



Claims

What you should know BEFORE you move



- Move.mil & “It’s Your Move” guide
- Evaluate property
- Complete Inventories
- Insurance
- Monitor events
- Military Claims Office (Navy MCO)
- Links



Move.mil & “It’s Your Move” guide

What is DPS? DPS Login/Registration Process Locator Maps Contact Us FAQ Customer PPSO TSP

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DOD
Service Members and Civilians

Before You Move **Claims** Customer Satisfaction Survey FAQ

Claims

Claims

Completing your claim is a two step process in the following order:
Step 1: Complete a Loss and Damage report
Step 2: Complete and submit the claim report

To start the process, you must locate your Government Bill of Lading (GBL) number for your shipment and Electronic Transportation Acquisition (ETA) login to log in to DPS.

- Claims Filing Deadlines
- Claims Overall Process
- Claims How-To (PDF)

Claims Users: To continue your claims process, you must follow-up with your respective Military Claims Office (MCO) upon transferring items to the MCO inside DPS.

- Army MCO
- Marines MCO
- Navy MCO
- Air Force MCO
- Coast Guard MCO

Quick Links

- Check your Browser
- Retirement and Separation
- Personality Test and Move
- It's Your Move Pamphlets**
- DPS and ETA Help

Useful Tools

- Moving Resources
- Travel Information
- Acronyms
- Glossary

System Response Center

24/7 Helpdesk

Phone
Toll-Free (800) 462-2176
Commercial 618-589-9445

Email
sddc.safb.dpshd@us.army.mil

Submit a ticket online
<https://www.sddc-srchelpme.com>

Move.Mil is a publicly accessible DOD website. Content updates to this website are required to undergo a public affairs and legal review prior to being posted. Therefore please be patient with any requested changes. This process is in compliance with DOD policy.

Information for the overall claims process, instructions for filing a claim and Military Claims Office (MCO) contacts are found under the *Claims* section of move.mil

Customers can also find helpful information on their rights and responsibilities in the “It’s Your Move” booklet



Evaluate your property BEFORE packout

- Identify high value/ high risk items – place items aside and ensure they are listed on inventories. Carefully review inventories to ensure items are listed properly (ex: if packing Hummel figurines, make sure inventory says “Hummel” and not “knick knacks”)
- Consider videotaping or photographing – this ensures you have a record of the items as well as its condition
- Appraise high value items (artwork, china, furniture, etc.) – appraisals ensures the value of your items
- Prepare your own inventory – be detailed
- Carry appraisals, receipts and inventories with you
- Member responsibility to substantiate ownership, value and that items were tendered





Ensure Inventories are complete

- List valuables
- Properly document items
- Review all inventory sheets before signing
- Write down exceptions
- Obtain copies
- Hand carry copies with you

A photograph of a 'STRAIGHT BILL OF LADING' form from White Mountain Imaging. The form is dated 10/10/17 and includes handwritten details such as 'Valley Regional Hospital', '245 Elm St', 'Charlton, NH 03743', and 'DUC DUC'. It features a barcode and a 'PLEASE SEND INVOICES TO:' section with the address 'WMC DUC DUC, PO BOX 1165, FOWLER, MA 02332'. The form is signed and dated 10/10/17.



Insurance

- Full Replacement Value (FRV)
 - If claim is filed within 9 months of delivery date, TSP is required to replace any items that is lost or destroyed with a new item or pay the cost of a new item of same kind and quality.
 - TSP not required to pay for a new item if it can be repaired for less than the Full Replacement Value of the item.
- Additional insurance – not a requirement.
 - Member is responsible for payment of additional insurances. No reimbursement allowed.



Monitor Events During Packout

- Enlist the help of family & friends
- Make sure items to be hand carried are in a separate area (i.e. locked room, car, somewhere packers won't be working), examples:
 - Legal documents (birth certificate, passport, bank information, school records, etc)
 - Medications
 - Clothes you are taking





Military Claims Office (MCO)



Army: <https://www.jagcnet5.army.mil/pclaims>



Air Force: <https://claims.jag.af.mil/>



Navy:
http://www.jag.navy.mil/organization/code_15_packets_forms.htm



Marines:
https://www.manpower.usmc.mil/portal/page/portal/M_RA_HOME/MF/C_PERSONNEL/Property



Coast Guard: <http://www.fincen.uscg.mil/hhg.htm>



Links

- **JTR:** <https://www.defensetravel.dod.mil/Docs/perdiem/JTR.pdf>
- **DTR:** <https://www.ustranscom.mil/dtr/dtrp4.cfm>
- **DOD Household Goods Portal:** <http://www.move.mil>
- **NAVSUP Navy Website:** www.navsup.navy.mil/household
- **US Marine Corps Website:** <http://www.marines.mil/>
- **Army Website:**
- **US Air Force Website:** www.ppahq.af.mil
- **US Coast Guard Website:** www.uscg.mil/
- **POV Locator:** <http://www.pcsmypov.com/>
- **Shipping a POV:** www.ustranscom.mil/dtr/part-iv/dtr_part_iv_app_k_3.pdf
- **Storing a POV:** www.ustranscom.mil/dtr/part-iv/dtr_part_iv_app_k_4.pdf
- **Weight Estimator:** <https://www.move.mil/resources/weight-estimator>
- **It's Your Move Booklet:** www.ustranscom.mil/dtr/part-iv/dtr_part_iv_app_k_1.pdf