DEFENSE PERSONAL PROPERTY PROGRAM

Claims

SDDC

Military Surface Deployment and Distribution Command

dp3

DEFENSE PERSONAL PROPERTY PROGRAM

Global Surface Transportation Experts... Committed, Dependable, Relentless!

Agenda

- Claims Timeline
- Resources
- Customer's Claim Module
- Claim Statuses
- Questions and Answers

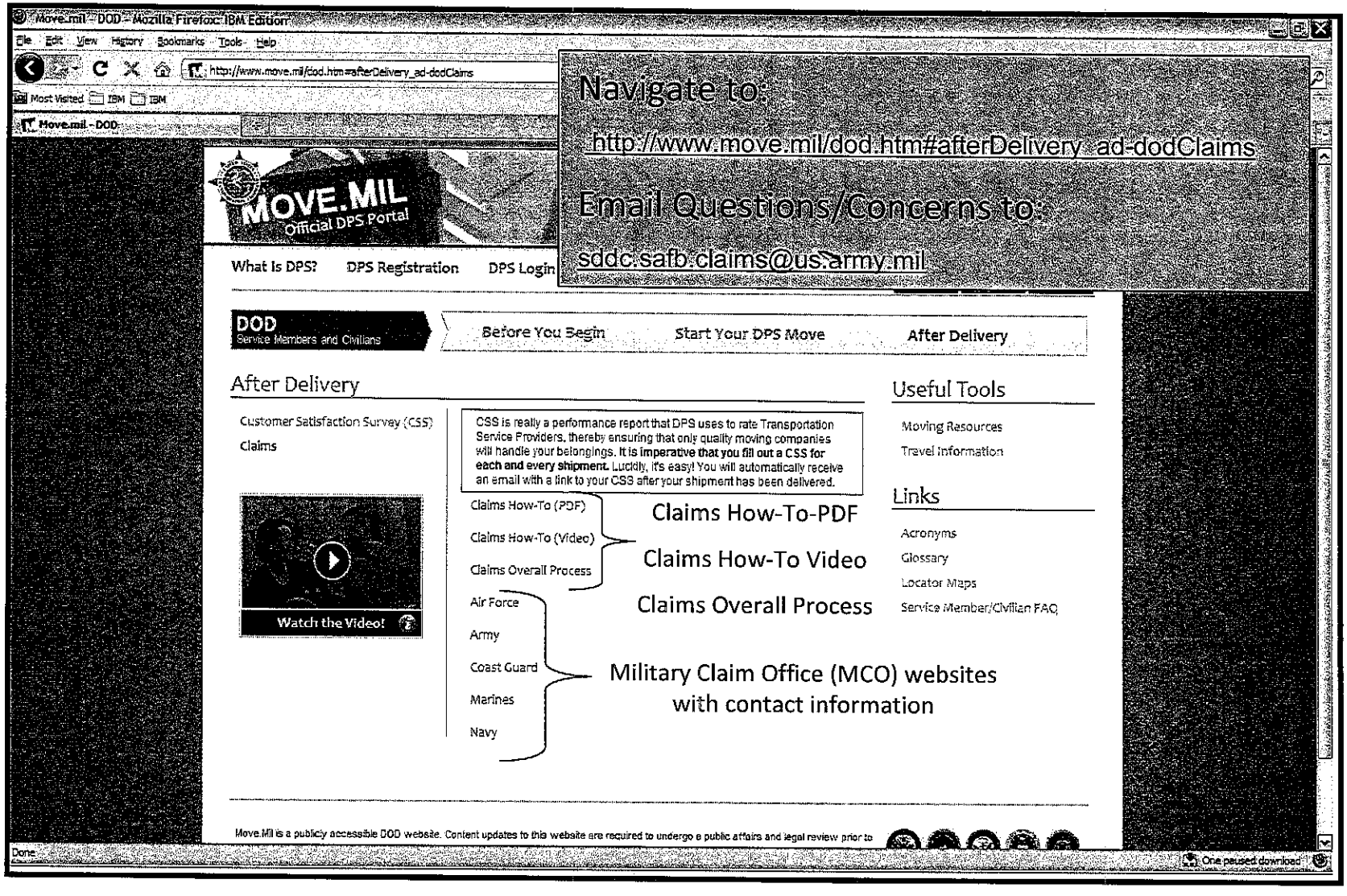
SDDC

Claims Timeline

- Customer has 75 days to submit a loss/damage form
- Customer submits claim within 9 months of shipment delivery for full replacement value (FRV)
- Customer submits claim between 9 months and 2 years of shipment delivery, they are eligible for depreciated value
- TSP has 60 days to respond to customer's submitted claim by accepting, denying, or counter offering the claimed amount per item
- Customers have the option to accept, counter offer, or transfer to the Military Claims Office (MCO)
- Once all item(s) are in settled status, the TSP is to pay the customer within 30 days

SDDC

Resources



SDDC

Claims Homepage

DPS - Test - 1.4.01.473 - 2 - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Defense Personal Property System (DPS)

Unclassified/FOUO-Privacy Act Applies

Home | Site Map | Log Out |

Home | Self Counseling | Shipment Management | Customer Satisfaction Survey [CSS] | DPS User Satisfaction | Claims | Consignment Guide | Training | DPS User Satisfaction

Show: Claims Home | Monday, June 07, 2010 3:57:09 PM

Reports | Queries | HELP

Click on the Claims tab

Prior to beginning the claims process, the customer will need to know their Government Bill of Lading Number

after the delivery date, you will be required to enter a reason for the delay.

You can edit information or add/delete items in your Loss/Damage Report as long as it has not been submitted into the DPS System. Once your report has been submitted, you must create a new Loss/Damage report to include any additional loss/damage items.

In order to be eligible for Full Replacement Value (FRV), you must file a claim directly with the Transportation Service Provider (TSP) via DPS within 9 months from the date of delivery. If the claim is filed more than 9 months from the delivery date you will only be eligible for depreciated value up to two years from delivery.

Exceptions to the filing timelines will be granted on a case by case basis. Claims must be settled, or a final offer made within 60 days, however you may transfer the claim to the appropriate Military Claims Office (MCO) after 30-days for any reason. You may transfer a claim immediately, and still be eligible for Full Replacement Value (FRV) upon:

1. Notice that the TSP has made a final offer on the claim or denied it in full.
2. Notification by SDDC that the TSP is in bankruptcy.
3. Notification that the TSP has been placed in permanent, world-wide Non-Use status by SDDC.
4. The TSPs failure to comply with the catastrophic loss provisions as verified by the MCO.
5. The TSPs failure to comply with essential items provisions as verified by the MCO.

Warning: If you elect to immediately transfer your claim to the Military Claims Office and one of the above conditions does not exist, your claim will be handled under the depreciated value.

USMC ONLY: Before you transfer your claims to HQMC Claims Office, please contact us at 703-784-9533 or DSN 278-9533 or email us at hqmc-claims@usmc.mil

Click here for: HELP

Claim Services

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

Create Claims

Pick the Shipment:

Submitter's Relationship:

Add & Go

Search Claims

Claim #:

Claim Status:

BOL/GBL Number:

MCO Adjudication:

Branch of Service:

Go

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Done | Internet

SDDC

Claim Module - Homepage

DPS - Test - 1.4.01.473 - 2 - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Defense Personal Property System (DPS)

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Show: Claims Home | Monday, June 07, 2010 1:57:09 PM | Reports | Queries: | HELP

Click "Loss/Damage Report"

Welcome to your Claims Home Page.

Submitting items from your Loss/Damage report(s) does not constitute filing of a claim but does initiate your claims settlement process. In order to complete your claims process, you must actually *file a claim* for your loss/damage items.

Loss/Damage submissions are not required, as long as your claim is filed within 75 days from the delivery date. If the notification of loss or damage is filed later than 75 days after the delivery date, you will be required to enter a reason for the delay.

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Click here for HELP

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

Create Claims

Pick the Shipment:

Submitter's Relationship:

Add & Go

Search Claims

Claim #:

Claim Status:

BOL/GBL Number:

MCO Adjudication:

Branch of Service:

Go

Unclassified/FOUO-Privacy Act Applies

Done | Internet

SDDC

Claim Module - Loss/Damage Report

DPS - Test - 1.4.04.568 - 1 - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Defense Personal Property System (DPS)

Unclassified FOUO: Privacy Act Applies

Home | Site Map | Log Out

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Show: Loss/Damage Reports | Monday, December 13, 2010 4:33:38 PM | Reports | Queries: Active | HELP

Below is a list of all of your loss/damage reports. Please select the hyperlink for the loss/damage report that you wish to view/update.

Submitting items from your Loss/Damage reports(s) *does not constitute filing of a claim*, but does initiate your claims settlement process. In order to complete your claims process, you must actually *file a claim* for your loss/damage items.

Loss/Damage submissions are not required, as long as your claim is filed within 75 days from the delivery date. If the notification of loss or damage is filed later than 75 days after the delivery date, you will be required to enter a reason for the delay.

You can edit information or add/delete items in your Loss/D
submitted into the DPS System. Once your report has been
Loss/Damage report to include any additional loss/damage

Click on "Click Here to Add a Loss/Damage Report"

Click Here to Add a Loss/Damage Report

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

Loss/Damage Reports | Menu | SEARCH | No Records | HELP

Loss/Damage Number	Status	Creation Date	Loss/Damage at Delivery?	Name (DoD)	Rank (DoD)	BOL/GBL Number	Delivery Date	TSP	SCAC	GBLOC	Closed

Unclassified FOUO Privacy Act Applies

SDDC

Claim Module - Loss/Damage Report

DPS - Test - 1.4.04.568 - 1 - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Defense Personal Property System (DPS)

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Show: Monday, December 13, 2010 4:46:54 PM Reports Queries: Active HELP

Loss/Damage Number:

Loss/Damage Reports

ADD

Click the "ADD" button

No Records

Loss/Damage Number:

BOL/GBL Number:

Loss or Damage at Delivery:

TSP Reference No.:

Unpacking and Removal:

Comments:

DoD Cust ID Number:

Name of TSP:

DoD Cust Name:

Weight of the Shipment:

DoD Customer Rank:

Telephone Number:

DoD Customer Address:

Address of TSP:

Shipment Destination Address:

Shipment Origin Address:

Claim Services

- Home
- All Claims
- Loss/Damage Reports
  - > Loss/Damage Report Detail
- Inspection Reports
- Summary

Help Links

Select the hyperlink below that best correspond to the action you would like to initiate.

- Loss/Damage Reports
  - Add
  - Update
  - Submit
- Loss/Damage Items
  - Add
  - Update
- Upload Files
  - Add
- Search
  - Search

Add/Update Loss/Damage Items

SEARCH

No Records

Item	Item Name	Inventory Number	Loss/Damage Description	Item Creation Date

File Attachments

ADD SEARCH

No Records HELP

Attachment Name	Type	Size (In Bytes)	Modified	Comments

Unclassified/FOUO-Privacy Act Applies

SDDC

Claim Module - Loss/Damage Report

DPS - Test - 1.4.04.568 - 1 - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Defense Personal Property System (DPS)

Unclassified/FOUO-Privacy Act Applies

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Show: Monday, December 13, 2010 4:52:03 P

Reports Queries: Active HELP

Click the checkmark next to "BOL/GBL Number" it will fill in information below.

Loss/Damage Reports

SAVE CANCEL

*Loss/Damage Number: 1-16YZTX

*BOL/GBL Number: Loss or Damage at Delivery:

TSP Reference No.: Unpacking and Removal:

Comments (255 characters maximum):

DoD Cust ID Number: Name of TSP:

*DoD Cust Name: Weight of the Shipment:

DoD Customer Rank:

Telephone Number:

DoD Cust Address: Address of TSP:

DoD Cust City: City:

DoD Cust State: State:

DoD Cust Zip Code: Zip:

DoD Cust Country:

Shipment Destination Address: Shipment Origin Address:

Shipment Destination City: Shipment Origin City:

Shipment Destination State: Shipment Origin State:

Shipment Destination Zip Code: Shipment Origin Zip Code:

Shipment Destination Country: Shipment Origin Country:

Claim Services

Home

All Claims

Loss/Damage Reports

> Loss/Damage Report Detail

Inspection Reports

Summary

Help Links

Select the hyperlink below that best corresponds to the action you would like to initiate.

* Loss/Damage Reports
  - Add
  - Update
  - Submit
* Loss/Damage Items
  - Add
  - Update
* Upload Files
  - Add
* Search
  - Search

Unclassified/FOUO-Privacy Act Applies

SDDC

Claim Module - Loss/Damage Report

Click on the arrow next to the "BOL/GBL Number" and click the "Pick" button

SDDC

Claim Module - Loss/Damage Report

DPS - Test - 1.4.04.568 - 1 - Microsoft Internet Explorer

Defense Personal Property System (DPS)

Unclassified/FOUO-Privacy Act Applies

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Show: Monday, December 13, 2010 5:56:48 PM

Reports | Queries: Active | HELP

Loss/Damage Reports

SAVE | CANCEL

Fill in fields, then click the "SAVE" button

*Loss/Damage Number: 1-16YZUK

*BOL/GBL Number: DBAT0000100

TSP Reference No.:

Comments (255 characters maximum):

DoD Cust ID Number: XXX-XX-5588

*DoD Cust Name: George Stone

DoD Customer Rank: GEN

Telephone Number: 5552349443

DoD Cust Address: 3666 payne

DoD Cust City: SAN DIEGO

DoD Cust State: CA

DoD Cust Zip Code: 92102

DoD Cust Country:

Shipment Destination Address: 3666 payne

Shipment Destination City: SAN DIEGO

Shipment Destination State: CA

Shipment Destination Zip Code: 92102

Shipment Destination Country: UNITED STATES

Name of TSP: Allied Freight Forwarding

Weight of the Shipment: 15,000

Address of TSP: 700 Oakmont Lane

City: Westmont

State: IL

Zip: 60559

Shipment Origin Address: 1009 ward

Shipment Origin City: FORT DRUM

Shipment Origin State: NY

Shipment Origin Zip Code: 13602

Shipment Origin Country: UNITED STATES

Claim Services

- Home
- All Claims
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  - > Loss/Damage Report Detail
- Inspection Reports
- Summary

Help Links

Select the hyperlink below that best corresponds to the action you would like to initiate.

- Loss/Damage Reports
  - Add
  - Update
  - Submit
- Loss/Damage Items
  - Add
  - Update
- Upload Files
  - Add
- Search
  - Search

Unclassified/FOUO-Privacy Act Applies

SDDC

Claim Module - Loss/Damage Report

DPS - Test - 1.4.04.568 - 1 - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Defense Personal Property System (DPS)

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Show: Monday, December 13, 2010 5:38:39 PM Reports Queries: Active HELP

Loss/Damage Number:

Loss/Damage Reports

ADD UPDATE 1 of 1

Loss/Damage Number: 1-15YZTZ
Delivery Date: 03/04/2010
BOL/GBL Number: DBAT0080100
Loss or Damage at Delivery?: Y
TSP Reference No.:
Unpacking and Removal:
Comments:
DoD Cust ID Number: XXX-XX-5888
Name of TSP: Allied Freight Forwarding
DoD Cust Name: George Stone
Weight of the Shipment: 15,000
DoD Customer Rank: GEN
Telephone Number: 5862949443
DoD Customer Address: 3666 payne
SAN DIEGO, CA 92102
Address of TSP: 700 Oakmont Lane
Westmont IL 60559
Shipment Destination Address: 3666 payne
SAN DIEGO, CA 92102 UNITED STATES
Shipment Origin Address: 1002 ward

Click the "ADD" button

Add/Update Loss/Damag

ADD SEARCH No Records

Item | Item Name | Inventory Number | Loss/Damage Description | Item Creation Date

File Attachments

ADD SEARCH No Records HELP

Attachment Name | Type | Size (In Bytes) | Modified | Comments

Claim Services

Home

All Claims

Loss/Damage Reports

> Loss/Damage Report Detail

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Summary

Help Links

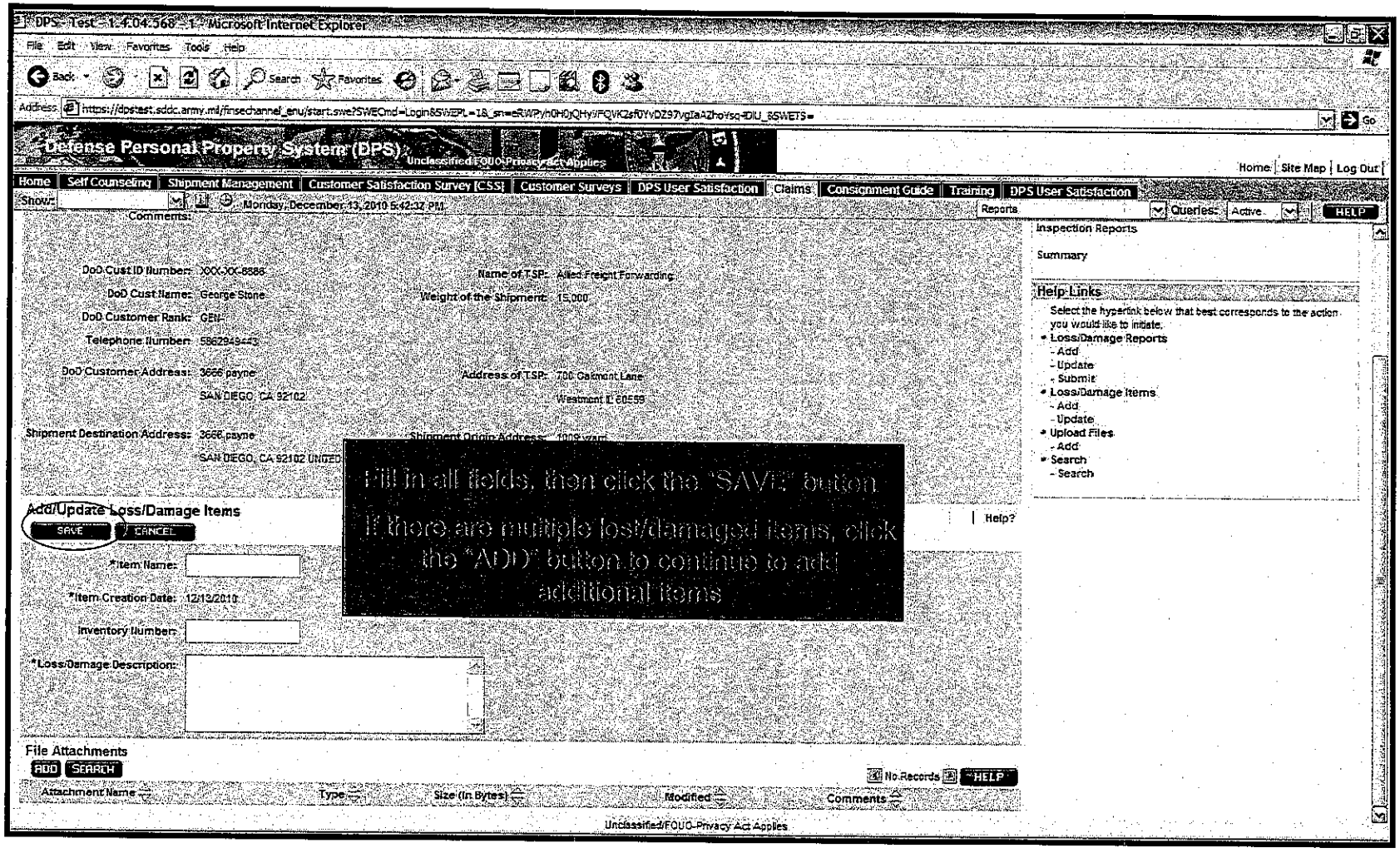
Select the hyperlink below that best corresponds to the action you would like to initiate.

- Loss/Damage Reports
  - Add
  - Update
  - Submit
- Loss/Damage Items
  - Add
  - Update
- Upload Files
  - Add
- Search
  - Search

Unclassified/FOUO-Privacy Act Applies

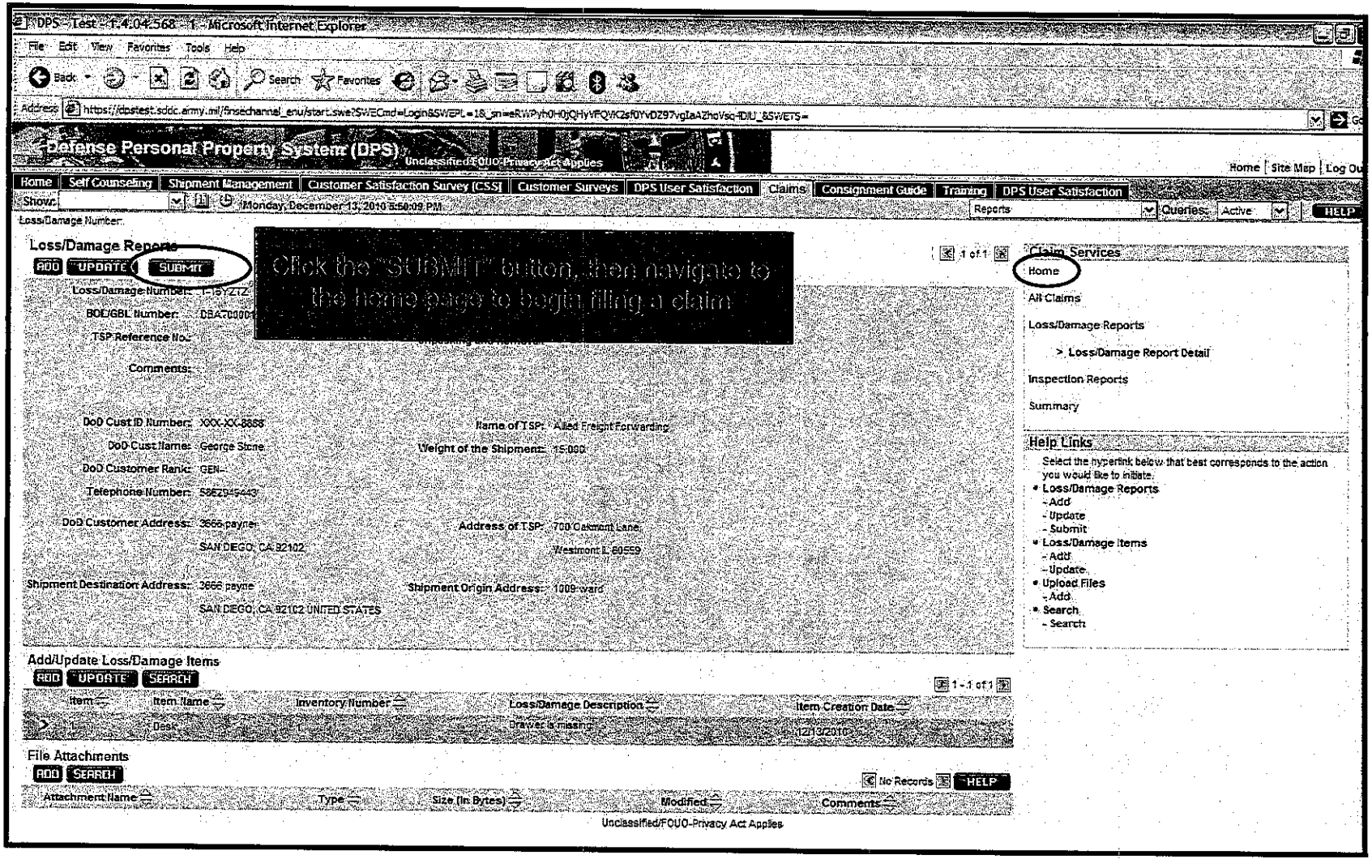
SDDC

Claim Module - Loss/Damage Report



SDDC

Claim Module - Loss/Damage Report



SDDC

Claim Module - File Claim

DPS - Test - 1.4.01.473 - 2 - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Defense Personal Property System (DPS)

Unclassified/FOUO-Privacy Act Applies

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Show: Claims Home | Monday, June 07, 2010 3:57:09 PM | Reports | Queries: | HELP

Welcome to your Claims Home Page.

Click here for: HELP

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4. **The TSPs failure to comply with the catastrophic loss provisions as verified by the MCO.**
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Claim Services

Home

All Claims

Loss/Dama

Inspection

Summary

Click the checkmark next to "Pick the Shipment"

Create Claims

Pick the Shipment:

Submitter's Relationship:

Add & Go

Search Claims

Claim #:

Claim Status:

BOL/GBL Number:

MCO Adjudication:

Branch of Service:

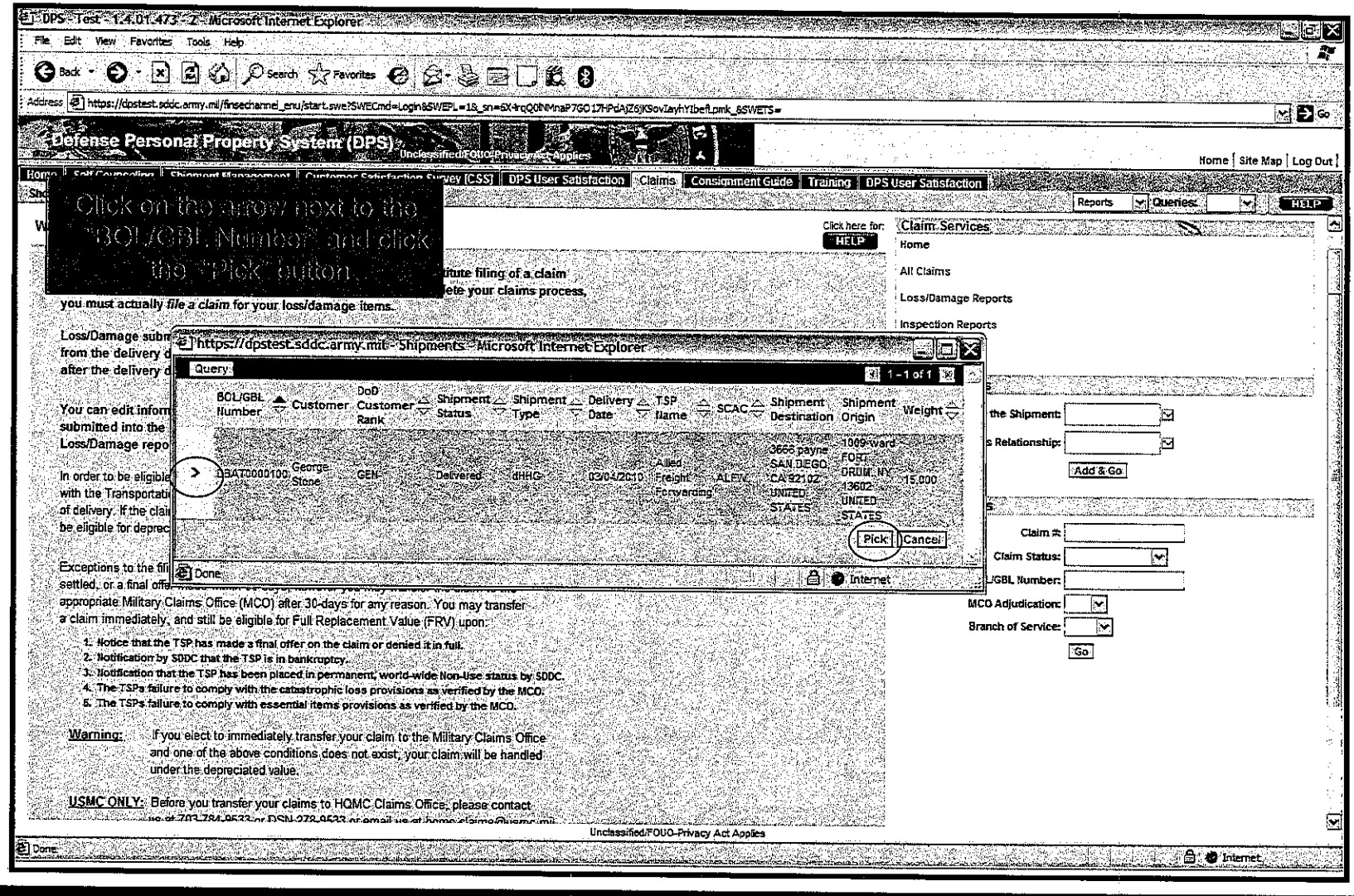
Go

Unclassified/FOUO-Privacy Act Applies

Done | Internet

SDDC

Claim Module - File Claim



SDDC

Claim Module - File Claim

DPS - Test - 1.4.04.568 - 2 - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address https://dpstest.sddc.army.mil/finsechannel_enu/start.swe?SWECmd=Start&SWEHo=dpstest.sddc.army.mil

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

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Show: Claims Home Monday, December 13, 2010 7:22:56 PM

Reports Queries: HELP

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All Claims

Loss/Damage Reports

Inspection Reports

Summary

Create Claims

Pick the Shipment: DBA70000100

Submitter's Relationship:

Add & Go

Click the "Add & Go" button

Claims

Claim #:

Claim Status:

BOL/GBL Number:

MCO Adjudication:

Branch of Service:

Last Name:

Go

Unclassified/FOUO-Privacy Act Applies

Internet

SDDC

Claim Module - File Claim

DPS - Test - 1.4.01.47.3 - 2 - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address https://dpstest.sddc.army.mil/finsechannel_enu/start.swe?SWECmd=Login&SWEPL=1&_sn=6X4rgQ0INMnaP7GO17HPdAjZ6jKGovIayhY1beflpmk_&SWETS=

Defense Personal Property System (DPS)

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Show: Monday, June 07, 2010 4:21:51 PM

Reports | Queries: | HELP

Claim #:

Claim

ADD | UPDATE | DELETE | PULL LOSS/DAMAGE ITEMS | SUBMIT

1 of 1+

Claim #: 1-12WYVF BOL/GBL Number: DBAT0000101 Shipment Destination: 2999 Payne

SAN DIEGO, CA 92101 UNITED STATES

Click the "ADD" button

Quick Claims Payment

Add/Update Claim Items

ADD | SEARCH

No Records

Item	Item Name	Item Description	Item Status	Claimed Amount	Loss Type	Created	Damage Description (250 characters maximum)	Denied Remark

Demand/Offer

No Records

DPS Demand/Offer Number	Item Name	TSP Action	TSP Offer	Amount demanded of TSP	Amount paid to DoD customer	DOD Customer Counter Offer	Final TSP Offer?	Offer Accepted by DoD customer?	Total amount paid to DoD customer by MCO	Transferred to MCO	TSP Remark

Upload File Attachments

SEARCH

No Records

Attachment Name	Type	Size (In Bytes)	Modified	Comments

Claim Services

- Home
- All Claims
  - > Claim Detail
- Loss/Damage Reports
- Inspection Reports
- Summary

Help Links

Select the hyperlink below that best corresponds to the action you would like to initiate.

- Claim
  - Add
  - Update
  - Submit
  - Transfer to MCO
  - Pull Loss/Damage Items
  - Nonpayment
- Claim Items
  - Add
  - Update
  - Delete
  - Transfer to MCO
- Demand/Offer
  - Counter Offer
  - Accept Offer
- Upload Files
  - Add
- Search
  - Search

Unclassified/FOUO-Privacy Act Applies

Done | Internet

SDDC

Claim Module - File Claim

DPS - Test - 1.4.01.470 - 1 - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Defense Personal Property System (DPS)

Unclassified/FOUO-Privacy Act Applies

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Show: Claims — Wednesday, June 02, 2010 5:37:10 PM

Reports | Queries: | HELP

Claimant Information

ID Number: XXX-XX-
First Name:
Last Name:
Email:
Rank:
Branch of Service:
Street Address:
City:
State:
Zip/Postal Code:
Country:
Comments (255 characters maximum):

Claim Details

*BOL/GBL Number:
*Submitter's Relationship:
TSP Claim Number:
TSP's Liability Limits:
*Quick Claims Payment made?:
Quick Claims Payment
Dollar amount of Quick Claims payment:
Item List for Quick Claims:
Delivery Date:
Weight:
Timely Payment Received:

Find "BOL/GBL Number" and it will fill in Claimant Information above

> Claim Detail
Loss/Damage Reports
Inspection Reports
Summary

Help Links

Select the hyperlink below that best corresponds to the action you would like to initiate.

- Claim
  - Add
  - Update
  - Submit
  - Transfer to MCO
  - Pull Loss/Damage Items
  - Nonpayment
- Claim Items
  - Add
  - Update
  - Delete
  - Transfer to MCO
- Demand/Offer
  - Counter Offer
  - Accept Offer
- Upload Files
  - Add
- Search
  - Search

Unclassified/FOUO-Privacy Act Applies

Done | Internet

SDDC

Claim Module - File Claim

DPS - Test - 1.4.01.470 - 1 - Microsoft Internet Explorer

Defense Personal Property System (DPS)

Unclassified/FOUO-Privacy Act Applies

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Click on the arrow next to the "BOL/GBL Number" and click the "Pick" button

https://dpstest.sddc.army.mil - Shipments - Microsoft Internet Explorer

Query 1 - 1 of 1

BOL/GBL Number	Customer	DoD Customer Rank	Shipment Status	Shipment Type	Delivery Date	TSP Name	SCAC	Shipment Destination	Shipment Origin	Weight
03A100000100	George Stone	GEN	Delivered	dHHG	03/04/2010	Allied Freight Forwarding	ALFW	3666 payne SAN DIEGO CA 92102 UNITED STATES	1009 ward FORD DRUM, NY 13602 UNITED STATES	15,000

Pick | Cancel

Claim Details:

*BOL/GBL

*Submitter's Rel

TSP Claim Number:

Delivery Date:

TSP's Liability Limits:

Weight:

*Quick Claims Payment made?:

Timely Payment Received:

Quick Claims Payment

Dollar amount of Quick Claims payment:

Item List for Quick Claims:

Unclassified/FOUO-Privacy Act Applies

> Claim Detail

Loss/Damage Reports

Inspection Reports

Summary

Help Links

Select the hyperlink below that best corresponds to the action you would like to initiate.

- Claim
  - Add
  - Update
  - Submit
  - Transfer to MCO
  - Pull Loss/Damage Items
  - Nonpayment
- Claim Items
  - Add
  - Update
  - Delete
  - Transfer to MCO
- Demand/Offer
  - Counter Offer
  - Accept Offer
- Upload Files
  - Add
- Search
  - Search

SDDC

Claim Module - File Claim

DPS Test 1.4.04.568 Z - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address https://dpstest.sddc.army.mil/finsechannel_enu/start.swe?SWECmd=Start&SWEHo=dpstest.sddc.army.mil

Defense Personal Property System (DPS)

Unclassified/FOUO-Privacy Act Applies

Home | Site Map | Log Out

Home | Self Counseling | Shipment Management | Customer Satisfaction Survey [CSS] | Customer Surveys | DPS User Satisfaction | Claims | Consignment Guide | Training | DPS User Satisfaction

Show: Claims Monday, December 13, 2010 7:35:45 PM Reports Queries: HELP

Comments (255 characters maximum):

Claim Details

*BOL/GBL Number: DBA70000100 Claims Shipment Description:

*Submitter's Relationship: Pickup Date: 03/04/2010

TSP Claim Number: Delivery Date: 03/04/2010

TSP's Liability Limits: 50,000.00 Weight: 15,000

*Quick Claims Payment made?: Timely Payment Received:

Quick Claims Payment

Dollar amount of Quick Claims payment:

Item List for Quick Claims:

Shipment Destination: 3660 payne

SAN DIEGO, CA 92

SAVE CANCEL

Add/Update Claim Items

SEARCH

- Update
- Submit
- Transfer to MCO
- Pull Loss/Damage Items
- Nonpayment
- * Claim Items
  - Add
  - Update
  - Delete
  - Transfer to MCO
- * Demand/Offer
  - Counter Offer
  - Accept Offer
- * Upload Files
  - Add
- * Search
  - Search

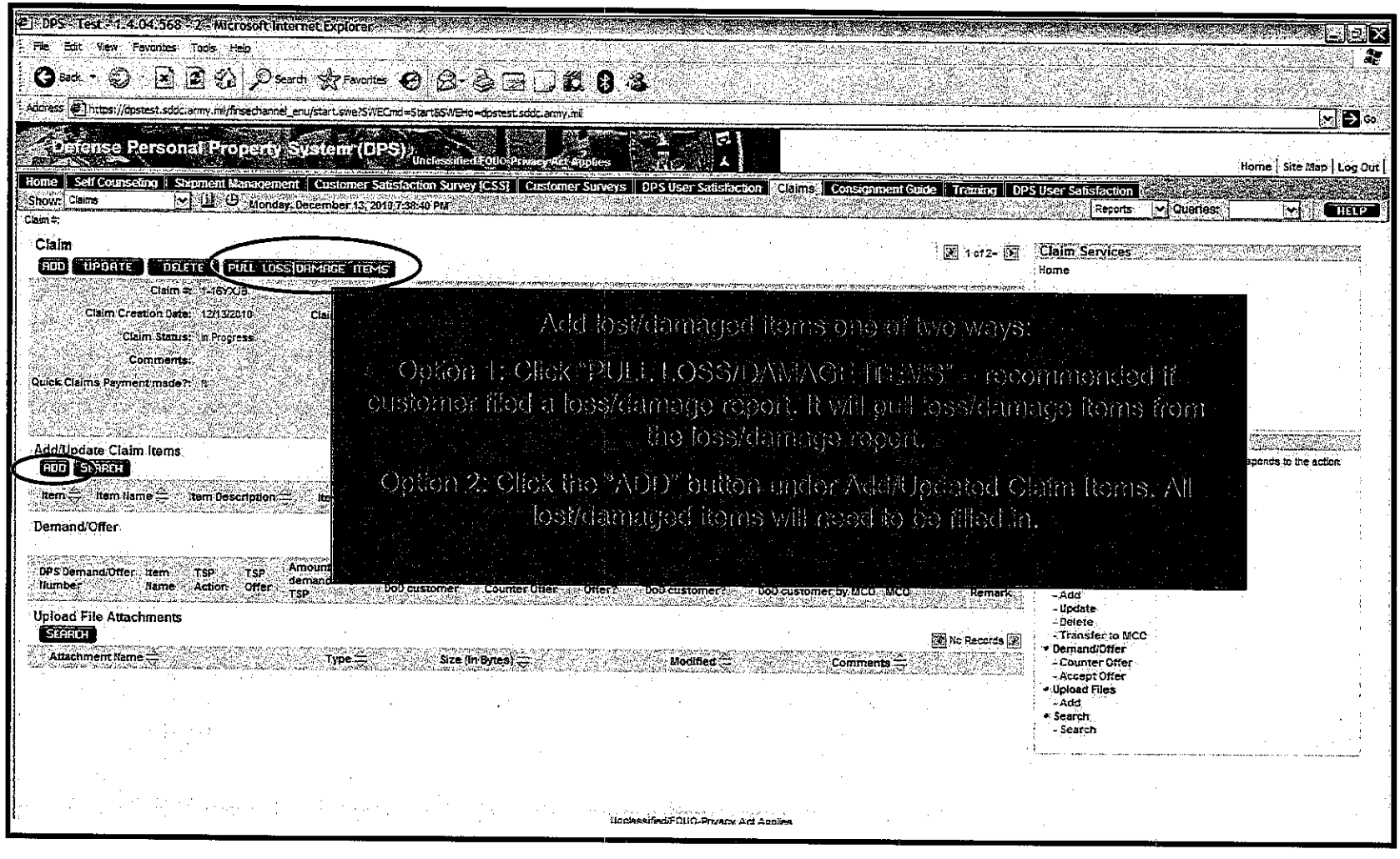
No Records

Unclassified/FOUO-Privacy Act Applies

Fill in fields annotated with an asterisk and click the SAVE button

SDDC

Claim Module - File Claim



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Claim Module - File Claim

Defense Personal Property System (DPS)

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Claim

ADD | UPDATE | DELETE | PULL LOSS/DAMAGE ITEMS | SUBMIT

Claim Services

Home

All Claims

> Claim Detail

Add/Update Claim Items

ADD | UPDATE | DELETE | SEARCH

Demand/Offer

SEARCH

Upload File Attachments

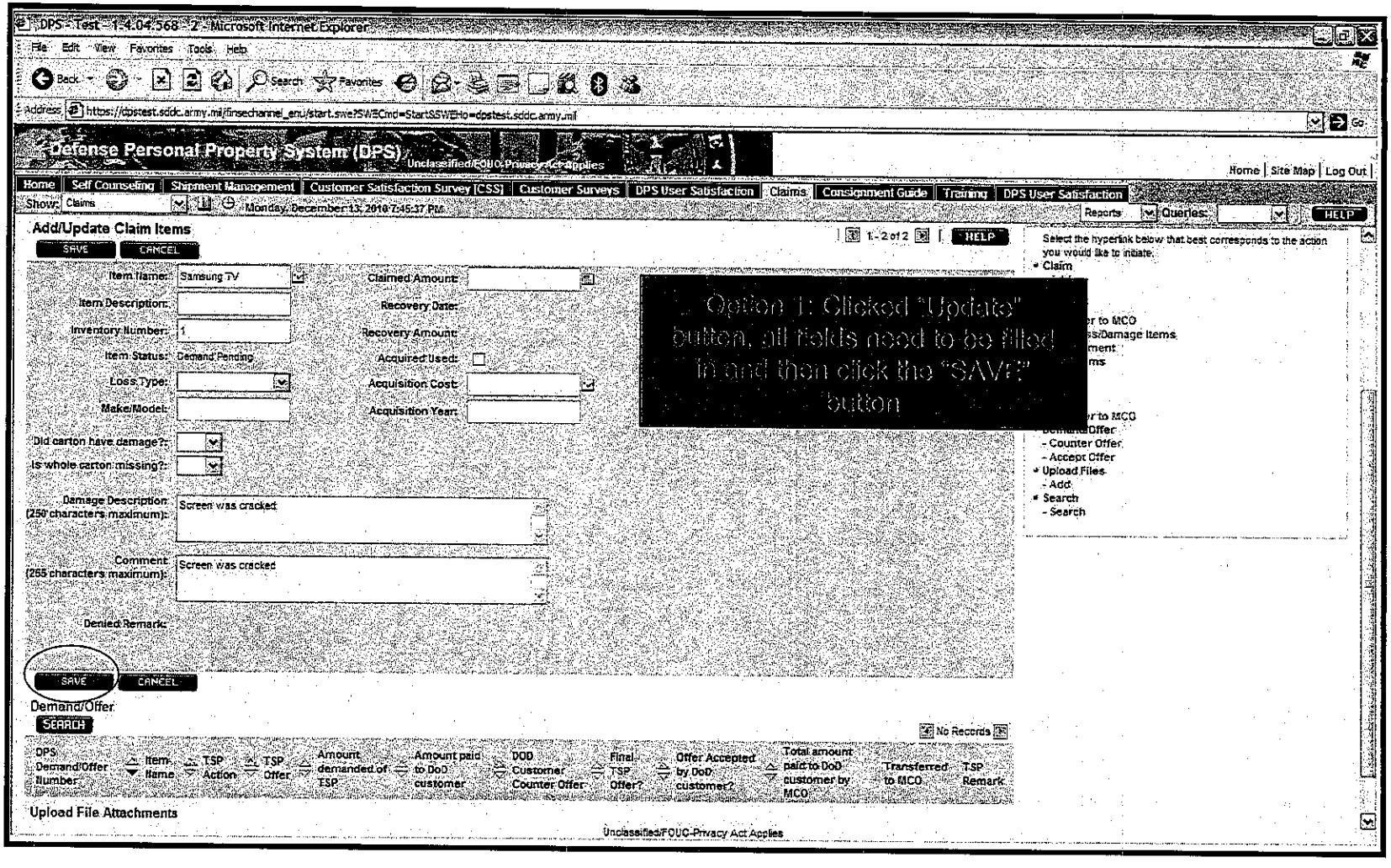
ADD | SEARCH

Option 1: Clicked "PULL LOSS/DAMAGE ITEMS"

The "UPDATE" button needs to be clicked in order to add information about each claimed item

SDDC

Claim Module - File Claim



SDDC

Claim Module - File Claim

DPS - Test - 1.4.04.568 - 2 - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address https://dpstest.sddc.army.mil/finsechannel_enu/start.swe?SWECmd=Start&SWEHo=dpstest.sddc.army.mil

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

Home | Site Map | Log Out

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Show: Claims | Monday, December 13, 2010 7:38:40 PM | Reports | Queries: | HELP

Claim #:

Claim

ADD | UPDATE | DELETE | PULL LOSS/DAMAGE ITEMS

1 of 2

Claim # 1-16YXJ8 | BOL/GBL Number: OBA10000100 | Shipment Destination: 3666 payne SAN DIEGO, CA 92102 UNITED STATES

Claim Creation Date: 12/13/2010 | Claims Shipment Description: My Completed Shipment

Claim Status: In Progress

Comments:

Quick Claims Payment made?: N

Option 2: Click the "ADD" button under "Add/Update Claim Items"

Add/Update Claim Items

ADD | SEARCH

No Records

Item	Item Name	Item Description	Item Status	Claimed Amount	Loss Type	Created	Damage Description (250 characters maximum)	Denied Remark

Demand/Offer

No Records

DPS Demand/Offer Number	Item Name	TSP Action	TSP Offer	Amount demanded of TSP	Amount paid to DoD customer	DOD Customer Counter Offer	Final TSP Offer?	Offer Accepted by DoD customer?	Total amount paid to DoD customer by MCO	Transferred to MCO	TSP Remark

Upload File Attachments

SEARCH

No Records

Attachment Name	Type	Size (In Bytes)	Modified	Comments

Claim Services

- Home
- All Claims
  - > Claim Detail
- Loss/Damage Reports
- Inspection Reports
- Summary

Help Links

Select the hyperlink below that best corresponds to the action you would like to initiate.

- Claim
  - Add
  - Update
  - Submit
  - Transfer to MCO
  - Pull Loss/Damage Items
  - Nonpayment
- Claim Items
  - Add
  - Update
  - Delete
  - Transfer to MCO
- Demand/Offer
  - Counter Offer
  - Accept Offer
- Upload Files
  - Add
- Search
  - Search

Unclassified/FOUO-Privacy Act Applies

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Claim Module - File Claim

DPS - Test - 1.4.01.470 - 1 - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address https://dpstest.sddc.army.mil/finsechannel_enu/start.swe?SWECmd=Login&SWEFL=1&_sn=bmAF1EM48LV38yYTXK4QycfvdORVkZwAPe37ndgqftU_&SWETS=

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

Home | Site Map | Log Out |

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

Show: Claims Wednesday, June 02, 2010 5:46:44 PM

Reports Queries: HELP

Add/Update Claim Items

SAVE CANCEL

Item Name:
Item Description:
Inventory Number:
Item Status: Demand Pending
Loss Type:
Make/Model:
Claimed Amount:
Recovery Date:
Recovery Amount:
Acquired Used:
Acquisition Cost:
Acquisition Year:
Did carton have damage?:
Is whole carton missing?:
Damage Description (250 characters maximum):
Comment (255 characters maximum):
Denied Remark:

Clicked the "ADD" button, all fields need to be completed, then click the "SAVE" button

SAVE CANCEL

Demand/Offer

SEARCH

No Records

DPS Demand/Offer Number	Item Name	TSP Action	TSP Offer	Amount demanded of TSP	Amount paid to DoD customer	DOD Customer Counter Offer	Final TSP Offer?	Offer Accepted by DoD customer?	Total amount paid to DoD customer by MCO	Transferred to MCO	TSP Remark

Upload File Attachments

Select the hyperlink below that best corresponds to the action you would like to initiate.

- Claim
  - Add
  - Update
  - Submit
  - Transfer to MCO
  - Pull Loss/Damage Items
  - Nonpayment
- Claim Items
  - Add
  - Update
  - Delete
  - Transfer to MCO
- Demand/Offer
  - Counter Offer
  - Accept Offer
- Upload Files
  - Add
- Search
  - Search

Unclassified/FOUO-Privacy Act Applies

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Claim Module - File Claim

DPS - Test - 1.4.01.470 - 1 - Microsoft Internet Explorer

Defense Personal Property System (DPS)

Home | Site Map | Log Out

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Show: Claims — Wednesday, June 02, 2010 5:59:16 PM

Reports | Queries | HELP

Claim #:

Claim

ADD | UPDATE | DELETE | SUBMIT

Click the "SUBMIT" button in order for the claim to transfer to the TSP

1 of 2+

Claim #: 1-12560

Claim Creation Date: 6/2/2010

Claim Status: In Progress

Comments: lost and damaged items

Quick Claims Payment made?: N

A 92101 UNITED STATES

Add/Update Claim Items

ADD | UPDATE | DELETE | SEARCH

1 - 3 of 3

	Item	Item Name	Item Description	Item Status	Claimed Amount	Loss Type	Created	Damage Description (250 characters maximum)	Denied Remark
>	3	computer	apple	Demand Pending		Missing	6/2/2010 05:56:02 PM	2009 apple computer	
>	2	dishes	china	Demand Pending		Damaged	6/2/2010 05:55:42 PM	broken	
>	1	Chair	brown	Demand Pending		Damaged	6/2/2010 05:46:35 PM	wooden	

Demand/Offer

SEARCH

No Records

DPS Demand/Offer Number	Item Name	TSP Action	TSP Offer	Amount demanded of TSP	Amount paid to DoD customer	DOD Customer Counter Offer	Final TSP Offer?	Offer Accepted by DoD customer?	Total amount paid to DoD customer by MCO	Transferred to MCO	TSP Remark

Upload File Attachments

ADD | SEARCH

No Records

Attachment Name	Type	Size (In Bytes)	Modified	Comments

Claim Services

- Home
- All Claims
  - > Claim Detail
- Loss/Damage Reports
- Inspection Reports
- Summary

Help Links

Select the hyperlink below that best corresponds to the action you would like to initiate.

- Claim
  - Add
  - Update
  - Submit
  - Transfer to MCO
  - Pull Loss/Damage Items
  - Nonpayment
- Claim Items
  - Add
  - Update
  - Delete
  - Transfer to MCO
- Demand/Offer
  - Counter Offer
  - Accept Offer
- Upload Files
  - Add
- Search
  - Search

Unclassified/FOUO-Privacy Act Applies

Internet

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Claims Process After Submission

1. Submit Claim

2. Within 60 days of submission the Transportation Service Provider (TSP) will accept, deny, or counter offer each claimed item

3. Customer may accept, deny, transfer to the Military Claims Office, or continue to negotiate

4. Once the customer accepts any offer, the negotiation stops with the TSP and the item is finalized

5. Once the offer is accepted, the customer should receive payment within 30 days of the settled status of the item(s)

Note: After 30 days of claim submission the customer has the right to transfer part or all of their claim to a Military Claims Office

SDDC

Customer's Claim Module - TSP Response

DPS - Test - 1.4.01.473 - 2 - Microsoft Internet Explorer

Defense Personal Property System (DPS)

Unclassified/FOUO-Privacy Act Applies

Home | Site Map | Log Out

Home | Self Counseling | Shipment Management | Customer Satisfaction Survey [CSS] | DPS User Satisfaction | Claims | Consignment Guide | Training | DPS User Satisfaction

Thursday, June 03, 2010 3:49:02 PM

Claim #:

Claim

ADD UPDATE

Claim #: 1-12SI70

Claim Creation Date: 6/2/2010

Claim Status: Updated

Comments: lost and damaged items

Quick Claims Payment made?: N

TSP did not make this item a "Final Offer" therefore, the customer has three options to respond back to the TSP: Transfer to the MCO, Counter Offer, or Accept Offer

Add/Update Claim Items

SEARCH TRANSFER TO MCO

Item	Item Name	Item Description	Item Status	Claimed Amount	Loss Type	Created	Damage Description (250 characters maximum)	Denied Remark
1	Chair	brown	Settled		Damaged	6/2/2010 05:46:35 PM	wooden	
2	dishes	china	Offer Pending		Damaged	6/2/2010 05:55:42 PM	broken	
3	computer	apple	MCO Adjudication		Missing	6/2/2010 05:58:02 PM	2009 apple computer	

Demand/Offer

COUNTER OFFER SEARCH ACCEPT OFFER

DPS Demand/Offer Number	Item Name	TSP Action	TSP Offer	Amount demanded of TSP	Amount paid to DoD customer	DOD Customer Counter Offer	Final TSP Offer?	Offer Accepted by DoD customer?	Total amount paid to DoD customer by MCO	Transferred to MCO	TSP Remark
2	dishes	Replace	$100.00				N	N			
1	dishes	Repair	$75.00			$100.00	N	N			

Upload File Attachments

ADD SEARCH

Attachment Name	Type	Size (in Bytes)	Modified	Comments

Claim Services

Home

Help Links

Select the hyperlink below that best corresponds to the action you would like to initiate:

- Claim
  - Add
  - Update
  - Submit
  - Transfer to MCO
  - Pull Loss/Damage Items
  - Nonpayment
- Claim Items
  - Add
  - Update
  - Delete
  - Transfer to MCO
- Demand/Offer
  - Counter Offer
  - Accept Offer
- Upload Files
  - Add
- Search
  - Search

Unclassified/FOUO-Privacy Act Applies

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Customer's Claim Module - TSP Response

DPS - Test - 1.4.01.473 - 2 - Microsoft Internet Explorer

Defense Personal Property System (DPS)

Unclassified/FOUO-Privacy Act Applies

Home | Site Map | Log Out

Home | Self Counseling | Shipment Management | Customer Satisfaction Survey [CSS] | DPS User Satisfaction | Claims | Consignment Guide | Training | DPS User Satisfaction

Thursday, June 03, 2010 3:53:19 PM

Claim #:

Claim

ADD UPDATE

Claim #: 1-12SI70

Claim Creation Date: 6/2/2010

Claim Status: Updated

Comments: lost and damaged items

Quick Claims Payment made?: N

TSP made this item a "Final Offer" therefore, the customer has two options to respond back to the TSP:

Transfer to the MCO or Accept Offer

Add/Update Claim Items

SEARCH TRANSFER TO MCO

1 - 3 of 3

Item	Item Name	Item Description	Item Status	Claimed Amount	Loss Type	Created	Damage Description (250 characters maximum)	Denied Remark
1	Chair	brown	Settled		Damaged	6/2/2010 05:46:35 PM	wooden	
2	dishes	china	Offer Pending		Damaged	6/2/2010 05:55:42 PM	broken	
3	computer	apple	MCO Adjudication		Missing	6/2/2010 05:58:02 PM	2009 apple computer	

Demand/Offer

SEARCH ACCEPT OFFER

1 - 3 of 3

DPS Demand/Offer Number	Item Name	TSP Action	TSP Offer	Amount demanded of TSP	Amount paid to DoD customer	DOD Customer Counter Offer	Final TSP Offer?	Offer Accepted by DoD customer?	Total amount paid to DoD customer by MCO	Transferred to MCO	TSP Remark
3	dishes	Replace	$110.00				Y	N			
2	dishes	Replace	$100.00			$110.00	N	N			
1	dishes	Repair	$75.00			$100.00	N	N			

Upload File Attachments

ADD SEARCH

No Records

Attachment Name	Type	Size (in Bytes)	Modified	Comments

Claim Services

- Home
- All Claims
  - > Claim Detail
- Loss/Damage Reports
- Inspection Reports
- Summary

Help Links

Select the hyperlink below that best corresponds to the action you would like to initiate:

- Claim
  - Add
  - Update
  - Submit
  - Transfer to MCO
  - Pull Loss/Damage Items
  - Nonpayment
- Claim Items
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  - Accept Offer
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  - Add
- Search
  - Search

Unclassified/FOUO-Privacy Act Applies

Internet

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Customer's Claim Module - TSP Response

DPS - Test - 1.4.01.473 - 2 - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address https://dpstest.sddc.army.mil/finsechannel_enu/start.swe?SWECmd=Login&SWEPL=1&_sn=nSJ8uFq-1MorqcyNCMZFq57Ze9wbWaUTm6K7QL08VQ_&SWETS=

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

Home | Site Map | Log Out |

Home | Self Counseling | Shipment Management | Customer Satisfaction Survey [CSS] | DPS User Satisfaction | Claims | Consignment Guide | Training | DPS User Satisfaction

Show: Thursday, June 03, 2010 3:53:19 PM Reports Queries: HELP

Claim #:

Claim

ADD UPDATE

1 of 1+

Claim #: 1-125
Claim Creation Date: 6/2/20
Claim Status: Updat
Comments: lost an
Quick Claims Payment made?: N

TSP denied this item therefore, the customer has one option to respond back to the TSP:

Transfer to the MCO

Add/Update Claim Items

SEARCH TRANSFER TO MCO

1 - 3 of 3

	Item	Item Name	Item Description	Item Status	Claimed Amount	Loss Type	Created	Damage Description (250 characters maximum)	Denied Remark
>	1	Chair	brown	Settled		Damaged	6/2/2010 05:46:35 PM	wooden	
>	2	dishes	china	Offer Pending		Damaged	6/2/2010 05:55:42 PM	broken	
>	3	computer	apple	MCO Adjudication		Missing	6/2/2010 05:58:02 PM	2009 apple computer	

Demand/Offer

SEARCH

1 - 3 of 3

	DPS Demand/Offer Number	Item Name	TSP Action	TSP Offer	Amount demanded of TSP	Amount paid to DoD customer	DOD Customer Counter Offer	Final TSP Offer?	Offer Accepted by DoD customer?	Total amount paid to DoD customer by MCO	Transferred to MCO	TSP Remark
>	3	dishes	Replace	$110.00					N			
>	2	dishes	Replace	$100.00			$110.00	N	N			
>	1	dishes	Repair	$75.00			$100.00	N	N			

Upload File Attachments

ADD SEARCH

No Records

Attachment Name	Type	Size (In Bytes)	Modified	Comments

Unclassified/FOUO-Privacy Act Applies

Internet

Claim Services

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  - Transfer to MCO
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  - Add
  - Update
  - Delete
  - Transfer to MCO
- Demand/Offer
  - Counter Offer
  - Accept Offer
- Upload Files
  - Add
- Search
  - Search

SDDC

Claim Statuses

Claim		Item	
Status	Owner	Status	Owner
In Progress	Customer	Demand Pending	TSP
Submitted	TSP	Offer Pending	Customer
Under Review	Customer and TSP	Denied	Customer
Updated	Customer and TSP	MCO Adjudicated	MCO
Denied	Customer	Settled	
MCO Adjudicated	MCO		
Settled			

SDDC

Resources

Navigate to:

http://www.move.mil/dod.htm#afterDelivery_ad-dodClaims

Email Questions/Concerns to:

sddc.safb.claims@us.army.mil

MOVE.MIL Official DPS Portal

What Is DPS? | DPS Registration | DPS Login

DOD Service Members and Civilians | Before You Begin | Start Your DPS Move | After Delivery

After Delivery

Customer Satisfaction Survey (CSS)

Claims

CSS is really a performance report that DPS uses to rate Transportation Service Providers, thereby ensuring that only quality moving companies will handle your belongings. **It is imperative that you fill out a CSS for each and every shipment.** Luckily, it's easy! You will automatically receive an email with a link to your CSS after your shipment has been delivered.

Watch the Video!

Claims How-To (PDF)

Claims How-To (Video)

Claims Overall Process

Air Force

Army

Coast Guard

Marines

Navy

Claims How-To-PDF

Claims How-To Video

Claims Overall Process

Military Claim Office (MCO) websites with contact information

Useful Tools

Moving Resources

Travel Information

Links

Acronyms

Glossary

Locator Maps

Service Member/Civilian FAQ

Move.Mil is a publicly accessible DOD website. Content updates to this website are required to undergo a public affairs and legal review prior to

SDDC

Questions and Answers

SDDC