

# FORT MEADE CLAIMS DIVISION

## DPS/DP3 PACKET

### Overview of DPS/DP3

The Defense Personal Property System (DPS) and the Defense Personal Property Program (DP3) are meant to become the one-stop shop for managing personal property moves. Essentially, DPS/DP3 is a web-based program designed to manage the entire shipping process. Claimants using DPS/DP3 will receive guidance and assistance throughout their move, starting with an initial counseling and proceeding through the claims process.

Similar to FRV, DPS/DP3 provides claimants the opportunity to potentially recover higher compensation for their lost or damaged goods. Under this program, claimants can recover the full replacement value for items that are lost, destroyed, or damaged beyond repair. This starkly contrasts with the PCLAIMS program, which only allows claimants to receive the depreciated value of such items. Here are some of the other key features and deadlines associated with the DPS/DP3 process.

Accessing DPS/DP3: The main website for DPS/DP3 is [www.move.mil](http://www.move.mil). However, before you can utilize DPS/DP3, you must first register an account with Electronic Transportation Acquisition (ETA). While this process is explained at the main DPS/DP3 website, you can also find full instructions for ETA registration at <https://eta.sddc.army.mil>. On that site, select the “New User Registration.” From there, go to the “Personal Property” section and then both check “DPS” and select the proper role. Once that is complete, you will need to fill out the displayed registration form and select your security questions. These questions will allow you to retrieve your password. With your password, you should be able to access DPS through [www.move.mil](http://www.move.mil). If you have any questions over this process, you can contact the System Response Center toll-free at 1-800-462-2176 (Option 5). Please note that Apple or Macintosh Web Browsers are currently not compatible for use with DPS.

Notice of Loss: Just like the other types of personnel claims programs, the first step in the DPS/DP3 claims process is the timely filing of a “notice of loss.” This simply means that the carrier must be notified of any loss and/or damage within 75 days of delivery. While DPS/DP3 uses a slightly different form for providing “notice of loss” than FRV or PCLAIMS, the overall process is almost exactly the same.

When goods are delivered to your new destination, any discovered losses or damages should be listed by the carrier on the “Notification of Loss/Damage at Delivery” form. Any subsequently discovered losses or damages should be listed by the recipient on the “Notification of Loss/Damage after Delivery” form. Both these forms must be submitted through the DPS website. Please remember that simply filing a “notice of loss” does not constitute actually filing a claim. This is merely the first step and other deadlines must also be met. Additionally, after filing the notice of loss, please do not dispose of any damaged items without speaking to the

claims office. Carriers generally have the right to inspect damaged property, and a claimant should retain damaged items until authorized by the claims office.

Filing a DPS/DP3 Claim: Under the DPS/DP3 system, claimants must file their claim to the carrier within 9 months of delivery. Like everything else in the DPS/DP3 process, filing a claim to the carrier is accomplished through the DPS/DP3 website. If you have any issues with your claim, the DPS Help Center can be contacted at 1-800-462-2176. Alternatively, any claimant with questions over how to file their claim can always contact our office.

**Conclusion:** This document is merely meant to be a brief overview of the DPS/DP3 process. If you have any additional questions, you can contact the System Response Center, DPS Help Center, or even our office. Following this overview, we have attached several DPS Handouts that provide more information.

# Logging in to DPS

In order to utilize DPS to manage your move, you need to request a user id and logon at:



<https://eta.sddc.army.mil/dpsRegister/dwd/customer.aspx>

Full instructions for ETA registration can be found at:

<https://eta.sddc.army.mil>

- Select 'Register for Access'
  - Select 'First-time Registration'
- Once you have a user id and password, you can access DPS through the <https://eta.sddc.army.mil> or <http://www.move.mil> website.

## What if you don't have access to a computer?

If you or your designated agent do not have a computer at home, and cannot access one at work, school or your public library, you can still come into your nearest shipping office and a skilled counselor will be glad to assist you.

As a first time user, DPS will require you to view information relevant to your branch of service. This is done by clicking on the branch of service link. Once you read that information, you can move on to the Counseling module by clicking on the tab at the top, marked 'Counseling.' Step-by-step instructions on how to create a shipment application are provided!

For additional information, please visit the DPS homepage at [www.move.mil](http://www.move.mil)

Contact information:

### DPS HELPDESK

Toll Free: 800.462.2176.

Local number: 618-220-SDDC (7332)

DSN: 770-7332

[sddc.safb.dpshd@us.army.mil](mailto:sddc.safb.dpshd@us.army.mil)

### U. S. Bank PowerTrack®

Toll Free: 866-561-6930

[customer.support@powertrack.com](mailto:customer.support@powertrack.com)



# DPS

## Defense Personal Property System

Joint Program Management Office  
Household Goods Systems

“MOVING AMERICA’S WARRIORS”

Customer information

Current Duty Station  
Transportation Office (TO) Number: \_\_\_\_\_

New Duty Station TO Number: \_\_\_\_\_

Notes: \_\_\_\_\_

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[www.move.mil](http://www.move.mil)

## DPS Supports DoD's DP3 Initiative

The Department of Defense (DoD), United States Transportation Command (USTRANSCOM) and the Military Surface Deployment and Distribution Command (SDDC) developed the Defense Personal Property Program (DP3) to improve the quality of service to DoD Customers and their families.

The Defense Personal Property System (DPS) carries out the goals of the Defense Personal Property Program (DP3) initiative, which include:

- Improving the move experience for customers
- Streamlining move management
- Establishing an integrated, paperless system to support DoD families' moves worldwide

### DoD Personal Property Community

DPS is a full-service tool that enables an improved move process for all members of the personal property community, including:

- Military and Civilian Families Who Are Moved by DoD ("DoD Customer")
- Personal Property Shipping Offices (PPSOs)
- Transportation Service Providers (TSPs)
- Other Government Agencies

### System Features

As a centralized, web-based enterprise system, DPS offers a number of features that will greatly enhance the move management process.

Key DPS functionality includes

- Self-Counseling and PPSO Counseling
- Customer Satisfaction Survey
- Claims Management
- Shipment Management
- Shipment Data Analysis
- Reports and Document Generation
- Historical Data Repository

## Using DPS You Can:

Create and submit your application for your move. The counseling module will walk you through step-by-step, capturing all the information required for the shipping office to process your application. Once you complete your application for a shipment in DPS, you still must provide copies of your move orders to the shipping office. Once you have submitted all required documentation, you can sit back and wait for the selected Transportation Service Provider to contact you about your move!

Monitor the progress of your shipment. Once you have submitted a shipment application to the PPSO, you can monitor the progress of your shipment in the 'Shipment Management' tab. You may also track your shipment through Interactive Voice Response (IVR) at 1-800-326-2137.

File a claim directly with the TSP

DoD customers are now entitled to Full Replacement Value for lost or damaged items. Please note important timelines for filing a claim: you MUST file a Notice of Loss or Damage within 75 days of delivery. Once the Notice of Loss or Damage is submitted in DPS, you have (9) months from the date of delivery to file the actual claim in order to be entitled to Full Replacement Value. Any claims filed after (9) months will only be eligible for depreciated value of items lost/damaged during the move. You have up to (2) years from the date of delivery to file a claim and still receive depreciated value for your items.

Complete your Customer Satisfaction Survey (CSS). Your input is crucial. The Defense Personal Property Program (DP3) is committed to improving the relocation experience for all service members and DoD civilians. We rely heavily on Customer Satisfaction Surveys in our scoring of TSPs. This means you have a direct impact on the quality of moving service you and your fellow DoD customers can expect in the future!

## Current Limitations of DPS

There are certain DoD customers who should not Self-Counsel in DPS at this time. These customers are required to visit their local Transportation Office to coordinate their move.

Regardless of Branch of Service, you should not Self-Counsel in DPS if you are moving personal property as "next of kin" or are a Summary Courts Officer.

If you are a member of the Army, Air Force, Marine Corps or Coast Guard, you should not Self-Counsel in DPS if this is your first personal property move.

If you are a member of the Army, Air Force or Coast Guard, you should not Self-Counsel in DPS if:

- this is your last personal property move (retirement or separation)
- you are not the property owner and using a Power of Attorney

Lastly, if you are a member of the US Army, you should not Self-Counsel in DPS if:

- You are storing or moving personal property in conjunction with contingency orders
- You are storing or moving personal property in conjunction with a designated location for your dependents to an OCONUS or Non-foreign OCONUS location

If you cannot Self-Counsel at this time, you are still encouraged to request a user id and password for DPS. Once your shipment has been created by the Counselor at the Transportation Office, you can track your shipment in DPS, fill out your Customer Satisfaction Survey and file a claim if required!



# "MOVING AMERICA'S WARRIORS"

[www.move.mil](http://www.move.mil)



### Steps for a Customer to File a Loss/Damage Report in DPS

1. Customer logs into DPS through ETA at <https://eta.sddc.army.mil> using their ETA supplied Log In and Password.
2. Insure that the "Pop Up Blocker" is turned off.
3. Once Log In and Password are accepted – Click on "Defense Personal Property System" in upper Left portion of screen under "My Approved Applications."
4. Customer sees Customer Home Page with "Welcome (Customer's Name) of (Branch of Service)."
5. Customer clicks on "Claims" Tab in Upper Right portion of screen.
6. Customer sees... **Welcome to your Claims Page.**
7. Under "Claims Services" Click on "Loss/Damage Reports."
8. A new screen appears headed "Below is a list of your Loss/Damage Reports."
9. If this is the first attempt to file a "Loss/Damage Report" there will be nothing listed. If an earlier "Loss/Damage Report" was filed it will be listed there.
10. On the Left side half way down the screen click on "Click Here to Add a Loss/Damage Report."
11. A new screen appears with the Customer's personal information.
12. In the Upper Left of the screen click on "Add" button under "Loss/Damage Reports."
13. A new screen appears with blanks.
14. The **Loss/Damage Report** number will appear in the Upper Left of the screen. It is only for this **Loss/Damage Report**.
15. Click on Icon immediately to the Right of the BOL/GBL Number blank box to populate it.
16. Pick the correct GBL for the damaged items if there is more than one. Select the GBL and click on "Pick."
17. The GBL populates in the block.

18. Review Personal info below the GBL block and – Add/Update as necessary.
19. In the Upper right of the screen locate “**Loss or Damage at Delivery?**” Activate Drop Down and select the response.
20. “**Unpacking and Removal.**” Activate Drop Down and select the response.
21. Click on “**Save**” located in the Upper Left of the screen.
22. Under the personal information area find “**Add/Update Loss/Damage Items.**” Click on “**Add.**”
23. A new screen appears.
24. Add Item Name, Inventory Number, and Loss/Damage Description.
25. Click on “**Save.**”
26. A new screen appears. (To upload a picture of the damaged or missing item you first have to save it to your computer.)
27. Under “**File Attachments**” click on “**Add.**”
28. Click on Icon.
29. Click on “**Browse.**”
30. Under “**File Attachments**” click on “**Save.**”
31. Repeat steps 11 through 29 until all “**Lost/Damaged**” items are listed.
32. Top of screen, under “**Loss/Damage Reports**” click on “**Submit.**”
33. When the **Loss/Damage Report** is submitted the “**Submit**” button will disappear.
  - The **Loss/Damage Report** is now completed and submitted.
  - The Customer is now ready to start on filing their Claim. See the document, “**Steps for a Customer to File a Claim in DPS.**”

### Steps for a Customer to File a Claim in DPS

1. Customer logs into DPS through ETA at <https://eta.sddc.army.mil> using their ETA supplied Log In and Password.
2. Customer sees Customer Home Page with **“Welcome (Customer’s Name) of (Branch of Service).”**
3. Customer clicks on **“Claims”** Tab in Upper Right portion of screen.
4. Customer sees... **Welcome to your Claims Page.**
5. On Right Side of screen find **“Create Claims.”**
6. Click on Icon to the Right of **“Pick the Shipment.”**
7. From shipments listed select the correct shipment by clicking on **“Pick.”**
8. Under **“Pick the Shipment,”** click on Icon to the right of **“Submitter’s Relationship.”**
9. Select the correct relationship as in 7 above.
10. Below **“Pick the Shipment”** and **“Submitter’s Relationship”** click **“Add & Go.”**
11. A New Screen will appear.
12. In the Upper Left of the screen under **“Claim”** Click on **“Update.”**
13. A new Screen will appear with the Claim number at the top. This Claim Number is only for this Claim.
14. Review the personal information and change any necessary. Scroll down to **“Claim Details.”**
15. A small red star indicates required information. Use the Drop Down to answer whether or not a **“Quick Claims Payment made?”** This would have happened at Delivery or immediately after for damage to household goods noted during the delivery. Select **Y** if payment was made and **N** if payment was not made.
16. If **Y**, enter the dollar amount and list the items covered by the Quick Claim.
17. Scroll down and click on **“Save.”**

18. A new screen appears. At the Top of the screen under **“Claim”** Click on **“Pull Loss/Damage Items.”**
19. A new screen with the Loss/Damage items the Customer previously noted and submitted into DPS appears.
20. Under **“Add/Update Claim Items”** Click on **“Update”** for each **“Loss/Damage Report”** item.
21. A new Screen will appear. Fill in the following blocks:
  - Claimed Amount (The amount the Claimant expects to be paid by the TSP for the item.)
  - Click on Acquired Used if it was used. If item was new when acquired ignore this block.
  - Acquisition Cost (The amount it originally cost the Claimant to purchase the item.)
  - Acquisition Year. (The year the Claimant purchased the item.)
22. Click on **“Save.”**
23. Repeat until all **“Loss/Damage Report”** items are updated with this information and **“Saved.”**
24. To add additional damaged or missing items to your claim continue on with step 25. If this is all you have damaged or missing go to step 37.
25. Under **“Add/Update Claim Items”** Click on **“Add.”**
26. A new screen appears. Fill in: Item Name, Inventory Description, Loss Type, Did carton have damage, Is whole carton missing? Damage Description, and Comment.
27. Fill in Claimed Amount, Acquisition Cost, and Acquisition Year for each item added.
28. Click on **“Save.”**
29. Continue steps 25, 26 and 27 until all the additional damaged or missing items are added to the Claim.
30. Click on **“Save”** under **“Add/Update Claim Items.”**

31. To upload a picture of the damaged or missing item you first have to save it to your computer.
32. Under “**Upload File Attachments**” click on “**Add.**”
33. Click Icon (Attachment Name).
34. Browse, Select item.
35. Click “**Save**” under “**Upload File Attachments.**”
36. If you have listed all your damaged and missing items and ready to submit your Claim go to step 37.
37. Scroll to the top of screen – click on “**Submit**” under “**Claim.**”
38. The “**Submit**” button will disappear if the Claim is successfully submitted.
  - The Claim is now submitted in DPS.
  - The Claimant now must wait for the Transportation Service Provider (TSP) to respond to the Claim.