

Claims Information

Household Goods Moved under the "DP3" (Defense Personal Property Program)

Summary: If you have moved through the DP3 program, you must enter your Notice of Loss or Damage on "DPS" (Defense Personal Property System), the database provided by the Surface Deployment and Distribution Command (SDDC) for the DP3 Program.

What is DPS? "DPS" is an internet based system that processes household goods shipments from cradle to grave. Claims filing is one on the modules in the system.

How it works:

- You may receive counseling online from the DPS or the Transportation Office (TO) about your DP3 move.
- With a password and User ID, you can file a claim against the Transportation Service Provider (TSP) online through the DPS system as well as complete a Customer Satisfaction Survey (CSS).

Where to find the DP3 Address: The web address for DPS is: <http://www.move.mil>.

To register for an account:

- Log into the above address.
- At top of page, click on "DOD CUSTOMER", At far right, click on "TO REGISTER FOR A DPS ACCOUNT".
- This immediately takes you to a secured site: <https://www.eta.sddc.army.mil>.
- At this screen, log in the personal information requested, and if requested for confirmation, reenter the information.
- The system will email your password to you at the address you designate, within 24 hours.

Once you have your password: Go to LOGIN under <http://www.move.mil> and enter your SSN and Password. You must enter directly into the DPS system the information related to filing a claim from damages or missing items after your move to include the following:

- **Notice of Loss or Damage (enter onto system within 75 days of delivery):** You must submit a list of all missing or damaged items within 75 days of the date of delivery into the DPS system, referring to the form that movers give to you when your goods were delivered. This form is called the "DOD Defense Personal Property Program Notification of Loss or Damage AT Delivery" (See Attachment). The flip side is the DOD Defense Personal Property Program Notification of Loss or Damage AFTER Delivery" (See Attachment). If you have moved previously with the military, this form resembles the DD Form 1840/1840R. Instructions for providing Notice of Loss are also on the form.
- **Your Claim (entered into the DPS system within nine months of the delivery date):** Instructions for filing the claim are also on both sides of the "DOD Defense Personal Property Program Notification of Loss or Damage" form.

Need Help?

- The DPS system helpdesk number is 1-800-462-2176, select option 5.
- Not sure if your claim falls under the DPS program? Contact your local claims office or Fort Bragg Claims at 910-396-7505.

