

ACTIONS TO TAKE IN DPS:

STEP 1. In DPS, you must select to “Transfer to MCO” any items that you intend on claiming against the Air Force. For each item you intend on transferring, to the right of the item select “Actions” then select “Details” from the drop down menu. Then select the **Transfer Item to MCO** option in the Claim Detail page for a submitted claim.

NOTE: This does not “transfer” the claim to our office. Taking this action in DPS is a close out action to inform the carrier that you are done working with them on this item.

If you have technical issues with DPS, please report those issues to the Military Surface Deployment and Distribution Command (SDDC) System Response Center (SRC) at:

- a. Email: usarmy.scott.sddc.mbx.g6-src-dps-hd@army.mil.
- b. Telephone Toll free (800) 462-2176, Commercial (618) 589-9445, Option 2.

STEP 2. Email your carrier and inform them that you have made your elections in DPS. This is especially important if you have accepted offers from them. This may help speed up the processing of payment from your TSP.

FILING A CLAIM AGAINST THE AIR FORCE:

NOTE: You will want to turn off your popup blocker. The site has been tested and works in both Chrome and Microsoft Edge. It is best that you do not open a new tab to begin working in our site. It is recommended that you completely close out of the browser, re-open the browser and navigate to our page to begin filing your claim.

BEFORE YOU BEGIN WITH FILING:

Documents we will need (this is not an all-inclusive list just things that we commonly don’t receive):

1. Photos of damage. We need a photo of the item in its entirety. Close up and a wide shot of the item and side of the item the damage is on. Also, take photos of any manufacturer label, especially TVs, electronics.
2. Cost Substantiation. Please visit a website your item can be purchased at (or similar item). Take a screen shot of this page so that we can see a picture of the item, the name of the company, and the cost of the item. **This must be provided for any single item with a claimed value of \$100 or more.** Additionally, please do not provide links as they frequently cannot be accessed on the Air Force network.
3. 1840/1850 (Notice of Loss of Damage form); Inventory; Government Bill of Lading document.
4. Upload communications you had with your TSP. It may or may not be helpful but sometimes these communications can help answer questions or provide more insight on items in your claim. Providing this information enables us to expedite our document request from the TSP because we will know who your TSP is. If not provided we have to do a bit of research to find this information.
5. MFR Statement. If something needs further explanation that the paperwork doesn’t show, write up an MFR that can provide further clarification on a particular issue. If your claim includes disputed missing items for which you are unable to determine an inventory number, please provide a signed MFR statement as to what you witnessed with the item being packed. For disputed missing items as well, please provide proof of ownership either through pre-move photographs or original receipts/invoices.)

6. If you have pre-move photos of your damaged or lost items, upload those. Please make sure they are labeled as such and provide the date that they were taken.
7. If your claim has been denied because of no timely notice (beyond 180 days) please complete the attached 180 Day Waiver for our consideration.

Repair Estimates:

Please do not obtain any furniture repair estimates for damage **if the TSP/Carrier already conducted an inspection**. This helps avoid situations such as later finding out an inspection was performed by the carrier and then us not being able to reimburse estimate fees or consider the repair estimate you procured. If you have any doubt as to whether or not you need a repair estimate, you may contact our office for guidance.

Please note, if you have disputed electronic items that do not have any external damage, we will need a completed Electronic Repair Form and Electronic Claimant Statement (attached). Our office will reimburse for any reasonable nonrefundable estimate fee incurred upon proof of payment. "Reasonable" is normally any fee \$125 or less. If you try several firms and are consistently quoted fees in excess of this amount, please contact our office to discuss.

Depending on the item(s) claimed and the nature of the damage/loss, additional information or documentation may be required. You may visit the Frequently Asked Questions on our homepage for more information. <https://claims.jag.af.mil/legalassistance/>

STEP-BY-STEP DETAILED NAVIGATION INSTRUCTIONS

STEP 1: You will need to visit our website at <https://claims.jag.af.mil> so that you can file your claim with us.

NOTE: You will want to turn off your popup blocker. The site has been tested and works in both Chrome and Microsoft Edge. It is best that you do not open a new tab to begin working in our site. It is recommended that you completely close out of the browser, re-open the browser and navigate to our page to begin filing your claim.

If you do not already have a Username and Password, please contact us at 1-877-754-1212. Or email us from a .mil email address and we can provide one.

STEP 2: Scroll down on the page and select "File Household Goods Claim" (applies to shipped vehicles as well)

STEP 3: On the next page select "You are dissatisfied with the carrier's offer...." Click Go

STEP 4: Ensure you are a proper claimant by reviewing the requirement and "Proceed" as applicable. If you were in the Air Force and retired or separated from the Air Force, you are a proper claimant. If you are currently being paid by another service, you must file with them. If you work for a DoD agency other than DoDEA, please let us know and we will help you to determine which service to file with.

STEP 5: The next page is a list of types of claims that you will not file on this website. If they do not apply to your situation, click "Proceed".

STEP 6: You will arrive at the log-in page. Click on "**I already have a username and password**". A pop-up will appear to enter your Username and Password.

If you do not already have a Username and Password please refer to Step 1. The CAC Option for logging in is not available and has been disabled.

DO NOT Copy/Paste your username/password. It most likely will not work. Please type them into the applicable fields.

Username: Provided via phone

Password: Provided via phone

STEP 7: Please read the User Information and then enter your last name and SSAN in the blocks provided and click **Continue**.

STEP 8: You will be prompted to register, enter or update your information (if you have previously filed a claim with us) and click **Continue**. This information needs to be the person's information who is listed on the shipment. If a pop-up comes appears that says something to the effect of "user information already exists" just click Ok or Continue and you should be able to move forward.

NOTE: If you are prompted to enter EFT information, you can skip this page by just clicking **Continue**. If we need an EFT from you because you are a civilian, retired, or separated, please complete the EFT that is attached to the bottom of this document, sign it, and upload it to the documents in your claim.

STEP 9: The next page is the "Status of Your Claim" page. If this is the initial log-in and you have not started your claim yet, click on "**Begin New Claim**". If you have already started your claim and are returning to finish it or update it, click on the claim that is listed in the table, making sure it turns gray, then select "**Continue**" at the bottom.

NOTE: If you had multiple shipments, i.e., Household Goods, Unaccompanied Baggage, Non-Temp Storage, Vehicle, each of these different shipments need to be filed as separate claims. You cannot combine items from different shipments into one claim.

NOTE: If you have not reached a final decision with your TSP on all claimed items under a particular shipment, we ask that you wait to file with us until that claim is final and you know all of the items you intend on transferring to us. All items under the same shipment must be filed in the same claim.

STEP 10: This will bring you to the "Claim Type" page. Select the appropriate type of shipment that describes your shipment. You can click on the different types of shipments to get a description. Once you make your selection, you will be prompted to enter some details about your claim. This information should be on your inventory, Notice of Loss or Damage form, or in DPS. If you did not file your claim in DPS because of the type of shipment, please check your shipping documents for the information.

You may also enter a short note in the space provided. **Please enter your Government Bill of Lading (GBL) Number for your shipment in this space. Your GBL number for a regular shipment is four letters followed by seven digits, i.e. HAF1234567, KKFA1234567, AGFM1234567 (this is not an inclusive list of the first four letters).** The GBL number should be on your Notice of Loss or Damage Form, your

Inventory, and is listed in DPS. If you did not file a claim in DPS your GBL may start with “**JY-**” for a DPM shipment. If you are absolutely uncertain, just proceed and we will review your paperwork.

If you need to provide a more detailed explanation of a particular situation please upload a typed statement to the upload documents page.

Once done with your selection and brief comments click “**Continue**”.

STEP 11: “Claim Instructions” page. Please read the information and select the type of items you are claiming for. Click “**Continue**”.

Based on the selections you made, the information we need to process your claim will be the next screen that appears. **Please read this information.** If the information is not provided, we may have to deny your claim based on lack of information. If you are unsure if you need repair estimates please call us and we can discuss the matter with you. You can print this information of by clicking “**View Printer-Friendly Version**”. Once you have read and saved the information for later reference, click **Continue**.

IMPORTANT NOTE: If you are close to the two year statute of limitations, that is two years from the date of the delivery of your shipment, file the claim immediately and we will sort out what documents are needed when it is assigned. By close to the two year statute of limitations we mean within a month of reaching the expiration.

STEP 12: “**Private Insurance**” page. Answer the questions accordingly and click **Continue**. If you answer yes to filing with your insurance company, please contact us before proceeding.

STEP 13: “**Required Documents**” page. These are the documents we need to look up information about your shipment and claim against the TSP. You can print the list for later reference when uploading documents. Click **Document Upload Instructions**.

STEP 14: “Upload Instructions” page. Please read. Recommended that you click on “**I want to continue with claimed items, I’ll upload later**” button. This will bring you to the **Claimed Items** page which is next in line. If you select the other option, once you have uploaded documents, you will need to click on the **Claimed Items** button at the top of the page to go back and enter your claimed items.

STEP 15: “**Claimed Items**” page. For specific items from your inventory, click **Add Item**. If you have an estimate fee or pick up and delivery fee that you have incurred that you would like to claim, please add that information by clicking on those respective buttons.

Add Items page. Enter the information as requested. If you have more items, click **Save and Enter Next Item**. If you have photos you click on **Save and Add Item Photos**. If you are done, click **Save and Done**.

If you can’t finish filing your claim at the moment, you can click on **Continue Later** and log back in later. Refer to **Step 9**.

STEP 16: Uploading Documents. At the top you will see the different sections with a circle button underneath each section. Click on the button for **Upload Files**. (it will turn red).

Click on **Add Document**

On the next page, under the **Select Category** dropdown, select the type of document you are uploading. click on **Add Files (green button)**. You can upload all of your documents under the same category. You do not need to do multiple uploads under different categories. When we download the documents they are all going to download at the same time.

NOTE: If uploading photos of damaged items, **please label/name the pictures** prior to uploading so we know what item we are looking at. What might be clearly a close up photo of an item you own to you, it is not so clear to us.

Click **Start Upload (blue button)**. Once they are all uploaded, click **Go Back**. You can verify the number of documents that were uploaded by looking at the folders to the left after you Go Back. If you are done uploading, click **Finished**. This will bring you back to the **Claimed Items** page. If you are ready to submit your claim, click on **“When you’ve entered all your items, Submit Claim”**.

STEP 17: On this next page you can click on View Claimed Items and this will provide you your 1844, which lists your claimed items. If you need to go back, click **Cancel**. If everything looks good, click **Continue**. Read the declaration that pops-up. Click **OK**. Once you do this, a **Claim Status Page** will pop-up. At the bottom of this page you will find your claim number. Save this page for your records.

Documents:



180 Day Waiver
Form (Fillable).pdf



SF3881 EFT
SAMPLE.pdf



SF3881 EFT.pdf



MFR Template.docx