

## STEP 2

### **IMPORTANT INSTRUCTIONS FOR FILING A CLAIM IN THE DPS SYSTEM**

Household goods are moved under the DP3 program, and claims **MUST** be filed in the DPS system. If you cannot access your DPS account, or it has been more than 90 days since you accessed your DPS account, follow the steps below to activate your account in DPS. Once your account has been activated you should be able to access your shipment and submit your claim. Your claim will be reviewed by the Transportation Service Provider (TSP) and they can make an offer for the damaged or missing items claimed, or they will have a repair firm contact you to set up an inspection and repair estimate. Once the TSP receives the Inspection/Estimate from the repair firm they will make an offer for damaged and missing items. The TSP has 60 days to make an offer, pay or deny your claim from the date you submit your claim. Once you have accepted an offer in DPS the TSP has 30 days to compensate you.

### **IMPORTANT INSTRUCTIONS FOR FILING A CLAIM IN THE DPS SYSTEM**

Household goods are now moved under the new military DP3 program, and claims **MUST** be filed through the military DPS system. Listed below are steps that must be completed in order to properly file notification and a claim into the military system so that the Transportation Service Provider (TSP) can adjudicate your claim for settlement.

**Within 75 days from the date of delivery you must:**

1. Go to the website <http://www.move.mil>

Click on DOD customer

Click on To Register for a DPS Account

Submit information

The military will then e-mail your ETA User ID and Password

2. Enter all missing or damaged items noted at delivery in addition to the items noted damaged or missing after delivery in the DPS system at <http://www.move.mil> using your ETA/DPS User ID and Password.

**The TSP is not liable for damaged or missing items when Timely Notification is not made within 75 days of the date of delivery. This will result in denial of your claim by the TSP and the Military Claims Office (MCO).**

**Note: If you are having difficulties with the DPS system, or you do not have access for any reason, you should fax or scan & email a copy of your DD Form 1840/40R or 1850/1851 the Notification of Damage at Delivery Form to the TSP within 75 days from the date of delivery to meet the notification requirement. You should not wait until your issues with DPS are resolved to make Timely Notification. You may not have time to enter the damaged items into DPS. You can also forward the above forms of Notification to the Military Claims Office, at the FINCEN HHG EMAIL:**

**FIN-SMB-HHG. Our Internet website is <http://www.fincen.uscg.mil/hhg.htm> for additional guidance.**

3. You MUST file your claim with the Transportation Service Provider (TSP) within NINE (9) months from the date of delivery to qualify for Full Replacement Value (FRV) for lost/missing or destroyed property (Not Damaged):

Log into <http://www.move.mil> using your ETA/DPS User ID/Password to file a claim for all loss or damage discovered from your household goods move.

There is a Training Section in the DPS System that will provide instructions on how to enter your claim into the system. We highly recommend that you utilize this prior to attempting to enter your claim in the system. The Help Desk number provided below is for systems problems or errors. They do not provide assistance on how to file your claim. They do not have the manpower for this type of assistance.

If you are having problems logging into the system, finding your shipment, or need specific help with the DPS system, please contact the SDDC Help Desk at 800-462-2176 option 5 directly for assistance.

**Note: You must file your claim directly with the TSP in DPS for Full Replacement Value. You may choose to file your claim directly with the Military Claims Office under the Personnel Claims Act, without first filing with the TSP in DPS, however you will be required to sign a Waiver, which waives your right to receive full replacement value for missing and/or destroyed items. You will be entitled to Depreciated Value Replacement Cost (DVRC). The Waiver Form is available on our website.**