Document Change History

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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

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 in the BOL/GBL Number field.
   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 report.
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).

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. Select an item, and then select the Add option for a File attachment in the Loss/Damage Report window. DPS will present a File Attachments 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 an 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 is not filed within 75 days of delivery.
To file a new claim:

1. Log in to DPS and select the Claims tab.
2. Select the **Start My Claim** option.
3. On the Claim page, select the icon in the BOL/GBL Number field. 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.
5. Select the icon in the Submitter’s Relationship field. DPS will present a pop-up window with a list of relationship values.
6. Select a relationship value (self, spouse, etc.) and then select the **Pick** option.
7. Select **Save** to create the claim record.
FILE A CLAIM — IMPORT ITEMS

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.
FILE A CLAIM – ADD ITEMS

1. Select the **Add Claim Items** option. DPS will present the Add/Update Claim Items options.
2. Select the icon in the Item Name field. DPS presents a pop-up window listing items associated with the shipment.
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.

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. Confirm the action when prompted.
RESPOND TO A CLAIM OFFER

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:

1. Navigate to the claim in DPS. Select the Claims tab, and then use View My Claims options.
2. Review the listed TSP Offer for a claim item.
3. Select the Claim Item, if more than one item is listed.
4. Select the Accept Offer option OR
5. If the offer is not acceptable, select the Counter Offer option.

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

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

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 insurance claims and negotiate settlements for personal property lost or damaged in a shipment handled by a Transportation Service Provider (TSP).

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 of a shipment. To remain eligible for the Full Replacement Value (FRV) – replacement of, or full payment to replace any lost or damaged items – DoD Customers must file a claim in DPS within nine months of the delivery date. Claims filed after nine months are subject to lower settlement amounts.

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

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 4 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 5 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 a Military Claims Office (MCO). See Section 7 of this guide for instructions on how to resolve a Claim.
2.1 THE CLAIMS PROCESS

A number of people have different parts in the claims process. The following outline the process:

- When a shipment is delivered, 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.
- Following delivery, a DoD Customer may identify other items that are missing or damaged in a Notification of Loss and/or Damage AFTER Delivery form. Enter data in the form or in DPS. List all items in a Loss/Damage Report before filing a claim.
- A DoD Customer files a claim in DPS. The claim process may include data entered in the Loss/Damage Report, and allows entry of loss or damage information in the claim itself.
- Negotiate a settlement with the TSP for the lost or damaged items identified in the claim.
  
  Note: The TSP has the following options when making an offer:
  
  - Provide payment to repair or replace one or more claimed items
  - Replace one or more claimed items
  - Deny a claim for one or more 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, it is transferred to the appropriate MCO. Following transfer, the government becomes responsible for reimbursing the Customer, and negotiates with the TSP outside of DPS to reach a settlement.
- When a MCO settles a claim, they update DPS to record the amount paid.

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 use navigation options to access forms used to create or view a Loss/Damage Report or a 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

The DPS Home Page is presented when a user logs into the system (see Figure 3-1, below).

![Figure 3-1: DPS Home Page](image)

The DPS Home Page presents a series of tabs used to access modules. To access the Claims module, select the Claims tab at the top of the page. The system will present the Claims Home Page, which offers navigation options used to create or view a loss/damage reports and claims (see Figure 3-2, below).

To close the application and end the session, select Log Out from the File menu located in the top left corner of the page or use the Ctrl+Shift+X keyboard shortcut.

![Figure 3-2: Claims Home Page](image)

[Image: Figure 3-1: DPS Home Page]

[Image: 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 is filed within 75 days of delivery.
- A DoD Customer may submit a Loss/Damage report 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 DoD Customer must also file a formal claim (see Section 5, below).

4.1 CREATE A NEW REPORT

To file a report, select the **Start My Loss and Damage Report** option presented on the Claims Home Page (see Figure 3-2, above). DPS will present the Loss/Damage Reports page (see Figure 4-1, below).

![Figure 4-1: New Loss/Damage Report – Select BOL/GBL](image)

To begin, select the icon in the BOL/GBL Number field to identify the shipment associated with the report. In the pop-up window, select a row and then select the **Pick** option. Confirm the choice when prompted. DPS will populate the form with shipment data (see Figure 4-2, below).

If necessary, use the Query option in the pop-up window to narrow the list of shipments to pick from (e.g., enter a BOL/GBL number and select the Query option).

The navigation menu on the right side of the page is available in all Claims pages, but is not presented in the remaining images in this guide due to space constraints. The links in the top part of the menu are used to navigate to Claims functions, and the links in the lower part of the menu are used to access online help.
Figure 4-2: Save New Loss/Damage Report

Select the **Save** option to continue. Add options in the lower portion of the page are used to add items and attachments to the report.
4.2 **ADD A LOSS/DAMAGE ITEM**

For a Loss/Damage report, select the **Add** option presented in the Add/Update Loss/Damage Items section of the page (see Figure 4-2, above). DPS will refresh the page and present fields used to add a Loss/Damage Item (see Figure 4-3, below).

![Figure 4-3: Save Loss/Damage Item](image)

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 to a Loss/Damage report, such as an image of a broken or missing item, first select a defined Loss/Damage Item, and then select the Add option presented in the File Attachments section of the page (see Figure 4-4, below).

![Figure 4-4: Add File Attachment](image)

DPS will refresh the page and present fields used to browse for a file (see Figure 4-5, below).
To select a file attachment, select the envelope icon on the right side of 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 associated with 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 4-6, below). Confirm the action when prompted.

Following submission, a DoD Customer may update report details, and add or delete attachments, but may not add or modify any Loss/Damage items.
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). DPS will present the Loss/Damage Report List (see Figure 4-7, below).

![Figure 4-7: Loss/Damage Report List](image)

Select the linked Loss/Damage Number for a listed report to view or update the content.
5 FILE A CLAIM

After creating a Loss/Damage report, or at any time 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 items, file a claim within nine months of the delivery date. Claims filed more than nine months after the delivery date are 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 Claim page (see Figure 5-1, below).

![Figure 5-1: New Claim – Pick the Shipment](image)

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

Select the row with the desired shipment. 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 icon in the Submitter’s Relationship field. DPS will present a Submitter’s Relationship pop-up window used to select a value to indicate a relationship to the service member or civilian associated with the shipment.

A user may select Member/Civilian if filing a claim on their own behalf, or one of the other values as appropriate (Spouse, Family Member or Power of Attorney). Then, select the Pick option to assign the value. DPS will close the pop-up window and populate the value in the form (see Figure 5-3, below).

Figure 5-3: Save Claim

To continue, validate the default settings for the Claims Shipment Description and select a value for Quick Claims Payment using the drop-down menus. If necessary, select a different value.
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. Select the Claims Home link to return to the Claims Home page, and then select the View My Claims link (see Figure 3-2, above). DPS will present a list of saved Claims (see Figure 5-4, below).

To import content for a Loss/Damage report, or enter Claim Details, select a linked Claim Number in the All Claims table in the lower portion of the page. DPS will present the Claim page for the selected Claim, and include the option to Import Items from a Loss/Damage report (see Figure 5-5, below).

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 is accomplished by importing items from a Loss/Damage Report (see Section 5.2, below) or by adding claim 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 an error message. Enter a reason in the Comments field in the Claimant Information section of the Claim Detail page, and then select Save to update the record. If the change is made following Submission, 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 is to populate claim items, i.e., enter descriptions of items that were lost or damaged in a move. Use the Import Loss/Damage Items option to populate the claim with information entered in a Loss/Damage report associated with the shipment (see Figure 5-5, below).
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.

**Note:** Once the Import Loss/Damage Items option is selected, the option no longer appears.

### 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, highlight the claim item and then select the [Edit Claim Items](#) option (see Figure 5-6, below).

DPS will present the Add/Update Claim Items page for the selected item (see Figure 5-7, below).
DPS populates the Item Name, Inventory Number and the Damage Description fields using the content entered in the Loss/Damage report. Populate all other fields marked with an asterisk 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 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).

DPS will present the Add/Update Claim Items page (see Figure 5-9, 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).

![Figure 5-9: Add/Update Claim Item](image)

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](image)

DPS will refresh the page and present options used to browse for a file (see Figure 5-11, below)
Select the icon in 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 for the attachment. Select the Save option to update the claim record.

5.6 Submit a Claim

After validating the claim information, submit the claim for processing. At the bottom of the Claim Detail page, select Submit Claim to TSP to process the claim (see Figure 5-12, below).

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

If any error messages are presented, follow the instructions to modify the claim as required.
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). DPS will present the All Claims page (see Figure 5-13, below).

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).

Select the New Query option to search claims housed in the system or use the sort and export functions.
DPS will present query fields (see Figure 5-15, below).

![Figure 5-15: Enter Claims Query](image)

DPS will present query fields (see Figure 5-15, below).

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

![Figure 5-16: Claims Query Results](image)

To access a listed claim, select the linked Claim Number in the Query 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 Claims Report view.

![Figure 5-17: Print Claim Report](image)

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

![Figure 5-18: Claim Detail – Hide/Show Option](image)

In the Columns Displayed pop-up window, select the Comment option in the Available Columns side of the window and then select 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). Select the Save option to make the change and return to the Claim Detail page. The Comment field is visible on the right side of the page.

To further customize a view of the Claim Detail page, select the Hide/Show option in the top right corner of the pop-up window, 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.

6 **NEGOTIATE A SETTLEMENT**

After a claim is filed, the Transportation Service Provider (TSP) responsible for the associated shipment 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 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 6.1.2, 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, navigate to the Claims module, select View My Claims, and select a listed claim. In the Claim Details page, select the [Accept Offer] option to signal acceptance (see Figure 6-1, below). Confirm the action when prompted.

![Figure 6-1: Claim Detail – Offer Pending](image)

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.

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 page, and select the Counter Offer option in the Demand/Offer table (see Figure 6-2, below).

![Figure 6-2: Select Counter-Offer](image)

DPS will refresh the page and present offer details (see Figure 6-3, below).

![Figure 6-3: Submit Counter-Offer](image)

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 view, and present an updated version of the Claim Detail page (see Figure 6-4, below).
A TSP does not “accept” a counter offer in DPS – they review it, and then may enter a new offer that a Customer may accept. A TSP and a Customer can enter 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 a 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.

Claims transferred to a MCO are eligible for full replacement value. In some cases, however, a Customer may receive a depreciated value if the SDDC issues a notification that the TSP is in bankruptcy, placed in permanent world-wide Non-Use status, or has failed 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 no payment has been received

![Figure 7-1: Claim Detail – Non-Payment Option](https://example.com/figure7-1.jpg)

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.

After selecting the Edit option, select an option for Timely Payment Received to indicate if a payment was or was not received in a timely fashion (see Figure 7-2, below).
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 JPPSO/PPSO and ask for assistance in obtaining payment for the claim.

To complete a claim sent to MCO, the Customer must enter values for amount paid in the Demand/Offer section of 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).

![Image](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).

![Image](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).
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 JPPSO/PPSO user or an official from a 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).

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).
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

<table>
<thead>
<tr>
<th>Acronym</th>
<th>Definition</th>
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<tbody>
<tr>
<td>DCN</td>
<td>Document Control Number</td>
</tr>
<tr>
<td>DoD</td>
<td>Department of Defense</td>
</tr>
<tr>
<td>DPS</td>
<td>Defense Personal Property System</td>
</tr>
<tr>
<td>JPPSO</td>
<td>Joint Personal Property Shipping Office</td>
</tr>
<tr>
<td>PEO-T</td>
<td>Program Executive Office - TRANSCOM</td>
</tr>
<tr>
<td>PPSO</td>
<td>Personal Property Shipping Office</td>
</tr>
<tr>
<td>SDDC</td>
<td>Surface Deployment and Distribution Command</td>
</tr>
<tr>
<td>TSP</td>
<td>Transportation Service Provider</td>
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