



Filing a Claim

The Customer's Guide to DPS

DEFENSE PERSONAL

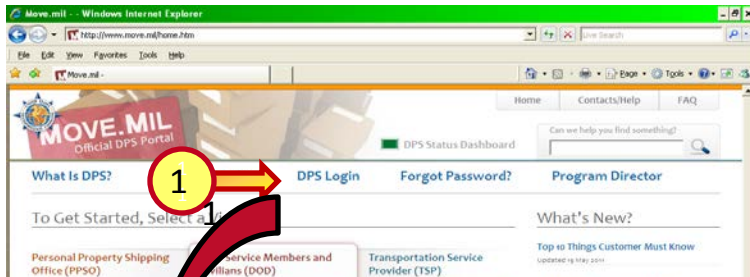
PROPERTY PROGRAM

Things to keep in mind when filing your claim...

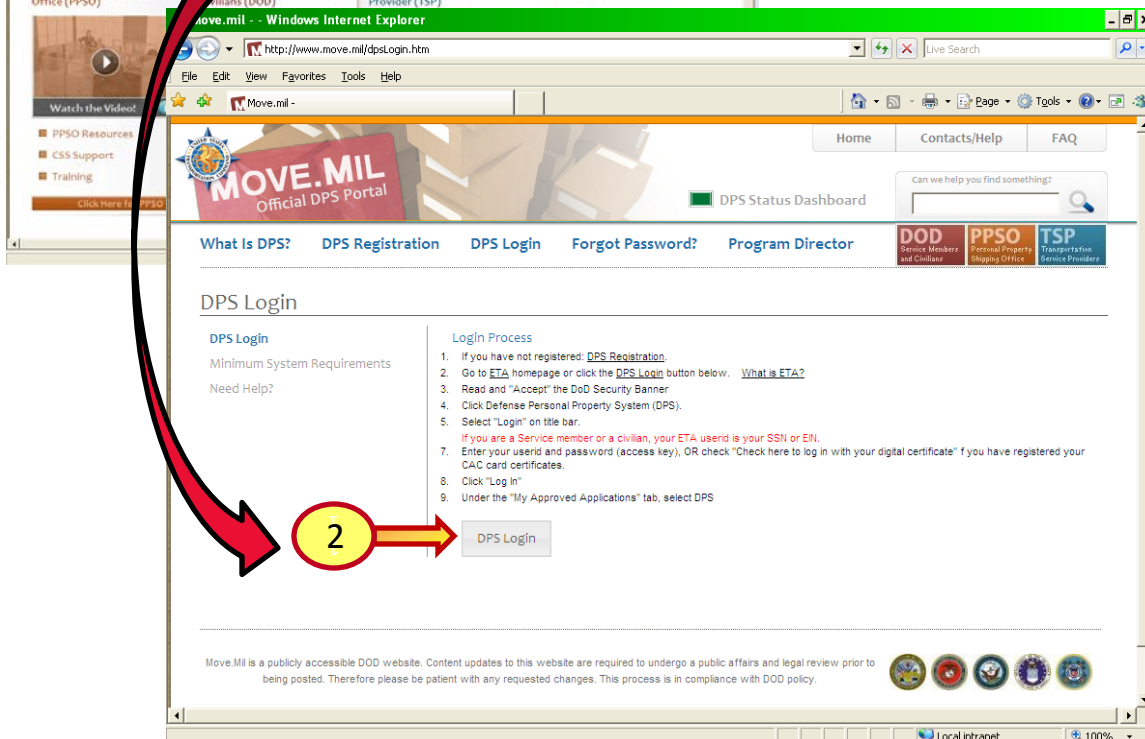
- Loss or damage to an item should be reported to the TSP, via DPS within 75 days of the date of delivery. Note: You do not have to file a Loss/Damage Report as long as you file your Claim in DPS within 75 days of the delivery of your shipment.
 - All loss/damaged discovered on the day of delivery should be listed on “*The Notice of Loss/Damage at Delivery Report*”; any discrepancies found after delivery should be annotated on “*The Notice of Loss/Damage After Delivery Report*”.
 - If you file your claim with the Transportation Service Provider (TSP), via Defense Personal Property System (DPS), within nine months of delivery, the TSP is liable for the repair or Full Replacement Value (FRV) cost of damaged items.
 - For items that are damaged but not destroyed, the TSP will, at its option, either repair the items to the extent necessary to restore them to their condition when received by the TSP, or pay the customer for the cost of such repairs.
 - **DO NOT DELAY** ...filing past the 9-month deadline eliminates your right to receive Full Replacement Value. If your claim has been timely filed, additional information may be presented at a later time.
-

Filing a Claim

The first step for logging into DPS is to return to the website www.move.mil. From the www.move.mil home page, click the tab at the top of the page marked “DPS Login” (1).



The login page will have a list of minimum system requirements for your computer that you may want to review before proceeding to DPS. This will ensure you have a smooth process and limited errors.

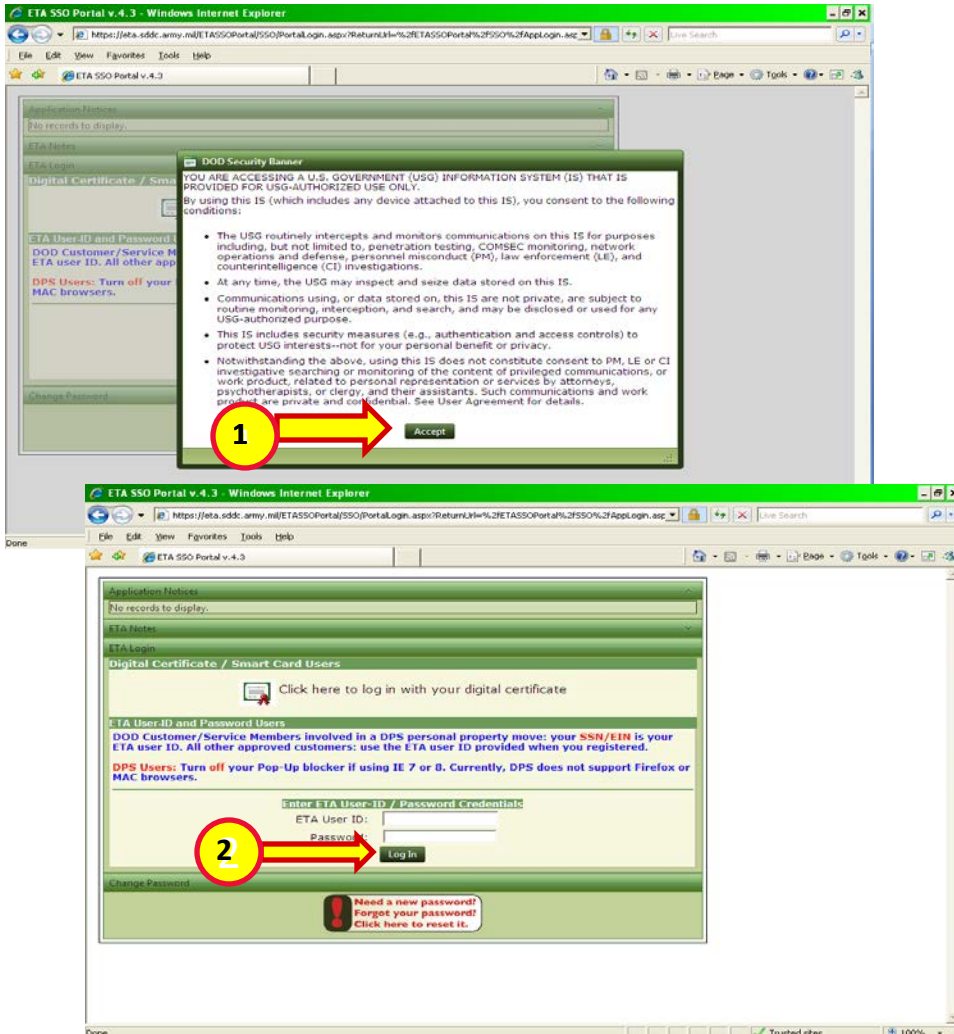


It is very important to make sure your pop-up blocker is turned off. DPS is considered a “pop-up” and you will not be able to access DPS with pop-up blockers turned on.

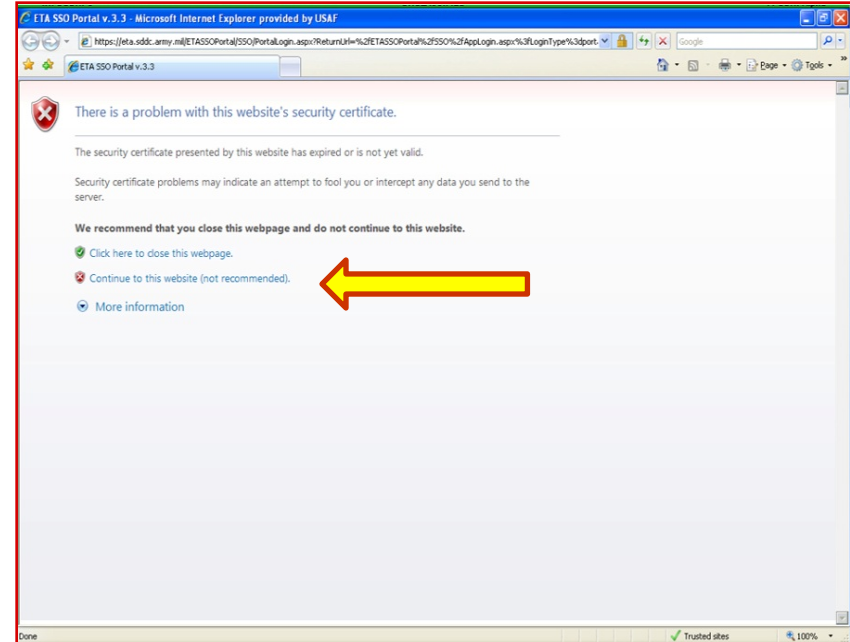
Click “DPS Login” at the bottom of the screen (2) to login to DPS.

Filing a Claim

The next screen will be your actual login page. Click on **“Accept”** (1) to continue. If you registered for an account with your CAC, Click on the **“Click here to log in with your digital certificate.”** Otherwise, you will need your **ETA User ID** and the **Password** which was provided to you via email from the DPS Administrator. Enter the requested information in the blank boxes provided. Once completed, Click the **“Log In”** button (2).

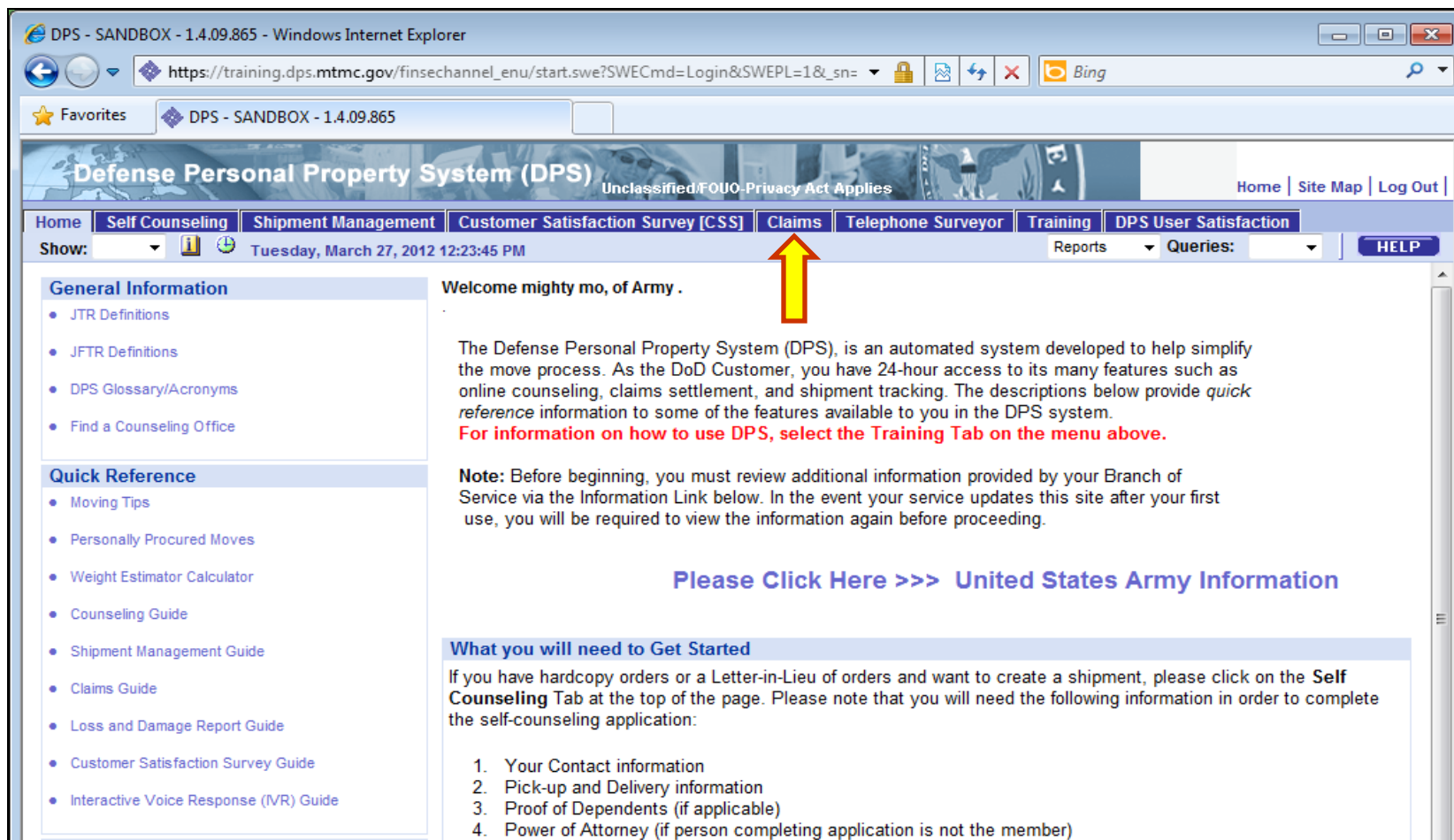


If you receive the below Certificate Error, click the second option **“Continue to this website (not recommended)”**. You are accessing a HTTPS secure website, and it is safe to proceed.



Filing a Claim

The first step to initiate your DPS claim after logging into DPS is to click the “Claims” tab at the top of the page. This will take you to your “Claims Home Page”.



The screenshot shows the Defense Personal Property System (DPS) website. The browser window title is "DPS - SANDBOX - 1.4.09.865 - Windows Internet Explorer". The address bar shows the URL: https://training.dps.mtmc.gov/finsechannel_enu/start.swe?SWECmd=Login&SWEPL=1&_sn=. The page header includes "Defense Personal Property System (DPS)" and "Unclassified//FOUO-Privacy Act Applies". The navigation menu at the top contains the following tabs: Home, Self Counseling, Shipment Management, Customer Satisfaction Survey [CSS], Claims, Telephone Surveyor, Training, and DPS User Satisfaction. A yellow arrow points to the "Claims" tab. Below the navigation menu, the page displays a welcome message: "Welcome mighty mo, of Army .". The main content area includes a section titled "General Information" with links for JTR Definitions, JFTR Definitions, DPS Glossary/Acronyms, and Find a Counseling Office. A "Quick Reference" section lists links for Moving Tips, Personally Procured Moves, Weight Estimator Calculator, Counseling Guide, Shipment Management Guide, Claims Guide, Loss and Damage Report Guide, Customer Satisfaction Survey Guide, and Interactive Voice Response (IVR) Guide. A "What you will need to Get Started" section provides a list of requirements for creating a shipment: 1. Your Contact information, 2. Pick-up and Delivery information, 3. Proof of Dependents (if applicable), and 4. Power of Attorney (if person completing application is not the member). A link for "United States Army Information" is also present.

Filing a Claim

Your claims welcome screen will provide you with information and timelines for the claim filing process to receive the full replacement value (FRV).

Reminder:

- Loss or damage to an item should be reported to the TSP via DPS within 75 days of the date of delivery. **Note:** You do not have to file a Loss/ Damage Report as long as you file your Claim in DPS within 75 days of the delivery of your shipment.
- A Loss/Damage Report will **not** start an actual claim for you. It only acts as a notice to the TSP of your intent to file a claim within 9 months of delivery and qualify you for FRV.

The screenshot shows the Defense Personal Property System (DPS) website. The browser address bar displays the URL: https://training.dps.mtmc.gov/finsechannel_enu/start.swe?SWECmd=Login&SWEPL=1&_snz=. The page title is "Defense Personal Property System (DPS)". The navigation menu includes links for Home, Self Counseling, Shipment Management, Customer Satisfaction Survey (CSS), Customer Surveys, Claims, Training, and DPS User Satisfaction. The main content area is titled "Welcome Page" and contains text about reporting loss or damage to a Transportation Service Provider (TSP) within 75 days of delivery. A yellow arrow points to the "Loss/Damage Reports" link in the "Claim Services" sidebar. A red box highlights the text: "To start, click the 'Loss/Damage Reports' link, on the right side of your screen". The sidebar also includes sections for "Create Claims" and "Search Claims".

Click here for: [HELP](#)

Claim Services

- Home
- [View My Claims](#)
- [Loss/Damage Reports](#)
- [Inspection Reports](#)
- [Summary](#)

Create Claims

Pick the Shipment:

Submitter's Relationship:

[Start My Claim](#)

Search Claims

Claim #:

Claim Status:

BOL/GBL Number:

MCO:

Adjudication:

Branch of Service:

Last Name:

[Go](#)

Unclassified/FOUO-Privacy Act Applies

Trusted sites | Protected Mode: Off

Filing a Loss/Damage Report

Click the link “Click Here to Add a Loss/Damage Report” (1). Completing the Loss/Damage Report will confirm your intent to file a claim within 9 months under FRV. **Note: If you are filing a claim now and it is within 75 days of delivery of the shipment, you can skip this step and continue to slide 14.**

Click “ADD” (2) at the top of the page, below the words “Loss/Damage Reports”.

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/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.

[Click Here to Add a Loss/Damage Report](#)

Loss/Damage Reports | Menu | SEARCH

Loss/Damage Number	Status	Creation Date	Loss/Damage at Delivery?	Name (DoD)	Rank (DoD)	BOL/GBL Number	Delivery Date	TSP
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Unclassified//FOUO-Privacy Act Applies

Loss/Damage Number: [ADD]

Loss/Damage Number: BOL/GBL Number: TSP Reference No.: Comments: DoD Cust ID Number: DoD Cust Name: DoD Customer Rank: Telephone Number: DoD Customer Address: Shipment Destination Address:

Delivery Date: Loss or Damage at Delivery?: Unpacking and Removal: Name of TSP: Weight of the Shipment: Address of TSP: Shipment Origin Address:

Loss Damage Delay Reason: Delay Reason Description:

Add/Update Loss/Damage Items | SEARCH | No Records

Item	Item Name	Inventory Number	Loss/Damage Description	Item Creation Date
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File Attachments | ADD | SEARCH | No Records | HELP

Attachment Name	Type	Size (In Bytes)	Modified	Comments
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Unclassified//FOUO-Privacy Act Applies

Filing a Loss/Damage Report

When you add a Report, you will need to fill in the blanks provided. Review any pre-filled information for accuracy.

- ❖ The first blank “**BOL/GBL Number**” can be completed by clicking the check button (1). This button will bring up a list of GBLs you’ve moved (2).

- ❖ From this list select the move you are filing a report for by clicking on the “>” symbol next to the shipment which will highlight the shipment (3). Next click the “**Pick**” button (4).

- ❖ When all the information has been confirmed and filled out, click the “**SAVE**” button at the bottom of the Reports page (5).

The screenshot shows the Defense Personal Property System (DPS) interface. The main form is titled "Loss/Damage Reports" and contains various fields for reporting a loss or damage. A red box labeled "1" highlights a check button next to the "Loss or damage at Delivery?" field. A red box labeled "2" highlights a table of shipments. A red box labeled "3" highlights a right-pointing arrow next to a shipment entry. A red box labeled "4" highlights a "Pick" button. A red box labeled "5" highlights the "SAVE" button at the bottom of the form.

The table of shipments is as follows:

BOL/GBL Number	Customer	DoD Customer Rank	Shipment Status	Shipment Type	Delivery Date	TSP Name	SCAC	Shipment Destination	Shipment Origin	Weight
BGAC0000452	Student21 Yuma21	COL-	Delivered	dHHG	08/05/2011	American Vanpac Carriers, Inc.	AAVP	1 Minney Mouse Lane SAN ANTONIO, TX 78201 UNITED STATES	1 Mickey Mouse Lane ARLINGTON, VA 22201 UNITED STATES	995

Filing a Loss/Damage Report

If it has been more than 75 days after shipment delivery, you must enter a reason for the delay. Click on the “**Loss Damage Delay Reason**” box and select the appropriate reason. Add any additional information in the “**Delay Reason Description**” box. Once entered, click on the “**SAVE**” button (2).

DPS - SANDBOX - 1.4.09.865 - Windows Internet Explorer
https://training.dps.mtmc.gov/finsechannel_enu/start.swe?SWECmd=Login&SWEPL=1&_sn=

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

Home | Site Map | Log Out |

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

Show: Loss/Damage Reports | Tuesday, March 27, 2012 12:47:03 PM | Reports | Queries: Active | HELP

Loss/Damage Reports

SAVE CANCEL

Your submission exceeds the 75 day after shipment delivery requirement; you must enter a reason for the delay.(SBL-EXL-00151)

*Loss/Damage Number: 1-NYXOG Delivery Date: 01/12/2009 Loss Damage Delay Reason: **1**

*BOL/GBL Number: CNNQ0000005 *Loss or Damage at Delivery?: Y Delay Reason Description: Deployment/Temporary Duty
Member undergoing Hospitalization or Medical Treatment
Serious Illness or death of a Family Member
Other (If selected, please specify a reason below)

TSP Reference No.: Unpacking and Removal:

Comments (255 characters maximum):

DoD Cust ID Number: XXX-XX-0000 Name of TSP: AALCO Forwarding, Inc.
*DoD Cust Name: mighty mo Weight of the Shipment: 18,000
DoD Customer Rank: COL-
Telephone Number: 1111111111

DoD Cust Address: 55 Mountain view Address of TSP: 10965 Granada Lane
DoD Cust City: SAN DIEGO City: OVERLAND PARK
DoD Cust State: CA State: KS
DoD Cust Zip Code: 92102 Zip: 66211
DoD Cust Country:

Shipment Destination Address: 55 Mountain view Shipment Origin Address: 155 Shoreline Dr
Shipment Destination City: SAN DIEGO Shipment Origin City: JACKSONVILLE
Shipment Destination State: CA Shipment Origin State: FL
Shipment Destination Zip Code: 92102 Shipment Origin Zip Code: 32201
Shipment Destination Country: UNITED STATES Shipment Origin Country: UNITED STATES

Unclassified/FOUO-Privacy Act Applies

Trusted sites | Protected Mode: Off | 100%

You will need your paper inventory nearby to reference the item/inventory number of the lost/damaged property.

Filing a Loss/Damage Report

After you save your report, the page will refresh and your information will now be listed in the top gray area. If you need to change any of this information, click the **“Update”** button at the top (1), then make any needed changes/corrections.

The screenshot displays the Defense Personal Property System (DPS) interface. At the top, there is a navigation menu with options like Home, Self Counseling, Shipment Management, and Customer Satisfaction Survey. Below this, a 'Loss/Damage Reports' section is visible, featuring an 'ADD' button and an 'UPDATE' button. A red circle with the number '1' highlights the 'UPDATE' button. Below the 'UPDATE' button, there is a form for editing a report, including fields for Loss/Damage Number, Delivery Date, and various descriptive details. A red arrow points from the 'UPDATE' button to the text on the right. Below the report details, there is a section for 'Add/Update Loss/Damage Items' with an 'ADD' button and a 'SEARCH' button. A red circle with the number '2' highlights the 'ADD' button. Below this, there is a table with columns for Item Name, Inventory Number, Loss/Damage Description, and Item Creation Date. A red arrow points from the 'ADD' button to the text on the right. At the bottom, there is a form for adding a new item, with fields for Item Name, Item Creation Date, Inventory Number, and Loss/Damage Description. A red circle with the number '3' highlights the 'SAVE' button. A red arrow points from the 'SAVE' button to the text on the right.

You can now add specific information pertaining to items lost or damaged during your move. To do this, click the **“ADD”** button located under the **“Add/Update Loss/Damage Items”** title (2).

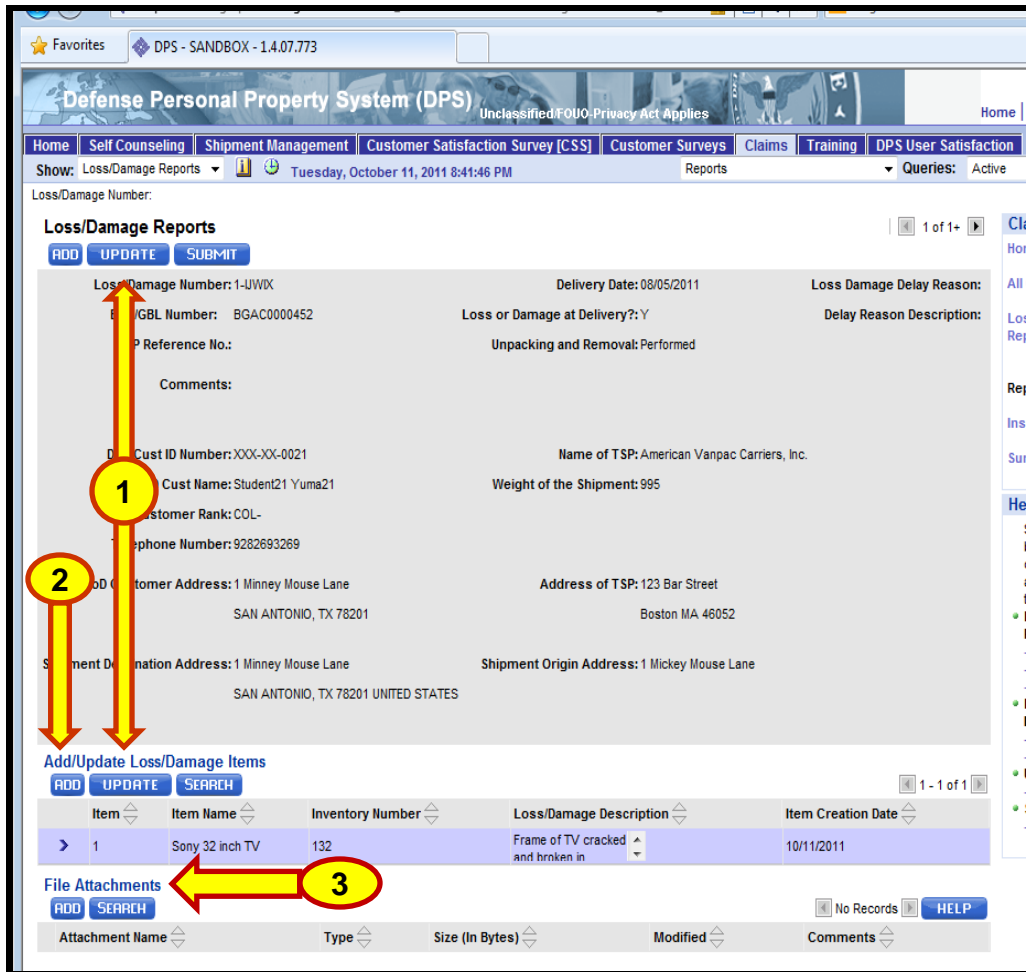
The Loss/Damage area will expand and provide you with blank spaces for the information. Fill out each box appropriately, then click the **“SAVE”** button (3).

Repeat above steps until all items have been added. Remember to always click “SAVE” after each entry.

Filing a Loss/Damage Report

Your “**Loss/Damage Reports**” and “**Add/Update Loss/Damage Items**” should both be filled in now. You can change the information of either by clicking the provided “Update’ buttons (1). If you have additional items that need to be claimed, click the “**ADD**” button just below “**Add/Update Loss/Damage Items**” (2).

File Attachments (3) should not be completed for a Loss/Damage Report. Any supporting attachments should be attached when you complete the actual claim in DPS.



The screenshot displays the Defense Personal Property System (DPS) interface. At the top, there are navigation tabs including Home, Self Counseling, Shipment Management, Customer Satisfaction Survey (CSS), Customer Surveys, Claims, Training, and DPS User Satisfaction. The main content area is titled "Loss/Damage Reports" and contains a form with the following fields:

- Loss/Damage Number: 1-UWDX
- Delivery Date: 08/05/2011
- Loss Damage Delay Reason:
- GBL Number: BGAC0000452
- Loss or Damage at Delivery?: Y
- Delay Reason Description:
- Reference No.:
- Unpacking and Removal: Performed
- Comments:
- Cust ID Number: XXX-XX-0021
- Name of TSP: American Vanpac Carriers, Inc.
- Cust Name: Student21 Yuma21
- Weight of the Shipment: 995
- Customer Rank: COL-
- Phone Number: 9282693269
- Customer Address: 1 Minney Mouse Lane, SAN ANTONIO, TX 78201
- Address of TSP: 123 Bar Street, Boston MA 46052
- Shipment Destination Address: 1 Minney Mouse Lane, SAN ANTONIO, TX 78201 UNITED STATES
- Shipment Origin Address: 1 Mickey Mouse Lane

Below the form is a table titled "Add/Update Loss/Damage Items" with the following data:

Item	Item Name	Inventory Number	Loss/Damage Description	Item Creation Date
1	Sony 32 inch TV	132	Frame of TV cracked and broken in	10/11/2011

At the bottom of the interface is a section titled "File Attachments" with a table that currently shows "No Records".

Red circles and arrows highlight the following elements:

- 1: The "UPDATE" button in the "Loss/Damage Reports" section.
- 2: The "ADD" button in the "Add/Update Loss/Damage Items" section.
- 3: The "File Attachments" section.

Filing a Loss/Damage Report

When all items have been added, click on the “**Submit**” button to file the Notice of Loss/Damage After Delivery. (1)

A dialogue box will appear asking “**Are you sure you want to submit this Loss/Damage Report?**” Click “**OK**” to submit or “**CANCEL**” to add additional items. (2)

To verify your Loss/Damage Report has been successfully submitted, click on the “**Loss/Damage Reports**” on the right side of the screen to go back to that page. (3)

The Loss/Damage Report(s) should be displayed under “**Loss/Damage Reports**”. To review the report, click on the Loss/ Damage number. (4)

The screenshot shows the Defense Personal Property System (DPS) interface. A yellow circle with the number 1 points to the 'SUBMIT' button in the 'Loss/Damage Reports' section. A dialog box with a question mark and the text 'Are you sure you want to Submit this Loss/Damage Report?' is displayed, with a yellow circle and the number 2 pointing to it. A yellow arrow with the number 3 points to the 'Loss/Damage Reports' link in the right-hand navigation menu. A yellow arrow with the number 4 points to the 'Loss/Damage Number' column header in the table below.

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/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.

[Click Here to Add a Loss/Damage Report](#)

Loss/Damage Number	Status	Creation Date	Loss/Damage at Delivery?	Name (DoD)	Rank (DoD)	BOL/GBL Number	Delivery Date	TSP	SCAC	GBLOC	Closed
1-UJWX	Submitted	10/11/2011	✓	Student21 Yuma21	COL-	BGAC0000452	08/05/2011	American Vanpac Carriers, Inc.	AAVP	HAFC	

Filing a Loss/Damage Report

DPS - SANDBOX - 1.4.07.773 - Windows Internet Explorer

https://training.dps.mtmc.gov/finsechannel_enu/start.swe?SWECmd=Login&SWEPL=1&SWE

Defense Personal Property System (DPS)

Home | Site Map | Log Out

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

Show: Loss/Damage Reports | Tuesday, October 18, 2011 5:38:42 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/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.

[Click Here to Add a Loss/Damage Report](#)

Loss/Damage Reports | Menu | CLOSE | SEARCH | 1-2 of 2 | HELP

Loss/Damage Number	Status	Creation Date	Loss/Damage at Delivery?	Name (DoD)	Rank (DoD)	BOL/GBL Number	Delivery Date	TSP	SCAC	GBLOC	Closed
1-UJWX	Submitted	10/11/2011	✓	Student21 Yuma21	COL-	BGAC0000452	08/05/2011	American Vantage Carriers, Inc.	AAVP	HAFC	
1-ILVF	In Progress	10/18/2011	✓	Student21 Yuma21	COL-	BGAC0000452	08/05/2011	American Vantage Carriers, Inc.	AAVP	HAFC	

Remember:

- * Additional lost or damaged items can only be added when the report's status is **"In Progress"**.
- * To add new items when in **"Submitted"** status, a new Loss/Damage Report must be accomplished.

Filing a Claim

DPS - SANDBOX - 1.4.07.773 - Windows Internet Explorer
https://training.dps.mtmc.gov/finsechannel_enu/start.swe?SWECmd=Login&SWEPL=1&SWE

Defense Personal Property System (DPS)
Home | Self Counseling | Shipment Management | Customer Satisfaction Survey (CSS) | Customer Surveys | **Claims** | Training | DPS User Satisfaction

Welcome to your Claims Home Page.

- You should notify the Transportation Service Provider (TSP) [the Moving Company] of any loss or damage to your personal property within 75 days of the delivery of your shipment.
- There are two ways to notify the Moving Company of any Loss or Damage to your personal property, but only one way to file your Claim.
 - Loss and Damage Report. Using forms provided by the Moving Company, you can notify them of your loss or damage at the time of delivery and/or after the delivery. You can also file a Loss/Damage Report in the DPS Claims Module. **Note:** You do not have to file a Loss/Damage Report as long as you file your Claim within 75 days of the delivery of your shipment. Submitting a Loss/Damage Report does not constitute filing a claim.
 - Filing Your Claim. You must file your Claim in the DPS Claims Module. To prepare to file your claim, you will need to know what items were lost or damaged to include the inventory number, year of purchase, and purchase cost. Pictures of damaged items can be uploaded into

Claim Services
Home
View My Claims
Loss/Damage Reports
Inspection Reports
Summary
Create Claims

Pick the Shipment:
Submitter's Relationship:
Start My Claim
Search Claims
Claim #:

To begin filing a claim, click on the “**Claims**” tab at the top to refresh the page. Next you will need to pick the shipment that will be associated with the claim. Under the “**Create Claims**” section on the right side of the screen, click on the icon next to “**Pick the Shipment:**”. (1)

https://training.dps.mtmc.gov/#SWEApplet3 - Shipments - Windows Internet Expl...

BOL/GBL Number	Customer	DoD Customer Rank	Shipment Status	Shipment Type	Delivery Date	TSP Name	\$CAC	Shipment Destination	Shipment Origin	Weight
> BGAC0000452	Student21 Yuma21	COL-	Delivered	dHIG	08/05/2011	American Vanpac Carriers, Inc.	AAVP	1 Minney Mouse Lane SAN ANTONIO, TX 78201 UNITED STATES	1 Mickey Mouse Lane ARLINGTON, VA 22201 UNITED STATES	

Pick Cancel

A dialogue box will appear with a list of shipments. Highlight the correct shipment by clicking on the “>” symbol next to the shipment and then click on “**Pick.**” (2)

https://training.dps.mtmc.gov/#SWEApplet3 - Submitter's Rel...

Query Find Submitter's Relationship starting with Go 1 - 4 of 4

Submitter's Relationship

- > Member/Civilian
- > Spouse
- > Family Member
- > Power of Attorney

Pick Cancel

Click on the icon to choose “**Submitter's Relationship**”; highlight the appropriate answer and then click “**Pick.**” (3)

Click “**Start My Claim.**” (4)

Filing a Claim

On this screen, new claims can be created, updated, deleted, or printed.

Create a new claim by clicking “ADD”

Import your Loss/Damage Report.

Items can be added/updated to a claim

Demands/Offer can be checked

Search file attachments

The screenshot shows the Defense Personal Property System (DPS) web interface. The browser title is "DPS - SANDBOX - 1.4.07.773 - Windows Internet Explorer" and the address bar shows "https://training.dps.mtmc.gov/finsechannel_enu/start.swe?SWECmd=Login&SWEPL=1&SWE". The page has a navigation menu with "Home", "Self Counseling", "Shipment Management", "Customer Satisfaction Survey [CSS]", "Customer Surveys", "Claims", "Training", and "DPS User Satisfaction". The "Claims" section is active, showing a "Show: Claims" dropdown and a timestamp of "Tuesday, October 18, 2011 6:24:01 PM".

The main content area displays a "Claim" summary for claim # 1-1LFW6. It includes fields for "BOL/GBL Number: BGAC0000452", "Shipment Destination: 1 Minney Mouse Lane", "Claim Creation Date: 10/18/2011", "Claims Shipment Description: SAN ANTONIO, TX 78201 UNITED STATES", "Claim Status: In Progress", and "TSP Claim Number:". Below this is a section for "Add/Update Claim Items" with "ADD CLAIM ITEMS" and "SEARCH" buttons. A table of items is shown with columns: item, Item Name, Item Description, Purchase Cost, Purchase Year (YYYY), Item Status, Claimed Amount, Loss Type, Inventory Number, Created, Damage Description (250 characters maximum), and Denied Remark. Below the items table is a "Demand/Offer" section with a table of DP3 Demand/Offer records. The table has columns: DP3 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, and TSP Remark. Below the Demand/Offer table is an "Upload File Attachments" section with a "SEARCH" button and a table with columns: Attachment Name, Type, Size (In Bytes), Modified, and Comments.

On the right side, there is a "Claim Services" sidebar with links for "Home", "View My Claims", "Claim Detail", "Loss/Damage Reports", "Inspection Reports", "Summary", and "Help Links". The "Help Links" section includes "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), and "Search".

Filing a Claim

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

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

Show: Claims | Tuesday, October 18, 2011 7:54:53 PM

Claim #:

Claim

ADD EDIT DELETE IMPORT LOSS/DAMAGE ITEMS PRINT CLAIM

Claim #: 1-ILFXC BOL/GBL Number: BGAC0000452 Shipment Destination: 1 Minney Mouse Lane

Claim Creation Date: 10/18/2011 Claims Shipment Description: SAN ANTONIO, TX 78201 UNITED STATES

Claim Status: In Progress TSP Claim Number:

To begin a claim, click on the "ADD" button under "Claim" (1).

Page will refresh

Click on the icon next to "BOL/GBL Number" to select the shipment for the claim (2).

DPS - SANDBOX - 1.4.07.773 - Windows Internet Explorer

https://training.dps.mtm.gov/finsechannel_enu/start.swe?SWECmd=SCGetHomePage&SWEPL=1&SWEHo=training.dps.mtm.gov/SWETS

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

Home | Site Map | Log Out

Show: Claims | Tuesday, October 18, 2011 7:39:14 PM

Claim #:

Claim

SAVE CANCEL

* Claim #: 1-ILFX6 Claim Creation Date: 10/18/2011

Claimant Information

ID Number: Street Address: City: State: Zip/Postal Code: Country:

First Name: Last Name: Email: Rank: Branch of Service: Comments (255 characters maximum):

Claim Details

* BOL/GBL Number: Claims Shipment Description: Pickup Date: Delivery Date: Weight: Timely Payment Received:

* Submitter's Relationship: TSP Claim Number: TSP's Liability Limits: Quick Claims Payment made?:

A dialogue box will be displayed (3). Highlight the shipment you want to file a claim on by clicking the > symbol and then click on "Pick". The screen will refresh (see next slide).

Query

BOL/GBL Number	Customer	DoD Customer Rank	Shipment Status	Shipment Type	Delivery Date	TSP Name	SCAC	Shipment Destination	Shipment Origin	Weight
> BGAC0000452	Student21 Yuma21	COL-	Delivered	dHIG	08/05/2011	American Vaspac Carriers, Inc.	AA	1 Minney Mouse Lane SAN ANTONIO, TX 78201 UNITED STATES	1 Mickey Mouse Lane ARLINGTON, VA 22201 UNITED STATES	995

Pick Cancel

Filing a Claim

Claimant and Shipment information is automatically filled in. Review for accuracy. Items with a **Red Asterisk** are mandatory fields.

Use the Drop Down to answer “**Quick Claims Payment made?**” (Quick claims payment would have happened at delivery or immediately after for damage to household goods noted during the delivery). Select “**Y**” if payment was received and “**N**” if payment was not received. If “**Y**”, answer if “**Timely Payment Received**”, the “**Dollar Amount**”, and “**List the Items covered by the Quick Claim**”.

Scroll down and click the “**SAVE**” button to save entries.

The screenshot shows the Defense Personal Property System (DPS) web application. The browser address bar displays the URL: https://training.dps.mtmc.gov/finsechannel_enu/start.swe?SWECmd=Login&SWEPL=1&SWE. The page title is "Defense Personal Property System (DPS)". The navigation menu includes: Home, Self Counseling, Shipment Management, Customer Satisfaction Survey [CSS], Customer Surveys, Claims, Training, and DPS User Satisfaction. The current page is "Claims".

The form displays the following information:

- Claim:** Claim # 1-ILFWR, Claim Creation Date: 10/18/2011
- Claimant Information:**
 - ID Number: XXX-XX-0021
 - Street Address: 1 Minney Mouse Lane
 - First Name: Student21, City: SAN ANTONIO
 - Last Name: Yuma21, State: TX
 - Email: yumatmo@usmc.mil, Zip/Postal Code: 78201
 - Rank: COL-, Country: [Dropdown]
 - Branch of Service: Marines
 - Comments: (255 characters maximum)
- Claim Details:**
 - * BOL/GBL Number: BGAC0000452, Claims Shipment Description: [Dropdown]
 - * Submitter's Relationship: Member/CMilan, Pickup Date: 08/05/2011
 - TSP Claim Number: [Field], Delivery Date: 08/05/2011
 - TSP's Liability Limits: 5,000.00, Weight: 995
 - * Quick Claims Payment made?: [Dropdown], Timely Payment Received: [Dropdown]
 - Dollar amount of Quick Claims payment: [Field]
 - Item List for Quick Claims: [List Box]
- Shipment Destination:** 1 Minney Mouse Lane, SAN ANTONIO, TX 78201 UNITED STATES

At the bottom of the form, there are "SAVE" and "CANCEL" buttons. A yellow arrow points to the "SAVE" button, and a red arrow points to it from the text below. Another red arrow points to the "Quick Claims Payment made?" dropdown, and another red arrow points to the "Timely Payment Received" dropdown. A red arrow points to the "Dollar amount of Quick Claims payment" field. A red arrow points to the "Item List for Quick Claims" list box. A red arrow points to the "SAVE" button from the text below.

Filing a Claim

If a Loss/Damage Report was previously submitted, you have the option to pull items from your Loss/Damage Report by selecting **“Import Loss/Damage Items.”**

The screenshot shows the Defense Personal Property System (DPS) interface. The main page displays a claim with the following details:

- Claim #: 1-LV4W
- DOB/DBL Number: DGAC0000452
- Shipment Destination: 1 Minney Mouse Lane
- Claim Creation Date: 10/20/2011
- Claim Status: In Progress

The **IMPORT LOSS/DAMAGE ITEMS** button is circled in red. A red arrow points from the text in the top box to this button. A dialog box titled "Message from webpage" is overlaid on the screen, asking: "Are you sure you want to import Loss/Damage items onto this Claim?". The dialog box has "OK" and "Cancel" buttons. A red arrow points from the text in the middle box to the "OK" button. Below the dialog box, there are sections for "Add/Update Claim Items", "Demand/Offer", and "Upload File Attachments".

A dialogue box will appear to confirm your choice; click **“OK”** or **“Cancel”**.

If a report was not submitted, items can be added directly to the claim (see next slide).

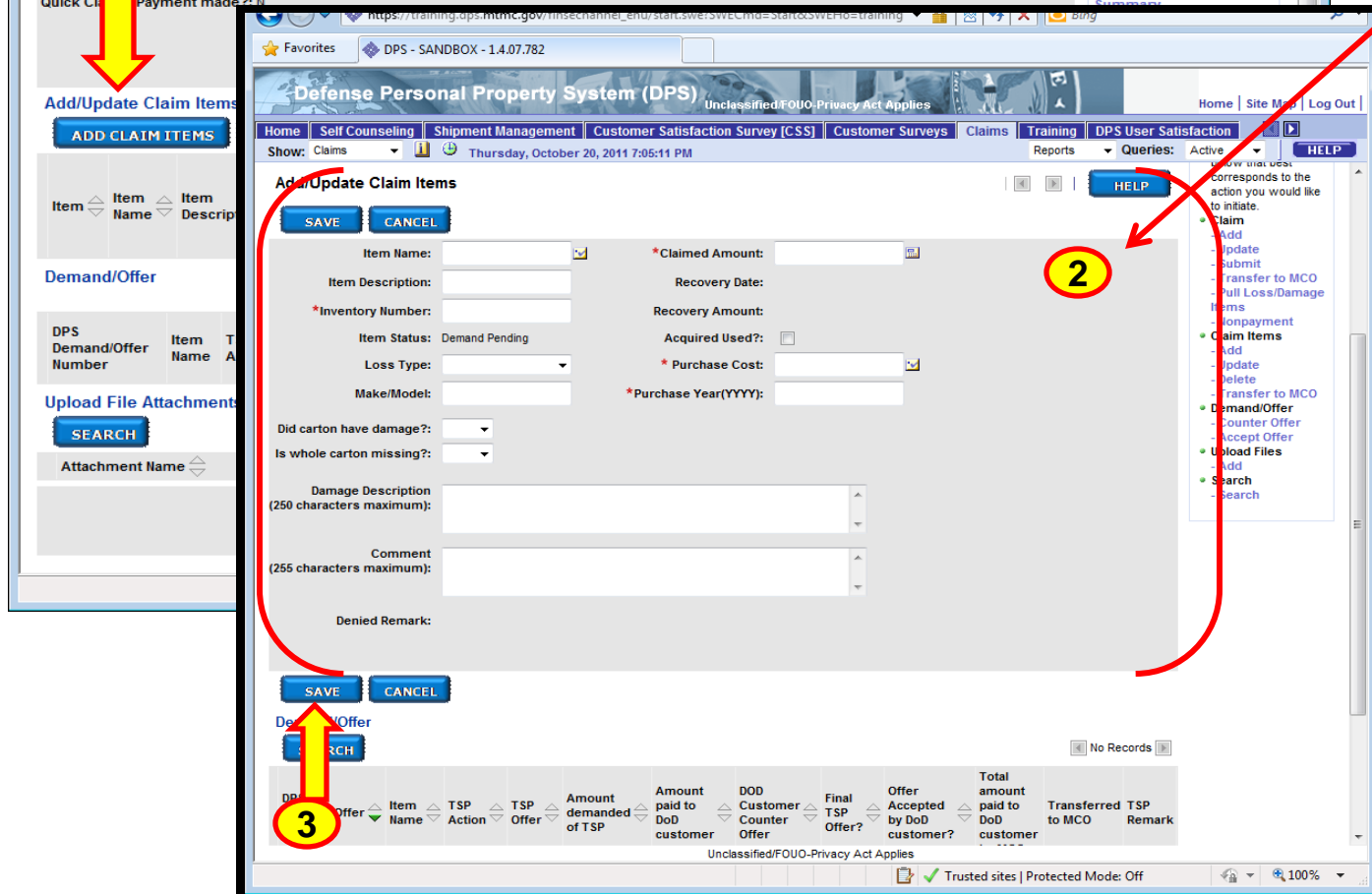
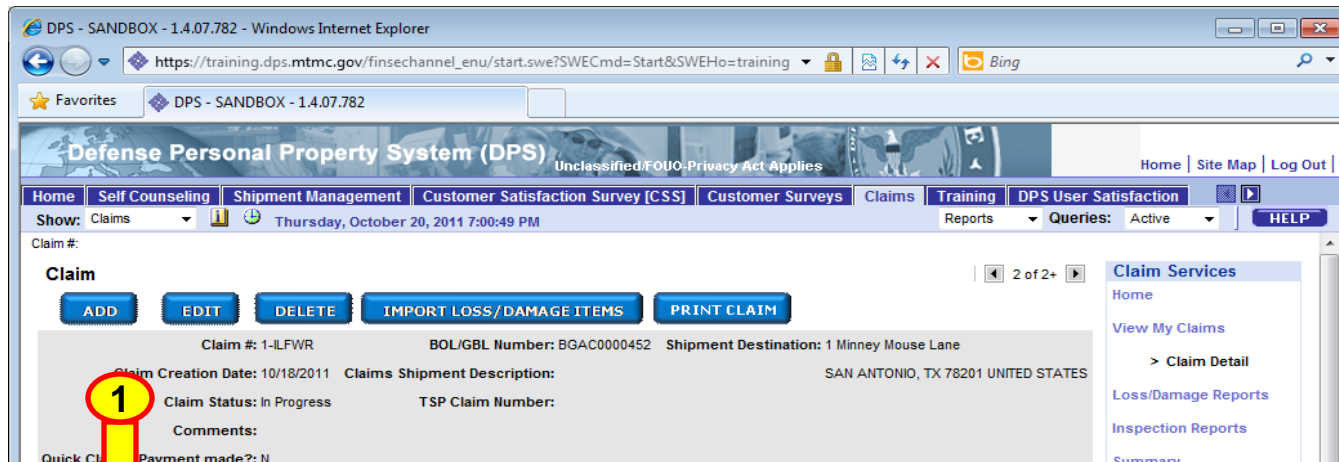
Filing a Claim

To add Items to the claim, click on “**ADD CLAIM ITEMS.**” (1)

Fill in as much information as possible. Mandatory fields are indicated by a **Red Asterisk.** (2)

Remember to click “**SAVE**” when you have completed entering the information for each item. (3)

Note: Repeat above process until all items to be claimed have been added.



Filing a Claim

Defense Personal Property System (DPS)

Home | Site Map | Log Out

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

Show: Claims | Tuesday, March 27, 2012 3:06:48 PM

Claim #:

Claim

ADD EDIT DELETE IMPORT LOSS/DAMAGE ITEMS PRINT CLAIM

Claim #: 1-WKZI BOL/GBL Number: CNNQ000005 Shipment Destination: 55 Mountain view

Claim Creation Date: 1/9/2012 Claims Shipment Description: My Completed Shipment SAN DIEGO, CA 92102 UNITED STATES

Claim Status: In Progress TSP Claim Number:

Comments: 00000

Quick Claims Payment made?: N

4 of 4

Claim Services

Home

View My 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
 - Demand/Offer

Update Claim Items

ADD CLAIM ITEMS EDIT CLAIM ITEMS DELETE SEARCH

Item	Item Name	Item Description	Purchase Cost	Purchase Year (YYYY)	Item Status	Claimed Amount	Loss Type	Inventory Number	Created	Damage Description (250 characters maximum)	Denied Remark
>	4	Bicycle bike	\$150.00	2012	Demand Pending	\$150.00	Damaged	12	3/27/2012 02:59:37 PM		
>	1	bicycle 12	\$200.00	1999	Demand Pending	\$200.00	Damaged	52	1/9/2012 03:03:41 PM	handle bars broken off	
>	2	LCD TV 14	\$6,500.00	2009	Demand Pending	\$5,000.00	Damaged	24658	1/9/2012 03:03:46 PM	won't turn on, screen broken	
>	3	Bicycle 26 inch bicycle	\$250.00	2009	Demand Pending	\$150.00	Damaged	12	1/9/2012 03:03:46 PM	xxxx	

Demand/Offer

SEARCH

DPS Demand/Offer Number

Item Name

TSP Action

To update/edit an Item, highlight the item by clicking on the ">" symbol next to the Item number (1). Then click on "EDIT CLAIM ITEMS." (2)

Update the information as necessary. Mandatory fields are indicated by a **Red Asterisk**.

Remember to click "SAVE" when you have completed entering the information for each item.

Note: Repeat above process until all items have been updated.

Defense Personal Property System (DPS)

Home | Site Map | Log Out

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

Show: Claims | Tuesday, March 27, 2012 3:18:50 PM

Add/Update Claim Items

SAVE CANCEL

Item Name: Bicycle *Claimed Amount: \$150.00

Item Description: bike Recovery Date:

*Inventory Number: 12 Recovery Amount:

Item Status: Demand Pending Acquired Used?:

*Loss Type: Damaged *Purchase Cost: \$150.00

Make/Model: Purchase Year (YYYY): 2012

* Did carton have damage?: N/A

Is whole carton missing?:

Damage Description (250 characters maximum):

Comments (255 characters maximum):

Denied Remark:

SAVE CANCEL

Demand/Offer

SEARCH

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	Transferred to MCO	TSP Remark
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Unclassified/FOUO/Privacy Act Applies

Trusted sites | Protected Mode: Off

Filing a Claim

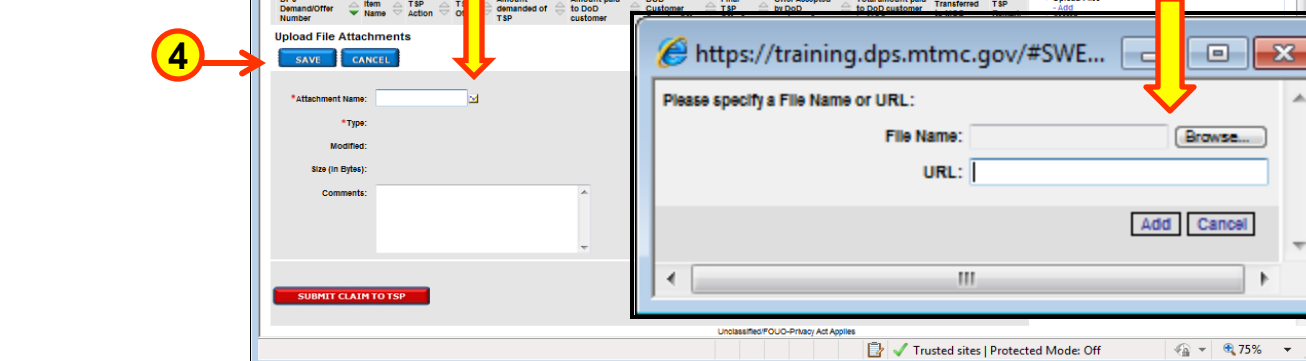
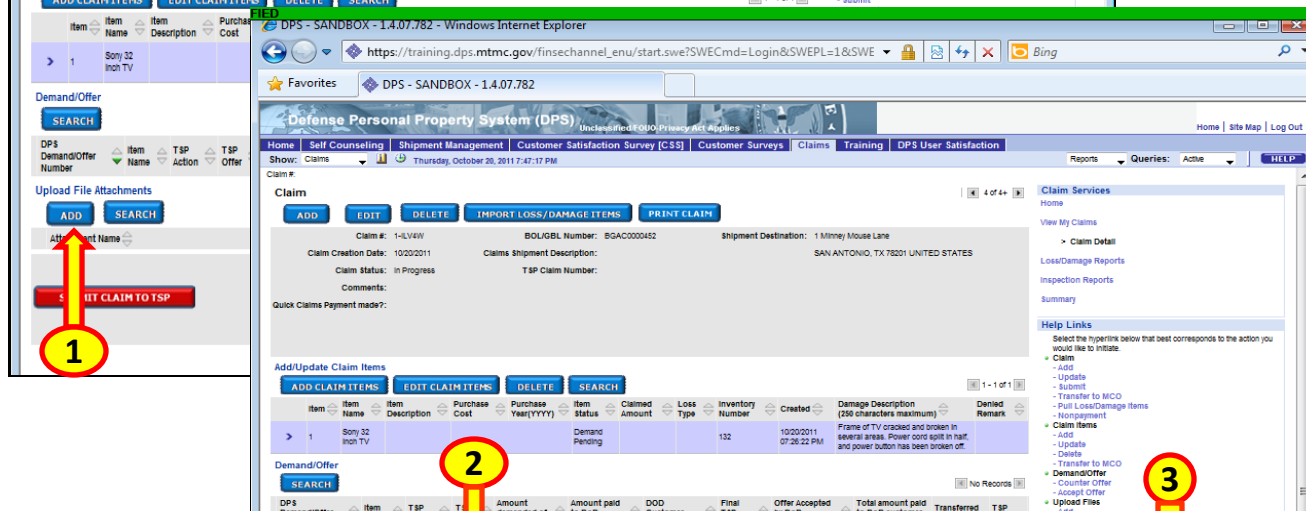
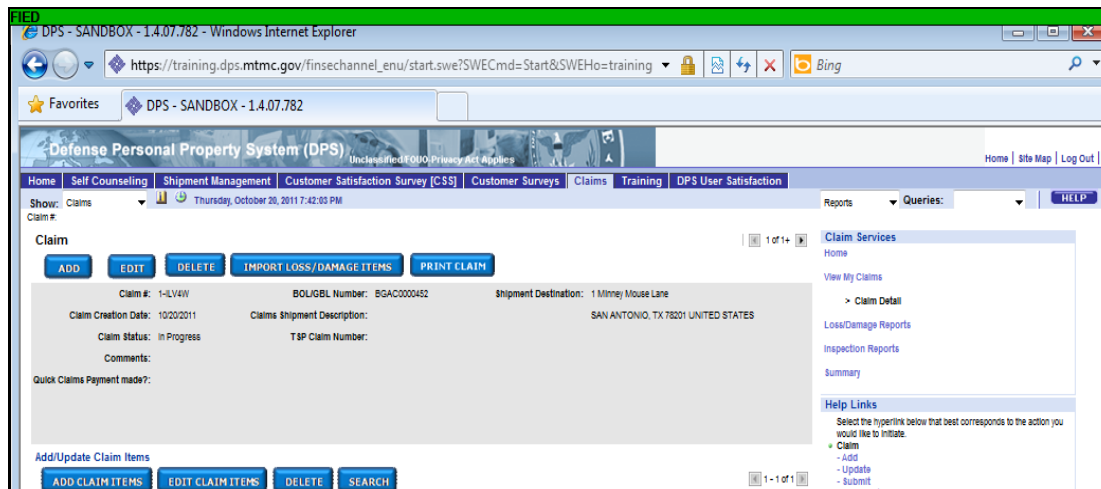
Photos, estimates, and any other information can be attached to a claim.

Click on **“ADD”** under **“Upload File Attachments”**. (1)

Click on the icon next to **“Attachment Name”** (2). A dialogue box will appear (3). Click **“Browse”** or type in URL to select the item. Once you select the item, the page will automatically refresh displaying the information.

Enter **“Comments”** as necessary. Click **“SAVE”** to continue (4).

Repeat above steps until all attachments have been added. Remember to click “SAVE” after each entry.



*Note: The picture(s) you want to use should be saved on your computer for uploading (jpg format only) or available through a web URL (photobucket, snapfish, etc.). If using a URL, make sure the picture location is not locked so that all parties can view the image.

Filing a Claim

After all items have been entered, you are ready to submit your claim to the TSP.

Scroll down to the bottom of the screen and Click "**SUBMIT CLAIM TO TSP**". (1)

Click "**OK**" in the dialogue box to complete the submission process. Click "**Cancel**" if you are not ready to submit. (2)

The screenshot shows the Defense Personal Property System (DPS) interface. At the top, there are navigation tabs for Home, Self Counseling, Shipment Management, Customer Satisfaction Survey [CSS], Customer Surveys, Claims, Training, and DPS User Satisfaction. The main content area displays claim details for Claim # 1-LV4W, including the BOL/GBL Number (BGAC0000452) and Shipment Destination (1 Minney Mouse Lane). A dialog box titled "Message from webpage" is overlaid on the screen, asking: "Have you listed all your damaged or missing items in the Claim and are you ready to submit it to the TSP?". The dialog box has "OK" and "Cancel" buttons, with a yellow circle containing the number "2" highlighting the "OK" button. Below the dialog box, there is a table of claim items. The table has columns for Item, Item Name, Item Description, Purchase Cost, Purchase Year (YYYY), Item Status, and Claim Amount. One item is listed: Item 1, Sony 32 inch TV, with a purchase year of 10/20/2011 and a status of Demand Pending. Below the table, there are sections for "Demand/Offer" and "Upload File Attachments". The "Upload File Attachments" section shows two files: "CLAIMS - broken_laptop.jpg" and "CLAIMS - broken-tv.jpg". At the bottom of the page, a red button labeled "SUBMIT CLAIM TO TSP" is highlighted with a yellow arrow and a yellow circle containing the number "1".

Item	Item Name	Item Description	Purchase Cost	Purchase Year (YYYY)	Item Status	Claim Amount
1	Sony 32 inch TV	Frame of TV cracked and broken in several areas. Power cord split in half, and power button has been broken off.		10/20/2011 07:26:22 PM	Demand Pending	maximum)

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

Attachment Name	Type	Size (In Bytes)	Modified	Comments
CLAIMS - broken_laptop	jpg	22,457	10/24/2011 01:58:39 PM	broken laptop
CLAIMS - broken-tv	jpg	23,103	10/20/2011 08:00:21 PM	

Filing a Claim

Once the **“SUBMIT CLAIM TO TSP”** button has been clicked ...

- ❖ The claim status changes to **“Submitted”**.
- ❖ The **“SUBMIT CLAIM TO TSP”** button is grayed out.
- ❖ An email is sent to the TSP advising that a claim has been filed.
- ❖ The TSP will update the member via email regarding the status of their claim.
- ❖ Members should check DPS regularly for updates to their claim status.

The screenshot shows the Defense Personal Property System (DPS) interface. The top navigation bar includes links for Home, Self Counseling, Shipment Management, Customer Satisfaction Survey [CSS], Customer Surveys, Claims, Training, and DPS User Satisfaction. The main content area displays a claim summary for Claim # 1-1LFWR, with a status of "Submitted" circled in red. Below the summary is a table of claim items:

Item	Item Name	Item Description	Purchase Cost	Purchase Year (YYYY)	Item Status	Claimed Amount	Loss Type	Inventory Number	Created	Damage Description (250 characters maximum)	Denial Remark
1	Bicycle		\$200.00	2010	Demand Pending	\$150.00		12	10/20/2011 07:05:03 PM		
2	Stv		\$500.00	2010	Demand Pending	\$200.00		12	10/20/2011 07:11:28 PM		

Below the table, there is a "Demand/Offer" section with a "SEARCH" button. At the bottom of the page, a "SUBMIT CLAIM TO TSP" button is visible, which is grayed out. A red arrow points from the "SUBMIT CLAIM TO TSP" button in the bottom right to the "SUBMIT CLAIM TO TSP" button in the bottom left.

Print a Claim

To print a copy of the claim, click on **"PRINT CLAIM"** at the top of the screen. DPS will display a **"Claims Report"** that can be printed for your records.

Note: After printing the document, Click on the **"Claims"** tab at the top to return to the Claims Home Page.

The screenshot shows the DPS interface with a claim form. The 'PRINT CLAIM' button is circled in red. A yellow arrow points to the 'Claims' tab in the top navigation bar. The claim details are as follows:

Claim #: 1-ILFXC
BOL/GBL Number: BGAC0000452
Shipment Destination: 1 Minney Mouse Lane
SAN ANTONIO, TX 78201 UNITED STATES
Claim Creation Date: 10/18/2011
Claims Shipment Description:
Claim Status: Submitted
TSP Claim Number:
Comments: test
Quick Claims Payment made?: N

Item	Item Name	Item Description	Purchase Cost	Purchase Year (YYYY)	Item Status	Claimed Amount	Loss Type	Inventory Number	Create
> 1	bicycle		\$100.00	2009	Demand Pending	\$100.00		150	10/24/2011 05:52:53
> 2	laptop		\$500.00	2011	Demand Pending	\$500.00		200	10/24/2011 05:52:53

Demand/Offer

SEARCH

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?

Upload File Attachments

Unclassified/FOUO-Privacy Act Applies

The screenshot shows the 'Claims Report' page. The report includes a table with columns for DoD Customer Name, GBL Number, Pick-Up Date, Delivery Date, and Claim #. Below the table is a table with columns for Item Number, Inventory Number, Item Name, Item Description, Damage Description, Purchase Cost, Purchase Year, and Amount Claimed.

This document is for information or record keeping purposes only - the claims process is managed through the DPS application.

DoD Customer Name	GBL Number	Pick-Up Date	Delivery Date	Claim #
Yuma21, Student21	BGAC0000452	8/5/2011	8/5/2011	1-ILFXC

Item Number	Inventory Number	Item Name	Item Description	Damage Description	Purchase Cost	Purchase Year	Amount Claimed
1	150	bicycle		broken	\$100.00	2009	\$100.00
2	200	laptop		top broken off	\$500.00	2011	\$500.00

Always click refresh prior to printing to ensure all items are displayed.

Refresh - Print

Claim Status

To check the status of a claim, click on “**Claims**”, then “**View My Claims**”. A list of your claims will appear.

To look at a specific claim, click on the “**Claim Number**”.

Below is a list of all of your claims. Please select the hyperlink for the claim number that you wish to view/update.

Some of the actions you may perform include:

- * Modify your claim information
- * Retrieve Loss/Damage Reports that you have already entered
- * Submit your claim
- * Add new claims items or Modify existing claim items
- * Counter or Accept Offers for existing Claim Items
- * Add files that are specific to your claimed items like: pictures, documents or pdf files
- * Print Claim

All Claims

Claim Number	BOL/GBL Number	GBLOC	Claim Status	Submit Date	Submitter Name
1-ILV4W	BGAC0000452	H AFC	Under Review	10/24/2011	Student21 Yuma21
> 1-ILFXC	BGAC0000452	H AFC	In Progress		
> 1-ILFW6	BGAC0000452	H AFC	In Progress		
> 1-ILFWR	BGAC0000452	H AFC	Submitted	10/25/2011	Student21 Yuma21

Claim #:

Claim

Claim #: 1-ILV4W BOL/GBL Number: BGAC0000452 Shipment Destination: 1 Minney Mouse Lane
SAN ANTONIO, TX 78201 UNITED STATES

Claim Creation Date: 10/20/2011 Claims Shipment Description:
TSP Claim Number:

Comments: test

Quick Claims Payment made?: N

Add/Update Claim Items

Item	Item Name	Item Description	Purchase Cost	Purchase Year (YYYY)	Item Status	Claimed Amount	Loss Type	Inventory Number	Created	Damage Description (250 characters maximum)	Denied Remark
> 1	Sony 32 inch TV		\$500.00	2010	Demand Pending	\$200.00		132	10/20/2011 07:26:22 PM	Frame of TV cracked and broken in several areas. Power cord split in half, and power button has been broken off.	

Demand/Offer

DPS Demand/Offer Number	Item Name	TSP Action	TSP Offer	Amount demanded of TSP	Amount paid to DoD	DOD Customer Counter	Final TSP Offer?	Offer Accepted by DoD	Total amount paid to DoD	Transferred to MCO	TSP Remark
No Records											

Claim Status

Once submitted, the TSP can review the claim and the status changes to **"Under Review."**

DPS - SANDBOX - 1.4.07.782 - Windows Internet Explorer

https://training.dps.mtmc.gov/finsechannel_enu/start.swe?SWECmd=Login&SWEPL=1&_sn=

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 | Claims | Training | DPS User Satisfaction

Show: Claims | Tuesday, October 25, 2011 2:28:06 PM | Reports | Queries: Active | HELP

Below is a list of all of your claims. Please select the [hyperlink](#) for the claim number that you wish to view/update.

Some of the actions you may perform include:

- * Modify your claim information
- * Retrieve Loss/Damage Reports that you have already entered
- * Submit your claim
- * Add new claims items or Modify existing claim items
- * Counter or Accept Offers for existing Claim Items
- * Add files that are specific to your claimed items like: pictures, documents or pdf
- * Print Claim

All Claims | Menu | SEARCH

Claim Number	BOL/GBL Number	GBLOC	Claim Status	Submit Date	Submitter's Name	DOD Customer First Name
> 1-LV4W	BGAC0000452	HAFCE	Under Review	10/24/2011	Student21 Yuma21	Student21
> 1-LFXC	BGAC0000452	HAFCE	In Progress			Student21
> 1-LFW6	BGAC0000452	HAFCE	In Progress			Student21
> 1-LFWR	BGAC0000452	HAFCE	Submitted	10/25/2011	Student21 Yuma21	Student21

Unclassified/FOUO-Privacy Act Applies

DPS - SANDBOX - 1.4.07.782 - Windows Internet Explorer

https://training.dps.mtmc.gov/finsechannel_enu/start.swe?SWECmd=Login&SWEPL=1&_sn=

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 | Claims | Training | DPS User Satisfaction

Show: Claims | Tuesday, October 25, 2011 2:29:08 PM | Reports | Queries: Active | HELP

Claim #:

Claim | 1 of 1+ | Claim Services | Home | View My Claims

ADD | EDIT | PRINT CLAIM

Claim # 1-1V4W | BOL/GBL Number: BGAC0000452 | Shipment Destination: 1 Minney Mouse Lane

Claim Creation Date: 10/24/2011 | Claims Shipment Description: SAN ANTONIO, TX 78201 UNITED STATES

Claim Status: Under Review | TSP Claim Number:

Comments: test

Quick Claims Payment made?: N

Add/Update Claim Items | DELETE | SEARCH | 1 - 1 of 1

Item	Item Name	Item Description	Purchase Cost	Purchase Year (YYYY)	Item Status	Claimed Amount	Loss Type	Inventory Number	Created	Damage Description (250 characters maximum)	Denied Remark
> 1	Sony 32 inch TV		\$500.00	2010	Demand Pending	\$200.00		132	10/20/2011 07:26:22 PM	Frame of TV cracked and broken in several areas. Power cord split in half, and power button has been broken off.	

Demand/Offer | SEARCH | No Records

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

Unclassified/FOUO-Privacy Act Applies

Trusted sites | Protected Mode: Off | 100%

Claim Status

❖ If the TSP denies a claim in its entirety, the status will change to **“Denied.”**

❖ If your claim is denied, you can elevate it to the Military Claims Office (MCO) by clicking on **“TRANSFER CLAIM TO MCO”** at the top of the screen. **You must contact the MCO to complete the claim.**

❖ **Read warning carefully. Click “OK” to proceed. Claim status will change to “MCO Adjudication”**

The screenshot shows the Defense Personal Property System (DPS) interface. At the top, there are navigation tabs for Home, Self Counseling, Shipment Management, Customer Satisfaction Survey [CSS], Customer Surveys, Claims, Training, and DPS User Satisfaction. The 'Claims' tab is active, showing a claim with ID 1-ILFWR. The claim status is 'Denied', which is circled in red. A button labeled 'TRANSFER CLAIM TO MCO' is also circled in red. Below the claim details is a table of claim items. The first item is a bicycle valued at \$200.00, and the second is a stove valued at \$500.00. Both items have a status of 'Denied', which is circled in red. A 'Message from webpage' dialog box is open in the foreground, asking for confirmation to transfer the claim item to the MCO. The dialog box contains a warning: 'WARNING: Before transferring your claim item to the Military Claims Office you should understand that your claim item will initially be compensated at a depreciated value. If you have questions about this please contact your local Military Claims Office.' It also includes contact information for USMC ONLY: 'USMC ONLY: WARNING: Before you transfer your claim item to HQMC Claims Office, please contact us at 703.784.9533 or DSN 278.9533 or email us at hqmc.claims@usmc.mil and provide your telephone number for us to call you concerning your claims. This call may be beneficial to you.' The dialog box has 'OK' and 'Cancel' buttons.

Claim #:

Claim

ADD EDIT **TRANSFER CLAIM TO MCO** PRINT CLAIM

Claim #: 1-ILFWR BOL/GBL Number: BGAC0000452 Shipment Destination: 1 Minney Mouse Lane

Claim Creation Date: 10/18/2011 Claims Shipment Description: SAN ANTONIO, TX 78201 UNITED STATES

Claim Status: Denied TSP Claim Number:

Comments: xxxx

Quick Claims Payment made?: N

Add/Update Claim Items

DELETE SEARCH **TRANSFER ITEM TO MCO**

Item	Item Name	Item Description	Purchase Cost	Purchase Year (YYYY)	Item Status	Claimed Amount	Loss Type	Inventory Number	Created	Damage Description (250 characters maximum)	Denied Remark
>	1	Bicycle	\$200.00	2010	Denied	\$150.00		12	10/20/2011 07:05:03 PM		
>	2	Stv	\$500.00	2010	Denied	\$200.00		12	10/20/2011 07:15:28 PM		

Demand/Offer

SEARCH

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
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Upload File Attachments

Unclassified/FOUO-Privacy Act Applies

Trusted sites | Pro

Message from webpage

Are you sure you want to Transfer this Claim Item to the MCO?

WARNING: Before transferring your claim item to the Military Claims Office you should understand that your claim item will initially be compensated at a depreciated value. If you have questions about this please contact your local Military Claims Office.

USMC ONLY: WARNING: Before you transfer your claim item to HQMC Claims Office, please contact us at 703.784.9533 or DSN 278.9533 or email us at hqmc.claims@usmc.mil and provide your telephone number for us to call you concerning your claims. This call may be beneficial to you.

OK Cancel

Claim Status

If the TSP denies an individual item on the claim, the status of the item will change to **“Denied.”** However, the overall **“Claim Status”** will remain as **“Submitted”**.

You can elevate the **“Denied”** item to the Military Claims Office (MCO) by clicking on **“TRANSFER ITEM TO MCO”**.

* Read warning carefully. Click **“OK”** to proceed. Item Status will change to **“MCO Adjudication”**.

Reminder: You must contact the MCO to complete the claim.

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 | Claims | Training | DPS User Satisfaction

Show: Claims | Tuesday, October 25, 2011 7:58:04 PM

Claim Creation Date: 10/18/2011 | Claims Shipment Description: SAN ANTONIO, TX 78201 UNITED STATES

Claim Status: Submitted | TSP Claim Number:

Quick Claims Payment made?: N

Add/Update Claim Items

DELETE | SEARCH | **TRANSFER ITEM TO MCO**

Item	Item Name	Item Description	Purchase Cost	Purchase Year (YYYY)	Item Status	Claimed Amount	Loss Type	Inventory Number	Created	Damage Description (250 characters maximum)	Denied Remark
> 1	bicycle		\$100.00	2009	Denied	\$100.00		150	10/24/2011 05:52:55 PM	broken	
> 2	laprop		\$500.00	2011	Offer Pending	\$500.00		200	10/24/2011 05:52:55 PM	top broken off	

Demand/Offer

SEARCH | No Records

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 | Claims | Training | DPS User Satisfaction

Show: Claims | Tuesday, October 25, 2011 8:06:57 PM

Claim Creation Date: 10/18/2011 | Claims Shipment Description: SAN ANTONIO, TX 78201 UNITED STATES

Claim Status: Submitted | TSP Claim Number:

Comments: test

Quick Claims Payment made?: N

Add/Update Claim Items

DELETE | SEARCH

Item	Item Name	Item Description	Purchase Cost	Purchase Year (YYYY)	Item Status	Claimed Amount	Loss Type	Inventory Number	Created	Damage Description (250 characters maximum)	Denied Remark
> 1	bicycle		\$100.00	2009	MCO Adjudication	\$100.00		150	10/24/2011 05:52:55 PM	broken	
> 2	laprop		\$500.00	2011	Offer Pending	\$500.00		200	10/24/2011 05:52:55 PM	top broken off	

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

Claim Status

When a TSP submits an offer for your damaged goods, the item will say “Offer Pending”.

Under “Demand/Offer” Click the “>” symbol next to the item to view Demand/Offer pending. You can either “ACCEPT OFFER” or submit a “COUNTER OFFER” by clicking on the appropriate box. **Note:** If the offer is the TSP’s “final offer”, you will not see the “COUNTER OFFER” tab (only “ACCEPT OFFER”).

If you choose to counter the TSP’s offer, the status will change to “Demand Pending”. See next slide.

The screenshot shows the Defense Personal Property System (DPS) interface. The top navigation bar includes links for Home, Self Counseling, Shipment Management, Customer Satisfaction Survey (CSS), Customer Surveys, Claims, Training, and DPS User Satisfaction. The main content area is titled "Add/Update Claim Items" and contains a table of claim items. The table has columns for Item, Item Name, Item Description, Purchase Cost, Purchase Year (YYYY), Item Status, Claimed Amount, Loss Type, Inventory Number, Created, Damage Description (250 characters maximum), and Denied Remark. Two items are listed: Item 1 (bicycle) with a purchase cost of \$100.00 and status "MCO Adjudication", and Item 2 (laptop) with a purchase cost of \$500.00 and status "Offer Pending". Below the table is a "Demand/Offer" section with buttons for "COUNTER OFFER", "SEARCH", and "ACCEPT OFFER". A table below this section shows demand/offers with columns for 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, and TSP Remark. One demand/offer is listed: Item 1 (laptop) with a TSP Offer of \$350.00 and a TSP Remark of "replacement item sells for 350.00". At the bottom, there is an "Upload File Attachments" section with "ADD" and "SEARCH" buttons, and a "SUBMIT CLAIM TO TSP" button.

Item	Item Name	Item Description	Purchase Cost	Purchase Year (YYYY)	Item Status	Claimed Amount	Loss Type	Inventory Number	Created	Damage Description (250 characters maximum)	Denied Remark
> 1	bicycle		\$100.00	2009	MCO Adjudication	\$100.00		150	10/24/2011 05:52:55 PM	broken	
> 2	laptop		\$500.00	2011	Offer Pending	\$500.00		200	10/24/2011 05:52:55 PM	top broken off	

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
> 1	laptop	Payment	\$350.00				N	N			replacement item sells for 350.00

Claim Status

After selecting “**Counter Offer**”, enter your counter offer amount in the box for “**DOD Customer Offer**” then click “**SAVE**”.

If Foreign currency is involved, click on the icon next to the box and enter your offer using the correct currency.

Offer and counter offer can continue until the TSP makes a “**Final Offer**”.

If the TSP makes a “**Final Offer**” or the TSP denies the claim, you can accept or transfer the claim to the MCO.

Reminder: If you elect to transfer the claim to the MCO, you must contact the MCO to complete the claim.

The screenshot shows the Defense Personal Property System (DPS) web application. The page title is "Defense Personal Property System (DPS)" and the URL is "https://training.dps.mtmc.gov/finsechannel_enu/start.swe?SWECmd=Login&SWEPL=1&SWE". The page is in the "Claims" section, and the "Demand/Offer" form is displayed. The form contains the following fields and values:

- TSP Action: Payment
- TSP Offer: \$350.00
- Final TSP Offer?: N
- TSP Demand Date:
- TSP Payment Recovery Date:
- Transfer to MCO?:
- Date Transferred to MCO:
- MCO Payment to DoD customer Date:
- Additional MCO Payment to DoD customer Date:
- Offer Accepted by DoD customer?: N
- Amount paid to DoD customer by MCO:
- Amount recovered from TSP:
- Total amount paid to DoD customer by MCO:
- Additional amount paid to DoD customer by MCO:

The "DOD Customer Counter Offer" field is highlighted with a red circle and contains the value "500.00". The "Item Creation Date" is 10/25/2011, and the "Item Name" is "laptop". The "Amount demanded of TSP" is \$350.00, and the "Amount paid to DoD customer" is \$350.00. The "TSP Remark" is "replacement item sells for 350.00".

The page also includes a "Demand/Offer" sidebar with the following options:

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

The page also includes a "SUBMIT CLAIM TO TSP" button and a "No Records" message.

Claim Status

Under “**Add/Update Claim Items**” click the “>” symbol next to the item to view Offer pending. (1)

Offer will be displayed for this item under “**Demand/Offer**”. (2)

If you click “**Accept**”, a dialogue box will appear, click “**OK**” to accept the offer or “**Cancel**” to go back. (3)

You can choose to accept the offer or transfer to MCO. (4)

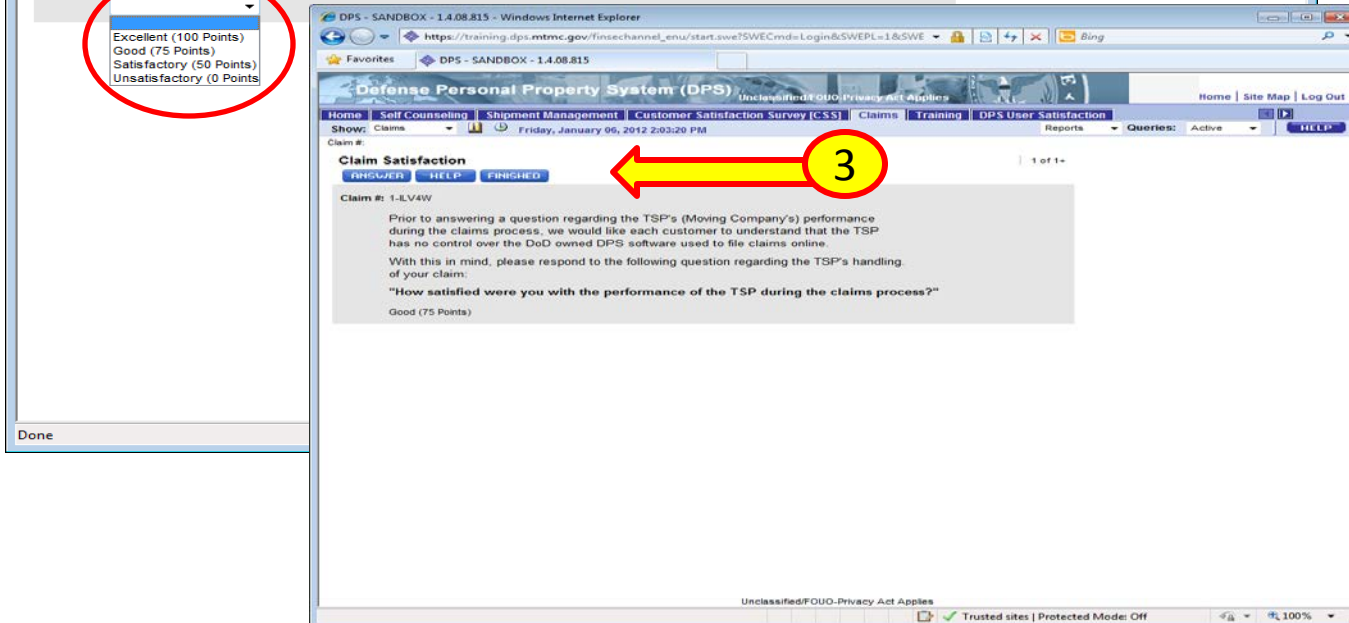
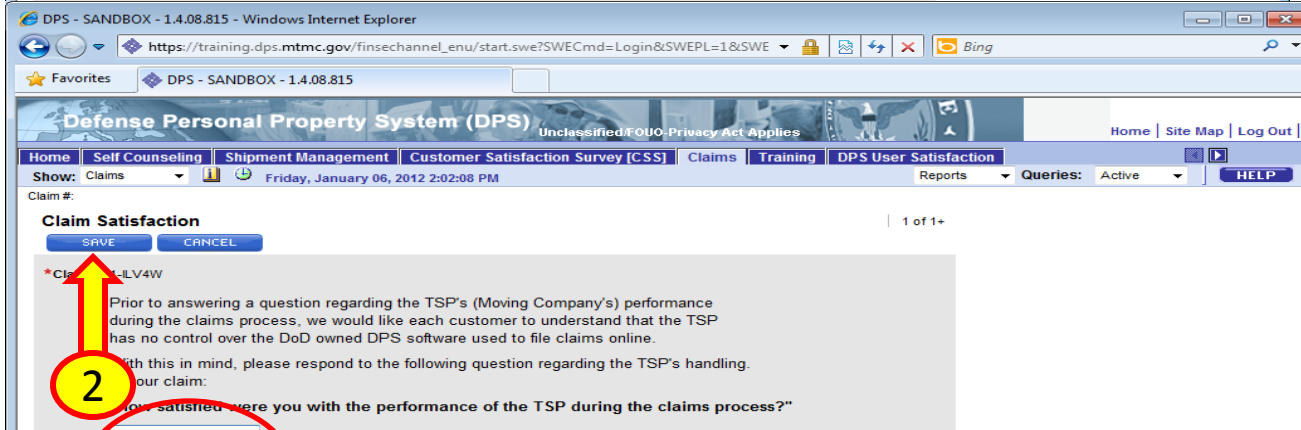
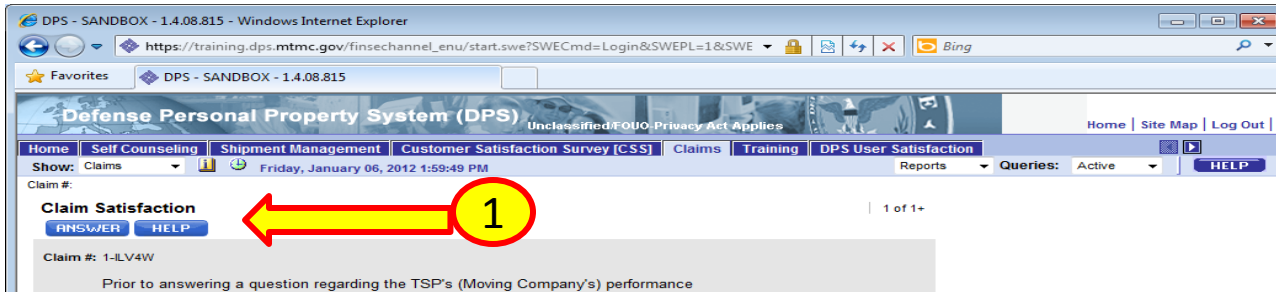
Reminder: If you elect to transfer the claim to the MCO, you must contact the MCO to complete the claim.

The screenshot shows the Defense Personal Property System (DPS) interface. At the top, there's a navigation bar with options like Home, Self Counseling, Shipment Management, Customer Satisfaction Survey [CSS], Claims, Training, and DPS User Satisfaction. The main content area displays claim details for Claim # 1-ILFXC, including Claim Creation Date (10/18/2011), Claim Status (Submitted), and Comments (test). A dialog box titled "Message from webpage" is overlaid on the screen, asking "Are you sure you want to Accept this Offer?" with "OK" and "Cancel" buttons. Below the claim details, there's a table for "Add/Update Claim Items" with columns for Item, Item Name, Item Description, Purchase Cost, Purchase Year, Item Status, Claimed Amount, Loss Type, Inventory Number, Created, Damage Description, and Denied Remark. The table shows two items: a bicycle and a laptop. The laptop item has a status of "Offer Pending" and a "Demand/Offer" button next to it. Below this table is another table titled "Demand/Offer" with columns for 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, and TSP Remark. The "Demand/Offer" table shows one entry for a laptop with a TSP Offer of \$350.00 and a TSP Remark of "replacement item sells for 350.00".

Item	Item Name	Item Description	Purchase Cost	Purchase Year(YYYY)	Item Status	Claimed Amount	Loss Type	Inventory Number	Created	Damage Description (250 characters maximum)	Denied Remark
>	1	bicycle	\$100.00	2009	MCO Adjudication	\$100.00		150	10/24/2011 05:52:55 PM	broken	
>	2	laptop	\$500.00	2011	Offer Pending	\$500.00		200	10/24/2011 05:52:55 PM	top broken off	

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
>	1	laptop	Payment	\$350.00			N	N			replacement item sells for 350.00

Claim Satisfaction Survey



When all of your claim items are in the “**Settled**” status, the “**Claim Satisfaction**” screen appears. Click on “**Answer**”. (1)

A drop down menu will appear. Select your personal level of satisfaction, then click “**SAVE**”. (2)

On the next page that appears click “**Finished**”. (3)

Reminder: If you transfer the claim or item to the MCO, DPS will not display this page.

Viewing Claim

Defense Personal Property System (DPS) Unclassified/FOUO/Privacy Act Applies Home | Site Map | Log Out

Home Self Counseling Shipment Management Customer Satisfaction Survey [CSS] **Claims** Training DPS User Satisfaction

Show: Claims Home Friday, January 06, 2012 2:07:19 PM

Reports Queries: HELP

Click here for: **Claim Services**
Home
View My Claims
Loss/Damage Reports
Inspection Reports
Summary
Create Claims

Welcome to your Claims Home Page.

- You should notify the Transportation Service Provider (TSP) [the Moving Company] of any loss or damage to your personal property within 75 days of the delivery of your shipment.
- There are two ways to notify the Moving Company of any Loss or Damage to your personal property, but only one way to file your Claim.
 - Loss and Damage Report. Using forms provided by the Moving Company, you can notify them of your loss or damage at the time of delivery and/or after the delivery.

To manage and navigate through your claims, loss/damage, and inspection reports, use the “**Claims Service**” section on the right side of your screen.

Defense Personal Property System (DPS) Unclassified/FOUO/Privacy Act Applies Home | Site Map | Log Out

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

Show: Shipments Friday, January 06, 2012 2:08:44 PM

Reports Queries: All Pick Tickets HELP

Shipments Summary: This page is a compilation of all your shipments, and all items associated to your shipment.

You may only view your items from this page.

- Shipment Details
- Claim Details
- Loss/Damage Report Details
- Inspection Report Details
- Attachments

Shipments **VIEW DETAILS SEARCH** 1 - 1 of 1 HELP

Bill of Lading Number	Status	Type	Pickup Date	Delivery Date	TSP	SCAC	GBLOC	Destination	Origin
BGAC0000452	Delivered	dHHG	08/05/2011	08/05/2011	American Vanpac Carriers, Inc.	AAVP	HAFCA	1 Minney Mouse Lane SAN ANTONIO, TX 78201 UNITED STATES	1 Mickey Mouse Lane ARLINGTON, VA 22201 UNITED STATES

Claims **VIEW DETAILS SEARCH** 1 - 3 of 3- HELP

Claim Number	BOL/GBL Number	GBLOC	Claim Status	Submit Date	Submitter's Name	DOD Customer First Name	DOD Customer Last Name	TSP	SCAC	Claim Creation Date
> 1-1LV4W	BGAC0000452	HAFCA	Settled	10/24/2011	Student21 Yuma21	Student21	Yuma21	American Vanpac Carriers, Inc.	AAVP	10/20/2011
> 1-1LFXC	BGAC0000452	HAFCA	MCO Adjudication	10/25/2011	Student21 Yuma21	Student21	Yuma21	American Vanpac Carriers, Inc.	AAVP	10/18/2011
> 1-1LFWR	BGAC0000452	HAFCA	MCO Adjudication	10/25/2011	Student21 Yuma21	Student21	Yuma21	American Vanpac Carriers, Inc.	AAVP	10/18/2011

Loss/Damage Reports **VIEW DETAILS SEARCH** 1 - 2 of 2 HELP

You can select “**Summary**” to view all of your transactions.

Select “**View Details**” to see your claims, attachments, and reports in depth.

Nonpayment of a Claim

A claim can be placed in non-payment status if it has been in a “Settled” status for a period of 30 days and payment has not been received from the TSP.

To place a claim in “Nonpayment” status, click “**Claims**” (1) and then click “**View My Claims**” (2).

DPS - Test - 1.4.09.881 - V3 - Windows Internet Explorer

https://dpstest.sddc.army.mil/finsechannel_enu/start.swe?SWECmd=Login&SWEPL=1&_sn=;

Defense Personal Property System (DPS)

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

Welcome to your Claims Home Page.

1. You should notify the Transportation Service Provider (TSP) [the Moving Company] of any loss or damage to your personal property within 75 days of the delivery of your shipment.
2. There are two ways to notify the Moving Company of any Loss or Damage to your personal property, but only one way to file your Claim.
 - a. Loss and Damage Report. Using forms provided by the Moving Company, you can notify them of your loss or damage at the time of delivery and/or after the delivery. You can also file a Loss/Damage Report in the DPS Claims Module. **Note:** You do not have to file a Loss/Damage Report as long as you file your Claim within 75 days of the delivery of your shipment. Submitting a Loss/Damage Report does not constitute filing a claim.
 - b. Filing Your Claim. You must file your Claim in the DPS Claims Module. To prepare to file your claim, you will need to know what items were lost or damaged to include the inventory number, year of purchase, and purchase cost. Pictures of damaged items can be uploaded into the DPS Claims Module. Once your Claim has been submitted, your Moving Company will contact you with an email within 30 days to complete the Claims process.
3. Step-by-step instructions for both Loss/Damage Report notification and how to file your Claim are located at www.move.mil.
4. We are currently working to improve the Claims process, and we appreciate your feedback.

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

Claim Services

- Home
- View My Claims
- Loss/Damage Reports
- Inspection Reports
- Summary

Create Claims

Pick the Shipment:

Submitter's Relationship:

Search Claims

Claim #:

Claim Status:

BOL/GBL Number:

MCO Adjudication:

Branch of Service:

Last Name:

Nonpayment of a Claim

Click “ on the “**Claim Number**” (1). Note: Claim Status must be in a “**Settled**” status.

On the next screen click on the “**NONPAYMENT**” (2) tab at the top of the next screen.

Below is a list of all of your claims. Please select the hyperlink for the claim number that you wish to view/update.

Some of the actions you may perform include:

- * Modify your claim information
- * Retrieve Loss/Damage Reports that you have already entered
- * Submit your claim
- * Add new claims items or Modify existing claim items
- * Counter or Accept Offers for existing Claim Items
- * Add files that are specific to your claimed items like: picture
- * Print Claim

Claim Number	BOL/GBL Number	GBLOC	Claim Status	Submit Date	Submitter Name
> 1-1C5PVL	AGFM0000082	AGFM	In Progress		
> 1-1C5PVY	AGFM0000082	AGFM	In Progress		
> 1-1C5PUE	AGFM0000308	AGFM	Settled	8/18/2011	mary turn
> 1-1C5PXC	AGFM0000082	AGFM	In Progress		

Defense Personal Property System (DPS)

Claim #:

Claim Services

Home

View My 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

Item	Item Name	Item Description	Purchase Cost	Purchase Year (YYYY)	Item Status	Claimed Amount	Loss Type	Inventory Number	Created	Damage Description (250 characters maximum)	Denied Remark
> 1	Sony 32 inch TV		\$500.00	2010	Settled	\$200.00		132	10/20/2011 07:26:22 PM	Frame of TV cracked and broken in several areas. Power cord split in half, and power button has been broken off.	

1

2

Nonpayment of a Claim

Under “**Claim Details**” (1), “**Timely Payment Received**” (2), click the drop down arrow and select “**N**” for nonpayment received.

Once completed, click “**SAVE**” (3) at the top of the screen.

The screenshot shows the 'Personal Property System (DPS)' interface. At the top, there are navigation tabs: Counseling, Shipment Management, Customer Satisfaction Survey [CSS], Claims, Training, and DPS User Satisfaction. The 'Claims' tab is active. Below the navigation, there are buttons for 'SAVE' and 'CANCEL'. The main form area is divided into sections: 'Claimant Information' and 'Claim Details'. In the 'Claimant Information' section, fields include ID Number, Street Address, First Name, City, Last Name, State, Email, Zip/Postal Code, Rank, Country, and Branch of Service. In the 'Claim Details' section, fields include BOL/GBL Number, Claims Shipment Description, Submitter's Relationship, Pickup Date, TSP Claim Number, Delivery Date, TSP's Liability Limits, Weight, Quick Claims Payment made?, and Timely Payment Received. A dropdown menu is open for 'Timely Payment Received', showing options 'Y', 'N', and 'Y'. A yellow arrow labeled '2' points to the dropdown arrow. At the top left, a yellow arrow labeled '3' points to the 'SAVE' button. On the left side, a yellow arrow labeled '1' points to the 'Claim Details' section header. A right-hand sidebar contains 'Claim Services' and 'Help Links'.

3

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

Home Counseling Shipment Management Customer Satisfaction Survey [CSS] Claims Training DPS User Satisfaction

Thursday, February 16, 2012 6:53:44 PM

Claim Services

Home

View My Claims

> Claim Detail

Loss/Damage Reports

Inspection Reports

Summary

Help Links

Select the hyperlink below to perform the action you would like to take.

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

* Claim #: 1-ILV4W Claim Creation Date: 10/20/2011

Claimant Information

ID Number: XXX-XX-0021 Street Address: 1 Minney Mouse Lan

First Name: Student21 City: SAN ANTONIO

Last Name: Yuma21 State: TX

Email: yumatmo@usmc.mil Zip/Postal Code: 78201

Rank: COL- Country:

Branch of Service: Marines

Comments (255 characters maximum): test

Claim Details

*BOL/GBL Number: BGAC0000452 Claims Shipment Description:

*Submitter's Relationship: Member/Civilian Pickup Date: 08/05/2011

TSP Claim Number: TSP's Liability Limits: 5,000.00 Weight: 995

*Quick Claims Payment made?: N Timely Payment Received: Y

Quick Claims Payment

Dollar amount of Quick Claims payment:

Item List for Quick Claims:

Was the payment from the TSP received in a timely manner?

Unclassified/FOUO-Privacy Act Applies

Trusted sites | Protected Mode: Off

Nonpayment of a Claim

A dialogue box will appear asking “Are you sure you want to place this Claim in Nonpayment Status? An email will be sent notifying the TSP?” Click “OK” to submit or “CANCEL” to return to the claim.

Once you click “OK”, status will change to “Nonpayment”

The screenshot shows the Defense Personal Property System (DPS) interface. At the top, there is a navigation bar with tabs for 'Self Counseling', 'Shipment Management', 'Customer Satisfaction Survey [CSS]', 'Claims', 'Training', and 'DPS User Satisfaction'. Below this, there are buttons for 'ADD', 'EDIT', 'NONPAYMENT', and 'PRINT CLAIM'. The main content area displays claim information: Claim #: 1-LV4W, BOL/GBL Number: BGAC0000452, Shipment Destination: 1 Minney Mouse Lane, Claim Creation Date: 10/20/2011, and Claims Shipment Description: SAN ANTONIO, TX 78201 UNITED STATES. A dialog box titled 'Message from webpage' is overlaid on the page, containing the text: 'Are you sure you want to place this Claim in Nonpayment Status? An email will be sent notifying the TSP.' Below the text are 'OK' and 'Cancel' buttons. A yellow arrow points to the 'OK' button, and a red arrow points from the dialog box to the 'NONPAYMENT' button in the background.

Item	Item Name	Item Description	Purchase Cost	Year (YYYY)	Item Status	Claimed Amount	Loss Type	Inventory Number	Created	Description (250 characters)	Denied Remark	- Pull Loss/Damage Items
> 1	Sony 32 inch TV		\$500.00	2010	Settled	\$200.00		132				

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?	Off by cus
> 1	Sony 32 inch TV	Repair	\$100.00				N	

The screenshot shows the Defense Personal Property System (DPS) interface, similar to the first one. The 'NONPAYMENT' button is now highlighted with a red circle. Below the claim information, the 'Claim Status' is displayed as 'Nonpayment'. A red arrow points from the 'NONPAYMENT' button in the first screenshot to this 'Nonpayment' status in this screenshot.

Item	Item Name	Item Description	Purchase Cost	Year (YYYY)	Item Status	Claimed Amount	Loss Type	Inventory Number	Created	Description (250 characters)	Denied Remark	- Pull Loss/Damage Items
> 1	Sony 32 inch TV		\$500.00	2010	Settled	\$200.00		132				

Information

Call or email the DPS Help Desk for any page navigation or technical issues involving DPS: 1-800-462-2176, DSN 770-7332. Email: sddc.safb.dps hd@us.army.mil

You can find more useful information at the following links (links can also be accessed on www.move.mil, under DoD Customer, Claims):

Air Force: <https://claims.jag.af.mil/>

Army: <https://www.jagcnet.army.mil/8525752700444FBA/0/E7D292EE0E874C71852576B00058600F?opendocument>

Coast Guard: <http://www.fincen.uscg.mil/hhg.htm>

Marine Corps: https://www.manpower.usmc.mil/portal/page/portal/M_RA_HOME/MF/C_PERSONNEL/Property

Navy: http://www.jag.navy.mil/organization/code_15_packets_forms.htm