



Defense Personal Property System (DPS)



To have your claim paid on the basis of Full Replacement Value (FRV), you must file directly with Transportation Service Provider (TSP) within **9 month of delivery**. For FRV, the TSP is required to replace any item that is lost/destroyed with a new item, or pay the cost of a new item of the same kind and quality, without deducting for depreciation.

DPS is an internet based system that processes household goods shipments from cradle to grave. Claims filing is one of the modules in the system.

To Register For An Account

- Log into www.move.mil
- At middle of the page, click on “DOD Service Members and Civilians”. At top of page, click on “DPS Registration” for a DPS Account.
- This immediately takes you to a secured site: <https://www.eta.sddc.army.mil>
- At this screen, log in the personal information requested, and if requested for confirmation, reenter the information.
- The system will email your password to you at the address you designate, within 24 hours.
- You will get a “DPS Login” after you get a User ID and Password.

To Report Loss/Damage

- Go to LOGIN under <http://www.move.mil> and enter your User ID and Password. You must enter directly into the “CLAIMS on the DPS system the information related to filing for a claim from damages or missing items after your move to include the following:

Upon shipment delivery, you and TSP will record loss/damage on a “Notification of Loss or Damage AT DELIVERY” form. You must record additional loss/damage on the “Notification of Loss or Damage AFTER DELIVERY” form or enter into DPS. **All Loss/Damage must be declared and filed within 75 days of delivery to the TSP. Your claim must submit onto the DPS system within 9 months of the delivery date.**

The DPS system helpdesk is 1-800-462-2176, select option 5.

Casey Claims Office is available to assist you in filing your claims and Notification of Loss or Damage AT/AFTER Delivery Forms with your TSPs.

Please call Casey Claims Office at 730-3687 (Room 235, Bldg 2440, Maude Hall.