



**United States Army Africa/  
Southern European Task Force  
Office of the Staff Judge Advocate**

**DPS & the Full Replacement Value Program**

The Vicenza Claims Office is located in Building 241, 6th Street. The Claims Office hours of operation are as follows:

MON	Walk-In Service	0900 – 1200 and 1300 – 1530
TUE	Walk-In Service	0900 – 1200 and 1300 – 1630
WED	Walk-In Service	0900 – 1200 and 1300 – 1630
THU	Walk-In Service	1300 – 1630
FRI	<b>Appointments Only</b>	0900 – 1200 and 1300 – 1630*

We are closed on Thursday mornings and federal holidays. In addition, the Claims Office closes at 1600 on Training Holidays.

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The Defense Personal Property System (DPS) is a great tool that allows you to take care of your PCS move **online**, saving you time and a lot of run-around.

**WHAT YOU NEED TO KNOW:**

- **DP3** (Defense Personal Property Program) is a DoD program designed to improve quality of life for our service members.
- **DPS** (Defense Personal Property System) is an Internet based system that supports DP3 and tracks shipments from start to finish. Most importantly, it provides direct communication between the servicemember and the Transportation Service Provider (TSP)
- **FRV** (Full Replacement Value) is the DP3 component that deals with your personal property claim and allows servicemembers to recover the full replacement value of destroyed and damaged personal property as a result of a DoD-sponsored move..
- **TSP** (Transportation Service Provider) is the carrier or moving company.
- **MCO** (military claims office). The local MCO is the Vicenza Claims Office in building 241.

**WHAT YOU NEED TO DO TO GET STARTED:**

You must establish a DPS account to submit and manage your claim. If the Transportation

Office at origin has not already assisted you with obtaining a user ID and password, you can easily arrange one for yourself. Go to <http://www.move.mil>; next click on “DPS registration” and complete the online registration form. The “DPS Login” link is on the same webpage.

## **WHAT YOU NEED TO DO NEXT:**

**Submit Notice of Loss.** All loss/damage must be submitted online through DPS within **75 days** of delivery. Neither the TSP nor the Government will pay for items not identified on the loss/damage report within 75 days. We also encourage you to submit your notice of loss to the Vicenza Claims Office within 70 days of delivery so that our office can ensure your notice of loss was provided to the TSP within the 75 day limit.

**Submit Your Claim.** Submitting notice of loss does NOT constitute filing a claim! These are **two different steps**. You have **9 months** from the date of delivery to file your claim online through DPS. Find the **step by step instructions** on the Move.mil official DPS portal or review our information paper, “How to File a Household Goods Claim on DPS.”

**Other Important Information.** The most important thing to remember when you are filing your FRV claim with the TSP is that **claims filing is a two-way communication process**.

DPS puts you directly in touch with your TSP, but you have to make sure that you select the right shipment when filing on DPS. Your Unaccompanied Baggage and Household Goods shipments both have a different **PPBOL number** that you can find on the shipping documents. When you give notice, you have to submit a detailed list of all damaged or missing items, whereas when you file your claim, you are required to ask for a **specific dollar amount** for these items. If you need technical support, contact the **DPS Help Desk** at **DSN 312-770-7332** or com. +1-618-220-7332.

## **WHAT IF I DO NOT HEAR FROM THE TSP OR AM UNHAPPY WITH THE TSP’S PROPOSED SETTLEMENT OF MY CLAIM?**

The TSP must respond to a claimant within 60 days of receipt of the claim. However, if a claimant does not hear from the TSP within 30 days, the claimant may transfer the claim to their MCO for adjudication. The MCO will then pay the claimant the amount that would have been available under the traditional Personnel Claims Act adjudication, taking into account depreciation. The MCO will then seek to recover the full replacement amount from the responsible TSP and will make a supplemental payment to the claimant once that money is recovered. Contact your local MCO before you elect to transfer your claim.

Whenever you receive a settlement offer that you are not fully satisfied with, the TSP should be the first to know. You should contact them through DPS by making a counteroffer (if that option is available). Alternatively, you can email or call them. Always keep your written correspondence with the TSP.

## **DO I NEED TO OBTAIN ESTIMATES?**

You do not need to obtain estimates of repair in order to file your claim with the TSP. Under DPS, the TSP is responsible for obtaining estimates. Do not delay filing your claim past the 9 months deadline in order to get additional information you think the TSP may need. If your claim has been timely filed, substantiation may be presented a later time.



**Army active duty members, Department of the Army and DoD civilian personnel:**

Vicenza Legal Center, Claims Office  
Unit 31401  
APO AE 09630

We are your local, U.S. Army Claims Office in Vicenza, Italy  
Phone numbers: DSN 634-7031, com. 0444-71-7031  
Please call for appointments or more detailed information



**Air Force active duty members, Air Force civilian personnel:**

Air Force Claims Service Center  
1050 Forrer Blvd  
Dayton, OH 45420-1472

Phone: DSN 312-986-8044, commercial: +1-937-656-8044 toll free:  
+1-877-754-1212, Fax: +1-937-656-8307, fax DSN: 312-986-8307  
Email: [afcsc.ja@wpafb.af.mil](mailto:afcsc.ja@wpafb.af.mil)



**Navy active duty members, Navy civilian personnel:**

OJAG, Personnel Claims Unit Norfolk  
9053 First St. Suite 102  
Norfolk, VA 23511-3605

Phone: DSN 312-564-3310, commercial: +1-757-440-6315, toll free:  
+1-888-897-8217, Fax: +1-757-444-3337, fax DSN: 312-564-3337  
Email: [norfolkclaims@navy.mil](mailto:norfolkclaims@navy.mil)



**Marine Corps active duty members, USMC civilian personnel:**

Headquarters, US Marine Corps  
Personal and Family Readiness Division (Code MRP-2 Claims)  
3280 Russell Road

Quantico, VA 22134-5103  
Phone: DSN 312-278-9533, commercial: +1-703-784-9533  
Fax: (703) 784-9827  
Email: [hqmc.claims@usmc.mil](mailto:hqmc.claims@usmc.mil)



US Coast Guard Finance Center  
HHG Claims  
P.O. Box 4121

Chesapeake, VA 23327-4121  
Phone: +1-757-366-6504, Fax: +1-757-366-6541  
Email: [FIN-SMB-HHG@uscg.mil](mailto:FIN-SMB-HHG@uscg.mil)

YOU are always WELCOME in our Claims Office and you can always come to us for help!  
**For more information on how to file a Household Goods or Unaccompanied  
Baggage claim under the Full Replacement Value Program, call DSN 634-7031/7432 or  
com. 0444-71-7031/7432**