

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

COMPLETED BY TSP:

NAME OF OWNER _____ RANK/GRADE _____ BRANCH OF SERVICE _____ WEIGHT _____
 BL 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 **NOTED LOSS AND/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". CLAIM MUST BE FILED VIA DPS CLAIMS MODULE – <http://www.move.mil/>.**

NOTED LOSS AND/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 (If missing, so specify.) (Electronic items, provide brand & model number)

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 on-line.
- Can provide notification to the TSP within 75 days by entering the information from the **AFTER** Delivery document into the DPS on-line claims module or mail NOTIFICATION OF LOSS OR DAMAGE **AFTER** DELIVERY document to the TSP by certified return receipt, fax or electronic dispatch.
- Will NOT be eligible for loss or damage recovery by the TSP or Government for any item not identified within 75 day period after delivery.

Received for Delivery at: _____ Street Address City _____ State _____ Zip _____ Telephone Number _____ Customer Email _____ Signature of Customer _____ Delivery Date _____ (or his/her designated representative)	Name/Address of Transportation Service Provider (TSP) TSP Email: _____ Toll-Free Telephone Number _____ Fax Number _____ Delivering TSP Signature _____ Date _____
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**DEFENSE PERSONAL PROPERTY PROGRAM (DP3)
NOTIFICATION OF LOSS OR DAMAGE AFTER DELIVERY**

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

- You have up to 75 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 via the DPS on-line Claims Module--see instructions in Section A.
- If you are unable to file on-line you may give written notice of loss and damage following the instructions in Section B.
- If TSP is not notified within 75 days, you may lose any potential monetary recovery for your loss and damage.
- This is only 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 below.
- 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 www.move.mil (under DOD Customer tab).

SECTION A -- DPS ON-LINE NOTIFICATION

- On-line notification can be completed via the internet by accessing DPS via "<http://www.move.mil/>."
- You must notify TSP in DPS by midnight GMT of the 75th day following delivery to be eligible for Full Replacement Value.
- If you submit this notice on-line via the DPS claims module, you **DO NOT** need to complete Section B.

SECTION B -- WRITTEN NOTIFICATION

- If you are unable to provide notice on-line via 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 75th 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 75 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 INDELIBLE INK.

NOTICE TO TSP: You are hereby notified the customer (or their designated representative) intends to present a claim for the loss and/or damage as 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 (If missing, so specify.) (Electronic items, provide brand & model number)

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 and damage, you **MUST** file your claim online via the DPS Claims Module within 9 MONTHS of your property's delivery.
- To submit your claim to the TSP who shipped your personal property, access DPS at <http://www.move.mil/> 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.**
- For ANY questions about filing a claim, contact your servicing MCO.

Delivery Date _____ BL _____: Street Address _____ City _____ State _____ Zip _____ Telephone Number or Email _____ Customer's Name (PRINT) _____	SEND TO: Name/Address of Transportation Service Provider (TSP):
Signature of Customer _____ Date _____ (or their designated representative)	