HOW TO REPORT AND FILE YOUR CLAIM IN THE DEFENSE PERSONAL PROPERTY SYSTEM (DPS)

There are 2 steps in filing a loss/damage claim. First, is to file the report and second is to file your claim. You have 75 days from your date of delivery to initiate the claim.

**Turn off pop-up-blocker**

1. If you do not have an Electronic Transportation Acquisition (ETA) login, go to [www.move.mil](http://www.move.mil) to register to receive a login id and password.

2. Once you’re logged in to ETA, click on Defense Personal Property System located on the left side of the screen. After logging in to DPS, click on the ‘Claims’ tab located at the top of the screen.

3. Read the instructions First before you file your report.

4. Click on the ‘Start My Loss and Damage Report’ button located on the right of the screen.

5. Click on the little search box located in the BOL/GBL Number box. Click on the BOL Number and ‘Pick’. Scroll down and click ‘Add’, add all your items to be claimed. Once all items have been added click the “Submit” button.

6. To file your claim, navigate back to the Claims Homepage by clicking the Claims tab located at the top of the screen.

7. Click on the ‘Start My Claim’ button located on the right of the screen. Click on the little search box located in the BOL/GBL Number box. Click on the BOL Number and ‘Pick’. Add your items and upload any pictures and documents. After you’ve added all your items to be claimed click ‘Save’ and ‘Submit’.

8. Your moving company is required to pay, deny or make an offer of settlement within 60 days of receiving your COMPLETED claim and is required to complete payment within 30 days of your acceptance to their offer. See attached information for detailed deadlines.

Problems filing your report or claim in DPS? Call the helpdesk @ 800-462-2176, option 5.

Problems with your moving company? Call DMO @ 760-830-6119.
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 75 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. 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 75th 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. If you had good cause to exceed the 75-day notice period, such as an officially recognized absence of hospitalization during all or a portion of the time period, please pass this information to your TSP for their consideration. In those 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” it to the TSP within 9 months from the date of delivery to qualify for full replacement value (FRV) protection. Claims filed after 9 months but within 2 years qualify for limited compensation. Any filing after 2 years could result in the denial of your entire claim. Limited exceptions apply to these timelines.

IMPORTANT! If you have any questions regarding the 75-day or 9-months timelines, contact your Service Military Claims Office (MCO). Any delay in meeting these timelines may have an adverse effect on any claim you may file.

IMPORTANT INFORMATION REGARDING FRV LIMITATIONS

- Limits of Liability: If you “SUBMIT” your claim within 9 months, the TSP’s maximum liability on a shipment is $5,000 or $4 per pound times the weight of the shipment, whichever is greater, but not more than $60,000. If these limitations do not satisfy your loss, the government will evaluate for additional settlement. If you “SUBMIT” your claim after nine months from delivery, but before 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 60 days of receipt of your completed and substantiated claim. Completing all the fields contained in DPS will help ensure you have properly submitted your claim. The TSP is required to complete payment to the owner within 30 days of the owner’s acceptance of the offer in DPS.