

FREQUENTLY ASKED QUESTIONS

QUESTION: What are DP3 and DPS?

The Defense Personal Property Program (DP3) is the Department of Defense program established in 2009 to help military personnel better manage their permanent change of station (PCS) moves. DP3 has two advantages over the previous program: full replacement value (FRV) for lost or damaged household goods and access to better moving companies. DP3 selects moving companies based on best value, not on lowest cost.

The online Defense Personal Property System (DPS) manages your entire Household Goods shipping process, from your initial counseling to claims. If you began your move in DPS, you will complete your claim in that system as well.

QUESTION: How do I obtain a userid and/or password for the DPS program?

The official DPS portal is <http://www.move.mil>. Your userid will be your SSN. To complete registration from the move.mil home page or the DOD Service Members and Civilians page, click on 'DPS Registration' at the top of the screen. You must fill in the required information and select 5 Security Questions from a list of 15. You will have to wait up to 6 hours for the account to be posted to DPS.

You will receive an email with an HTTPS URL link. Click this link and answer 2 of the security questions you chose when you registered. Your password will then be displayed.

Log in by clicking 'DPS LOGIN' at the top of the page, and enter your user ID and password into the ETA authentication fields. You will need to respond to a CAPTCHA challenge, which requires you to type in a series of 5 characters displayed on the screen. This is to ensure you are a valid user, and not a computer. You have now logged into DPS!

QUESTION: After my household goods shipment has been picked up, where can I go to find shipment status?

Click on the "Shipment Management" tab at the DPS portal. Select "Shipments and Status." You can also track your shipments at 1-800-326-2137.

QUESTION: How long do I have after delivery to file my household goods claim?

You have 75 days from the date of delivery to submit your notice of loss or damage of household goods. If your notice is postmarked or transmitted to the Transportation Service Provider (TSP) more than 75 calendar days after delivery, the loss or damage is presumed not to have occurred while the goods were in the possession of the TSP and will not be compensated.

Once you have timely filed your notice of loss or damage, you have nine months from the date of delivery to file for full replacement value or two years from date of delivery to file for actual (depreciated) value of the lost and damaged items.

QUESTION: Must I file my claim through DPS?

Yes. Under the DP3 or DPS program, you are required to submit your claim online directly against the Transportation Service Provider (TSP). The claim must be submitted within the timelines listed above. In some cases, depending on the circumstances, exceptions to this requirement may be granted on a case-by-case basis by the Military Claims Office (MCO).

QUESTION: Where do I find guidance for submitting my claim against the TSP in DPS?

Go to the DPS website, <http://www.move.mil>, click on “Access DPS” and look for the “Claim” tab at the top center of the page. The website provides video instructions for getting a password, filing your notice of damage and loss, filing your claim, and providing feedback concerning the DPS claims process.

QUESTION: What if I need help with DPS?

DPS is administered by the US Transportation Command and not the MCOs. We can offer only limited assistance in using the website. For DPS page error messages and other errors contact the DPS Help Desk at DSN 770-7332 or COMM 618-220-7332.

QUESTION: Why is the DPS site not responding?

There are two recurring automation issues in using the DPS system. You must ensure that the pop-up blocker on your computer is disabled to gain access. Also, the system is NOT accessible using a MAC computer. Further, please be patient, the system is slow. The DPS Status Dashboard, found at the homepage, will indicate how busy the system is by using the colors green, amber or red, green indicating that there are few users on the system, and red meaning that system performance is degraded because of the number of users on the system.

QUESTION: What do I do with the Notice of Loss and Damage forms (DD Form 1840/1840R) or the Notification of Loss or Damage at Delivery (1850) and the Notification of Loss or Damage after Delivery forms (1851) the moving company gave me?

At the time of delivery, you will either be given DD Form 1840/1840R for non DP3 shipments or Form 1850/1851 for DP3 shipments by the moving company. Once you have documented any missing or damaged items on the form you were given, you have 75 calendar days from the date of delivery of your household goods to submit the form to your carrier. For DP3 shipments, the form must be filed online. If you have difficulty accessing the system to file the Notification of Loss and Damage, **to ensure proper notification to the TSP within 75 days of delivery of your household goods and avoid partial or full denial of your claim, immediately contact the nearest MCO and submit your Notice of Loss or Damage At/After delivery form to that office.** The MCO will then dispatch the form to the TSP to ensure there is proof of timely notice. However, you will still need to enter the notice in DPS as soon as you are able to access the system.

QUESTION: I submitted the Notification of Loss or Damage within the 75 days. If I discover additional damages or losses, may I claim it?

If you are still within the 75 days, you can amend the notice.

QUESTION: I had multiple deliveries of my household goods? When is my Notification of Loss or Damage due?

Each delivery should be treated separately. Therefore, when you receive a partial delivery, a 75 day statute of limitations begins on that date of delivery. You should submit the Notification of Loss or Damage within 75 days of the first delivery. When you receive your second delivery another 75 period begins for the goods in that shipment and a second Notification of Loss or Damage should be filed within 75 days of the date of the second delivery.

QUESTION: Does DPS transfer my claim to the military claims office if I can't reach agreement with TSP?

NO. DPS shows the option to select transfer to a military claims office. HOWEVER, this selection DOES NOT transfer the claim to a military claims office. DPS does not communicate with the PCLAIMS or other service claims programs. The 'transfer to a military claims office' selection merely indicates your intent to file with your respective service because you cannot reach agreement with the TSP. You must enter your claim with the Army into PCLAIMS found at the U.S. Army claims site on JAGCNET at <https://www.jagcnet.army.mil/8525752700444fba>. Members of other services must also submit their claims with their respective services.

QUESTION: When may I submit my claim with the Military Claims Office?

The TSP has 60 days from receipt of a complete, substantiated claim to pay, deny, or make an offer on the claim. After the 60 days, claimants may transfer the claim to the MCO but not later than two years from the delivery date of your shipment.

NOTE; FILING THE CLAIM WITH THE CARRIER WITHIN TWO YEARS OF DELIVERY DOES NOT TOLL THE TWO YEAR STATUTE OF LIMITATIONS FOR FILING YOUR CLAIM WITH THE GOVERNMENT. THE CLAIM AGAINST THE GOVERNMENT MUST ALSO BE FILED WITHIN TWO YEARS OF DELIVERY.

QUESTION: Do I have to obtain repair estimates or replacement cost estimates to substantiate my claim?

For claims filed directly with the TSP within nine months of delivery, the TSP is responsible for obtaining any repair estimates or replacement cost estimates it may need to settle the claim. If the TSP is unable to obtain a repair or replacement estimate on an item, the TSP may ask the owner to obtain the estimates, provided that the TSP agrees to pay all estimate fees and drayage costs that are incurred even if the final settlement does not include payment for that item.

QUESTION: Must I allow the TSP to inspect the damages?

Yes. The TSP may inspect the damaged items at any time prior to settlement of the claim, but may not deny a claim solely on the basis that it was unable to inspect any item.

QUESTION: When can I dispose of destroyed items?

Since the TSP is entitled to take possession of and sell for salvage any damaged item on which it has paid either the depreciated or undepreciated replacement cost, before disposing of any destroyed items, you should contact the TSP to see if it will exercise its salvage rights. The TSP is also entitled to any damaged item that it has replaced with a new item.

FREQUENTLY ASKED QUESTIONS FOR PERSONNEL CLAIMS OTHER THAN HOUSEHOLD GOODS

QUESTION: Can I file a claim for my television if it is damaged by a power surge in my on post quarters?

Generally, property loss or damage occurring on a military installation is compensable for “unusual occurrences” only. Storms, power surges, and power outages are not unusual occurrences, and damage caused by such incidents is normally not compensable. Claims that electrical or electronic devices were damaged by a power surge may be paid when lightning has actually struck a soldier’s quarters or objects outside it, such as the transformer box, or when power company records or similar evidence show that a particular residence or group of quarters were subjected to an unusually intense power surge. However, it is virtually impossible to distinguish damage caused by a mechanical defect from surge damage by inspecting the item; therefore, a repair firm's statement or a soldier’s honest belief that the loss occurred as a result of a power surge during a storm may not be sufficient to show what caused the damage. Moreover, in this area, which is subject to frequent thunderstorms, soldiers are expected to use a surge suppressor to protect electronically delicate items such as computers, televisions and videocassette recorders.

QUESTION: Can I file a claim if my car is vandalized on post?

If you can show, by clear and convincing evidence, that the vandalism occurred on post, you can be paid for the damage to the extent it is not covered by your own insurance. There is a regulatory presumption that the damage did not occur on the installation. As a result, you must be able to prove by evidence that the incident occurred on post. You must always report these incidents to the military police and obtain a copy of their report.

QUESTION: If my car is hit by another car that leaves the scene of the accident, can I be paid if I can prove it happened on Fort Sam Houston?

Generally, property loss or damage occurring on a military installation is compensable for “unusual occurrences” only. Hit and run accidents are not considered to be unusual occurrences within the meaning of AR 27-20. As such, they are not compensable. Similarly,

any vehicle damage caused by shopping carts or animals is not compensable, because these incidents are not considered to be unusual occurrences.

QUESTION: Another soldier stole my personal belongings. He got an Article 15, but he won't give me back my property. What can I do?

You can file a claim under the provisions of Article 139, UCMJ. This law provides that those soldiers found to be responsible for taking or willfully damaging the property of others can be forced to pay the victim of their illegal acts. Once the claim is presented, a 15-6 investigating officer (IO) is appointed by the brigade commander of the accused soldier. The IO investigates the circumstances of the incident and makes a recommendation to the commander as to the disposition. If the brigade commander determines a soldier wrongfully took or willfully damaged the property of another, he can order the value of the property taken from the pay of the offender and given to the victim. If you wish to initiate an Article 139 Claim, please come to the claims office, Building 153, to pick up a packet of information.

QUESTION: Where can I go if I have other claims questions?

Some DPS questions are answered at the DPS portal, <http://www.move.mil>. There is an FAQ link in the upper right-hand corner. For further assistance and general claims questions, you may call the Fort Sam Houston Army Claims Office at 210-295-2161/1973.