



UNITED STATES TRANSPORTATION COMMAND (USTRANSCOM)

PROGRAM EXECUTIVE OFFICE -TRANSCOM (PEO-T) DEFENSE PERSONAL PROPERTY SYSTEM (DPS)

Claims Management User Guide for Department of Defense Customers

Version 07

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1 CLAIMS AT A GLANCE

This section offers a guide to the common controls used in the Claims module in DPS. All sample data used in this guide is fictitious and does not represent valid carrier information.

CREATE A LOSS/DAMAGE REPORT SECTION 4.1

Following delivery of a shipment, create a Loss/Damage report to document any issues with personal goods that are not found or sustained damage in the move.

1. Log in to DPS and select the Claims tab.
2. Select the Start My Loss and Damage Report link.
3. On the Loss/Damage Reports page, select the icon for BOL/GBL Number.

DPS will present a pop-up window with a list of shipments.

4. Select a listed shipment in the pop-up window, and then select the **Pick** option.

DPS will populate the record with information about the selected shipment

5. Select options for the Loss or Damage at Delivery and Unpacking and Removal fields.
6. Enter any Comments.
7. Select **Save** to create the report.

The screenshots illustrate the following steps:

- Step 1:** The user is on the 'Loss/Damage Reports' page. A red arrow points to the 'Start My Loss and Damage Report' button.
- Step 2:** A 'Shipments' pop-up window is displayed. A red arrow points to the 'Pick' button next to a shipment entry.
- Step 3:** The 'Loss/Damage Reports' form is populated with data from the selected shipment. Red arrows point to the 'Select Options' and 'Enter Comments' fields.

BOL/GBL Number	Customer	DoD Customer Rank	Shipment Status	Shipment Type	Delivery Date	TSP Name	SCAC	Shipment Destination	Shipment Origin	Weight
AGFM0001015	Rafe McCawley	SMS	Delivered	d#HG	07/27/2015	AAA MOVING & STORAGE, INC.	AASH	604 Pierce Blvd O FALLON, IL 62269 UNITED STATES	14 N. Orchard CHELMSFORD, MA 01824 UNITED STATES	100
AGFM0001016	Rafe McCawley	SMS	Delivered	IUB	04/27/2012	AAA MOVING & STORAGE, INC.	AASH	455 Rue St. Marie Unknown, ITALY	14 N. Orchard CHELMSFORD, MA 01824 UNITED STATES	100

CREATE A LOSS/DAMAGE REPORT

SECTION 4.2 AND 4.3

To complete a Loss/Damage report, use the **Add** option to define one or more Loss/Damage Items and any associated file attachments (i.e., to upload pictures of damage).

Loss/Damage Reports 1 of 1

ADD **EDIT** **SUBMIT** **PRINT LOSS/DAMAGE**

Loss/Damage Number: 1-204KCH Delivery Date: 07/27/2015 Loss Damage Delay Reason:
 BOL/GBL Number: AGFM0001015 Loss or Damage at Delivery?: Y Delay Reason Description:
 TSP Reference No.: Unpacking and Removal: Performed
 Comments: Chair broken during move
 DoD Cust ID Number: XXX-XX-6788 Name of TSP: AAA MOVING & STORAGE, INC.
 DoD Cust Name: Rafe McCawley Weight of the Shipment: 100
 DoD Customer Rank: SMS
 Telephone Number: 5552133344
 DoD Customer Address: 604 Pierce Blvd Address of TSP: 717 E. SHIP CREEK AVE
 O FALLON, IL 62269 ANCHORAGE AK 995011612
 Shipment Destination Address: 604 Pierce Blvd Shipment Origin Address: 14 N. Orchard

Add/Update Loss/Damage Items Help?

SAVE **CANCEL**

Item Name: * Chair
 Item Creation Date: * 08/17/2015
 Inventory Number: 1033
 Loss/Damage Description: * Two of four legs on dining room chair broken

File Attachments

SAVE **CANCEL**

Attachment Name: * brokenchair
 Type: JPG
 Modified: 8/17/2015 06:00:13 PM
 Comments:

Add Attachment

Please specify a File Name or URL:

File Name: brokenchair.JPG **Browse...**
 URL:
SELECT ADD **Add** **Cancel**

1. Select the **Add** option for a Loss/Damage item. DPS will present a form.
2. Enter an Item Name and Loss/Damage Description (required), and, if available, an Inventory Number assigned to the lost or damaged item. Select the **Save** option to update the Report.
3. After adding an item, select the **Add** option for an attachment. DPS will present a form.
4. Use the **Browse** option to navigate to, and select a local file. Select the **Add** option to upload the file and associate with a Loss/Damage item.
5. After all items and attachments are added to the report, select the **Submit** option to process the report.

Loss/Damage reports are required if a claim will not be filed within 75 days of delivery.

FILE A CLAIM

SECTION 5.1

To file a new claim:

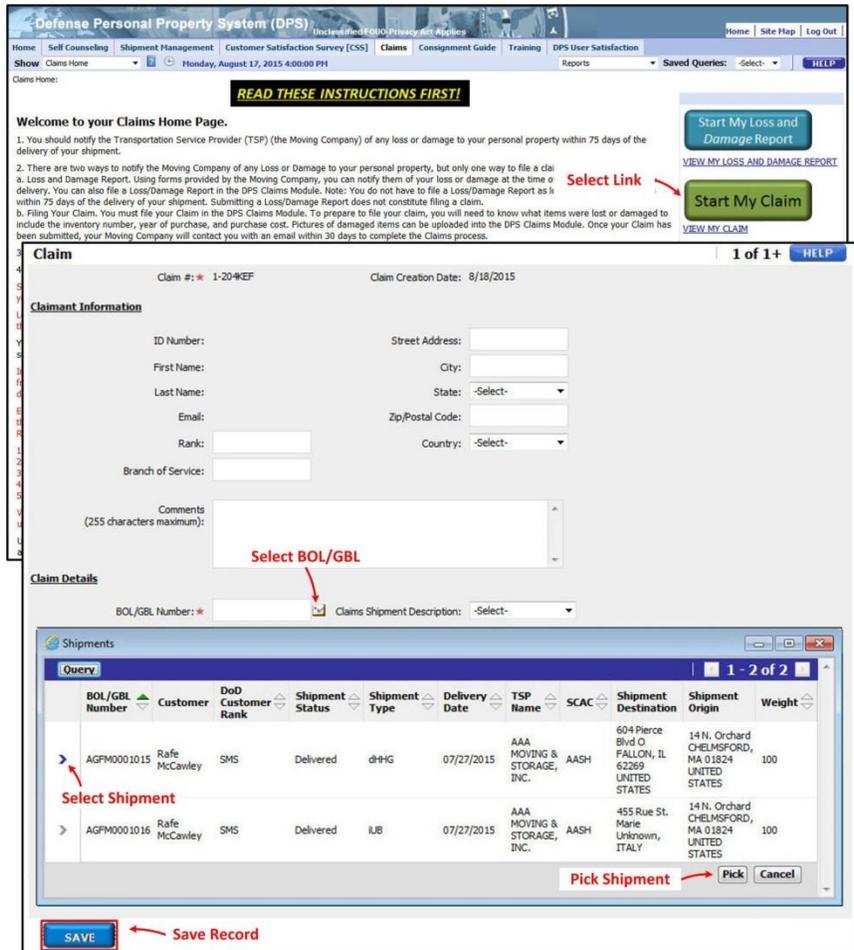
1. Log in to DPS and select the Claims tab.
2. Select the Start My Claim link.
3. On the Claim page, select the icon for BOL/GBL Number.

DPS will present a pop-up window with a list of shipments.

4. Select a listed shipment in the pop-up window, and then select the **Pick** option.

DPS will populate the record with information about the selected shipment

5. Select **Save** to create the claim record.



FILE A CLAIM – IMPORT ITEMS

SECTION 5.2

1. Select the **Import Loss/Damage Items** option to populate a new claim with items.
2. Select an imported item and then select the **Edit Claim Items** option to access the Add/Update Claim Item page.
3. Enter values for all required fields.
4. Select **Save** to update the Claim Item data.

The first screenshot shows the 'Claim' overview page. At the top, there are buttons for 'ADD', 'EDIT', 'DELETE', 'IMPORT LOSS/DAMAGE ITEMS', and 'PRINT CLAIM'. A red arrow points to the 'IMPORT LOSS/DAMAGE ITEMS' button with the text 'Select Import Loss/Damage Items'. The claim details include Claim #: 1-20-KEF, Claim Creation Date: 8/18/2015, Claim Status: In Progress, and Shipment Destination: 604 Pierce Blvd, O FALLON, IL 62269 UNITED STATES.

The second screenshot shows the 'Add/Update Claim Items' table view. A red arrow points to the 'EDIT CLAIM ITEMS' button with the text 'Select Edit Claim Items'. Below the buttons is a table with the following data:

Item	Item Name	Item Description	Purchase Cost	Purchase Year (YYYY)	Item Status	Claimed Amount	Loss Type	Inventory Number	Created	Damage Description (250 characters maximum)	Denied Remark
1	Chair				Demand Pending			1033	8/18/2015 01:39:35 PM	Two of four legs on dining room chair broken	

The third screenshot shows the 'Add/Update Claim Items' form. A red arrow points to the 'SAVE' button with the text 'Select Save'. The form contains the following fields:

- Item Name: Chair
- Item Description: Bentwood chair
- Inventory Number: 1033
- Item Status: Demand Pending
- Loss Type: Damaged
- Make/Model: Ashley
- Claimed Amount: \$85.00
- Recovery Date:
- Recovery Amount:
- Acquired Used: N
- Purchase Cost: \$120.00
- Purchase Year (YYYY): 2012
- Did carton have damage?: N/A
- Is whole carton missing?: N
- Damage Description (250 characters maximum): Two of four legs on dining room chair broken
- Comment (255 characters maximum): Two of four legs on dining room chair broken
- Denied Remark:

A red text box in the center of the form says 'Enter all required (*) fields'.

FILE A CLAIM – ADD ITEMS

SECTION 5.4

1. Select the **Add Claim Items** option.
2. Select the icon next to the Item Name field.
3. Select a listed item, and then select the **Pick** option.
4. Enter values for all required fields in the Add/Update Claim Items page.
5. Select **Save** to update the Claim Item data.

FILE A CLAIM – ADD FILE ATTACHMENTS

SECTION 5.5

1. Select a Claim Item, and then select the **Add** option under the Upload File Attachments.

DPS will present a pop-up window.

2. Select the **Browse** option in the Add Attachment pop-up window and select a local file, or enter a URL for a file hosted on the Internet.

3. Select **Save** to upload the file or update the Claim Item record with the URL.

Select other Claim Items to attach files.

The screenshot shows the 'Claim' management interface. At the top, there are buttons for 'ADD', 'EDIT', 'DELETE', and 'PRINT CLAIM'. Below this, claim details are displayed: Claim #: 1-204KEF, BOL/GBL Number: AGFM0001015, Shipment Destination: 604 Pierce Blvd, Claim Creation Date: 8/18/2015, Claims Shipment Description: My Completed Shipment, O FALLON, IL 62269 UNITED STATES, Claim Status: In Progress, TSP Claim Number: [blank].

The 'Add/Update Claim Items' section contains a table with columns: Item, Item Name, Item Description, Purchase Cost, Purchase Year (YYYY), Item Status, Claimed Amount, Loss Type, Inventory Number, Created, Damage Description (250 characters maximum), and Denied Remark. Two items are listed:

Item	Item Name	Item Description	Purchase Cost	Purchase Year (YYYY)	Item Status	Claimed Amount	Loss Type	Inventory Number	Created	Damage Description (250 characters maximum)	Denied Remark
1				1012	Demand Pending	\$85.00	Damaged	1033	8/18/2015 01:30:00 PM	Two of four legs on dining room chair broken	
2	Picture	Family Portrait	\$85.00	2014	Demand Pending	\$50.00	Damaged	1022	8/18/2015 01:30:00 PM	Glass cracked	

Below the table is the 'Demand/Offer' section with a 'SEARCH' button and 'No Records' status. The 'Upload File Attachments' section has 'ADD', 'SEARCH', and 'DELETE' buttons, also with 'No Records' status.

The 'Upload File Attachments' pop-up window shows 'Attachment Name: brokenglass', 'Type: JPG', 'Modified: 8/18/2015 01:30:00 PM', and 'Size (In Bytes): 365'. It has 'SAVE' and 'CANCEL' buttons. The 'Add Attachment' pop-up window prompts for 'File Name' (brokenglass.JPG) and 'URL', with 'Browse...', 'Add', and 'Cancel' buttons.

FILE A CLAIM – SUBMIT CLAIM

SECTION 5.6

1. After entering all items and attaching all files, select the **Submit Claim to TSP** option to route the claim to the TSP for a response.

The screenshot shows the 'Claim' management interface, similar to the previous one. The 'Submit Claim to TSP' button is highlighted at the bottom. A message box is overlaid on the interface:

Message from webpage
 Have you listed all your damaged or missing items in the Claim and are you ready to submit it to the TSP?
 Confirm Action → OK Cancel

RESPOND TO A CLAIM OFFER

SECTION 6.1

After a claim is submitted, a TSP may offer to settle or deny the claim.

If a TSP posts an offer, and it is acceptable, take the following steps:

Navigate to the claim in DPS. Select the Claims tab, and then use View My Claims options.

1. Review the listed TSP Offer for a claim item.
2. Select the Claim Item, if more than one item is listed.
3. Select the **Accept Offer** option.

OR

4. If the offer is not acceptable, select the **Counter Offer** option.

On the Demand/Offer page, take the following steps:

5. Enter a dollar amount in the DoD Customer Counter Offer field.
6. Select the **Save** option.

Claim 1 of 1

ADD EDIT PRINT CLAIM

Claim #: 1-20-KEP BOL/GBL Number: AGFM0001015 Shipment Destination: 604 Pierce Blvd
 Claim Creation Date: 8/18/2015 Claims Shipment Description: My Completed Shipment O FALLON, IL 62269 UNITED STATES
 Claim Status: Under Review TSP Claim Number:
 Comments:
 Quick Claims Payment made?: N

Add/Update Claim Items 1 - 2 of 2 Hide/Show

Item	Item Name	Item Description	Purchase Cost	Purchase Year (YYYY)	Item Status	Claimed Amount	Loss Type	Inventory Number	Created	Damage Description (250 characters maximum)	Denied Remark
>	1	Chair	\$120.00	2012	Offer Pending	\$85.00	Damaged	1033	8/18/2015 01:30:00 PM	Two of four legs on dining room chair broken	
>	2	Picture	\$85.00	2012	Offer Pending	\$85.00	Damaged	1022	8/18/2015 01:30:00 PM	Glass cracked	

Demand/Offer 1 - 1 of 1

COUNTER OFFER SEARCH ACCEPT OFFER

Select Claim Item

Item	Item Name	TSP Action	TSP Offer	Amount demanded of TSP	Amount paid to DoD customer	DoD Customer Counter Offer	Final TSP Offer?	Offer Accepted by DoD customer?	Total amount paid to DoD customer by MCO	Transferred to MCO	TSP Remark
>	1	Chair	Payment	\$75.00			N	N			

Review TSP Offer

Upload File Attachments 1 - 2 of 2

ADD SEARCH DELETE

Attachment Name	Type	Size (In Bytes)	Modified	Comments	
>	brokenchair	JPG	365	8/18/2015 01:30:00 PM	

SUBMIT CLAIM TO TSP

Demand/Offer 1 - 1 of 1 HELP

SAVE CANCEL

TSP Action: Payment Item Creation Date: 08/18/2015
 TSP Offer: \$75.00 Item Name: Chair
 Final TSP Offer?: N Amount demanded of TSP:
 TSP Demand Date: Amount paid to DoD customer:
 TSP Payment Recovery Date: TSP Remark:
 Transfer to MCO?:
 Date Transferred to MCO:
 MCO Payment to DoD customer Date:
 Additional MCO Payment to DoD customer Date:
 Offer Accepted by DoD customer?: N
 Amount paid to DoD customer by MCO:
 Amount recovered from TSP:
 Amount paid to DoD customer by MCO:
 Additional amount paid to DoD customer by MCO:

Enter Counter Offer

DoD Customer Counter Offer: 00

Select Save

SAVE CANCEL

DPS will route the counter offer to the TSP, who may or may not issue a new offer in response.

If a TSP does not make an acceptable offer, use the options to transfer a claim item, or transfer the entire claim to the MCO.

2 OVERVIEW OF CLAIMS MANAGEMENT

Defense Personal Property System (DPS) Claims Management functions allow service members and civilians (DoD Customers) to file for and obtain settlements for personal property lost or damaged by a Transportation Service Provider (TSP) in a shipment defined in DPS.

In some cases, a Military Claims Office (MCO) may help resolve a claim if a Customer cannot settle directly with the TSP.

DoD Customers may file a Claim for up to two years after the delivery date for a shipment. To remain eligible for the Full Replacement Value (FRV) – replacement of, or full payment to replace, any lost or damaged items – **a Customer must file a claim in DPS within nine months of the delivery date.**

A TSP must settle or extend a final offer within 60 days; however, a Customer may transfer a claim to an MCO after 30 days for any reason. Claims transferred immediately are eligible for FRV upon:

1. Notice that a TSP has made a final offer on the claim or denied it in full.
2. Notification by Military Surface Deployment and Distribution Command (SDDC) that the TSP is in bankruptcy.
3. Notification that the TSP has been placed in permanent, world-wide Non-Use by SDDC.
4. The TSP fails to comply with the catastrophic loss provisions as verified by the MCO.
5. The TSP fails to comply with essential items provisions as verified by the MCO.

DoD Customers may track the status of a claim in DPS throughout the entire process, from the first identification of lost or damaged items to the final settlement.

The process of filing a claim includes the following steps:

Step 1: File a Loss/Damage Report – Create a record of lost or damaged items following delivery. The report will not result in a settlement, but it does create a foundation for filing a formal claim. See Section 3 of this guide for instructions on how to file a Loss/Damage Report.

Step 2: File a Claim – To receive Full Replacement Value (FRV) for a lost or damaged item, file a claim in DPS within nine months of the delivery date. See Section 4 of this guide for instructions on how to file a Claim.

Step 3: Negotiate a settlement – A TSP is required to settle or make a final offer within 60 days of receiving a claim. See Section 6 of this guide for instructions on how to negotiate with a TSP in DPS.

Step 4: Resolve the Claim – Report if the TSP pays a settlement on time. If negotiations fail, elevate the claim to the Military Claims Office (MCO). See Section 7 of this guide for instructions on how to resolve a Claim.



2.1 THE CLAIMS PROCESS

People serving in different roles play a part in the claims process. The following outlines how each user interacts in DPS to file and process a claim.

- Upon delivery, a DoD Customer and a TSP identify any items that are damaged or missing, and complete and sign a **Notice of Loss/Damage Report At Delivery** form.
- A DoD Customer or a TSP **enters information from the Loss/Damage Report into DPS**. If a claim is filed within 75 days of delivery, a Loss/Damage Report is not necessary. If a claim may not be filed within 75 days of delivery, a Loss/Damage Report is required.
- Following delivery of a shipment, other items that are missing or damaged may be identified. Use a **Notification of Loss and/or Damage AFTER Delivery** form to capture information in this event. Enter data in the form or in DPS. List all items in a Loss/Damage Report before filing a claim.
- **File a claim** using DPS. The claim process will make use of information entered in the online Loss/Damage Report. The claims process also allows for entry of loss or damage information directly into the claims module.
- **Negotiate a settlement** with the TSP for the lost or damaged items identified in the claim.

Note: The moving company has the following options when making an offer:

- Provide payment to repair or replace one or more claimed items
 - Replace one or more of the claimed items
 - Deny the claim on one or more of the claimed items
- During the negotiation process, a Customer may counter any offer from a TSP. DPS permits an unlimited number of rounds of negotiation.
 - If a Customer cannot resolve a claim with a TSP, the claim is transferred to the Military Claims Office (MCO) for the appropriate branch of service. Upon transfer to the MCO, the government becomes responsible for reimbursing the Customer, and negotiates with the TSP outside of DPS to reach a settlement.
 - If the MCO becomes involved in settling a claim, they will update DPS to record the amount paid to the Customer as well as the amount recovered from the TSP.

2.2 ACCESS CLAIMS, LOSS/DAMAGE OR INSPECTION REPORTS

At any stage in the process, a DoD Customer may log into DPS, select the Claims tab, and then use navigation options to access forms used to create or view a Loss/Damage Report or a formal Claim.

2.3 DPS MINIMUM SYSTEM REQUIREMENTS

DPS is a Web-based application. A workstation used to access DPS must meet the minimum software and hardware requirements defined on the www.move.mil web site.

3 ACCESS THE CLAIMS MODULE

This section describes how to access the Claims module in DPS. To gain access to DPS, visit the www.move.mil website for instructions on how to register and log in to DPS.

3.1 DPS HOME PAGE

Follow the instructions presented on www.move.mil to access the DPS web site: the system will present the DPS Home Page (see Figure 3-1, below).

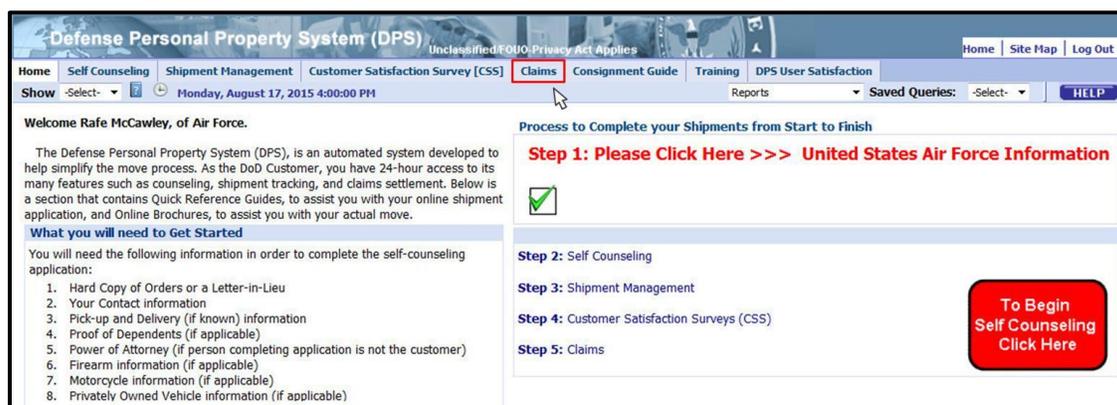


Figure 3-1: DPS Home Page

The DPS Home Page presents a series of tabs used to access modules. To access the Claims Home page, click the Claims tab at the top of the page. The Claims Home Page offers navigation options used to create or view a loss/damage report or a claim (see Figure 3-2, below).

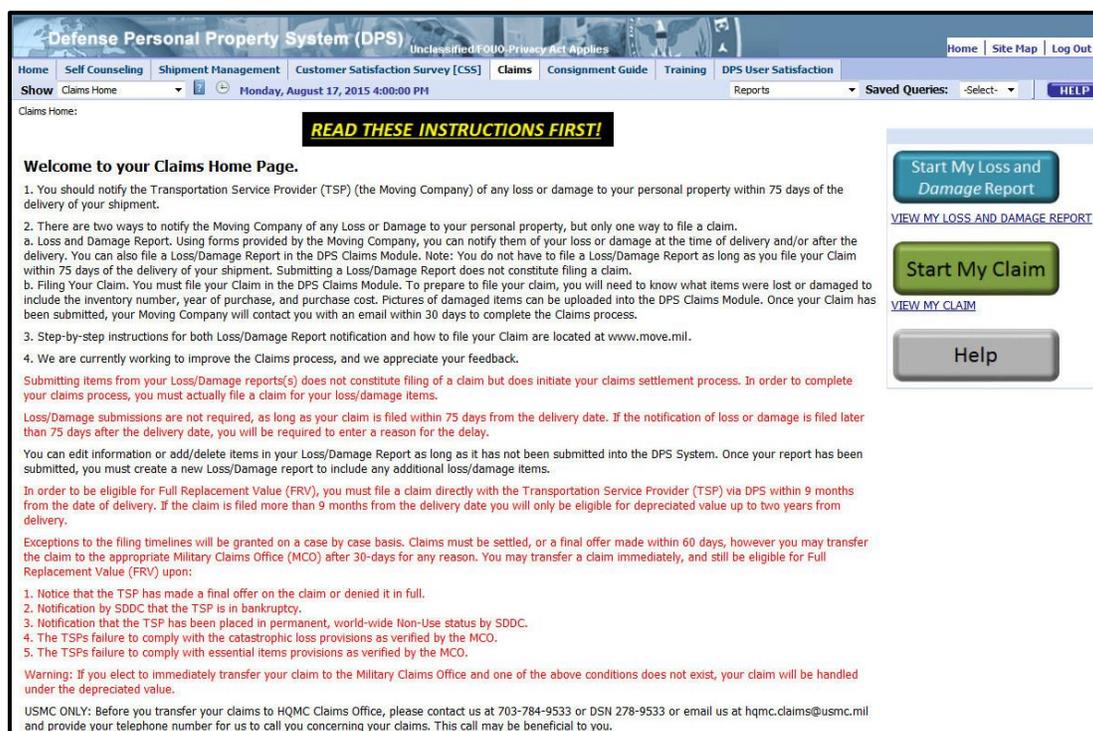


Figure 3-2: Claims Home Page

4 FILE A LOSS/DAMAGE REPORT

A Loss/Damage Report is used to record any items that were lost or damaged during a move.

- A Loss/Damage report is **not** required if a claim will be filed within 75 days of delivery.
- A Loss/Damage report may be submitted after the 75 day window if the Military Claims Office (MCO) determines there is a valid reason for not filing during the window (e.g., hospitalization).
- Submitting a Loss/Damage Report initiates the claims process. A TSP will not reimburse based on a Loss/Damage report: a formal claim must be submitted (see Section Five, below).

4.1 CREATE A NEW REPORT

To file a report, select the **Start My Loss and Damage Reports** option presented on the Claims Home Page (see Figure 3-2, above). DPS present the Loss/Damage Reports page (see **Error! Reference source not found.**, below).

The screenshot shows the 'Loss/Damage Reports' form with a 'Shipment' selection pop-up window. The form includes fields for 'Loss/Damage Number', 'BOL/GBL Number', 'TSP Reference No.', 'Delivery Date', 'Loss Damage Delay Reason', 'Unpacking and Removal', 'Comments', 'DoD Cust ID Number', 'DoD Cust Name', 'DoD Customer Rank', 'Name of TSP', and 'Weight of the Shipment'. The 'Shipment' pop-up window displays a table of shipments with columns for 'BOL/GBL Number', 'Customer', 'DoD Customer Rank', 'Shipment Status', 'Shipment Type', 'Delivery Date', 'TSP Name', 'SCAC', 'Shipment Destination', 'Shipment Origin', and 'Weight'. The first shipment is highlighted with a red box around its selection icon.

BOL/GBL Number	Customer	DoD Customer Rank	Shipment Status	Shipment Type	Delivery Date	TSP Name	SCAC	Shipment Destination	Shipment Origin	Weight
AGFM0001015	Rafe McCawley	SMS	Delivered	d-HG	07/27/2015	AAA MOVING & STORAGE, INC.	AASH	604 Pierce Blvd O FALLON, IL 62269 UNITED STATES	14 N. Orchard CHELMSFORD, MA 01824 UNITED STATES	100
AGFM0001016	Rafe McCawley	SMS	Delivered	IUB	04/27/2012	AAA MOVING & STORAGE, INC.	AASH	455 Rue St. Marie Unknown, ITALY	14 N. Orchard CHELMSFORD, MA 01824 UNITED STATES	100

Figure 4-1: New Loss/Damage Report – Select BOL/GBL

To begin, select the envelope icon next to the BOL/GBL Number field and select the shipment associated with the report. In the pop-up window, click the angle bracket (>) associated with the shipment, and then select the **Pick** option. DPS will populate the form with data about the shipment (see Figure 4-2, below).

Loss/Damage Reports

1 of 1+

SAVE
CANCEL

Loss/Damage Number: ★ 1-204KCH Delivery Date: 07/27/2015 Loss Damage Delay Reason:

BOL/GBL Number: ★ AGFM0001015 Loss or Damage at Delivery?: Y Delay Reason Description:

TSP Reference No.: Unpacking and Removal: Performed

Comments: Chair broken during move
(255 characters maximum):

DoD Cust ID Number: XXX-XX-6788 Name of TSP: AAA MOVING & STORAGE, INC.

DoD Cust Name: ★ Rafe McCawley Weight of the Shipment: 100

DoD Customer Rank: SMS

Telephone Number: 5552133344

DoD Cust Address: 604 Pierce Blvd Address of TSP: 717 E. SHIP CREEK AVE

DoD Cust City: O FALLON City: ANCHORAGE

DoD Cust State: IL State: AK

DoD Cust Zip Code: 62269 Zip: 995011612

DoD Cust Country: -Select-

Shipment Destination Address: 604 Pierce Blvd Shipment Origin Address: 14 N. Orchard

Shipment Destination City: O FALLON Shipment Origin City: CHELMSFORD

Shipment Destination State: IL Shipment Origin State: MA

Shipment Destination Zip Code: 62269 Shipment Origin Zip Code: 01824

Shipment Destination Country: UNITED STATES Shipment Origin Country: UNITED STATES

SAVE
CANCEL

Add/Update Loss/Damage Items

SEARCH No Records

Item	Item Name	Inventory Number	Loss/Damage Description	Item Creation Date
------	-----------	------------------	-------------------------	--------------------

File Attachments

SEARCH No Records HELP

Attachment Name	Type	Size (In Bytes)	Modified	Comments
-----------------	------	-----------------	----------	----------

Figure 4-2: Save New Loss/Damage Report

Select the Save option to continue. DPS will refresh the page and offer the Add option for Loss/Damage Items.

4.2 ADD A LOSS/DAMAGE ITEM

After creating a new Loss/Damage report, select the Add option presented in the Add/Update Loss/Damage Items section of the page (see Figure 4-3, below).

Loss/Damage Reports | 1 of 1

ADD **EDIT** **PRINT LOSS/DAMAGE**

Loss/Damage Number: 1-204KCH Delivery Date: 07/27/2015 Loss Damage Delay Reason:
 BOL/GBL Number: AGFM0001015 Loss or Damage at Delivery?: Y Delay Reason Description:
 TSP Reference No.: Unpacking and Removal: Performed

Comments: Chair broken during move

DoD Cust ID Number: XXX-XX-6788 Name of TSP: AAA MOVING & STORAGE, INC.
 DoD Cust Name: Rafe McCawley Weight of the Shipment: 100
 DoD Customer Rank: SMS
 Telephone Number: 5552133344

DoD Customer Address: 604 Pierce Blvd Address of TSP: 717 E. SHIP CREEK AVE
 O FALLON, IL 62269 ANCHORAGE AK 995011612

Shipment Destination Address: 604 Pierce Blvd Shipment Origin Address: 14 N. Orchard
 O FALLON, IL 62269 UNITED STATES

Add/Update Loss/Damage Items | 1 - 1 of 1

ADD **SEARCH**

Item	Item Name	Inventory Number	Loss/Damage Description	Item Creation Date
------	-----------	------------------	-------------------------	--------------------

File Attachments | 1 - 1 of 1 **HELP**

Attachment Name	Type	Size (In Bytes)	Modified	Comments
-----------------	------	-----------------	----------	----------

Figure 4-3: Add Loss/Damage Item

DPS will refresh the page and present fields used to add a Loss/Damage Item (see Figure 4-4, below).

Add/Update Loss/Damage Items | **Help?**

SAVE **CANCEL**

Item Name: * Chair

Item Creation Date: * 08/17/2015

Inventory Number: 1033

Loss/Damage Description: * Two of four legs on dining room chair broken

Figure 4-4: Save Loss/Damage Item

Enter an Item Name and a description of the loss or damage. If available, enter an inventory number: the field is optional, however – leave blank if the number is not known.

After entering values, select the **Save** option to update the report. DPS will refresh the page and present options used to add a File Attachment.

4.3 ADD A FILE ATTACHMENT

To attach a file, select the Add option presented under File Attachments (see Figure 4-5, below).

The screenshot shows the 'Loss/Damage Reports' interface. At the top, there are buttons for 'ADD', 'EDIT', 'SUBMIT', and 'PRINT LOSS/DAMAGE'. Below these are various fields for report details, including 'Loss/Damage Number', 'Delivery Date', 'BOL/GBL Number', 'Loss or Damage at Delivery?', 'TSP Reference No.', 'Unpacking and Removal', 'Comments', 'DoD Cust ID Number', 'Name of TSP', 'DoD Cust Name', 'Weight of the Shipment', 'DoD Customer Rank', 'Telephone Number', 'DoD Customer Address', 'Address of TSP', 'Shipment Destination Address', and 'Shipment Origin Address'. Below the report details is the 'Add/Update Loss/Damage Items' section with 'ADD', 'EDIT', and 'SEARCH' buttons. A table lists one item: 'Chair' with inventory number '1033' and description 'Two of four legs on dining room chair'. At the bottom is the 'File Attachments' section with 'ADD' and 'SEARCH' buttons. The 'ADD' button is highlighted with a red box.

Figure 4-5: Select Add File Attachment

DPS will present the options used to browse for a file (see Figure 4-6, below).

The screenshot shows the 'Add Attachment' dialog box. The main interface behind it shows the 'File Attachments' section with 'SAVE' and 'CANCEL' buttons. The 'Attachment Name' field contains 'brokenchair' and has an envelope icon. The 'Type' is 'JPG' and the 'Modified' date is '8/17/2015 06:00:13 PM'. The 'Add Attachment' dialog box has a title bar and a close button. It contains the text 'Please specify a File Name or URL:' followed by 'File Name:' and 'URL:' fields. The 'File Name' field has a 'Browse...' button. There are 'Add' and 'Cancel' buttons at the bottom of the dialog box. The 'Browse...' button and the 'Add' button are highlighted with red boxes.

Figure 4-6: Save File Attachment

Select the envelope icon next to the Attachment Name field. DPS will present the Add Attachment pop-up window. Select the **Browse** option to select a file on a local hard drive or, enter a URL to a file. After selecting the file, or entering a URL, select the **Add** option. Select the **Save** option to update the report.

4.4 SUBMIT A LOSS/DAMAGE REPORT

After completing a Loss/Damage report, select the Submit option (see Figure 4-5, above). Confirm the action when prompted.

Following submission, the report details may be updated, and attachments may be added or deleted, but no Loss/Damage items may be added or modified.

If more Loss/Damage items are discovered, create another Loss/Damage report for the shipment.

To view a submitted report, select the link to View My Loss/Damage Report on the Claims Home Page (see Figure 3-2, above) or select the Loss/Damage Reports link in the navigation bar on the right side of the Claims page. DPS will present the Loss/Damage Reports List (see Figure 4-7, below).

Below is a list of all of your loss/damage reports. Please select the [hyperlink](#) for the loss/damage report that you wish to view/update.

Submitting items from your Loss/Damage reports(s) *does not constitute filing of a claim* but does initiate your claims settlement process. In order to complete your claims process, you must actually *file a claim* for your loss/damage items.

Loss/Damage submissions are not required, as long as your claim is filed within 75 days from the delivery date. If the notification of loss or damage is filed later than 75 days after the delivery date, you will be required to enter a reason for the delay.

You can edit information or add/delete items in your Loss/Damage Report as long as it has not been submitted into the DPS System. Once your report has been submitted, you must create a new Loss/Damage report to include any additional loss/damage items.

[Click Here to Add a Loss/Damage Report](#)

Loss/Damage Number	Status	Creation Date	Loss/Damage at Delivery?	Name (DoD)	Rank (DoD)	BOL/GBL Number	Delivery Date	TSP	SCAC	GBLOC	Closed
1-204KCH	Submitted	8/17/2015	<input checked="" type="checkbox"/>	Rafe McCawley	SMS	AGFM0001015	07/27/2015	AAA MOVING & STORAGE, INC.	AASH	AGFM	

Figure 4-7: Loss/Damage Reports List

Select the Loss/Damage Number for a listed report to view or update the content.

Select a listed report by clicking on the right arrow icon (>) on the far left side of the table, and then use the Close or Print options, if desired.

5 FILE A CLAIM

After creating a Loss/Damage report, or within two years of completing a shipment, a DoD Customer may submit a claim for damages in DPS. While the system does allow multiple claims for a single shipment, it is best to unpack and examine all belongings before submitting a claim.

Note: To receive Full Replacement Value for lost or damaged items, a claim must be filed **within nine months** of the delivery date. Claims filed more than nine months after the delivery date may be subject to a depreciated valuation.

5.1 CREATE A NEW CLAIM

To start a new claim for a shipment, open the Claims Home page and select the Start My Claim link (see Figure 3-2, above). DPS will present the New Claim page (see Figure 5-1, below).

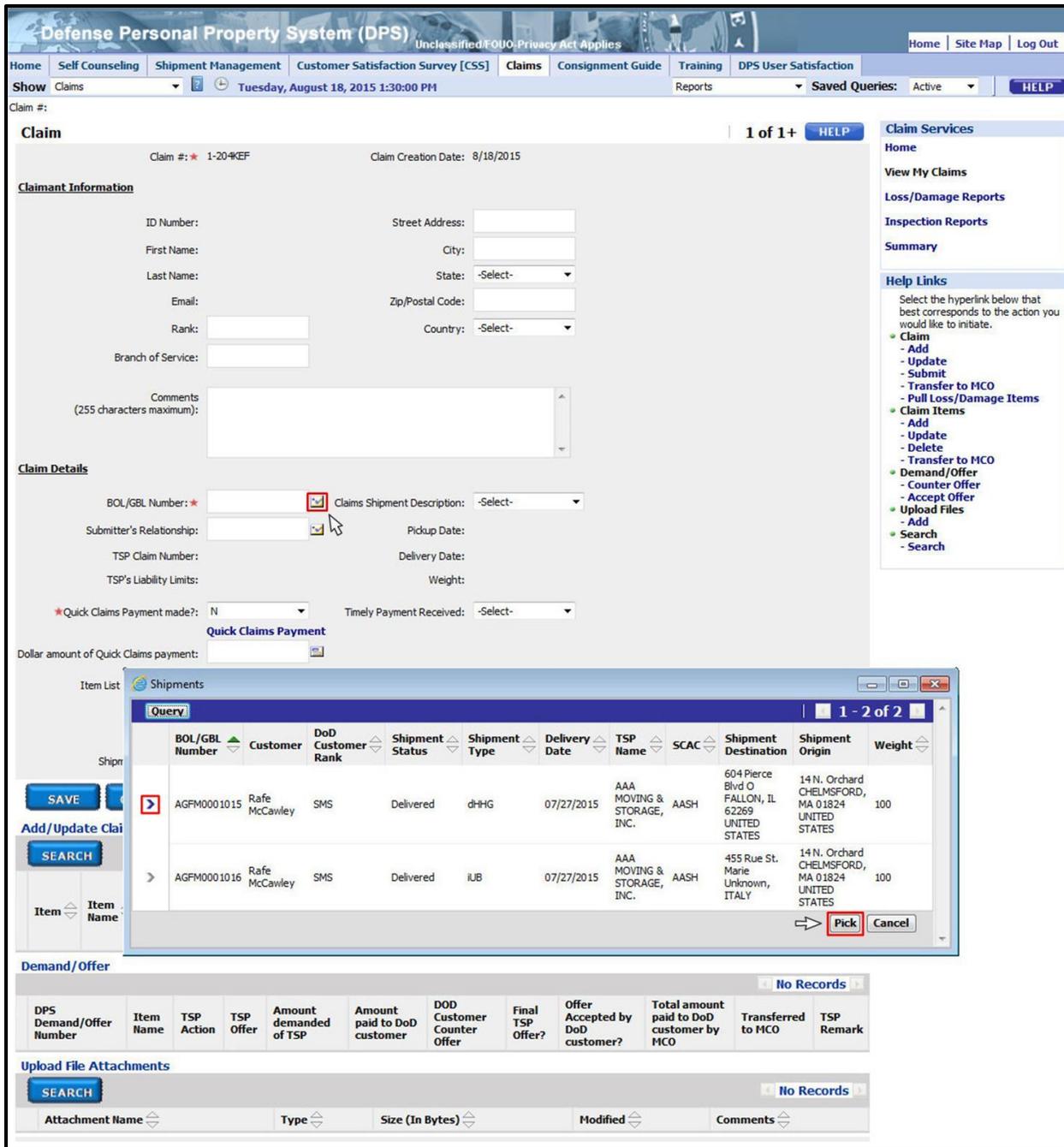


Figure 5-1: New Claim – Pick the Shipment

Required fields for a new claim are designated with a red star. DPS assigns a claim number to each new claim. To continue, click the envelope icon next to the BOL/GBL Number field. DPS will present a pop-up window used to select a shipment processed in DPS.

Select a listed shipment by clicking on the associated angle bracket on the left side of the window. Then, select the Pick option to assign the shipment value. DPS will close the pop-up window and populate the shipment information in the form (see Figure 5-2, below).

Figure 5-2: Populate Claim Details

To continue, select the envelope icon next to the Submitter’s Relationship field and select a value from the Submitter’s Relationship pop-up window (Member/Civilian if filing a claim on your own behalf). Then, validate the default settings for the Claims Shipment Description and Quick Claims Payment drop-down menus. If necessary, select different values.

Note: Quick Claims payments are made by the TSP at time of delivery. If you received such a payment, select Y from the Quick Claims drop-down menu, enter a dollar amount and list the associated items.

After entering or selecting required Claim Details, select the **Save** option to create a claim record in DPS.

DPS will present options to Import Loss/Damage Items, if a report is defined for the shipment, and to Add Claim Items (see Figure 5-3, below).

Figure 5-3: Saved Claim

The initial status of the claim is “In Progress,” which remains in effect until the claim is submitted to the TSP for processing. The options presented in the Claim Detail page will include an “Import Loss/Damage Items” function if a Loss/Damage report is on file for the selected shipment (see Section 4, above). If no Report was filed for the shipment, the option does not appear.

The option to submit a claim is not available until at least one claim item is added to the claim. This may be accomplished by importing items from a Loss/Damage Report (see Section 5.2, below) or by adding new items (see Section 5.4, below). The Submit option is described in Section 5.7, below.

Note: If a claim is filed more than 75 days after delivery, a reason for the delay is required. If more than 75 days have passed, and no reason is entered, DPS will present the error message depicted in Figure 5-4.

Claim 1 of 1+ [HELP](#)

[SAVE](#) [CANCEL](#)

Comments are required when submitting a Claim outside of the 75 day window. Please enter Comments.(SBL-EXL-00151)

Claim #: * 1-1V80CD [Claim Creation Date: 8/18/2015](#)

Claimant Information

ID Number: XXX-XX-1115 Street Address: 1 steve st
 First Name: DUDLEY City: SAN DIEGO
 Last Name: DORIGHT State: CA
 Email: DPSProjectTestTeam@caci.com Zip/Postal Code: 92101
 Rank: SMA Country: -Select-
 Branch of Service: Army

Comments (255 characters maximum): Claim delayed due to overseas assignments. Damage discovered after delivery from non-temp storage.

Claim Details

BOL/GBL Number: * AGFM0001015 Claims Shipment Description: -Select-
 Submitter's Relationship: Member/Civilian Pickup Date: 05/06/2015
 TSP Claim Number: Delivery Date: 05/06/2015
 TSP's Liability Limits: 8,000.00 Weight: 2,000
 *Quick Claims Payment made?: N Timely Payment Received: -Select-
[Quick Claims Payment](#)
 Dollar amount of Quick Claims payment:
 Item List for Quick Claims:
 Shipment Destination: 1 steve st
 SAN DIEGO, CA 92101 UNITED STATES

[SAVE](#) [CANCEL](#)

Figure 5-4: 75 Day Error Message for Claim

Enter a reason in the Comments field in the Claimant Information section of the Claim Detail page, and then click [Save](#) to update the record. If the change is made following use of the Submit function, the system will process the claim and refresh the view of the Claim Detail page.

5.2 IMPORT LOSS/DAMAGE REPORT CONTENT

After entering claim details, the next step in the process is populating claim items, i.e., descriptions of the items that were lost or damaged and are the subject of the claim.

If a Loss/Damage report is defined for the shipment, select the **Import Loss/Damage Items** option to populate the claim with information entered in the report (see Figure 5-5, below).

Claim 1 of 1

Claim #: 1-204KEF BOL/GBL Number: AGFM0001015 Shipment Destination: 604 Pierce Blvd
 Claim Creation Date: 8/18/2015 Claims Shipment Description: My Completed Shipment O FALLON, IL 62269 UNITED STATES
 Claim Status: In Progress TSP Claim Number:
 Comments:
 Quick Claims Payment made?: N

Add/Update Claim Items

No Records Hide/Show

Item	Item Name	Item Description	Purchase Cost	Purchase Year (YYYY)	Item Status	Claimed Amount	Loss Type	Inventory Number	Created	Damage Description (250 characters maximum)	Denied Remark
No Records											

Demand/Offer No Records

DPS Demand/Offer Number	Item Name	TSP Action	TSP Offer	Amount demanded of TSP	Amount paid to DoD customer	DOD Customer Counter Offer	Final TSP Offer?	Offer Accepted by DoD customer?	Total amount paid to DoD customer by MCO	Transferred to MCO	TSP Remark
No Records											

Upload File Attachments No Records

Attachment Name	Type	Size (In Bytes)	Modified	Comments
No Records				

Figure 5-5: Claim Detail

DPS will populate the Claim Items table with listing for any items included in Loss/Damage reports defined for the shipment. In Figure 5-6, below, the broken chair defined in the Loss/Damage report for the shipment is listed.

Any files attached to the Loss/Damage Report are also listed.

The status of any imported Claim item is “Demand Pending” until the claim is submitted.

5.3 EDIT CLAIM ITEMS

Claim Items imported from a Loss/Damage report will not contain all of the required information for a completed claim. To enter the required information, select the imported claim item by clicking on the associated angle bracket, and then select the **Edit Claim Items** option (see Figure 5-6, below).

The screenshot displays the Defense Personal Property System (DPS) interface. At the top, there is a navigation menu with options like Home, Self Counseling, Shipment Management, Customer Satisfaction Survey [CSS], Claims, Consignment Guide, Training, and DPS User Satisfaction. The main content area shows a claim summary for Claim #: 1-204KEF, with details such as BOL/GBL Number (AGFM0001015), Shipment Destination (604 Pierce Blvd), and Claim Status (In Progress). Below this, the 'Add/Update Claim Items' section features a table with one item: a Chair. The 'EDIT CLAIM ITEMS' button in this section is highlighted with a red box. To the right, there is a 'Claim Services' sidebar with various links like Home, View My Claims, Loss/Damage Reports, and Help Links. At the bottom, there is an 'Upload File Attachments' section showing a file named 'brokenchair.jpg' with a size of 365 bytes, uploaded on 8/18/2015 at 01:30:00 PM. A 'SUBMIT CLAIM TO TSP' button is located at the very bottom.

Figure 5-6: Claim Detail – Edit Claim Items

DPS will present the Add/Update Claim Items page for the selected item (see Figure 5-7, below).

Add/Update Claim Items | 1 - 1 of 1 | **HELP**

SAVE **CANCEL**

Item Name: Chair

Item Description: * Bentwood chair

Inventory Number: * 1033

Item Status: Demand Pending

Loss Type: * Damaged

Make/Model: Ashley

Claimed Amount: * \$85.00

Recovery Date:

Recovery Amount:

Acquired Used?: * N

Purchase Cost: * \$120.00

Purchase Year (YYYY): * 2012

* Did carton have damage?: N/A

Is whole carton missing?: N

Damage Description (250 characters maximum): Two of four legs on dining room chair broken

Comment (255 characters maximum): Two of four legs on dining room chair broken

Denied Remark:

SAVE **CANCEL**

Figure 5-7: Add/Update Claim Items

DPS populates the Item Name, Inventory Number and the Damage Description fields using the content entered in the Loss/Damage report. All other **fields marked with an asterisk must be populated** prior to submission of the claim.

After entering or selecting values for all required values, and entering any optional information (such as a comment), select **Save** to update the claim record.

DPS will update the Claim record and present the Claim Details page.

5.4 ADD CLAIM ITEMS

In addition to items imported from a Loss/Damage report, claim items are added from the Claim Detail page. Select the **Add Claim Items** option (see Figure 5-8, below).

Add/Update Claim Items | 1 - 1 of 1 | **Hide/Show**

ADD CLAIM ITEMS **EDIT CLAIM ITEMS** **DELETE** **SEARCH**

Item	Item Name	Item Description	Purchase Cost	Purchase Year (YYYY)	Item Status	Claimed Amount	Loss Type	Inventory Number	Created	Damage Description (250 characters maximum)	Denied Remark	
>	1	Chair	Bentwood chair	\$120.00	2012	Demand Pending	\$85.00	Damaged	1033	8/18/2015 01:30:00 PM	Two of four legs on dining room chair broken	

Figure 5-8: Claim Detail – Add Claim Items

DPS will present the Add/Update Claim Items page (see **Error! Reference source not found.**, below).

To populate a new claim item, either enter values in each required field (denoted with an asterisk) or select the envelope icon next to the Item Name field to access the Pick Claim Item option.

In the Pick Claim Item pop-up window, select a listed item and then select the **Pick** option. DPS will populate the Item Name field in the Add/Update Claim Items page (see Figure 5-9, below).

The screenshot displays the 'Add/Update Claim Items' form with the following fields and values:

- Item Name: Picture (with an envelope icon)
- Item Description: * Family Portrait
- Inventory Number: * 1022
- Item Status: Demand Pending
- Loss Type: * Damaged
- Make/Model: (empty)
- Claimed Amount: * \$50.00
- Recovery Date: (empty)
- Recovery Amount: (empty)
- Acquired Used?: * N
- Purchase Cost: * \$85.00
- Purchase Year(YYYY): * 2014
- Did carton have damage?: * N
- Is whole carton missing?: N
- Damage Description (250 characters maximum): Glass cracked
- Comment (255 characters maximum): Unusual size: 23" x 15"
- Denied Remark: (empty)

The 'Pick Claim Item' pop-up window shows a list of items with 'Picture' selected and the 'Pick' button highlighted.

Figure 5-9: Add/Update Claim Item

After entering all required values, and any optional information (such as a comment), select **Save** to update the claim record and return to the Claim Detail page.

5.5 ADD FILE ATTACHMENTS

To attach a file to a claim, select the Add option listed under the Upload File Attachments header on the Claim Detail page (see Figure 5-10, below).

Figure 5-10: Claim Detail – Upload File Attachments

DPS will refresh the page and present options used to browse for a file (see Figure 5-11, below)

Figure 5-11: Claim Detail – Add Attachment

Select the envelope icon next to the Attachment Name field. DPS will present the Add Attachment pop-up window. Select the **Browse** option and navigate to the desired file on a local hard drive (or, enter a URL if the file is housed on the Internet). After selecting the file, or entering a URL, select the **Add** option to name the attachment. Select the **Save** option to update the claim record.

5.6 SUBMIT A CLAIM

After completing a claim form and validating the information, submit the claim for processing. At the bottom of the Claim Detail page, select the **Submit** option to route the claim (see Figure 5-12, below).

Claim 1 of 1

Claim #: 1-204KEF BOL/GBL Number: AGFM0001015 Shipment Destination: 604 Pierce Blvd
 Claim Creation Date: 8/18/2015 Claims Shipment Description: My Completed Shipment O FALLON, IL 62269 UNITED STATES
 Claim Status: In Progress TSP Claim Number:
 Comments:
 Quick Claims Payment made?: N

Add/Update Claim Items 1 - 2 of 2 Hide/Show

Item	Item Name	Item Description	Purchase Cost	Purchase Year (YYYY)	Item Status	Claimed Amount	Loss Type	Inventory Number	Created	Damage Description (250 characters maximum)	Denied Remark	
>	1	Chair	Bentwood chair	\$120.00	2012	Demand Pending	\$85.00	Damaged	1033	8/18/2015 01:30:00 PM	Two of four legs on dining room chair broken	
>	2	Picture	Family Portrait	\$85.00	2014	Demand Pending	\$50.00	Damaged	1022	8/18/2015 01:30:00 PM	Glass cracked	

Demand/Offer No Records

DPS Demand/Offer Number	Item Name	TSP Action	TSP Offer	Transferred MCO	TSP Remark

Upload File Attachments 1 - 1 of 1

Attachment Name	Type
> brokenchair	JPG

Message from webpage

Have you listed all your damaged or missing items in the Claim and are you ready to submit it to the TSP?

Figure 5-12: Claim Detail – Submit Claim to TSP

If any error messages are presented, follow the instructions to modify the claim as required.

A verification message is presented if all criteria are met. Validate the action by selecting the OK option to complete the process.

Following submission of a claim, the TSP responsible for the shipment will receive an email notification, and begin processing the claim. The status of the claim changes to Submitted, and the option to add claim items is no longer available.

NOTE: If more items lost or damaged items are discovered, file another claim for the shipment. Also, the BOL/GBL number selected for the claim is read-only following submission. If the wrong BOL/GBL value is selected, **Delete** the submitted claim and create a new claim for the correct BOL/GBL.

5.7 VIEW CLAIMS

To access a submitted claim, use the View My Claim link on the Claims Home Page (below the Start My Claim option, see Figure 3-2) or select the View My Claims link in the navigation menu presented on the right side of any subordinate Claims page. DPS will present the All Claims page (see Figure 5-13, below).

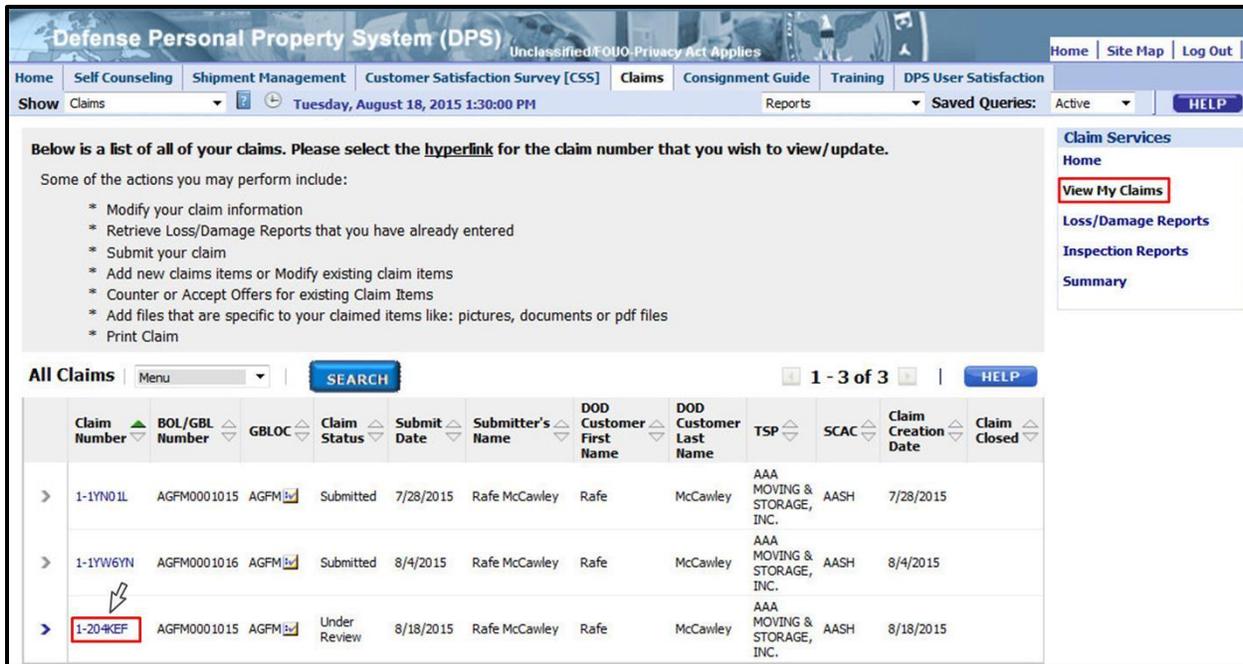


Figure 5-13: View All Claims

Select a linked Claim Number in the table to access the Claim Details page for the claim.

To refine the view of the listed claims, or select print and export options, select the drop-down Menu option next to the All Claims table title. DPS will present a set of options (see Figure 5-14, below).

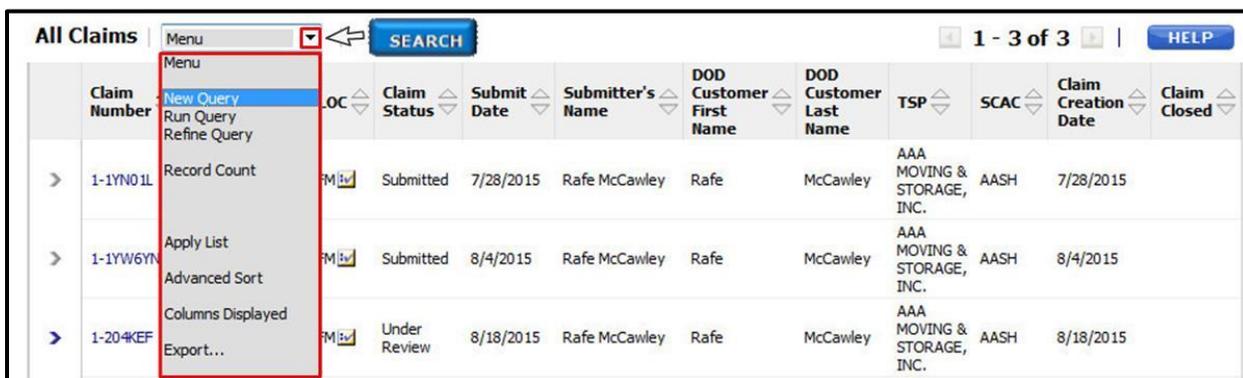


Figure 5-14: All Claims Options

Select an option to configure a query or use the sort and export functions.

For example, select the New Query option to limit the list of claims to those with a specific Claim Status. DPS will present query fields (see Figure 5-15, below).

All Claims

GO **CANCEL** Enter Query

Claim Number: Claim Creation Date:

BOL/GBL Number: Submit Date:

Claim Status: **Under Review** Submitter's Name:

TSP: GBLOC:

SCAC: Delivery Date:

TSP Claim Number: DoD Cust ID Number:

Claims Shipment Description: -Select- DOD Customer First Name:

Pickup Date: DOD Customer Last Name:

Shipment Destination Address: DOD Customer Email:

Shipment Destination City: DOD Customer Street Address:

Shipment Destination State: DOD Customer City:

Shipment Destination Zip Code: DOD Customer State: -Select-

Shipment Destination Country: DOD Customer Zip:

DOD Customer Country: -Select-

GO **CANCEL** Enter Query

Figure 5-15: Enter Claims Query

Select or enter criteria in the Query fields. In the example above, a Claim Status of Under Review is selected. Select Go to conduct the query. DPS will refresh the page and list matching claims (see Figure 5-16, below).

All Claims Menu **SEARCH** Query Results 1 - 1 of 1 **HELP**

Claim Number	BOL/GBL Number	GBLOC	Claim Status	Submit Date	Submitter's Name	DOD Customer First Name	DOD Customer Last Name	TSP	SCAC	Claim Creation Date	Claim Closed
1-20#KHR	AGFM0001015	AGFM	Under Review	8/18/2015	Rafe McCawley	Rafe	McCawley	AAA MOVING & STORAGE, INC.	AASH	8/18/2015	

Figure 5-16: Claims Query Results

To access a listed claim, click the linked Claim Number in the results table.

5.8 PRINT A CLAIM

To create a printed record of the items included in a claim, select the **Print Claim** option at the top of the Claim Detail page for a selected claim (see Figure 5-17, below). DPS will present a report view of the claim items.

Claim 1 of 1

ADD **EDIT** **PRINT CLAIM**

Claim #: 1-204KEF BOL/GBL Number: AGFM0001015 Shipment Destination: 604 Pierce Blvd
 Claim Creation Date: 8/18/2015 Claims Shipment Description: My Completed Shipment O FALLON, IL 62269 UNITED STATES
 Claim Status: Submitted TSP Claim Number:

Comments:

Claims Report

This document is for information or record keeping purposes only - the claims process is managed through the DPS application.

DoD Customer Name	GBL Number	Pick-Up Date	Delivery Date	Claim
McCawley, Rafe	AGFM0001015	7/27/2015	7/27/2015	1-204KEF

Item Number	Inventory Number	Item Name	Item Description	Damage Description	Purchase Cost	Purchase Year	Amount Claimed
1	1033	Chair	Bentwood chair	Two of four legs on dining room chair broken	\$120.00	2012	\$85.00
2	1022	Picture	Family Portrait	Glass cracked	\$85.00	2014	\$50.00

Always click refresh prior to printing to ensure all items are displayed.

Refresh -Print

Printable PDF **Printable HTML**

DPS Demand/Offer Number	Item Name	TSP Action	TSP Offer	Amount demanded of TSP	Amount paid to DoD customer	DOD Customer Counter Offer	Final TSP Offer?	Offer Accepted by DoD customer?	Total amount paid to DoD customer by MCO	Transferred to MCO	TSP Remark

Upload File Attachments 1 - 1 of 1

ADD **SEARCH** **DELETE**

Attachment Name	Type	Size (In Bytes)	Modified	Comments
brokenchair	JPG	365	8/18/2015 01:30:00 PM	

SUBMIT CLAIM TO TSP

Figure 5-17: Print Claim Report

By default, the Claims report is presented as a web page. Select the Print link in the lower left corner of the page to access a PDF or a printable HTML version of the report. Either option may be used to create a hard copy of the data for future reference.

5.9 VIEW CLAIM ITEM COMMENTS

After submitting a claim, the default settings on the Claim Detail page do not provide ready access to the comments entered for claim items. To change the user interface settings, select the Hide/Show option for Add/Update Claim Items (see Figure 5-18, below). DPS will present a pop-up window used to select the Columns Displayed on the page.

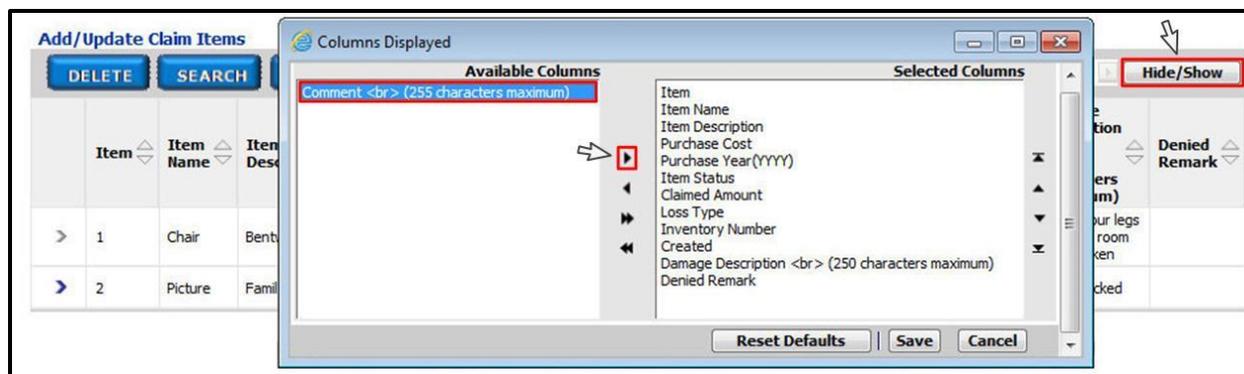


Figure 5-18: Claim Detail – Hide/Show Option

In the Columns Displayed pop-up window, select the Comment option in the Available Columns side of the window and then click the arrow icon in the middle of the window that points to Selected Columns.

DPS will move the selected column from the left column (Available) to the right column (Selected) to indicate the desired change (see Figure 5-19, below).

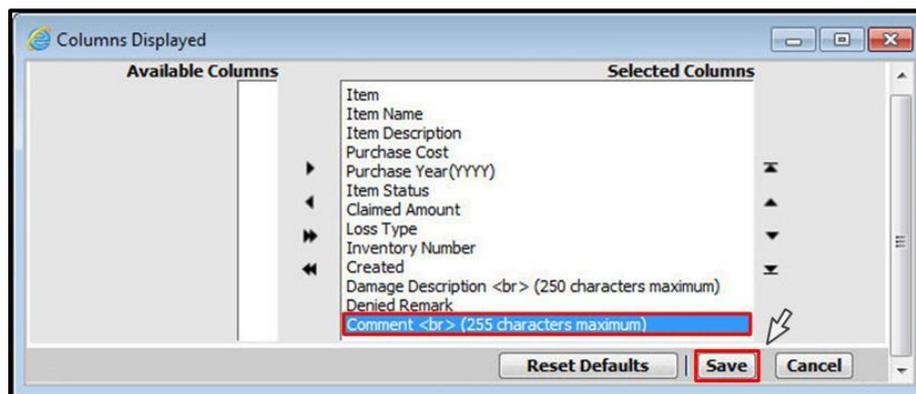


Figure 5-19: Columns Displayed

Select the **Save** option to make the change and return to the Claim Detail page. The Comment field will be visible on the right side of the page, (see Figure 5-20, below).

Add/Update Claim Items												
										1 - 2 of 2	Hide/Show	
Item	Item Name	Item Description	Purchase Cost	Purchase Year (YYYY)	Item Status	Claimed Amount	Loss Type	Inventory Number	Created	Damage Description (250 characters maximum)	Denied Remark	Comment (255 characters maximum)
>	1	Chair	Bentwood chair	\$120.00	2012	Offer Pending	\$85.00	Damaged	1033	8/18/2015 01:30:00 PM	Two of four legs on dining room chair broken	Two of four legs on dining room chair broken
>	2	Picture	Family Portrait	\$85.00	2014	Denied	\$50.00	Damaged	1022	8/18/2015 01:30:00 PM	Glass cracked	Unusual size: 23" x 15"

Figure 5-20: Claim Detail – View Comments

To further customize a view of the Claim Detail page, select the **Hide/Show** option, select one or more columns, and use the arrow icons to move them between the Available and Selected columns in the Columns Displayed pop-up window (see Figure 5-19, above).

6 NEGOTIATE A SETTLEMENT

After a claim is filed, the Transportation Service Provider (TSP) reviews the claim. In response to each item, a TSP may deny the claim or offer a payment to repair or replace the item. A Customer may accept an offer from a TSP or submit a counter-offer to the TSP.

- If a Customer submits a counter-offer, a TSP may or may not respond with an offer for the same amount. If the TSP does not respond to the counter-offer, a Customer may accept the original offer or transfer the claim to a Military Claims Office (MCO) for resolution.
- If a TSP denies a claim, a Customer may transfer the claim to a Military Claims Office (MCO) for resolution.

6.1 RESPOND TO A CLAIM OFFER

When a TSP submits an offer for a claim item, DPS sends an email notification of the change in status to the Customer, who may: 1) Accept the Offer, 2) Submit a counter-offer to the TSP, or 3) Transfer the Claim to a MCO.

- If the offer is accepted (see 6.1.1, below), the TSP will contact the Customer off-line to arrange for payment, replacement or repair of the item after all items in the claim are resolved.
- If the offer is not acceptable, a Customer may issue a counter-offer to the TSP, who may or may not respond to the offer (see 0, below).
- If an offer is not acceptable, and 1) the TSP will not respond to a counter-offer, 2) the TSP has issued its final offer, or 3) the TSP has denied a claim, a Customer may transfer a claim item, or the entire claim, to the MCO for resolution (see 6.1.3, below).

6.1.1 Accept an Offer

To accept an offer, select the claim item in the Claim Detail page, and then select the **Accept Offer** option in the Demand/Offer section of the page (see Figure 6-1, below). Confirm the action when prompted.

Claim
1 of 1

ADD
EDIT
PRINT CLAIM

Claim #: 1-204KEF	BOL/GBL Number: AGFM0001015	Shipment Destination: 604 Pierce Blvd
Claim Creation Date: 8/18/2015	Claims Shipment Description: My Completed Shipment	O FALLON, IL 62269 UNITED STATES
Claim Status: Under Review	TSP Claim Number:	
Comments:		
Quick Claims Payment made?: N		

Add/Update Claim Items

SEARCH
TRANSFER ITEM TO MCO
1 - 2 of 2
Hide/Show

Item	Item Name	Item Description	Purchase Cost	Purchase Year (YYYY)	Item Status	Claimed Amount	Loss Type	Inventory Number	Created	Damage Description (250 characters maximum)	Denied Remark
1	Chair	Bentwood chair	\$120.00	2012	Offer Pending	\$85.00	Damaged	1033	8/18/2015 01:30:00 PM	Two of four legs on dining room chair broken	
2	Picture	Family Portrait	\$85.00	2014	Denied	\$50.00	Damaged	1022	8/18/2015 01:30:00 PM	Glass cracked	

Demand/Offer

COUNTER OFFER
SEARCH
ACCEPT OFFER
←
1 - 1 of 1

DPS Demand/Offer Number	Item Name	TSP Action	TSP Offer	Amount demanded of TSP	Amount paid to DoD customer	DOD Customer Counter Offer	Final TSP Offer?	Offer Accepted by DoD customer?	Total amount paid to DoD customer by MCO	Transferred to MCO	TSP Remark
1	Chair	Payment	\$75.00				N	N			

Upload File Attachments

ADD
SEARCH
DELETE
1 - 2 of 2

Attachment Name	Type	Size (In Bytes)	Modified	Comments
> brokenchair	JPG	365	8/18/2015 01:30:00 PM	

SUBMIT CLAIM TO TSP

Figure 6-1: Claim Detail – Offer Pending

When an offer is accepted, the status of the Claim Item changes from Offer Pending to Settled, and the value for the Offer Accepted by DoD Customer field changes from N to Y (indicating Yes).

Note: The value presented in the TSP action column on the Claim Detail page indicates if the offer is for payment, replacement or repair. The TSP Remarks field may contain additional comments about an offer for your consideration.

If a TSP denies a claim item, an Item Status of **Denied** is presented in the Claim Detail page (see the Item Status column in the Add/Update Claim Items table in Figure 6-1, above). The only action open to a Customer for a denied claim item is to transfer it to a MCO for resolution (see 6.1.3, below).

6.1.2 Make a Counter-Offer

To make a counter-offer in response to an offer received from a TSP, select the claim item in the Claim Detail page, and select the **Counter Offer** option in the Demand/Offer table (see Figure 6-1, above). DPS will refresh the page and present offer details (see Figure 6-2, below).

The screenshot shows the 'Demand/Offer' details page. At the top, there are 'SAVE' and 'CANCEL' buttons. The page displays various fields for offer details:

- TSP Action: Payment
- Item Creation Date: 08/18/2015
- TSP Offer: \$75.00
- Item Name: Chair
- Final TSP Offer?: N
- Amount demanded of TSP:
- TSP Demand Date:
- Amount paid to DoD customer:
- TSP Payment Recovery Date:
- Transfer to MCO?:
- TSP Remark:
- Date Transferred to MCO:
- MCO Payment to DoD customer Date:
- Additional MCO Payment to DoD customer Date:
- Offer Accepted by DoD customer?: N
- DOD Customer Counter Offer: 80 (highlighted in a red box)
- Amount paid to DoD customer by MCO:
- Amount recovered from TSP:
- Total amount paid to DoD customer by MCO:
- Additional amount paid to DoD customer by MCO:

At the bottom, there are 'SAVE' and 'CANCEL' buttons.

Figure 6-2: Submit Counter-Offer

To counter the TSP offer, enter a value in the DoD Customer Counter Offer field and select **Save**. DPS will notify the TSP of the counter offer, close the Demand/Offer details view, and present an updated version of the Claim Detail page (see excerpt below).

The screenshot shows the 'Demand/Offer' table with the following columns and data:

DPS Demand/Offer Number	Item Name	TSP Action	TSP Offer	Amount demanded of TSP	Amount paid to DoD customer	DOD Customer Counter Offer	Final TSP Offer?	Offer Accepted by DoD customer?	Total amount paid to DoD customer by MCO	Transferred to MCO	TSP Remark
1	Chair	Payment	\$75.00			\$80.00	N	N			

Figure 6-3: Counter-Offer Listing

A TSP does not “accept” a counter offer in DPS – they review it, and then may or may not enter a new offer that a Customer may or may not accept. A TSP and a Customer may create any number of offers and counter offers until a settlement is reached.

A TSP can signal the end of negotiations by indicating that an offer is “Final.” If the value in the Final TSP Offer column in the Demand/Offer table is “Y,” no additional negotiation is accepted. A Customer may either accept the final offer or transfer the claim to a MCO for resolution.

6.1.3 Transfer to MCO

A Customer may transfer a claim item or an entire claim to a Military Claim Office (MCO) for resolution. The claim or claim item, once transferred, is managed by the MCO, which handles any reimbursement.

- To transfer an **entire claim** to a MCO, select the **Transfer Claim to MCO** option in the Claim Detail page for a submitted claim.
- To transfer a **claim item** to a MCO, select claim item, and then select the **Transfer Item to MCO** option in the Claim Detail page for a submitted claim.

DPS will present a confirmation message that details the legal consequences of the transfer. Confirm the action to complete the transfer. Following the transfer, contact the MCO to validate receipt of the transfer and a timetable or resolution.

Add/Update Claim Items												
SEARCH		TRANSFER ITEM TO MCO					1 - 2 of 2		Hide/Show			
Item	Item Name	Item Description	Purchase Cost	Purchase Year (YYYY)	Item Status	Claimed Amount	Loss Type	Inventory Number	Created	Damage Description (250 characters maximum)	Denied Remark	
>	1	Chair	Bentwood chair	\$120.00	2012	Offer Pending	\$85.00	Damaged	1033	8/18/2015 01:30:00 PM	Two of four legs on dining room chair broken	
>	2	Picture	Family Portrait	\$85.00	2014	Denied	\$50.00	Damaged	1022	8/18/2015 01:30:00 PM	Glass cracked	

Demand/Offer												
SEARCH		ACCEPT OFFER					1 - 2 of 2					
DPS Demand/Offer Number	Item Name	TSP Action	TSP Offer	Amount demanded of TSP	Amount paid to DoD customer	DOD Customer Counter Offer	Final TSP Offer?	Offer Accepted by DoD customer?	Total amount paid to DoD customer by MCO	Transferred to MCO	TSP Remark	
>	2	Chair	Payment	\$78.00			Y	N				
>	1	Chair	Payment	\$75.00		\$80.00	N	N				

Figure 6-4: Claim Detail – Transfer to MCO

Claims transferred to a MCO may be eligible for full replacement value.

In some cases, however, a Customer may be reimbursed for a depreciated value if the SDDC issues a notification that the moving company is in bankruptcy or is placed in permanent world-wide Non-Use status or fails to comply with the catastrophic loss or essential items provisions as verified by the Military Claims Office.

7 RECORD PAYMENT ACTIVITY

After a claim is settled, a TSP is expected to deliver payment within thirty (30) days. Customers may update a claim in DPS after receiving a payment, or may select a Non-Payment option for a claim if no payment is received after thirty days (see Figure 7-1, below).

To record payment activity, open the Claim Detail page for a settled claim and:

1. Select the **Edit** option to indicate payment was received, or
2. Select the **Non- Payment** option to notify the TSP that you have not received a payment

Defense Personal Property System (DPS)
Unclassified//FOUO-Privacy Act Applies

Home | Self Counseling | Shipment Management | Customer Satisfaction Survey [CSS] | **Claims** | Consignment Guide | Training | DPS User Satisfaction

Show Claims | Tuesday, August 18, 2015 1:30:00 PM

Claim #: 1-204KEF

Claim | 1 of 3

ADD | **EDIT** | NONPAYMENT | PRINT CLAIM

Claim #: 1-204KEF | BOL/GBL Number: AGFM0001015 | Shipment Destination: 604 Pierce Blvd
 Claim Creation Date: 8/18/2015 | Claims Shipment Description: My Completed Shipment | O FALLON, IL 62269 UNITED STATES
 Claim Status: Settled | TSP Claim Number:
 Comments:
 Quick Claims Payment made?: N

Add/Update Claim Items

SEARCH | 1 - 1 of 1 | Hide/Show

Item	Item Name	Item Description	Purchase Cost	Purchase Year (YYYY)	Item Status	Claimed Amount	Loss Type	Inventory Number	Created	Damage Description (250 characters maximum)	Denied Remark
1	Chair	Bentwood chair	\$120.00	2012	Settled	\$85.00	Damaged	1033	8/18/2015 01:30:00 PM	Two of four legs on dining room chair broken	

Figure 7-1: Claim Detail – Non-Payment Option

After selecting the Non-Payment option, confirm the action when prompted. DPS will send an email reminder notification to the TSP.

After receiving payment for a claim from a TSP, select the **Edit** option to update the claim record.

Select the Y option to indicate a payment was received in a timely fashion (see Figure 7-2, below).

Claim | 1 of 3 | HELP

Claim #: 1-204KEF | Claim Creation Date: 8/18/2015

Claim Details

BOL/GBL Number: AGFM0001015 | Claims Shipment Description: My Completed Ship
 Submitter's Relationship: Member/Civilian | Pickup Date: 07/27/2015
 TSP Claim Number: | Delivery Date: 07/27/2015
 TSP's Liability Limits: 5,000.00 | Weight: 100
 *Quick Claims Payment made?: N | Timely Payment Received: Y
 Quick Claims Payment
 Dollar amount of Quick Claims payment: |
 Item List for Quick Claims:
 Shipment Destination: 604 Pierce Blvd
 O FALLON, IL 62269 UNITED STATES

SAVE | CANCEL

Figure 7-2: Claim Details – Timely Payment Received

After indicating if the payment was received in a timely fashion (or not), select the **Save** option to update the record. If no payment is received from the TSP, contact the Destination PPSO and ask for assistance in obtaining payment for the claim.

8 CLAIMS SATISFACTION SURVEY

After the last item in a claim is settled, DPS presents a Claim Satisfaction survey (see Figure 8-1, below).

Defense Personal Property System (DPS) Unclassified//FOUO, Privacy Act Applies

Home Self Counseling Shipment Management Customer Satisfaction Survey [CSS] Claims Consignment Guide Training

Show Claims Tuesday, August 18, 2015 1:30:00 PM

Claim #:

Claim Satisfaction | 1 of 1+

ANSWER **HELP**

Claim #: 1-204KEF

Prior to answering a question regarding the TSP's (Moving Company's) performance during the claims process, we would like each customer to understand that the TSP has no control over the DoD owned DPS software used to file claims online.

With this in mind, please respond to the following question regarding the TSP's handling of your claim:

"How satisfied were you with the performance of the TSP during the claims process?"

Figure 8-1: Claim Satisfaction Survey

To continue, select the **Answer** option. DPS will refresh the page and present a drop-down menu used to select a score (see Figure 8-2, below)

Defense Personal Property System (DPS) Unclassified//FOUO, Privacy Act Applies

Home Self Counseling Shipment Management Customer Satisfaction Survey [CSS] Claims Consignment Guide Training

Show Claims Tuesday, August 18, 2015 1:30:00 PM

Claim #:

Claim Satisfaction | 1 of 1+

SAVE **CANCEL**

Claim #: * 1-204KEF

Prior to answering a question regarding the TSP's (Moving Company's) performance during the claims process, we would like each customer to understand that the TSP has no control over the DoD owned DPS software used to file claims online.

With this in mind, please respond to the following question regarding the TSP's handling of your claim:

"How satisfied were you with the performance of the TSP during the claims process?"

Good (75 Points) [Selected]

-Select-

Excellent (100 Points)

Satisfactory (50 Points)

Unsatisfactory (0 Points)

Figure 8-2: Select Survey Score

To complete the survey, select a value from the drop-down menu at the bottom of the page, and then select the **Save** option. DPS will refresh the page with a read-only version (see Figure 8-3, below).

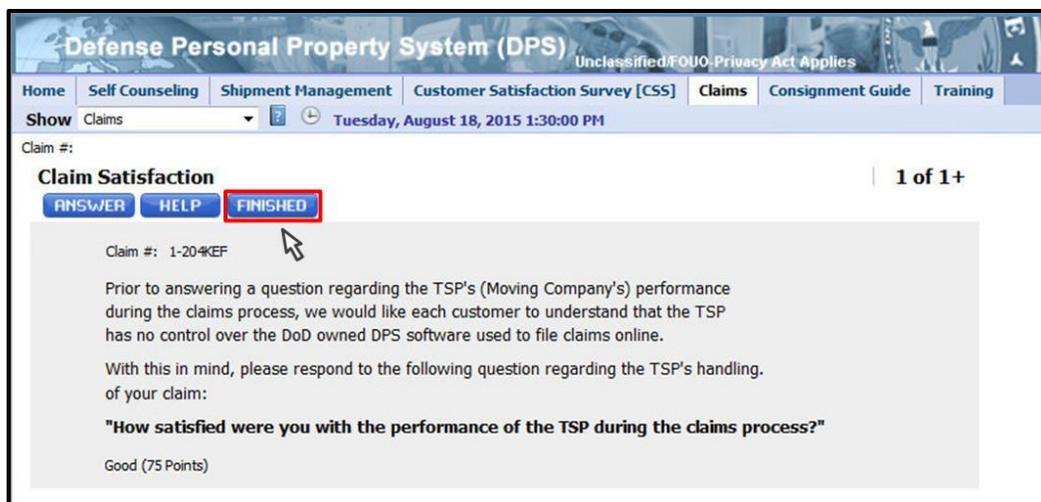


Figure 8-3: Finish Claim Survey

Validate the selected answer, and select the **Finished** option to complete the process.

Select the **Answer** option to change the score.

9 VIEW INSPECTION REPORT

Based on the extent of the damage or missing items recorded on a Notification of Loss or Damage form, a PPSO Quality Assurance (QA) and Military Claims Office (MCO) official may conduct an inspection and note discrepancies regarding moving company practices on an official Inspection Report form (DD1841).

Select the Inspection Reports option in the Claim Services menu bar (see Figure 9-1, below).

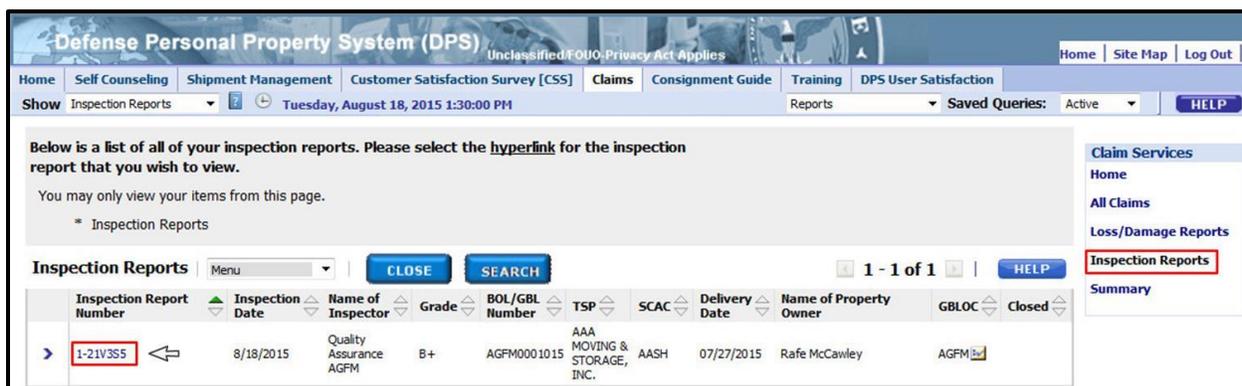


Figure 9-1: Inspection Reports Menu

The Inspection Reports menu lists all reports created in response to a Customer's Loss/Damage reports.

To view a report, select the Inspection Report Number link. DPS will present the report in read-only format (see Figure 9-2, below).

Defense Personal Property System (DPS) Unclassified//FOUO; Privacy Act Applies [Home](#) [Site Map](#) [Log Out](#)

[Home](#) [Self Counseling](#) [Shipment Management](#) [Customer Satisfaction Survey \[CSS\]](#) **Claims** [Consignment Guide](#) [Training](#) [DPS User Satisfaction](#)

Show Inspection Reports [?](#) [↻](#) Thursday, August 20, 2015 6:46:29 PM Reports Saved Queries: Active [HELP](#)

Inspection Report Number:

Inspection Reports

1 of 1

Claim Services

- Home
- All Claims
- Loss/Damage Reports
- Inspection Reports
 - > Inspection Report Detail
- Summary

Inspection Report Number: 1-21V355 Name of Inspector: Quality Assurance AGFM

Inspection Date: 8/18/2015 Name of Property Owner: Rafe McCawley

BOL/GBL Number: AGFM0001015 Grade: B+

Carrier's BOL Number: Preparing Installation: AGFM HQ

Contract Number: Packing Violations:

Lot Number: Inventory Numbers of damaged cartons:

Service Order Number: Number of Pieces:

Airway Bill Number: Weight of the Shipment: 100

Mode of Shipment: LAND Name and Address of Warehouse: NUWAY Hosting, Belleville, IL

Delivery Date: 07/27/2015 Name and Address of Delivering Carrier:

Shipment Destination Address: 604 Pierce Blvd Shipment Origin Address: 14 N. Orchard

O FALLON, IL 62269 UNITED STATES

Comments:

Inspection Report Items

[SEARCH](#) 1 - 1 of 1

Item	Inventory Number	Article	Weight of Article	Damage Description
1	1022	Picture	10 lbs	Broken Glass

Attachments [New](#) [Delete](#) [Query](#) **No Records**

Attachment Name	Type	Size (In Bytes)	Modified	Comments
-----------------	------	-----------------	----------	----------

Figure 9-2: Inspection Report Detail

After reviewing the report content, select the [Back](#) option to return to the Inspection Reports menu, or select another option from the Claim Services menu.

APPENDIX A: ACRONYMS AND ABBREVIATIONS

Acronym	Definition
BOTO	Domestic Boat One-Time-Only Shipment
COS	Code of Service
dHHG	Domestic Household Goods
DCN	Document Control Number
DoD	Department of Defense
DP3	Defense Personal Property Program
DPS	Defense Personal Property System
ETA	Electronic Transportation Acquisition
GBLOC	Government Bill of Lading Office Code
HHGS	Household Goods
iBOTO	International Boat One-Time-Only Shipment
iHHG	International Household Goods
iOTO	International One-Time-Only Shipment
iUB	International Unaccompanied Baggage
LH	Line haul
MOTO	Mobile Home One-Time-Only Shipment
OTO	One-Time-Only Shipment
PEO-T	Program Executive Office - TRANSCOM
RFQ	Request for Quote
SCAC	Standard Carrier Alpha Code
SDDC	Surface Deployment and Distribution Command
SFR	Single Factor Rate
SIT	Storage-in-Transit
SS	Special Solicitation
SS-iHHG	Special Solicitation International Household Goods
SS-iUB	Special Solicitation International Unaccompanied Baggage
TSP	Transportation Service Provider
VM	Volume Move