

CLAIMS FAQs

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1. What type of access is needed to file a claim?

In order to file a claim online you must have a Defense Personal Property System (DPS) shipment. If you do, you should already have registered with DPS and have an account, if not you can do it at: www.move.mil. Register using your Social Security Number and DPS shipment Government Bill of Lading (GBL) number. This website also provides instructions and resources on filing a claim.

You cannot register in DPS with a Transportation Operational Personal Property Standard System (TOPS) Shipment. TOPS claims must be filed with your Military Claims Office (MCO).

To find your MCO

Please go to: <http://www.move.mil/dod.htm#afterDelivery>

Click on your Branch of Service

Follow the appropriate steps to household goods/personal property claims, based on your location.

2. How do I file a claim in Defense Personal Property System (DPS)?

In DPS you cannot submit a claim unless the Transportation Service Provider has changed the status of the shipment to "delivered". Please note that the Loss and Damage Report must be filed in DPS within 75 calendar days of your delivery date. Your Government Bill of Lading (GBL) number will be needed in order for you to complete the claims process. Once you file your Loss and Damage Report you will have 9 months from your delivery date to file your claim and receive Full Replacement Value and 2 years to file and receive depreciated value.

Please refer to this website:

<http://www.move.mil/dod.htm#afterDelivery> where you will find instructions on getting registered in the DPS and the following claims information:

1. Claims How-To (File)
2. Claims How-To (Video)
3. Overall Claims Process
4. Each service's Military claims Headquarters links

If you experience any technical difficulties the DPS Service Response Center is open 24/7 at 1-800-462-2176 or 618-220-7332, DSN: 770-7332. You can also submit DPS system questions to sddc.safb.dpshd@us.army.mil or claims questions to usarmy.scott.sddc.mbx.claims@mail.mil.

3. What type of information is needed on a claim?

NOTE: the Loss and Damage Report (DD Form 1840/1840R) is **NOT** a claim! A claim must identify the property owner or Member. The Member should include any facts he or she can provide to identify the shipment. The claim must list each item for which the Member is seeking payment, state whether it is missing or damaged, and specify the extent of any damage. The claim must also demand a specific amount of money. However, if the Member files the claim directly with the Transportation Service Provider (TSP) within nine months of delivery, he or she does not have to obtain repair or replacement estimates and submit them as part of the claim. If the basic information about the items is provided, then it is the responsibility of the TSP to get the repair estimates and determine the cost of a new replacement item.

4. How do I check the status of a claim?

Login to Defense Personal Property System (DPS)
 Click on the "claims" tab
 Input your Government Bill of Lading (GBL) number or Claim Number
 Click on the "go" button.
 This will bring up your claim and you will be able to see the status.

Claims Management Status			
Claim		Item	
Status	Owner	Status	Owner
In Progress	Customer	Demand Pending	TSP
Submitted	TSP	Offer Pending	Customer
Under Review	Customer and TSP	Denied	Customer
Updated	Customer and TSP	MCO Adjudication	MCO
Denied	Customer	Settled	

Or you can contact the Transportation Service Provider (TSP) to learn the status of your claim submission. If you do not know how to contact the TSP, you can obtain their information by checking your GBL or with the TSPs 4 letter name code or SCAC and going to the alphabetic listing on the Surface Deployment and Distribution Command (SDDC) website.

SDDC Personal Property website at: <http://www.sddc.army.mil/PP/default.aspx>

On the right side under "LINKS"

Click on "Domestic Approved TSPs" or "International Approved TSPs"

5. What if the Transportation Service Provider (TSP) doesn't respond to or denies your claim?

If the TSP does not respond to the claim within 30 days, or the TSP denies the Customer's claim, or makes an offer the Member doesn't accept the Customer would then transfer the claim to the Military Claims Office (MCO). Members can still receive Full Replacement Value (FRV) by processing their claims through the MCO, however, it will be in two parts. Once the MCO gets the claim, the MCO generally will pay depreciated value to the Member and then seek restitution from the TSP for the rest of the claim. Once the MCO recovers the full claim, he or she will send the Member the difference between the depreciated value that he has already paid and the full replacement value.

6. What are the claim filing timelines and processes?

Please note that the Loss and Damage report must be filed within the Defense Personal Property System (DPS) within 75 days of your date of delivery, which will initiate the claims process. Your Government Bill of Lading (GBL) will be needed in order for you to complete the claims process. Once you file your Loss and Damage report you will have 9 months from the date of your delivery to file your claim and still receive Full Replacement Value.

Please refer to this website:

<http://www.move.mil/dod.htm#afterDelivery> where you will find instructions on getting registered in the Defense Personal Property System (DPS) and the following claims information:

1. Claims How-To (File)
2. Claims How-To (Video)
3. Overall Claims Process
4. Each Service's Military Claims Headquarters links

Once you are logged into the system, click on the "Claims" tab.

On the right hand side of the page, click on Loss/Damage Report. Claim all of your lost and damaged goods within 75 days of delivery, so the TSP knows they are legally liable for the damage.

To officially create a claim, navigate back to the claims homepage. Once on the page, on the right hand of the screen under "Create Claims," click on "Pick the Shipment." Search with your shipment GBL. Once you find your shipment, add lost/damaged items, and hit the submit button once completed.

If you experience any technical difficulties the DPS Service Response Center is open 24/7 at 1-800-462-2176, 618-220-7332, or DSN: 770-7332. You can also submit DPS system questions to sddc.safb.dpshd@us.army.mil and claims questions to usarmy.scott.sddc.mbx.claims@mail.mil.

After you hit the submit button, your claim is in an "Under Review" status. This means the TSP has 60 days to review it. When they have an offer for you they will notify you by e-mail.

Please see the timelines below.

1. Within 30 days of filing your claim the TSP will acknowledge receipt of your claim.
2. Within 60 days of submission of your claim, the TSP, will accept, deny, or counter offer your claimed amount for each claimed item. You may deny or accept the offer the TSP gives or continue to negotiate your item(s). This is the "Demand Pending" stage.
3. Once you accept any offer, the negotiation stops with the TSP and the item is considered finalized and you shall receive payment within 30 days of the settled status of the item(s).

If the TSP does not respond within 30 days of filing your claim, or if at any time you need assistance in negotiating with the moving company/TSP, you have the opportunity to transfer your claim to your Service Military Claims Office (MCO). To find your MCO, go to:

<http://www.move.mil/dod.htm#afterDelivery>

Click on your Branch of Service

Click on Household goods or Personal Property Claims

Click on your location and follow the appropriate steps

7. How do I transfer a claim to the Military Claims Office (MCO)?

If the Transportation Service Provider (TSP) has not accepted, denied, or countered your claim within the 60 day period you may wish to transfer your claim to your Service MCO. If the TSP does not acknowledge your claim, or if at any time you need assistance in negotiating with the moving company/TSP, you have the opportunity to transfer your claim to your Service MCO. You can see the links/contact information to the designated Branches of Service MCOs below:

Air Force:

To transfer your claim to the Air Force MCO, a request for reconsideration must be submitted in writing to the Air Force Claims Service Center via email (AFCSC.JA@wpafb.af.mil), fax ((937) 656-8307) or mail (AFCSC/JAD, 1050 Forrer Blvd, Dayton OH 45420-1472). Along with the request, please attach any additional supporting documentation (e.g. receipts, replacement cost documents, repair estimates,

statements) and reference the claim number listed in your settlement letter. You can find a sample letter under “Payment”, item 5 at their website: <https://claims.jag.af.mil/faq.html?JA=1002460> .

Army:

<https://www.jagcnet.army.mil/8525752700444FBA/0/7D052B30430FADE28525789A00679392?opendocument>

Navy:

Personnel Claims Unit Norfolk
9053 First Street Suite 102
Norfolk, VA 23511-3605
(888) 897-8217/Fax (866) 782-7297
Commercial (757) 440-6315
DSN 564-3310/FAX DSN 564-3337
Email: norfolkclaims@navy.mil

Or - If your property was delivered to Antarctica, Arctic, Australia, Guam Japan, Indian Ocean east of 60°E longitude, Pacific Ocean, file with:

Personnel Claims Unit Pearl Harbor
850 Willamette Street
Pearl Harbor, HI 96860-5109
(808) 473-4701
DSN 473-4701
FAX (808) 473-3493/DSN FAX 473-3493
Email: pearlclaims@navy.mil

Marines:

https://www.manpower.usmc.mil/portal/page/portal/M_RA_HOME/MF/PERSONNEL/Property

Mailing Address:

Headquarters, U.S. Marine Corps
Personal and Family Readiness Division (Code MRP-2 Claims)
3280 Russell Road
Quantico VA 22134-5103

Physical Location:

Personal & Family Readiness Division
3100 Range Rd, Quantico VA 22134

Phone (703) 784-9533

DSN 278-9533

Fax: (703) 784-9827

hqmc.claims@usmc.mil

Coast Guard:

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

8. How do I file an inconvenience claim?

An inconvenience is different than a personal property (household goods/unaccompanied baggage) claim and must be filed directly with the Transportation Service Provider. Please refer to the Defense Travel Regulations, Chapter 410, Section C at: <http://www.transcom.mil/dtr/part-iv/dtr-part-4-410.pdf> .

9. Who should a Member file a claim with if the Non-Temporary Storage (NTS) warehouse and the Transportation Service Provider (TSP) refute it?

The service member needs to file with their local Military Claims Office (MCO). They can find their MCO by going to: <http://www.move.mil/dod.htm#afterDelivery>

Click on your Branch of Service

Click on Household goods or Personal Property Claims

Click on your location and follow the appropriate steps

10. Where can I find the Full Replacement Value (FRV)/Business Rules for Household Goods claims?

Please go to the SDDC Personal Property website at:

<http://www.sddc.army.mil/PP/default.aspx>

On the right side under "LINKS"

Click "400 NG"

Click "2012 400NG Change 2"

This will display the current version of the 400NG. (Earlier versions of the 400NG are posted on the website as well.) FRV is under Item 2, Paragraph 2, Page 13.

You can also refer to SDDC's Claims and Liability manual (on page 2) FRV liability, which can be found at:

<http://www.sddc.army.mil/PP/default.aspx>

Under "DEFENSE PERSONAL PROPERTY PROGRAM"

Click "Defense Personal Property Program (DP3)"

Click "General Claims Liability"

The Claims and Liability manual will open or can be saved.

11. What are the TSP's loss/damage liability limits for Full Replacement Value (FRV)?

Under the FRV program, the TSP can be liable for up to \$5,000 per shipment or \$4.00 times the net weight of the shipment (gross weight for unaccompanied baggage) up to \$50,000, whichever is greater. In other words, the shipment weight does not actually factor in until the shipment is over the \$5,000 threshold [i.e. 1,250 pounds x \$4.00]. A 100 pound shipment is still protected up to \$5,000.

12. What is a TSP liability on Full Replacement Value (FRV) claims?

For most items that are destroyed (i.e. the repair cost exceeds replacement cost) or lost, the TSP will, at its discretion, either replace the lost or destroyed item with a new item, or pay the un-depreciated replacement cost of a new item. New items should, to the greatest extent possible, be from the same manufacturer and should be the same make and model as the item that was lost or destroyed. If the TSP cannot find a new item that is the same as the item that was lost or destroyed, it may replace the item with one of comparable qualities and features. However, for lost or destroyed items that are parts of sets, such as a silver service, crystal glasses, or china, the TSP may replace the lost item with a like item that matches the rest of the set. Likewise, some items, such as collectable figures (e.g. Hummel and Lladro), collectable plates, collectable dolls, baseball cards, antiques, comic books, coin and stamp collections, and objects of art, that cannot be properly replaced with new items because their value is based, in part, on the fact that they are no longer made and are no longer available for purchase as new items. For those items, the TSP may replace the lost or destroyed item with the same or comparable item or pay the replacement cost of the item.

13. How do I receive Full Replacement Value (FRV)?

Members must complete the DD1840 or 1840R Forms (Loss and Damage Report) to report loss and damages he or she finds at or after delivery. The member MUST submit these forms to the Transportation Service Provider (TSP) within 75 calendar days from the delivery date, and should do so through the Defense Personal Property System (DPS), if possible. The Member will then have 9 months from the date of delivery to file their claim. The TSP has the right to come out and inspect the damage. If the Member misses the 9 month filing deadline he or she will not be eligible for FRV, but will still be eligible for depreciated value, for up to 2 years from delivery. After 2 years, except in specific circumstances, the Member is not entitled to any payment from either the TSP or the Military Claims Office.

14. Can a Member reject a Transportation Service Provider's (TSP) Offer?

The service member may reject a payment or item offered by the TSP to settle a claim. If a service member files a claim with the TSP within 9 months of delivery, but fails to settle the claim directly with the TSP either because they reject the TSP's offer or the TSP does not respond, the service member can transfer the claim to their Service's Military Claims Office.

15. What is the Member's Responsibility for damaged items?

If a service member repairs an item before the Transportation Service Provider's (TSP) inspection, the service member must provide the repair bill or some other evidence of the damage and the repair cost to the TSP. If the service member throws an item away, the service member must give the TSP evidence that the item was damaged beyond economical repair. The TSP is responsible for paying for any repair estimates required to process claims filed with the TSP.

16. Can Used Parts be used to Repair damaged TVs?

The Transportation Service Provider (TSP) is permitted to repair a TV with used parts as long as it restores it to the condition it was in prior to when the TSP received it. The TSP, at its option, can either repair the item or pay for the cost of the repair. New items, to the greatest extent possible, should be from the same manufacturer and should be the same make/model as the item that was destroyed. If the TSP cannot find a new item that is the same as the item that was destroyed, it may replace the item with one of comparable qualities and features.

17. What are the Transportation Service Provider's (TSP) responsibilities for a gun safe claim?

The TSP is responsible for locating a repair shop that is able to fix a gun safe, and pay the repair shop as necessary. If the TSP is unable to locate anyone to repair the gun safe, the TSP may replace it with a like item. If a Service Member does not like the TSP's offer, or if they are not cooperating, he can transfer the claim to the Military Claims Office.