



FORT SILL CLAIMS OFFICE

4700 Mow-Way Road, Suite 400 (4th Floor), Fort Sill, OK 73503
(580) 442-2317 (or 5058)
<http://sill-www.army.mil/usag/jag>



CLAIMS PROCESS FOR DAMAGE/LOSS OF HOUSEHOLD GOODS (HHG)

CLAIMS PROCESS OVERVIEW:

- The **Claims Process** for lost/damaged household goods (HHG) now involves first negotiating directly with the contracted mover.
- This **Transportation Service Provider (TSP)**, under contract to deliver your goods safely and on time, can pay you the lesser of either repair costs or Full Replacement Value (FRV), up to a maximum liability (generally \$4/pound).
- The **Defense Personal Property System (DPS)**, a web portal for managing HHG shipments accessible at www.move.mil, must now be used for processing most military moves and HHG claims.
- The **Transportation Office (TO)** receives your orders, assists in setting up a DPS profile, initially counsels you about the claims process, and arranges for a contracted TSP (but no longer assists directly with claims).
- The **Military Claims Office (MCO)** is available to address problems in the claims process or alternatively adjudicate a claim that fails to be reasonably settled with your TSP. The MCO can only pay depreciated value on timely, substantiated claims. HHG claims are being centralized at Fort Knox, KY on 1 October 2017, but primary customer service remains at the area claims office where your goods arrive. Claims can be transferred in person.

CLAIMS STEPS

1. **DPS Registration** — Profile Setup & Self-Counsel
2. **Transportation** — Bring Orders & Arrange Shipment
3. **Prepare Shipment** — Prevent Claims Problems with Inventories, Pictures, Etc.
4. **Receive Shipment** — Check Delivery Thoroughly, Document Lost/Damaged HHG (i.e. on DD Form 1850)
5. **File Notice of Loss/Damage** — Preserve Right to Claim within 75 Days of Delivery via DPS (can confirm at MCO)
6. **File Claim** — Submit for FRV to TSP via DPS within 9 months and follow-up with requested substantiation.
7. **Negotiate/Settle with TSP** — TSP has 60 days to pay/deny/offer. You accept/counter/transfer, by item, in DPS.
8. **Transfer Claim to MCO** — Selecting this option in DPS does not constitute a transfer. You must also go to the MCO to physically file (bring documents to substantiate). Depreciated claims must be filed with MCO within 2 years.
9. **Other Claims** — Recoup special losses quickly via TSP
10. **Customer Satisfaction Survey** — Rate the TSP.

DON'T FORGET THE DEADLINES!

- **File Notice of Loss** — 75 Days from Delivery
- **File FRV Claim** — 9 Months from Delivery
- **File Delayed Claim** — 2 Years from Delivery
- **Settlement by TSP** — 60 Days from Complete Substantiation of Claim

HHG CLAIMS STEP-BY-STEP INSTRUCTIONS

STEP 1: USING DPS

1. **Defense Personal Property System:** DPS is an internet-based system to manage DoD household goods (HHG) moves. User-friendly access, information, and instructions to most functions you need are at <http://www.move.mil>. Those on orders for a military move must now submit their claims to the contracted mover through the DPS web portal. DPS technical support can be reached at 1-800-462-2176.
2. **DPS Registration:** Army personnel may register directly for an Electronic Transportation Acquisition (ETA) at this link <https://eta.sddc.army.mil/dpsRegister/dodCustomer.aspx>. Once logged in, you can click on the DPS Application on the upper left (in the sidebar). The first time you enter DPS you will encounter a welcome screen explained at this link: <http://www.move.mil/documents/dod/3-DPSWelcomeSectionmar2012.pdf>.
3. **Self-Counsel:** You may self-counsel to become familiar with the move/claims process and begin your move application online by logging in to DPS at <https://eta.sddc.army.mil>, clicking on the DPS Application on the left sidebar, and clicking on the "self-counsel" tab/button. Detailed instructions are at the following link. <http://www.move.mil/documents/dod/4-SelfCounselingmar2012.pdf>.

WHY USE DPS? (www.move.mil)

1. **Self Service:** ability to self-counsel and initiate move application online, simplifying process when you bring your orders to a Transportation Office (TO) to start your HHG shipment.
2. **Direct Settlement:** File a claim online to settle directly with your moving company.
3. **Full Replacement Value (FRV):** Filing with mover for lost and damaged goods preserves FRV (vs. lower depreciated value authorized by Army).
4. **Customer Satisfaction Survey (CSS):** Take full advantage of the opportunity to make sure only quality, reputable companies handle and ship your personal belongings (and those of your fellow service members and DoD civilians).

HHG CLAIMS STEP-BY-STEP INSTRUCTIONS (Continued)

STEP 2: MEET WITH TRANSPORTATION

1. You must bring your orders to the transportation office. They will counsel you (explain the use of DPS and claims) and initiate the move process. Let them know if you have self-counseled, setup your DPS profile, or begun your move application online. If you need help, they can guide you in setting up an online account profile for your move, but no longer have dedicated personnel to help with claims.

STEP 3: PREPARE SHIPMENT (Preventing Claims Problems)

1. **Inventories:** Ensure inventories are complete/accurate on shipment and thoroughly checked on arrival, especially for “high-value” items. Make sure boxed items are thoroughly listed or photographed.
2. **Pictures:** Take time-stamped pictures before shipment—and after, if damaged—of glass/wood items, furniture, artwork, and other items likely to be damaged and/or beyond average quality/value.

STEP 4: RECEIVE SHIPMENT (Documenting a Claim)

1. **List:** Prepare a list (and evidence) of lost/damaged/destroyed household goods (HHG).
2. **Record:** The DD Form 1850 is the white sheet given you by the moving company (Transportation Service Provider/“TSP”) on the day of your delivery, along with your inventory sheets. Fill this form out on delivery of HHG, turn in a copy to the TSP representative, and keep a copy (along with the inventory sheets) in a safe place. (See page 3 for DD Form 1840 “pink sheets.”)
3. **Keep:** Do not discard any damaged items until after 120 days from your settled claim.

STEP 5: FILE A NOTICE OF LOSS/DAMAGE (Preserving a Right to Claim)

Provide Notice to the TSP (moving company) within 75 days of delivery to preserve the right to make a claim.

1. **At Shipment Arrival?** You should have given the TSP a completed DD Form 1850, “Notification of Loss or Damage at Delivery,” when your HHG arrived. This is helpful, but it will not be in DPS and will not include any additional discoveries as you were unpacking after the date of delivery.
2. **DPS Submission:** Best practice is to file notice in DPS. Log into <https://eta.sddc.army.mil>, click on the DPS Application on the left sidebar, click on the claims tab/button, and click on the “Start My Loss and Damage Report” button. Detailed instructions are at <http://www.move.mil/documents/dod/Step-1.pdf>.
3. **MCO Confirmation:** Additionally, you are strongly encouraged to bring your completed DD Form 1850 to the Ft. Sill Claims Office within 70 days of delivery to ensure the moving company receives notice.

* **Note:** This “notice” is **NOT** your formal claim. This just gives notice to the moving company about your lost or damaged items. You **MUST** also follow through by filing a formal claim within 9 months on DPS.

STEP 6: FILE A CLAIM IN DPS:

File within 9 Months of delivery to get Full Replacement Value from the TSP. File your claim to the contracted TSP responsible for your property loss/damage through the DPS website. A claim may be submitted up to 2 years after delivery, but after 9 months, the TSP may refuse to accept the claim. It may only be considered by the MCO for depreciated value after the claim is transferred and direct contact with the MCO.

- **Submission:** Log into <https://eta.sddc.army.mil>, click on the DPS application on the left sidebar, click on the claims tab/button, and click on the “Start My Claim” button. Detailed instructions are at: http://www.move.mil/documents/dod/2-Steps_for_a_Customer_to_File_a_Claim_in_DPS.pdf. If you have questions or need assistance, please visit the Fort Sill Claims Office.
- **Things to Remember:** The moving company may ask for substantiating documentation or inspection before offering to settle. You do not need to obtain any estimate of repair before filing a claim, and you should wait until the moving company arranges the estimates of repair to avoid paying out of pocket.

STEP 7: NEGOTIATE AND SETTLE WITH MOVING COMPANY (TSP)

- **Settling Your Claim:** The TSP will usually contact you to acknowledge receipt within 30 days and follow-up for full substantiation. The TSP has 60 days to pay, deny, or offer partial settlement (counted from the date of receipt of all substantiation they have requested from you). Contact your TSP (or MCO for help) if they have not acknowledged and/or settled in a reasonable time. The TSP will pay lesser of repair costs or full replacement value (generally up to maximum liability of \$4/pound).

HHG CLAIMS STEP-BY-STEP INSTRUCTIONS (Continued)

STEP 7: SETTLEMENT WITH TSP (Continued) — DPS has three by-item responses to choose:

1. **“Accept Offer”** — You may accept some items and counter/transfer others.
2. **“Counteroffer”** — You can negotiate further with the TSP representative on individual items.
3. **“Transfer to MCO”** — The military cannot process claims on these items until you follow the steps below. If you are not satisfied with the carrier’s offer with regards to any item, you must physically come to the claims office in order to complete a claim against the government. The claim will not automatically be transferred to the Fort Sill Claims Office by pressing the “Transfer to MCO” button.

* **Note:** If you transfer your claim, the most the government can pay you is depreciated value of your items — sometimes it can renew the FRV claim on your behalf for payment of difference by the TSP, but this often takes years.

STEP 8: FILE/TRANSFER A CLAIM IN A MILITARY CLAIMS OFFICE (MCO)

- **Government NOT “Liable” in HHG Claims:** Under the Personnel Claims Act (PCA), the Army may pay claims to Soldiers or DoD/DA Civilian Employees for a loss/damage to their property, despite not being the cause of the loss, when it creates a hardship that is “incident to service.” The MCO seeks to equitably reduce the hardship of the loss/damage of HHG in military moves (up to depreciated value) within the authority and guidance of AR 27-20, Chapter 11. (See also: DA-PAM 27-162.)
- **Initial Claims (Special Circumstances):** If your HHG shipments did not move through the DPS Program (i.e. Local Move, DPM, or your items were in a storage facility), you will receive a DD Form 1840 (pink form). These shipment’s claims must be filed with the Fort Sill Claims Office. You must submit your DD Form 1840 to our office within **70 days**. You then have **two (2) years** from the date of delivery to file your claim. Do not discard damaged items before 120 days from your settled claim, otherwise no payment will be allowed for discarded items.
 - ◆ You will need to come in to a claims office in order to turn in your DD Form 1840, at which time you will be briefed on the procedures to file your claim.
 - ◆ The claims office may need to inspect your damaged property and/or require estimates of repair for your damaged items (reasonable, required, documented costs will be reimbursed).
- **Transferred Claims:** Claims for HHG damaged/lost during moves that have been coordinated through DPS (DD Form 1850) must be initially submitted through DPS to the contracted mover (TSP). After either 30 days have elapsed from submitting a claim to the TSP or failure of settlement negotiations with (or attempts to contact) the TSP, you may transfer a claim (or individual items from a claim) to the MCO. This is done by **(1)** pressing the “Transfer to MCO” button in DPS in response to a settlement offer (this only releases, but does NOT transfer the claim) **AND (2)** physically completing a claim by submitting supporting documentation to a military claims office. Remember that the TSP may pay more, as the MCO may only pay depreciated (NOT full replacement) value. If you have questions while still pursuing settlement with the TSP, you may still contact your MCO. The following documentation will need to be brought to the MCO (and/or filled out at MCO) to complete transfer to MCO. (1-3 can be provided by the MCO.)
 1. **DD Form 1842** “Claim for Loss of or Damage to Personal Property Incident to Service”
 2. **DD Form 1844** “List of Property and Claims Analysis Chart” — Fill in blocks 1-15 and attach notes, if needed.
 3. **Electronic Funds Transfer (EFT) Form** — Provide for means of payment by direct deposit.
 4. **Printed Copy of Initial Claim** — A button to print the claim you submitted online is provided in DPS.
 5. **Substantiating Documentation** — Receipts, Pictures, Replacement Prices, Estimates of Repair, Etc.
 6. **Settlement Records** — A copy of any claim denial or settlement offer by the TSP (with your response).
 7. **Additional Correspondence with TSP** — Sometimes necessary, always helpful.

Substantiating Your Claim:

Claims for items over \$100 in loss/damage typically require additional substantiation of value to approve.

1. **Keep Good Inventories:** Don’t overlook lists of valuables in boxes, check thoroughly after delivery.
2. **Provide Pictures:** Take before and after pictures (prefer time-stamped), especially items at-risk of damage (valuables, glass, art, wood furniture, etc.).
3. **Keep Items for Inspection:** It is important to keep these through the end of the claims process (up to 120 days after settlement).
4. **Estimates of Repair:** Show cost to repair damaged items. (Reasonable costs to obtain estimates should also be reimbursed.)
5. **Keep Receipts:** For large purchases (\$100+) made during career and especially for obtaining estimates & replacement items.

HHG CLAIMS STEP-BY-STEP INSTRUCTIONS (Continued)

STEP 9: SPECIAL CLAIMS SITUATIONS

- **Inconvenience Claims:** You may be able to submit an inconvenience claim directly to the TSP for out-of-pocket expenses (e.g. lodging, food, household necessities, etc.) that result from the TSP failing to pickup/deliver on the mutually agreed-upon date. Inconvenience claims must be reasonable, supported by receipts, and relate directly to relieving a definite hardship. For more information see brochure at: http://www.move.mil/documents/Inconvenience_Claim.pdf.
- **Quick Claims:** The TSP has discretion to accept/settle claims under \$500 through direct contact, without filing a claim through DPS. If you find more losses within 75 days, you may still file a DPS claim. Also, in very limited situations, an MCO may require less paperwork for small/compromise claims.
- **Residential Property Damage:** Any damage to your residence during packing/pickup/delivery is not the responsibility of the government and handled directly with the TSP.
- **Deadline Waivers:** The MCO is the approval authority for waivers to the 75 day notice deadline and may send waiver request on other requirements to the U.S. Army Claims Service (USARCS) for approval.

STEP 10: COMPLETE CUSTOMER SATISFACTION SURVEY

- Fill out customer satisfaction surveys to help hold movers accountable and make military moves better.
- **Basic Steps:** Log into <https://eta.sddc.army.mil>, click on the DPS application on the left sidebar, click on the "Customer Satisfaction Surveys (CSS)" link (right side of screen when on home tab).
- **Detailed Instructions At:** <http://www.move.mil/documents/dod/9-CustomerSatisfactionSurvey.pdf>

DPS WEBLINKS (HHG CLAIMS AND SHIPMENT INFORMATION)

LINKS & STEP-BY-STEP INSTRUCTIONS FOR DPS CLAIMS :

- **DPS Registration Link (Army)** — <https://eta.sddc.army.mil/dpsRegister/dodCustomer.aspx>
- **Website for Filing "Notice of Loss" or "Claim"** — <https://eta.sddc.army.mil>
- **DPS "Claims" Information Tab** — http://www.move.mil/dod/claims_css/dod_claims.cfm
- **Military Claims Office Locator** — http://www.move.mil/common/locator_maps/transportation_offices.cfm
- **Claims Deadlines** — [http://www.move.mil/documents/dod/Claims_Filing_Deadlines_\(MCO_Disclaimer\)_Apr2012.pdf](http://www.move.mil/documents/dod/Claims_Filing_Deadlines_(MCO_Disclaimer)_Apr2012.pdf)
- **Claims Overall Process** — http://www.move.mil/documents/dod/Claims_Overall_Process.pdf
- **Filing a Notice of Loss/Damage** — <http://www.move.mil/documents/dod/Step-1.pdf>
- **Filing a Claim** — http://www.move.mil/documents/dod/10-Filing_a_Claim_May2012.pdf
- **Inconvenience Claims** — http://www.move.mil/documents/Inconvenience_Claim.pdf

INSTRUCTIONS FOR MILITARY-MOVES & USING DPS:

- **"It's Your Move" Information Booklet** — (explains allowances/responsibilities of shipping/storing HHG)
 - ◆ Military — http://www.ustranscom.mil/dtr/part-iv/dtr_part_iv_app_k_1.pdf
 - ◆ Civilian — http://www.ustranscom.mil/dtr/part-iv/dtr_part_iv_app_k_2.pdf
- **"Before You Move" Tab** — http://www.move.mil/dod/accessing_dps/accessing_dps.cfm
- **"Start Your DPS Move" Tab** — http://www.move.mil/dod/start_your_move/personally_procured_move.cfm
- **"DPS Welcome** — <http://www.move.mil/documents/dod/3-DPSWelcomeSectionmar2012.pdf>
- **DPS Personal Information Update** — <http://www.move.mil/documents/dod/6-PersonalInfoUpdate.pdf>
- **Self-Counseling (Transportation)** — <http://www.move.mil/documents/dod/4-SelfCounselingmar2012.pdf>
- **Shipment Status Check** — <http://www.move.mil/documents/dod/5-ShipmentStatusCheck.pdf>
- **Requesting Delivery** — <http://www.move.mil/documents/dod/8-RequestingDelivery.pdf>
- **Requesting Reweigh** — <http://www.move.mil/documents/dod/7-RequestingReweigh.pdf>
- **Customer Satisfaction Surveys** — <http://www.move.mil/documents/dod/9-CustomerSatisfactionSurvey.pdf>

If you have questions concerning the information in this fact sheet, please call the Fort Sill Area Claims Office at (580) 442-2317 or 442-5058. Our hours of operation are Monday, Tuesday, Wednesday and Friday, 0900 – 1600, and Thursdays 1300-1600. The Claims Office is co-located with the Legal Assistance Office on the 4th floor of Building 4700, Hartell Hall on Mow-Way Road. Further information is available at the Office of the Staff Judge Advocate website, "Claims Office" tab, at <http://sill-www.army.mil/usag/>.