Claims Information

Household Goods Moves under the "DP3" (Defense Personal Property Program (formerly Families First)

Summary: If you have moved through the DP3 program, you must enter your Notice of Loss and Claim 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 of the modules in the system.

How it works:

- You may receive counseling online from 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 for a claim from damages or missing items after your move to include the following:

- **Notice of Loss or Damage (enter onto system with 75 days of delivery):** You must submit a list of all missing or damaged items within 75 days of the date of delivery onto 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" (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 (enter onto 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 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 Belvoir Claims at 703-805-4380 or 703-805-4385.

DOD DEFENSE PERSONAL PROPERTY PROGRAM
NOTIFICATION OF LOSS OR DAMAGE AT DELIVERY
(This is not a Claim)

NAME OF OWNER _____ RANK/GRADE _____ WEIGHT OF SHIPMENT _____

PPBOL/ORDER NO. _____ SCAC CODE _____ PICK UP DATE _____ TSP REFERENCE NO. _____

GENERAL INSTRUCTIONS: The customer (or their designated representative) and the Transportation Service Provider (TSP's) delivery representative must jointly complete this document. You must list on this document all new damage and any missing items you notice before the TSP's representative leaves your home. If you find loss or damage at delivery, you must list it on this document.
If no loss and/or damage is discovered at the time of delivery, write "NONE" in the space provided;
DO NOT for any reason, leave this document blank. If required, use multiple copies of this document.

NOTED LOSS AND OR DAMAGE

INV. NO.	ITEM	DESCRIPTION OF DAMAGE (If missing, so specify.) (Electronic items, provide brand & model number)

The purpose of this document is to provide the TPS notice of loss or damage discovered at the time of delivery. See the Notice of Loss or Damage **AFTER** Delivery document for instructions on how to file your claim on line. You must give the TSP notice of all loss or damage by submitting this document and the Notice of Loss or Damage **AFTER** Delivery document within 75 days of delivery. You will not be paid by either the TSP or the Government for any item not listed on these documents. Furthermore, you will not be paid for items listed on the Notice of Loss or Damage **AFTER** Delivery document unless it is dispatched to the TSP within 75 calendar days of delivery.

THIS IS NOTIFICATION OF LOSS OR DAMAGE AT DELIVERY: By signing below, I acknowledge receipt of one (1) copy of the Notification of Loss or Damage AT Delivery document. I understand that I have 75 days from delivery to identify and list further loss or damage not discovered at delivery on the Notification of Loss or Damage **AFTER** Delivery document. I understand I must mail, fax or dispatch electronically the Notice of Loss or Damage **AFTER** Delivery document to the TSP identified below within 75 days of delivery. I understand I will not be paid by either the TSP or the Government for any item not listed on these documents.

ACKNOWLEDGEMENT BY CUSTOMER OR THEIR DESIGNATED REPRESENTATIVE
(complete as applicable and sign below)

Unpacking, Partial Unpacking and removal of packing material, boxes, cartons, and other debris was (check one)

Performed___ Not Performed___ Waived___ TSP will return___

Signature of the customer (or their designated representative) X_____

Received for delivery at:	**Name/Address of Transportation Service Provider (TSP)**
Street Address _____	
City _____ **State** _____ **Zip** _____	
Telephone Number _____	
Signature of the customer (or their designated representative) _____ **Date** _____	**Telephone Number** _____ **Fax Number** _____ **TSP Signature** _____ **Date** _____

Figure U.Q-3. Notice of Loss or Damage AT Delivery

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DOD DEFENSE PERSONAL PROPERTY PROGRAM
NOTIFICATION OF LOSS OR DAMAGE AFTER DELIVERY
(This is not a Claim)

INSTRUCTIONS TO The CUSTOMER (OR THEIR DESIGNATED REPRESENTATIVE): You have up to 75 days to inspect your property, note all loss and damage not discovered and reported at the time of delivery and provide notice to the Transportation Service Provider (TSP). If notice is not timely sent, you may lose any potential recovery of your damages from either the Government or the TSP. Notice should be given electronically (on-line) to the TSP pursuant to instructions in Section A, below. However, if you are unable to file on-line you may give notice by using this document following the instructions in Section B, below. NOTE: Notifying the TSP of your loss or damage is not the same thing as filing a claim. For information on filing a claim against the TSP read Section C, below. If you have questions about this document, contact the TSP listed on the reverse of this document.

SECTION A – NOTIFICATION ON-LINE

To notify the TSP of loss or damage noted after delivery, use the Department of Defense (DOD) Defense Personal Property System (DPS). Use of this system is the most efficient means to provide required notice. Any computer with Internet capabilities may access this system at https://eta.sddc.army.mil/portal/etaPortal.asp?app=DPS&bhcp=1. Instructions for using the DPS will be provided at the web address. If you have problems accessing a computer, contact your immediate supervisor or local installation legal office for assistance. Remember, you must notify your TSP in DPS by midnight of the 75th day following delivery. If you have provided notice in DPS you DO NOT need to complete Section B, below.

SECTION B – WRITTEN NOTIFICATION

The best way to provide notice of loss or damage to the TSP is through the DPS as noted above. However, if you are unable to provide notice on-line you may fill out this section and send it to the TSP noted on the reverse. This document must be mailed (postmarked) or faxed to the TSP by midnight of the 75th day following delivery. Keep a copy of this document and proof that it was sent to the TSP for your records. If more than one page is needed, please include your name, PPBOL No. and number of pages on each supplemental page used. USE ONLY BALLPOINT PEN OR TYPEWRITER.

NOTICE TO TSP: You are hereby notified the customer (or their designated representative) intends to present a claim for the loss and/or damage as noted on the NOTIFICATION OF LOSS AND/OR DAMAGE AT DELIVERY and this document. You are hereby extended the opportunity to inspect the property.

INV. NO.	ITEM	DESCRIPTION OF DAMAGE (If missing, so specify.) (Electronic items, provide brand & model number)

CUSTOMER (OR THEIR DESIGNATED REPRESENTATIVE) _____

PPBOL NO./ORDER NO. _____

DATE OF DELIVERY _____

SECTION C – FILING A CLAIM AGAINST THE TSP

To submit a valid claim to the TSP who shipped your goods, log-on to the DOD DPS at https://eta.sddc.army.mil/portal/etaPortal.asp?app=DPS&bhcp=1. Instructions for using the DPS will be provided at the web address. You must file your claim in this system within 9 MONTHS of your property's DELIVERY or you will not receive "full replacement value" for eligible loss. You do not need to have repair estimates in order to enter your claim in DPS. If you choose not to file your claims in DPS, you may file a claim directly with your Service Claims Office; however, you will not be eligible for full replacement value and will be responsible for obtaining and providing all estimates of repair. Contact your local installation legal office for further information on filing with the Government.

Figure U.Q-4. Notice of Loss or Damage AFTER Delivery

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