

STEP 2

IMPORTANT INSTRUCTIONS FOR FILING A CLAIM IN THE DPS SYSTEM

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

Within 75 days from the date of delivery you must:

1. Go to the website <https://www.move.mil>
Click on DOD customer
Click on To Register for a DPS Account
Submit information
The military will then e-mail your ETA User ID and Password
2. Enter all missing or damaged items noted at delivery as well as after delivery in the DPS system at <http://www.move.mil> using your ETA/DPS User ID and Password.
You will not be paid by either the TSP or the Military Claims Office (MCO) for item(s) not noted within 75 days from the date of delivery in the DPS system.

Note: If you have difficulties with the DPS system or you do not have access for any reason, you may fax or scan a copy of your DD Form 1840/40R or 1850/1851 the Notification of Damage at Delivery Form to the TSP within 75 days from the date of delivery to meet the notification requirement as well. If for some reason the TSP will not accept these forms of notification and you do not have time to enter the damaged items into DPS you may forward the above forms of Notification to one of our Military Claims Personnel. (See FINCEN Internet site)

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

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

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

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

Note: You can elect to file your claim directly with the Military Claims Office under the Personnel Claims Act, without first filing with the TSP/Carrier, within nine months of date of delivery by signing a Waiver. By signing this Waiver, you affirmatively waive your right to receive full replacement value. The Waiver Form is available for printing on our website.