



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 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. This form officially notifies the TSP of your lost or damaged items in your shipment. 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.
2. 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. You may dispatch the Notice of Loss or Damage 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 by the TSP and the Military Claims Office (MCO).
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 (800) 462-2176, 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

AFZX-JAC

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

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.

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 **Bill of Lading**.

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. 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.

7. Once you file your complete claim, your claim status will change from "in progress" to "submitted". Please allow the TSP 60 days to make you an offer or deny your claim. 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. If you agree to accept the TSP's offer, the TSP must send your payment within 30 days.

8. If you cannot resolve your claim with the TSP after 60 days, 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. 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 ON YOUR CLAIM.**

9. Please contact the MCO and inform the MCO you transferred your claim. The MCO must 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, if

AFZX-JAC

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

applicable, from the TSP. If USARCS recovers the FRV from the TSP, you may receive a supplemental check.

10. 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.

11. 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".

12. Contact the FPCO at 337-531-2636/1197 or 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. 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>.