ENTERING A DPS CLAIM

The Loss and Damage report and the claim must be filed within the Defense Personal Property System (DPS). You have **75 days** from your date of delivery to initiate the claims process by entering all of your loss and damage into DPS. However, this process does not constitute filing a claim. You have **9 months** from delivery to file the claim in order to receive Full Replacement Value (FRV).

1. If you do not have an Electronic Transportation Acquisition (ETA) login, go to http://www.move.mil/, click on "DPS Registration," and follow the appropriate steps to register.

2. Once you have your DPS login, go to http://www.move.mil/, click on "DPS Login" (ETA User ID is your Social Security Number (SSN) or Employee Identification Number (EIN). Once you are logged into the system, click on the "Claims" tab.

3. On the right hand side of the page, click on "loss / damage report." Enter all of your lost and damaged goods **within 75 days of delivery.** All fields marked with a red "*" asterisks are mandatory fields. If you are unsure of the inventory number please enter "UNK" for unknown (you may have to find the number at a later date). Click "save" and then "submit."

4. To officially create a claim, navigate back to the claims homepage. Once on the page, on the right hand area of the screen, under "**Create Claims**," click on "**Pick the Shipment**." Search for your shipment GBL. A shipment that was processed through the DPS will have a Government Bill of Lading (GBL) that will have a file format of 4 alphabetic characters followed by 7 digits (e.g. ABCD0000123). **Once you find your shipment, click on "Pull Loss/Damage Items,"** this will pull all your items into your claim so you won't have to enter the items in twice. Click the "**Edit**" button on top of the Claims tab, mid-way down the page there is a Quick Claim button. Click "**No**" unless you have settled with the carrier at the time of delivery for minor loss or damage; click "**Save.**" Note: If you have entered the items after the 75th day, you must provide an explanation for missing the 75-day deadline (ex. My notice of loss and damage was turned into the Military Claims Office "MCO" on MM/DD/YEAR), then click "**Save.**" Then click the "**Submit**," your claim should come back as "SUBMITTED." If not, correct the information on the pop-up dialogue and then hit submit. ***Note: if the status shows "IN PROCESSING" you have not submitted the claim.*** Again, correct the problems that show up on the dialogue box and hit submit.

Note 1: It is strongly advised that you add pictures of the damage and the item as a whole, receipts, and/or replacement cost of your lost / damaged items. While creating your claim, you can upload file attachments, this screen may take a few moments to load.

Note 2: For additional resources

A. http://www.move.mil/dod.htm#afterdelivery_ad-dodclaims . Here you will be able to access the following:
    1. Claims How To (File)
    2. Claims How To (Video)
    3. Each service's Military claims Headquarters links

B. If you experience any technical difficulties the DPS Service Response Center is open 24/7 and the number is 1-800-462-2176 or 618-220-7332, DSN: 770-7332. You can also submit your DPS system questions to sddc.safb.dpshd@us.army.mil and your claims questions to sddc.safb.claims@us.army.mil (or online via http://www.sddc.army.mil/sddc/cda/ffirst.aspx?isite=1&frm=clms).