

How to create a claim?

Please note that the Loss and Damage report and claims must be filed within the Defense Personal Property system (DPS). A shipment that was processed through the DPS will have a Government Bill of Lading (GBL) that will have a file format of 4 alphabetic characters followed by 7 digits (e.g. ABCD0000123). Remember you have 75 days from your date of delivery to initiate the claims process.

1. If you do not have an Electronic Transportation Acquisition (ETA) login, go to <http://www.move.mil/> , click on “DPS Registration” and follow the appropriate steps to register.
2. Once you have your DPS login, go to <http://www.move.mil/> , click on “DPS Login” (ETA User id ID is your Social Security Number, (SSN) or Employee Identification Number (EIN). Once you are logged into the system, click on the “Claims” tab.
3. On the right hand side of the page, click on “loss/damage report.” Claim all of your lost and damaged goods within 75 days of delivery so that the Transportation Service Provider, (TSP) is informed in order to meet the required timeframe to claim legal liability belongs to the TSP.
4. To officially create a claim, navigate back to the claims homepage. Once on the page, on the right hand area of the screen, under “Create Claims,” click on “Pick the Shipment.” Search with your shipment GBL. Once you find your shipment, add your lost/damaged items, and hit the submit button once completed.

Note 1: It is strongly advised that you add pictures and/or receipts of your lost/damaged items. While creating your claim, you can upload file attachments, this screen may take a few moments to load.

Note 2: For additional resources

- A. http://www.move.mil/dod.htm#afterDelivery_ad-dodClaims . Here you will be able to access the following:
 1. Claims How-To (File)
 2. Claims How-To (Video)
 3. Each service’s Military claims Headquarters links
- B. If you experience any technical difficulties the DPS Service Response Center is open 24/7 and the number is 1-800-462-2176 or 618-220-7332, DSN: 770-7332. You can also submit your DPS system questions to sddc.safb.dpshd@us.army.mil and your claims questions to sddc.safb.claims@us.army.mil.