



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

AFZX-JAC

18 May 2016

MEMORANDUM FOR Personnel Concerned

SUBJECT: Instructions for Filing a NON DPS Full Replacement Value (FRV) Claim with the Transportation Service Provider (TSP)

1. Typically, all Non Temporary Storage (NTS) Claims are FRV claims, which do not utilize the DPS system (<http://www.move.mil>). Other service members with a government sponsored move from the Philippines, Egypt, etc. may have a NON DPS shipment. Each TSP has a claims process for you to use. You must contact the TSP directly to file your claim. Look at the bottom right hand corner of your Notice of Loss or Damage to determine the TSP's name and contact information.
2. Except for shipments delivered out of NTS, you may confirm the TSP contact information at <http://www.sddc.army.mil>. Click on the Personal Property link on the left side of the SDDC home page. On the Personal Property page, click on the link for "Domestic Approved TSP" or "International Approved TSP" on the right side of the page. Right click on list and select the "Find" option and type in the name of the TSP. The name, address, e-mail, and telephone contact information appear, unless this shipment delivered out of Non-Temp Storage. Try to get a receipt confirmation from the TSP. You may have to call the TSP to verify they received notice. Ask to speak to someone in claims for military moves.
3. In all cases, the mover delivers your household goods and provides a copy of the Notice of Loss or Damage. Complete the Notice of Loss or Damage At Delivery before the movers leave the residence and list any obvious lost or damaged items. After the TSP departs the residence, use the reverse side "Notice of Loss or Damage After Delivery" to list all additional lost or damaged items. The TSP may inspect damaged items at any time prior to settlement of the claim. **Do not discard** damaged items until the TSP resolves your claim.
4. All loss or damage **MUST BE REPORTED** (on the Notification of Loss or Damage After Delivery) **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 the Notice of Loss or Damage directly to the TSP. Failure to provide timely notice (within 75 days of the delivery date) may result in nonpayment of your claim by the TSP and the Military Claims Office (MCO).
5. You must submit your claim to the TSP within **NINE MONTHS OF THE DELIVERY DATE** to receive FRV. Claims filed after nine months but within two years will receive

AFZX-JAC

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depreciated value. If you file your claim after 2 years from the delivery date, your claim may be denied.

6. The TSP will provide you with specific guidance on how to file your claim. List each lost or damaged item separately along with a specific dollar amount for each item. You may need the following documents.

a. **Shipment and TSP Details** – Origin of Shipment, Destination of Shipment, PPGBL/order number, Pickup Date, Date of Delivery, SCAC, TSP/Contractor Name. Please look at your PCS Orders, DD Form 1299 (Application for Shipment), and U.S. Government Bill of Lading.

b. **Inventory** - 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 payment for estimate fees, if you do not get the TSP's written permission to obtain the estimate.

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

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. If you dispute the TSP's offer, you may make a counter offer (unless TSP makes a final offer). Upon request, the FPCO will attempt to mediate your claim with the TSP.

9. If you cannot resolve your claim with the TSP, you may transfer all or part of your claim from the TSP to the FPCO or the nearest MCO. All transfers to the MCO should be made within **TWO YEARS OF THE DELIVERY DATE**. Limited exceptions to this time deadline apply to deployment related delays in filing the claim. **DO NOT CASH THE CHECK IF YOU DISPUTE ALL OR PART OF THE TSP'S PAYMENT ON YOUR CLAIM.**

10. Please contact the MCO and inform the MCO you transferred your claim. If you elect to transfer all or part of your FRV claims to the MCO, you must notify the TSP in writing. For example, "I agree to accept \$200 for Item 1, dryer, but I do not accept the

AFZX-JAC

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offer for Item 2, washer, and request you transfer Item 2 to the MCO.” If you elect to transfer all or part of your claim to the MCO, Army Regulations typically pay 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 applicable. If USARCS recovers the FRV from the TSP, you may receive a supplemental check.

11. 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.

12. Contact the Fort Polk Claims Office at (337) 531-2636/1197 or [usarmy.polk.imcom.mbx.sja-claims-office@mail.mil](mailto:usarmy.polk.imcom.mbx.sja-claims-office@mail.mil). 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. See our website at <http://www.jrtc-polk.army.mil/SJA/CL.html> or our Facebook page at <http://www.facebook.com/FortPolkClaims>.