Filing your claim in DPS

1. Go to www.move.mil and click on "Claims/CSS" to watch the informative how-to video and review the process overview.
2. Initiate the claims process by filing your Lost/Damaged Report **within 75 days of delivery.**
3. Follow-up by submitting your formal Claim as soon as possible, but not longer than 9 months after delivery for full replacement value benefits (or within 2 years of delivery date for depreciated value).
4. You are encouraged to upload file attachments of pictures/receipts to portray the condition and value of your belongings. (Note that system response time can be slow when working with attachments.)
5. For assistance with the claim filing process, contact your Transportation Office (or Personal Property Office).
6. To escalate issues (i.e., non-responsive moving company or unsuccessful negotiations), contact your Military Claims Office (MCO) using information at www.move.mil/dod.htm#afterDelivery_.

Got Questions?

Find your local Transportation Office (TO) at:
www.move.mil/contacts.htm#Contacts_LocatorMap
by clicking "Transportation Office."

Need More Information?

"It's Your Move" - Military
www.transcom.mil/j5/pt/dtrpart4/dtr_part_iv_app_k_1.pdf

"It's Your Move" - Civilian
www.transcom.mil/j5/pt/dtrpart4/dtr_part_iv_app_k_2.pdf

"Shipping Your Personally Owned Vehicle"
www.transcom.mil/j5/pt/dtrpart4/dtr_part_iv_app_k_3.pdf

"Storing Your Personally Owned Vehicle"
www.transcom.mil/j5/pt/dtrpart4/dtr_part_iv_app_k_4.pdf

*** Please Note ***

Families prefer to relocate their households during the summer months. This creates a strain on the moving and storage industry, as well as the DPS computer system. If response times are slow, your patience is appreciated.

Experiencing Technical Issues?

Contact the System Response Center at:
1-800-462-2176 (opt 5)
Commercial 618-220-SDDC
DSN 312-770-SDDC
Email: sddc.safb.dpshd@us.army.mil

DEFENSE PERSONAL PROPERTY PROGRAM

www.move.mil

Making Moving Better for the DOD Family!

Have you ever heard the old saying "It's Your Move?" With the Defense Personal Property System (DPS), it really is Your Move.

DPS carries out the goals of the Defense Personal Property Program (DP3), by improving the household goods relocation experience and streamlining move management

DPS gives you the ability to:

- Self counsel anytime, anywhere as long as you have a computer and internet access. (For a list of compatible Operating Systems and Internet Browsers visit www.move.mil/faq.htm.)
- Update your contact information as your relocation progresses (phone numbers/email) as necessary. This is vital for the moving company to contact you during the relocation process.
- Check shipment status.
- View your net weight.
- Check storage days authorized or remaining.
- Request delivery or a temporary storage extension.
- Rate your moving company, and;
- Start/Complete your claim(s).

As of: July 2011

Getting Started

After determining whether you qualify to use DPS, you start by submitting a request for an ETA (Electronic Transportation Acquisition) password via www.move.mil. Click on DPS Registration and you are ready to start the process.

There are a few exceptions of using DPS such as: first time movers, retirements, separations, and others depending on your Service Headquarters policies. A list of all exceptions and guidance is posted on www.move.mil. Simply click "DOD Service Members and Civilians," then click on "Prepare for Your Move."

Arranging Your Move

- √ Submit counseling applications as soon as orders are received to help accommodate your schedule.
- √ After your counseling application is submitted and the Transportation Office has awarded your shipment to a moving company, your next step is coordination with the moving company.
- √ Your assigned moving company will attempt to initially contact you within 3 working days of shipment booking, and they must conduct a pre-move survey no later than 72 hours before your requested move date.
- √ A "requested" pickup date is not a "confirmed" pickup date. Pack/load/pickup dates must be negotiated with the moving company and must account for both your requested dates and their availability. Be prepared to provide alternate pack and pickup dates.
- √ Pack dates depend on your shipment size, and are usually one or two days before the actual pickup date of your shipment.
- √ Upon your request, it is the mover's responsibility to unpack all items with one time placement, reassemble items that were disassembled at origin, and remove trash on the day of delivery.
- √ If the movers do not contact you in a timely manner, do not perform a pre-move survey, do not show up on your move date, or you encounter problems with moving personnel at your residence you should immediately contact the local Transportation Office for assistance.
- √ Contracted moving companies normally hire local agents to pack and unpack your shipment, who may have different company names than the assigned mover.

Complete your Customer Satisfaction Survey!

How you rate your moving company on the Customer Satisfaction Survey (CSS) directly impacts whether they receive more or less DOD household goods business in the future! Your participation ensures we select only quality moving companies.

You can expect an email 7 days after delivery that will link you to the online survey tool. It only takes minutes to respond.

For more information, go to: www.move.mil/dod.htm#afterDelivery_dodCSS .