



DEPARTMENT OF THE ARMY
U.S. ARMY COMBINED CENTER AND FORT LEAVENWORTH
OFFICE OF THE STAFF JUDGE ADVOCATE
415 CUSTER AVENUE
FORT LEAVENWORTH, KANSAS 66027-2313

FILING A CLAIM ONLINE WITH THE DEFENSE PROPERTY SYSTEM (DPS)

Generally, all household goods shipment or storage claims must be submitted in DPS. Exceptions to the requirement that a customer file a claim in DPS against the Transportation Service Provider (TSP) will be granted on a case by case basis by the Military Claims Office (MCO), such as on behalf of a deceased customer or for customers with language barriers or communication disabilities.

1. Obtain User ID and Password for DPS

Go to <http://www.move.mil>

For first time users, click "First Time DPS Users Click Here!"

Click "1. Browser Compatibility" to ensure your web browser settings are correct

Click "2. Validate Branch of Service Requirements" to ensure you can utilize the DPS system

Click "3. Obtain User ID and Password" and then "DOD Service Member and Civilian Registration" to create your profile (you will receive your password within 24 hours)

2. Login to DPS and use Electronic Transportation Acquisition (ETA)

Go to <http://www.move.mil>

Click "Login to DPS"

It will automatically take you to the ETA secured site: <https://www.eta.sdcc.army.mil>

Click "Login" and then enter your DPS/ETA user ID and password

Use your user ID and password emailed to you to log in

3. Creating Your Loss/Damage Report and Claim Online

Go to the DPS How-to Guides at http://www.move.mil/dod/before_you_begin/dps_how_to_guides.cfm

Click "8-Filing a Claim" and open or save the "Filing a Claim" Customer Guide .pdf document

Follow the guide to file your Loss or Damage Report, file your claim, and check your claim status in ETA/DPS

You must submit **both** a Loss/Damage Report and a Claim

Upload full-view and close-up photos, provide links to products online, upload receipts or repair estimates

4. Accepting the TSP's Offer

Check your claim status periodically in DPS; the TSP may not notify you that your claim has been processed. For each item in your claim, you will need to individually accept or decline the TSP's offers.

Click on the ">" to the left of each item, and the offer will be displayed at the bottom of the page. You can then accept or decline the offer for each item. Once you have accepted or declined each offer, you must email the TSP to notify them to send your payment. **DPS does not notify the TSP.**

5. Transferring Your Claim to the MCO

If you are not satisfied with the TSP's offers, you can submit a counter offer or decline the offer for each item. If you decline offers or have not heard back from the TSP with 60 days of submitting your claim, change the status of each item to "transfer to MCO." Changing the status to "transfer to MCO" only indicates that you will not communicate with the TSP any further on that item. **This does not notify the MCO.** You must contact the MCO directly or enter your claim into PClaims, the MCO's online claim portal.

6. Help with the DPS System

If you encounter any technical problems using DPS, please contact the DPS Help Desk at 1.800.462.2176 Option 5. You can also email the response center at sddc.safb.dpskd@us.army.mil or submit an online ticket at <https://www.sddc-srchelpme.com>.