

PCS Moves Changes You Need to Know

It must be summer around the nation's capital. The weather is hot, traffic is light (by DC standards), and moving vans are entering and leaving Fort Belvoir with regularity.

There have been major changes involving how household goods are shipped and how claims for loss and damage are processed for military personnel. While there have been some major changes, some things have not changed. This article will address some of the important changes and what you must know to protect yourself after your move.

One thing that has not changed is an abundance of acronyms. The military has a lot of them. And we have even more with recent changes in the transportation system. FRV (full replacement value), DP3 (Defense Personal Property Program), DPS (Defense Personal Property System), TSP (Transportation Service Provider), and PCLAIMS (Personnel Claims Army Management Information System) are important ones relating to the changes in the PCS move and claims processes.

Another thing that has not changed is your responsibility to provide timely notice of loss and damage to the TSP. You must ensure that you provide notice of all damage and loss within 75 days of delivery.

The forms have changed for many, but the substance has not. Some of you may still receive the DD Form 1840 (Joint Statement of Loss or Damage at Delivery)/DD Form 1840R (Notice of Loss or Damage). The forms used in the DPS and FRV programs may appear slightly different, but provide the same opportunity to provide notice to the TSP. Also, DPS may allow you to enter notice of damage and loss online. Upon shipment delivery, you and the TSP will record loss and damage on a "*Notification of Loss/Damage AT Delivery*" form. Loss and damage discovered after delivery shall be listed on the "*Notification of Loss/Damage AFTER Delivery* form *or* entered into DPS by you.

Under the traditional shipment procedures, all members brought their notice documents directly to the claims office. The FRV and DPS programs now encourage shippers to provide notice directly to the TSP. This may be more convenient, but it has some potential risk, particularly if you are not certain about the correct address or means of sending notice to the TSP. It is extremely important that you have proof that notice was properly sent to the TSP within 75 days after delivery. If you have any questions about whether you have properly given notice to the TSP, please contact the claims office. The claims office will assist you in providing proper and timely notice to the TSP.

DPS and FRV provide the opportunity to receive full replacement value for items that are lost, destroyed, or damaged beyond economic repair, unlike the traditional claims system that allows payment of depreciated value. To have your claim paid on the basis of FRV, you must file directly with the TSP within 9 months of delivery. If your shipment was moved under DPS, you

can file a claim by logging into DPS and selecting the “CLAIMS” tab. If your shipment was not moved under the DPS, you may still file your FRV claim directly with the TSP within 9 months of delivery. Guidance regarding DPS and FRV claims can be found at <http://www.move.mil/>. This site includes instructions, videos, and checklists explaining the requirements of the household goods move process, the FRV program, and how to log in and file a claim through DPS. If you have further questions regarding the claims process, you may also contact the military claims office.

If you do not want to file your claim through the DPS or FRV programs, you may still file your claim with a military claims office. The Army has recently adopted online filing through PCLAIMS, a database that allows you to file your claim online through AKO. For more details on filing claims through PCLAIMS or with other branches of the service, please see the Fort Belvoir claims office website at <http://www.belvoir.army.mil/sja/newsite/claimMain.asp> or your respective service claims website. Links to other services claims websites can be found at the Links section of the Fort Belvoir claims website. If you file your claim with the military, you will receive payment of depreciated value for items that are lost or destroyed. If you elect to file your claim with a military claims office, you must file your claim within two years of the date of delivery.

If you have further questions, please contact your military claims office.