0901153	Not Submitted	23 MAR 2021 23:09:49	
2C-5		AGFM0901017	Submitted to TSP	24 FEB 2021 16:36:41	24 FEB 2021 16:36:15

Showing 1 to 4 of 4 entries Previous 1 Next

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**.

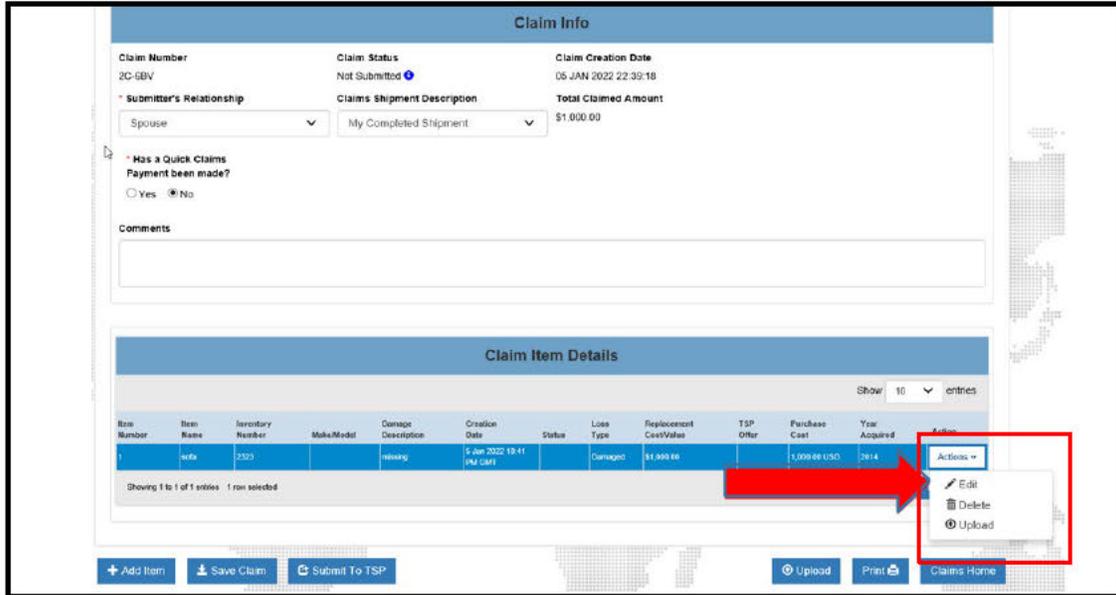


Figure 5-6: Claim Detail – Edit Claim Items

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

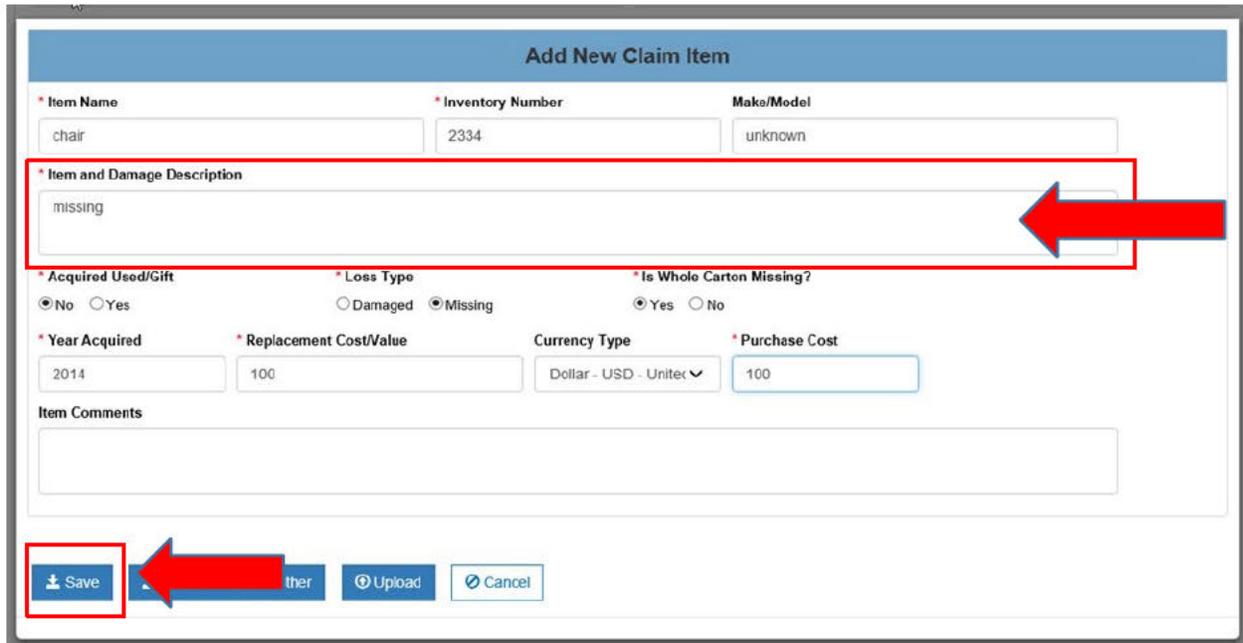


Figure 5-7: Add/Update Claim Items

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).

The screenshot displays the 'Claim Info' and 'Claim Item Details' sections of a web application. The 'Claim Info' section includes fields for Claim Number (20-68V), Claim Status (Not Submitted), Claim Creation Date (05 JAN 2022 22:39:18), Submitter's Relationship (Spouse), Claims Shipment Description (My Completed Shipment), and Total Claimed Amount (\$1,000.00). There is also a section for 'Has a Quick Claims Payment been made?' with radio buttons for Yes and No. A comments field is also present.

The 'Claim Item Details' section features a table with the following data:

Item Number	Item Name	Inventory Number	Make/Model	Damage Description	Creation Date	Status	Loss Type	Replacement Cost/Value	TSP Other	Purchase Cost	Year Acquired	Action
1	Jeep	2223		Missing	5 Jan 2022 18:41 PM GMT		Damaged	\$1,000.00		1,000.00 USD	2014	Actions

Below the table, it indicates 'Showing 1 to 1 of 1 entries' and '1 row selected'. At the bottom left, a blue button labeled '+ Add Item' is highlighted with a red box, and a large red arrow points to it from the right. Other buttons at the bottom include 'Upload', 'Print', and 'Claims Home'.

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.

Add New Claim Item

Item Name: chair Inventory Number: 2334 Make/Model: unknown

Item and Damage Description: missing

Acquired Used/Gift: No Yes Loss Type: Damaged Missing Is Whole Carton Missing?: Yes No

Year Acquired: 2014 Replacement Cost/Value: 100 Currency Type: Dollar - USD - United Purchase Cost: 100

Item Comments: [Text Area]

Buttons: Save, Upload, Cancel

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 Removal: Performed

Loss / Damage Item Details

Item Number	Item Name	Inventory Number	Damage Description	Creation Date	Action
1				12 AUG 2021 20:08:14	<ul style="list-style-type: none"> Edit Delete Upload

Showing 1 to 1 of 1 entries 1 row selected

Buttons: Add Item, Save LDR, Submit, Upload, Print, Claims Home

Figure 5-10: Add File Attachment

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)

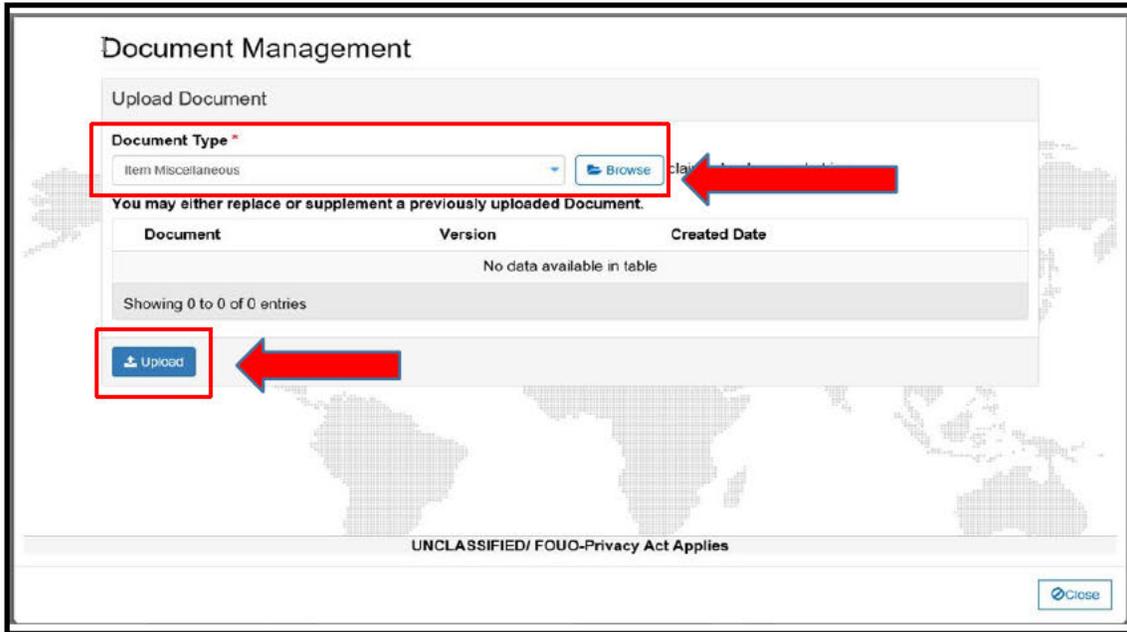


Figure 5-11: Upload Attachment

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

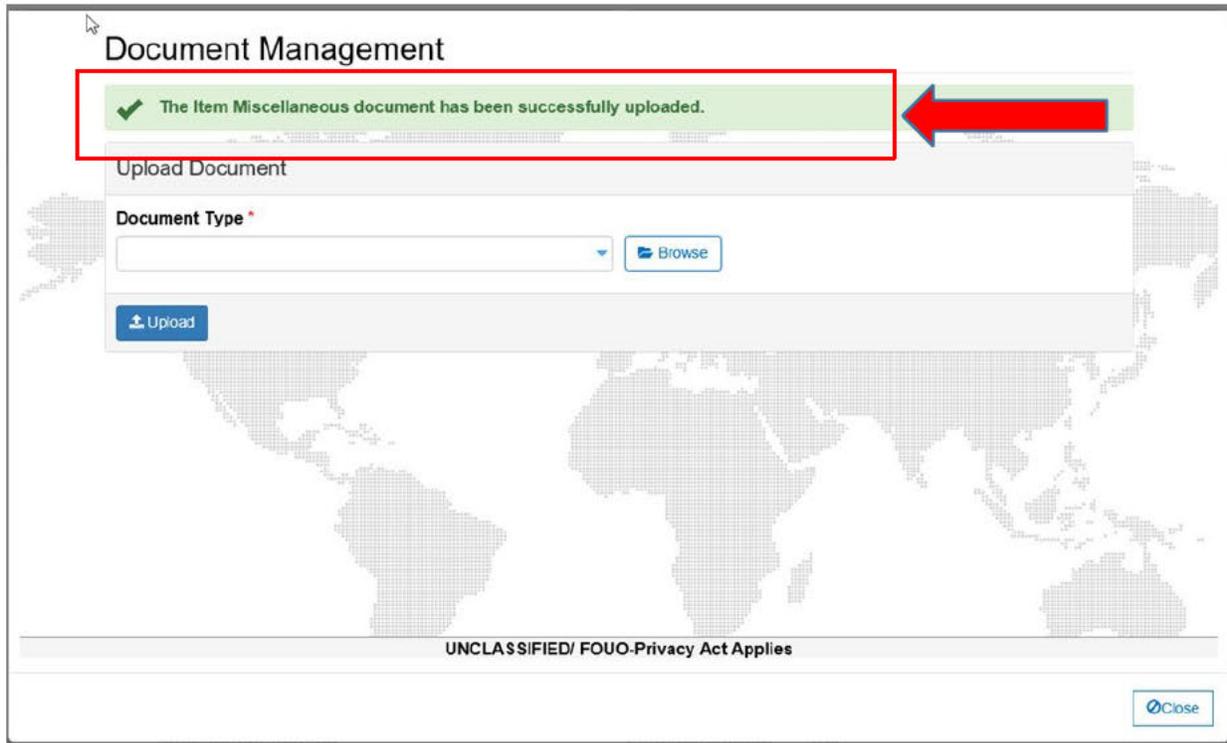


Figure 5-12: Confirmation of Upload

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).

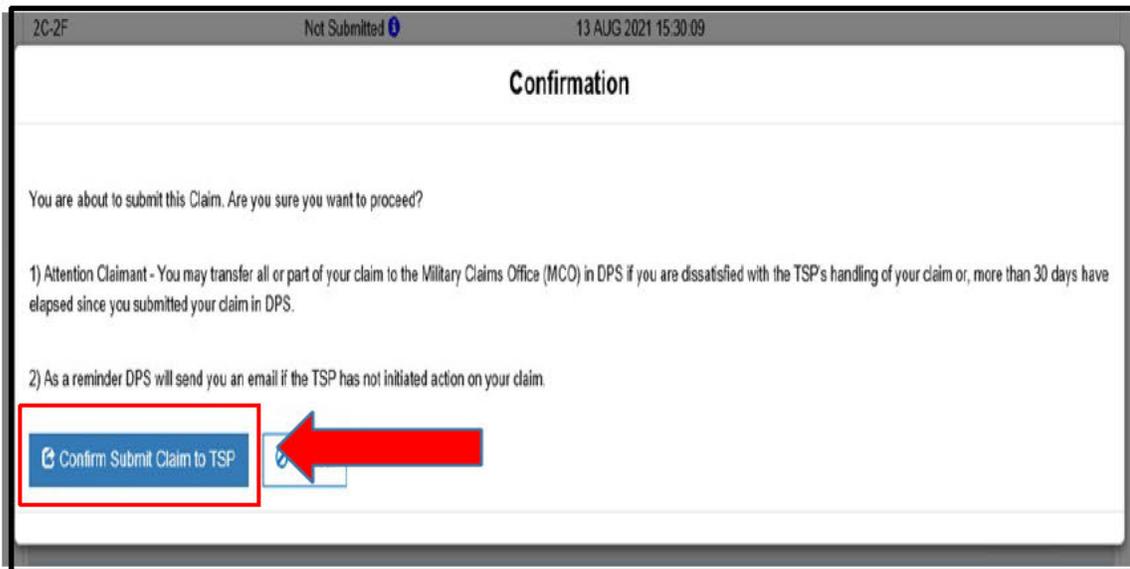


Figure 5-13: Submit Claim to TSP

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).

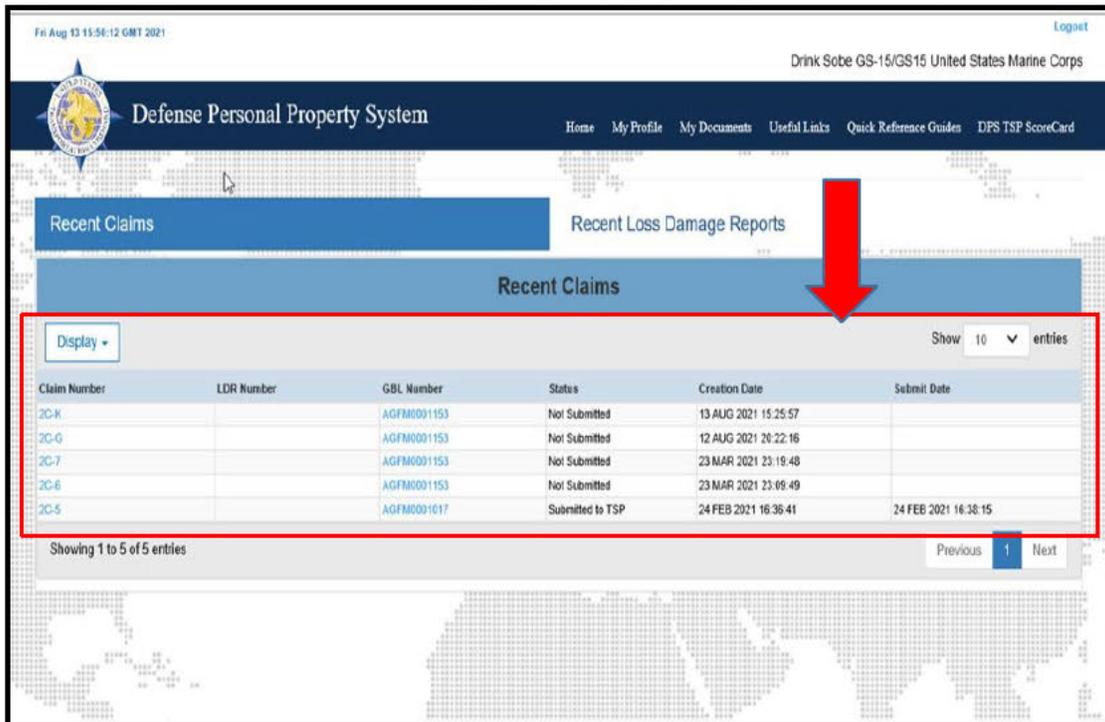


Figure 5-14: View All Claims

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.

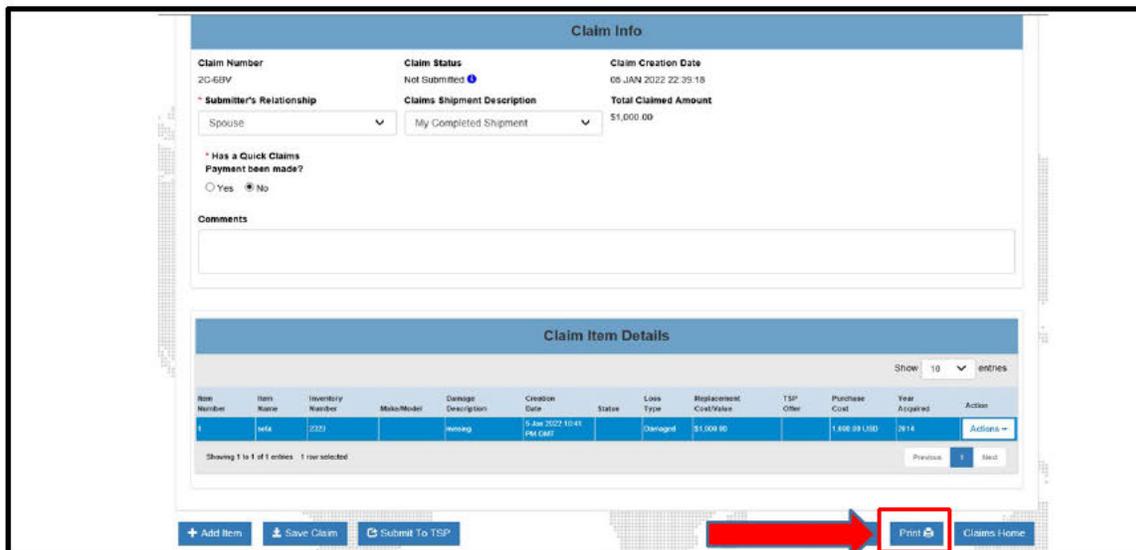


Figure 5-15: Print Claim

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).

Claim Info

Claim Number 1-25404L	Claim Status Updated by TSP i	Claim Creation Date 09 APR 2019 19:28:30	Claim Submission Date 18 JUN 2021 00:00:00
Submitter's Relationship Member/Civilian	Claims Shipment Description My Completed Shipment	Total Claimed Amount \$1,399.00	
Has a Quick Claims Payment been made? No			
Comments			

Claim Item Details

Show 10 entries

Item Number	Item Name	Inventory Number	Make/Model	Damage Description	Creation Date	Status	Loss Type	Replacement Cost/Value	TSP Offer	Purchase Cost	Year Acquired	Action
1	Television	2323_3233	Sony	32"	9 Apr 2019 07:28 PM GMT	Item Submitted	Damaged	\$99.00		99.90 USD	2001	Actions
2	dryer	3422**	GE	dryer doesn't heat	9 Apr 2019 07:28 PM GMT	Item Submitted	Damaged	\$600.00		600.00 USD	2019	
3	washer	3423/3424	GE	washer doesn't spin	9 Apr 2019 07:28 PM GMT	Item Submitted	Missing	\$600.00		600.00 USD	2001	
4	office chair	3484W	N/A	chair wheel broke	9 Apr 2019 07:28 PM GMT	Item Submitted	Damaged	\$100.00		100.00 USD	2014	

Showing 1 to 4 of 4 entries 1 row selected

Previous 1 Next

↶ Transfer to MCO

↶ Upload

🖨 Print

Claims Home

Figure 6-1: Item Details

Item Offer Details

TSP Offer

Offer Amount USD	Offer Type	Final Offer	Transferred to MCO
\$850.00	Repair	No	No
TSP Remarks	Denied Remarks		

Customer Response

Offer Response

Accept Offer Counter Offer

Item 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

Submit Response 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).

Item Offer Details

TSP Offer

Offer Amount USD	Offer Type	Final Offer	Transferred to MCO
\$850.00	Repair	No	No
TSP Remarks		Denied Remarks	

Customer Response

Offer Response

Accept Offer
 Counter Offer

* Offer Type:
 * Counter Offer Amount:

Item Offer Comments

Item 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

Figure 6-3: Select Counter-Offer

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

Item Offer Details

TSP Offer

Offer Amount USD	Offer Type	Final Offer	Transferred to MCO
\$850.00	Repair	No	No
TSP Remarks		Denied Remarks	

Customer Response

Offer Response

Accept Offer
 Counter Offer

* Offer Type:
 * Counter Offer Amount:

Item Offer Comments

Item 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

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).

The screenshot displays the 'Updated Claim Detail Page' with two main sections: 'Claim Info' and 'Claim Item Details'.

Claim Info

Claim Number 2C-6BV	Claim Status Updated by Customer	Claim Creation Date 05 JAN 2022 22:39:18	Claim Submission Date 05 JAN 2022 23:04:15
Submitter's Relationship Spouse	Claims Shipment Description My Completed Shipment	Total Claimed Amount \$1,000.00	
Has a Quick Claims Payment been made? No			
Comments			

Claim Item Details

Show 10 entries

Item Number	Item Name	Inventory Number	Make/Model	Damage Description	Creation Date	Status	Loss Type	Replacement Cost/Value	TSP Offer	Purchase Cost	Year Acquired	Action
1	sofa	2323		missing	5 Jan 2022 10:41 PM GMT	Item Submitted	Damaged	\$1,000.00	\$950.00	1,000.00 USD	2014	Actions

Showing 1 to 1 of 1 entries 1 row selected

Buttons: Upload, Print, Claims Home

Figure 6-5: Updated Claim Detail Page

The screenshot displays the 'Counter-Offer Listing' with two main sections: 'Customer Response' and 'Item Offer Comments History'.

Customer Response

Offer Response	Offer Type	Counter Offer Amount
Counter Offer	Repair	125.00

Item Offer Comments History

Display

Offer State	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

Buttons: Close

A red arrow points from the bottom of the table to the 'Accepted' column.

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 Info

Claim Number 2C-6BV	Claim Status Claim Settled 📌	Claim Creation Date 05 JAN 2022 22:39:18	Claim Submission Date 05 JAN 2022 23:04:15
Submitter's Relationship Spouse	Claims Shipment Description My Completed Shipment	Total Claimed Amount \$1,000.00	
Has a Quick Claims Payment been made? No			
Comments			

Claim Item Details

Show 10 entries

Item Number	Item Name	Inventory Number	Make/Model	Damage Description	Creation Date	Status	Loss Type	Replacement Cost/Value	TSP 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

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Non-Payment

←

Upload
Print
Claims Home

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**.

8 APPENDIX A: ACRONYMS AND ABBREVIATIONS

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