

## **FREQUENTLY ASKED QUESTIONS**

### **DEFENSE PERSONAL PROPERTY SYSTEM**

#### **1. What is the Defense Personal Property System (DPS)?**

This is a cradle to grave web-based moving system. If you began your move in DPS, you will complete your claim in that system as well. Go to <http://www.move.mil>, click on "Access DPS" and look for the "Claim" tab at the top center of the page.

#### **2. Where do I find guidance for submitting my claim in DPS?**

The DPS web site <http://www.move.mil> provides video instructions for getting a password, filing notice of damage and loss, filing your claim, and providing feedback concerning the DPS claims process.

#### **3. What if I need help with DPS?**

Although DPS is administered by the US Transportation Command and not military claims offices, we are familiar with the system and we are happy to help Soldiers navigate it to the extent we can. For DPS page error messages, email the DPS HelpDesk at [sddc.safb.dpshd@us.army.mil](mailto:sddc.safb.dpshd@us.army.mil) or dial DSN 770-7332 or COMM 618-220-7332. You may also JPPSOWA at (703) 806-0725 or the Fort Belvoir Claims Office.

#### **4. What if I cannot access DPS with my MAC computer?**

The Joint Personal Property Shipping Office, Washington (JPPSOWA), located on Fort Belvoir, has computers designated for use by customers to access DPS. The Barden Education Center on Belvoir Road also has computers for use by Soldiers and civilians with a CAC card to access DPS. JPPSOWA is located at 9325 Gunston Road, Suite N110. The Barden Education Center, across from the football field on Belvoir Road, has a multi-use learning facility (Room 123) that is open from 0800-1300, Mondays through Fridays.

#### **5. Why is the DPS site not responding?**

There are two recurring automation issues in addition to MAC compatibility problems. You must ensure that your pop-up blocker is disabled to gain access to DPS. Sometimes, the system is slow. The DPS Status Dashboard, found at the homepage, will indicate when the system is green, amber, or red.

#### **6. What if DPS will not allow me to submit notice of damage and loss?**

You may contact either JPPSOWA (703) 806-0784 (Supervisor, Inbound Division) or the Fort Belvoir Claims Office for assistance in contacting the TSP to establish delivery of your

shipment, which will allow you to submit notice in DPS. It is important that you provide the Bill of Lading and SCAC code information from the notice document that you received at delivery. DPS will not allow you to enter notice of damage and loss until the transportation service provider (TSP) enters the shipment as delivered. This can happen when the TSP is not notified of the actual shipment delivery by the delivery agent. The claims office can dispatch the form directly to the TSP and ensure that there is proof of timely notice. However, it will still be necessary for the notice to be entered into DPS. Both the claims office and JPPSOWA can assist in contacting the TSP, identifying the move manager, and ensuring that the TSP is notified of the delivery.

**7. Does DPS transfer my claim to a military claims office if I can't reach agreement with the TSP?**

NO. DPS shows the option to select transfer to a military claims office. HOWEVER, this selection DOES NOT transfer the claim to a military claims office. You must enter your claim with the Army into PCLAIMS found at U.S. Army Claims site on JAGCNET at <https://www.jagcnet.army.mil/8525752700444FBA>. Members of other services must also submit their claims with their respective services. DPS does not communicate or talk with PCLAIMS or other service claims programs. The “transfer to a military claims office” selection merely indicates your intent to file with your respective service because you cannot reach agreement with the TSP.

**8. What if the delivery crew damages my residence?**

You should get the crew members' names and contact the delivery agent immediately. Settlement of claims for damage to residences (real estate) is between the member and the delivery agent. If you encounter problems, contact Quality Control at JPPSOWA at (703) 806-0769 or 0746.

**9. How are estimates of repair handled?**

The TSP is responsible for paying for and obtaining repair estimates for those items that are economically repairable. When you file your claim you should ask when they will send someone to your house to do the estimate.

**10. What about items that I need to dispose of?**

If, before a claim is filed, an owner calls the TSP and asks it to inspect, or give permission to dispose of items that the claimant believes are damaged beyond repair or are mildewed or dangerous (broken glass), the TSP will, within two business days of being contacted, notify the owner that either the items will be inspected or that the owner may dispose of the items. In such cases, if the TSP gives notice to inspect the items, TSP will do so within 45 calendar days of being contacted by the owner unless the owner grants a further extension.

**11. Can I talk with a real person in the DPS claims process?**

All DPS moves have an assigned “Move Manager.” You should have received the name and contact information for your Move Manager before your actual move. If you have questions that are not answered at the DPS web site <http://www.move.mil>, you may contact JPPSOWA or the Claims Office to assist you in reaching your Move Manager. You should have your Bill of Lading and SCAC code information available when requesting assistance.

**12. Must I file my claim through DPS?**

Yes, you must initially file your claim through DPS. You must submit a claim through DPS within 9 months of delivery if you wish to receive full replacement value. If you file your claim more than 9 months after delivery, you will receive only depreciated value for items that are missing, destroyed, or not economically repairable.

**13. When may I submit my claim with the Military Claims Office?** Once the TSP receives all information needed to settle the claim (inspections, estimates of repair) they are to make a written itemized offer within 60 days. If TSP has not made an offer within 60 days of receipt of a complete claim, you may file with the MCO but not later than two years from the delivery date of your shipment.

**14. What if it has been nearly two years since delivery but my claim is being processed through DPS?**

We recommend that you submit a claim with your Military Claims Office within two years of delivery to meet the statute of limitations requirement. You should state that you have filed a claim with DPS. Claims with the Army must be presented within two years of their accrual (i.e., the date of delivery).