



REPLY TO  
ATTENTION OF:

**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

13 May 2010

MEMORANDUM FOR Personnel Concerned

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

1. When your household goods were delivered, the TSP should have left a copy of the DOD Notification of Loss or Damage Form 1850/1851. This form officially notifies the TSP of loss or damage to your shipment. You may have listed some damages on the DOD Notification of Loss or Damage at Delivery (1850) side of the form. You may only use this side while the TSP is at your residence.
2. If you find additional loss or damage after the TSP has left, it **MUST** be listed on the DOD Notification of Loss or Damage After Delivery (1851) side. Once you have listed all your loss or damage, you must mail, fax, or electronically dispatch this form to the TSP **WITHIN 75 DAYS OF THE DELIVERY DATE**. Upon request, The Fort Polk Claims Office (FPCO) will fax or mail your 1850/1851 directly to the TSP and provide you with further information for filing your claim. You may dispatch your 1850/1851 electronically by logging into DPS at <http://www.move.mil>. You must add your loss and damage report and click on the submit button. The Loss/Damage Report has been successfully submitted when it can be seen in the "Loss/Damage Reports" section. If you cannot access DPS online within 75 days, you should fax/ mail your 1850/1851 to the TSP or bring it to the Fort Polk Claims Office within the 75 days. If you dispatch your 1850/1851 after the 75 day deadline, your claim may not be payable. You should save a copy of your fax confirmation page or consider using certified mail to ensure timely delivery confirmation.
3. **SUBSTANTIAL OR, IN SOME CASES, TOTAL DEDUCTIONS WILL BE MADE FROM YOUR CLAIM FOR ANY DAMAGE OR LOST ITEMS CLAIMED BUT NOT NOTED IN A TIMELY MANNER ON THE DD FORM 1850/1851.**
4. You have **NINE MONTHS** from the **DATE OF DELIVERY** to file your claim online at <http://www.move.mil> for Full Replacement Value. You may not elect to file your claim with the Military Claims Office. Please note that your submitted 1850/1851 only provides notice to the TSP and does not constitute filing your claim. If you have multiple deliveries resulting from one shipment, the time restrictions for the notification of the damage and submitting your claim begins from the **DATE OF DELIVERY OF EACH SHIPMENT**. The TSP will only pay depreciated value for all claims filed after nine months, but within two years from the date of delivery. Failure

AFZX-JAC

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

to file your claim within two years will result in the denial of your claim. You should not delay in filing your claim in order to get substantiating documentation, such as estimates of repair. If your claim has been timely filed you may present this information to the TSP at a later time.

5. The FPCO will provide you with the TSP contact information and a **DD Form 1844** to use as a guide, however, you must use the online DPS system to complete your claim. You are responsible for contacting the TSP and filing your claim with the TSP. The TSP will provide you with specific guidance on how to file your claim. You will likely need the following documents.

a. **Shipment and Carrier Details** – Origin of Shipment, Destination of Shipment, PPBOL/order number, Pickup Date, Date of Delivery, SCAC, Carrier/Contractor Name.

b. **Inventory** - This is provided by the TSP at the time of pickup. Please keep this copy with you, as most TSPs do not provide another copy of the inventory at the time of delivery. If you cannot locate this form, contact the carrier or call this office for assistance in obtaining one.

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

d. **Purchase Receipts** - In order to adjudicate your claim, the TSP may request purchase receipts, appraisals, photographs or some other form of substantiation on high-value items.

6. Under FRV, the TSP must pay to replace any item that is lost or destroyed with a new item or pay the cost of a new item of the same kind and quality without deducting depreciation. If the item is repairable for less than the cost of FRV, the TSP will arrange to have the item repaired or pay the cost of repair.

7. The TSP must list and adjudicate each item separately. The TSP is not permitted to offer you a lump sum for all items. If you do not agree to accept the lump sum payment, you should contact the FPCO for further assistance.

8. The TSP may inspect the damage items at any time prior to settlement of the claim, but may not deny a claim solely based on inability to inspect any item. **Do not** discard items damaged in shipment until all time requirements have been met or you get permission from the TSP to do so.

9. Once you file your complete claim with the TSP, the TSP has 60 days to make you an offer or pay/deny your claim. You may agree to extend this time period. If the TSP denies your claim or

AFZX-JAC

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

you dispute the TSP's final offer, you may elect to transfer all or part of your claim to the Military Claims Office. If you dispute the TSP's offer you may make a counter offer (unless the TSP makes a Final Offer) or elect to transfer all or part of your claim to the Military Claims Office.

Note: Even if you filed your FRV Claim within nine months of delivery, the FPCO will only pay you depreciated value in accordance with AR 27-20, Chapter 11, however, the recovery team will attempt to recover FRV from the TSP. If the recovery team recovers additional money from the TSP, you will receive another check for the additional amount recovered.

10. If you have any questions or dispute the TSP offer, please contact the Fort Polk Claims Office at 337-531-2636/1576/1197. 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.

11. Call or email the DPS Help Desk for any page navigation or technical issues at 1-800-462-2176. Please contact the Fort Polk Claims Office if you continue to experience technical difficulties with the online system. FPCO will report to our headquarters any and all negative instances where the TSP is not performing in accordance with the terms of the rate solicitation, acting in bad faith, or otherwise performing in an unacceptable manner, such as by being rude or discourteous to a Soldier. Please contact our office to report any of the above conduct by the TSP. Please complete the Customer Satisfaction Survey at <http://www.sddc.army.mil/>.