

**DEFENSE PERSONAL PROPERTY PROGRAM (DP3)
NOTIFICATION OF LOSS OR DAMAGE AT DELIVERY**

COMPLETED BY TSP:

NAME OF OWNER _____

RANK/GRADE _____

BRANCH OF SERVICE _____

WEIGHT _____

BILL OF LADING NO. _____

TSP REFERENCE NO. _____

SCAC _____

PICK UP DATE _____

IS THIS A PARTIAL DELIVERY (Y or N)? _____

PURPOSE AND GENERAL INSTRUCTIONS:

- To provide the Transportation Service Provider (TSP) notice of loss or damage discovered **AT** the time of delivery.
- The customer (or their designated representative) and the TSP's delivery representative must jointly complete this document.
- List in the NOTED LOSS OR DAMAGE section below all damage and missing items noticed before TSP's representative departs.
- **DO NOT** leave blank. If no loss or damage is discovered at the time of delivery, write "NONE" in DESCRIPTION OF DAMAGE.
- **THIS DOES NOT CONSTITUTE "FILING A CLAIM". A CLAIM MUST BE FILED VIA DPS CLAIMS MODULE -**

<https://dps.move.mil/cust/standard/user/home.xhtml>.

NOTED LOSS OR DAMAGE

If more than one page is needed, include your name, Bill of Lading No., and number the Page ____ of Page ____ on each page used.

| INVENTORY NO. | ITEM | DESCRIPTION OF DAMAGE (be specific – missing; location of scratch, dent, chip; etc.) (Electronic items, provide brand, and model number, if applicable) |
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NOTE: TSP is responsible for one-time placement of items during delivery. If requested, the TSP will unpack and remove cartons to the customer's satisfaction. Member requested unpacking and removal of cartons? YES _____ NO _____

PLEASE READ CAREFULLY BEFORE SIGNING – THIS IS CUSTOMER'S NOTIFICATION OF LOSS AND/OR DAMAGE AT DELIVERY

By signing below, Customer acknowledges receipt of:

- One (1) copy of this NOTIFICATION OF LOSS OR DAMAGE **AT** DELIVERY and one (1) copy of the NOTIFICATION OF LOSS OR DAMAGE **AFTER** DELIVERY.

Customer understands that he/she:

- Will receive from the delivering TSP a "NOTIFICATION OF LOSS OR DAMAGE **AFTER** DELIVERY" document to identify loss or damage found after delivery. This notification document will provide instructions on how to file a claim online via DPS.
- Can provide notification to the TSP within **180 days** by entering the information from the **AFTER Delivery** document into the DPS online claims module or mail NOTIFICATION OF LOSS OR DAMAGE **AFTER** DELIVERY document to the TSP by certified return receipt, fax or electronic mail.
- Will NOT be eligible for loss or damage recovery by the TSP or Government for any item not identified within **180 days** after delivery.

Received for Delivery at:

Street Address _____

City _____ State _____ ZIP _____

Telephone Number or Email: _____

Customer's Name (PRINT): _____

Signature of Customer (or their designated representative) _____ Date _____

Name/Address of Transportation Service Provider (TSP):

TSP Email: _____

Toll-Free Telephone Number _____

Fax Number _____

Delivering TSP Signature _____ Date _____

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NOTIFICATION OF LOSS OR DAMAGE AFTER DELIVERY

INSTRUCTIONS TO CUSTOMER (OR HIS/HER DESIGNATED REPRESENTATIVE):

- You have up to **180 days** to inspect your property, note all loss and damage not previously discovered and reported at the time of delivery, and provide notice to the Transportation Service Provider (TSP).
- The preferred method of submission to the TSP is through the DPS online Claims Module - see instructions in Section A.
- If you are unable to file online, you may give written notice of loss and damage following the instructions in Section B.
- If TSP is not notified within **180 days**, you may lose any potential monetary recovery for your loss and damage.
- This is only a notification to the TSP of your loss or damage - **THIS DOES NOT CONSTITUTE FILING YOUR CLAIM.**
- For information about filing a claim against the TSP, see Section C.
- If you have any questions about completing this document, contact the TSP or Military Claims Office (MCO), or locate your Service Military Claims website at <https://www.militaryonesource.mil/moving-housing/moving/planning-your-move/customer-service-contacts-for-military-pcs/> and choose Service branch under Service branch moving assistance Section. For more on filing moving claims, visit: <https://www.militaryonesource.mil/moving-housing/moving/planning-your-move/file-a-claim-after-your-military-move/>.

SECTION A – DPS ONLINE NOTIFICATION:

- Online notification can be completed via the internet by accessing DPS via <https://dps.move.mil/cust/standard/user/home.xhtml>.
- You must notify TSP in DPS by midnight GMT on the **180th** day following delivery to be eligible for Full Replacement Value.
- If you submit this notice online via DPS claims module, you **DO NOT** need to complete Section B.

SECTION B – WRITTEN NOTIFICATION:

- If you are unable to provide notice online through DPS, you may fill out this section and send it to the TSP.
- This **NOTIFICATION OF LOSS OR DAMAGE AFTER DELIVERY** must be mailed by certified return receipt, faxed, or emailed to the TSP identified below by midnight GMT of the **180th** day following delivery.
- Keep a copy of this document and certified mail receipt for your records as proof it was sent to the TSP within 180 days.
- If more than one page is needed, please include your name, Bill of Lading No., and number of pages on each supplemental page used.
- **USE ONLY BALLPOINT PEN OR PERMANENT INK.**

NOTICE TO TSP: You are hereby notified the customer (or their designated representative) intends to present a claim for the loss or damage noted on the **NOTIFICATION OF LOSS OR DAMAGE AT DELIVERY** and this document. You are hereby extended the opportunity to inspect the property.

| INVENTORY NO. | ITEM | DESCRIPTION OF DAMAGE (be specific – missing; location of scratch, dent, chip; etc.) (Electronic items, provide brand and model number, if applicable) |
|---------------|------|---|
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CUSTOMER SIGNATURE (OR THEIR DESIGNATED REPRESENTATIVE) _____

DATE OF DELIVERY _____

SECTION C – FILING A CLAIM AGAINST THE TSP:

- With limited exceptions, to receive Full Replacement Value for eligible loss or damage, you **MUST** file your claim online via the DPS Claims Module within **9 MONTHS** of your property delivery.
- To submit your claim to the TSP who shipped your personal property, access DPS at <https://dps.move.mil/cust/standard/user/home.xhtml> and follow instructions for filing a claim.
- You do not need repair estimates to enter your claim in DPS.
- If you choose not to file your claim in DPS, you may file a claim directly with your servicing MCO; however, you will not be eligible for full replacement value and will be responsible for obtaining repair estimates.

Delivery Date: _____ BL: _____

Street Address _____

City _____ State _____ ZIP _____

Telephone Number or Email: _____

Customer's Name (PRINT): _____

Signature of Customer (or their designated representative) _____ Date _____

Name/Address of Transportation Service Provider (TSP):

TSP Email: _____

Toll-Free Telephone Number _____ Fax Number _____

Delivering TSP Signature _____ Date _____