



DEPARTMENT OF THE ARMY
HEADQUARTERS, JOINT READINESS TRAINING CENTER AND FORT POLK
OFFICE OF THE STAFF JUDGE ADVOCATE
7090 ALABAMA AVENUE, BUILDING 1454
FORT POLK, LOUISIANA 71459

REPLY TO
ATTENTION OF:

AFZX-JAC

1 June 2012

MEMORANDUM FOR Personnel Concerned

SUBJECT: Instructions for Filing a DPS/ DP3 Claim with the Transportation Service Provider (TSP)

1. When the TSP delivered your household goods, the TSP provided you with a copy of the Notification of Loss or Damage (Form 1850/1851). This form officially notifies the TSP of your loss or damage items in your shipment. Use the Notification of Loss or Damage At Delivery (1850) side with the TSP at your residence. After the TSP departs your residence, use the Notification of Loss or Damage After Delivery (1851) side to list all additional loss or damage.
2. All loss or damage **MUST BE REPORTED** (on the Notification of Loss or Damage Form 1850/1851) **TO THE TSP WITHIN 75 DAYS OF THE DELIVERY DATE**. You must mail, fax, or electronically send this form to the TSP. Upon request, the Fort Polk Claims Office (FPCO) will fax or mail your 1850/1851 directly to the TSP. You may dispatch your 1850/1851 electronically by logging into DPS at <http://www.move.mil>. Add your Loss/Damage Report and click submit. Look for visual confirmation in the "Loss/Damage Reports" section. If you cannot access DPS online within 75 days, you must still dispatch this form within 75 days via fax, mail, or the FPCO. Failure to provide timely notice (within 75 days of the delivery date) may result in nonpayment of your claim.
3. If you have password problems and cannot access <http://www.move.mil>, you may call the DPS Help Desk at 1-800-462-2176. You must log into DPS every 45 days or you may be locked out of the system. Contact DPS directly to obtain a new password at (618) 220-7332, option 6. If you need further assistance, you may stop by the FPCO.
4. You must submit your claim within **NINE MONTHS OF THE DELIVERY DATE** to receive Full Replacement Value (FRV). Claims filed after nine months but within two years will receive depreciated value. If you file your claim after 2 years from the delivery date, your claim may be denied.
5. Use DPS at <http://www.move.mil> to file your claim. You must enter each lost or damaged item separately into the DPS system and enter a specific dollar amount for each item. If you continue to experience problems with DPS, you may bring your CAC card and access the DPS system at the FPCO. Our Claims Examiner will work one on one with you to assist you with DPS. You may need the following documents.

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a. **Shipment and TSP Details** – Origin of Shipment, Destination of Shipment, PPBOL/order number, Pickup Date, Date of Delivery, SCAC, TSP/Contractor Name. Look at your **PCS Orders, DD Form 1299** (Application for Shipment), and **U.S. Government Bill of Lading** to ensure you enter the above details accurately.

b. **Inventory** – The TSP provides this at pickup. If you cannot locate this form, contact the TSP or call the FPCO for assistance.

c. **Repair Estimates** – The TSP must obtain and pay for all repair estimates. You may agree to obtain and pay for your own estimates, however, this is not required. You may not receive reimbursement for estimate fees you obtain without the TSP’s express request. **Please contact FPCO immediately to report a TSP refusing to obtain and pay for a repair estimate.**

d. **Purchase Receipts** - TSP may request purchase receipts, appraisals, photographs or some other form of substantiation for high value items.

6. Once you file your complete claim, your claim status will change from “in progress” to “submitted”. The TSP should make you an offer or deny your claim within 60 days of receiving your complete claim. If the TSP does not contact you within 60 days of filing your claim, you should contact the FPCO for further assistance.

7. Under FRV, the TSP must pay to replace any lost or completely destroyed item with a new item or pay the cost of the item (same kind and quality). The TSP may repair or pay the repair cost for damaged items.

8. The TSP must list and adjudicate each line item separately, however, you may elect to accept a lump sum offer. If you do not accept, you should contact the FPCO for further assistance.

9. The TSP may inspect damaged items at any time prior to settlement of the claim. **Do not discard** damaged items until the TSP issues payment.

10. Once you file your complete claim, the TSP has 60 days to make you an offer or pay/deny your claim. If you dispute the TSP’s offer, you may make a counter offer (unless TSP makes a Final Offer) or elect to transfer all or part of your claim to the FPCO. **DO NOT CASH THE CHECK IF YOU DISPUTE ALL OR PART OF THE TSP’S PAYMENT OF YOUR CLAIM.** If you cash the check, you have agreed to accept the amount of the check as full and fair satisfaction of your claim.

11. Upon request, the FPCO will attempt to mediate your claim with the TSP for 30 days.

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12. If you elect to transfer all or part of your FRV claims to the FPCO, you must notify the TSP in writing. For example, “I agree to accept \$200 for Item 1, dryer, but I do not accept the offer for Item 2, washer, and request you transfer Item 2 to the FPCO.” If you elect to transfer all or part of your claim to the FPCO, the FPCO will only pay you depreciated value in accordance with AR 27-20, Chapter 11. The U.S. Army Claims Office (USARCS) recovery team will attempt to recover FRV from the TSP. If USARCS recovers the FRV from the TSP, you may receive a supplemental check.

13. Contact the FPCO at 337-531-2636/1576. Our Customer Service hours are Monday through Friday from 0800-1130 and 1230-1630. We are closed on all Federal holidays. The Claims Office is located at 7090 Alabama Avenue, Building 1454, Fort Polk, Louisiana 71459. You may consult our website at <http://www.jrtc-polk.army.mil/SJA/CL.html> or visit our Facebook page at <http://www.facebook.com/FortPolkClaims>.

14. FPCO will report to our headquarters any and all negative instances where the TSP does not perform in accordance with rate solicitation, acts in bad faith, or otherwise performs in an unacceptable manner, such as being rude or discourteous to a Soldier or Family Member. Please contact our office to report any of the above conduct by the TSP.

15. Please complete the Customer Satisfaction Survey located at <http://www.move.mil>. Click on the blue tab “Customer Satisfaction Survey” located to the left of the blue tab “Claims”.