

Government / DPS claims Member information packet

Use this guide with your All In One Government/DPS claim worksheet. It explains how to report loss or damage, submit an itemized claim, preserve supporting evidence and obtain help. **This is a company companion guide, not an official government form.**

Start with the right shipment

Match the **Government Bill of Lading (GBL) number**, pickup date, delivery date and Transportation Service Provider (TSP) to your shipment in DPS. All In One may be a servicing agent; the responsible TSP is identified in your shipment records. Confirm the claim recipient if you are unsure.

This guide focuses on DP3 household-goods shipments using DPS. **Non-Temporary Storage (NTS) and Direct Procurement Method (DPM)** claims are normally submitted directly to the TSP by email, fax or mail, rather than filed in DPS. Ask your transportation office which process applies. [1]

Your two separate filing steps

- 1. Notice of loss or damage:** identifies items that are missing or damaged.
- 2. Itemized claim:** asks for compensation for each item. A notice alone does not complete the claim. [1]

Action	Deadline / applicable shipment
Written loss/damage notice	Within 180 calendar days after delivery for current shipments.*
Itemized claim for FRV consideration	Pickup before May 15, 2026: within 9 months after delivery. Pickup on/after May 15, 2026: within 12 months after delivery.
Military Claims Office assistance	Contact your MCO promptly if unresolved. Transfer within 2 years after delivery; late claims may be limited to depreciated value.

*The 180-day notice rule applies to HHG pickups on/after May 15, 2020, and NTS pickups on/after July 1, 2021; older shipments used 75 days. Have the MCO verify unusual or older cases. [1, 2]

Do not use the old nine-month rule for every shipment

The 2026 rules extended the applicable itemized-claim window to 12 months. Use the pickup date to identify the rule and the delivery date to calculate the deadline. Some older handouts still show nine months. [1, 2]

Company review: claims@aiomoving.com. Emailing our worksheet does not replace a required DPS submission or extend a deadline. Sources and assistance links: page 5.

Report and file your claim

Step 1 | Report loss or damage in writing

At delivery, review the inventory and list missing or damaged articles on the delivery loss/damage notification. For issues found later, submit the **Notification of Loss and Damage After Delivery** in DPS. Identify each item, its inventory number and a brief description of the problem. Additional notices may be submitted during the applicable notice period. Keep confirmation of submission. [1]

Step 2 | Prepare an itemized claim

Gather the following for each item:

- Inventory/tag number, item name, quantity, brand/model and serial number if available.
- Description of the damage or identification of the item as missing.
- Purchase date or approximate age, original cost and amount requested.
- Photos showing the full item and close-up damage; earlier photos if available.
- Receipts, comparable replacement information and any repair information available.

Identify estimates as estimates. Describe pre-existing damage separately. Label photos and documents with matching item numbers. Missing receipts should be explained; ask the TSP what alternate evidence will help. Submit on time rather than waiting for every supporting record. [1]

Step 3 | Submit in the correct system

For DPS shipments, access the shipment and file an **itemized claim for every item**. Complete the submission step and keep its claim number, date and confirmation. A worksheet saved on your computer, a draft in DPS or a loss/damage notice alone is not the completed itemized claim. Follow transportation-office instructions for NTS/DPM or another shipment program. [1, 3]

Using the All In One worksheet

Enter your GBL on each page. Page 2 contains **20 item rows**; add copies for items 21-40 and beyond. Number sheets and items consecutively. Save each additional fillable sheet as a separate PDF, or print extra copies. Enter the combined requested amount on the certification page.

The shaded inspector-response and proposed-settlement columns are for office use. They do not replace your claimed amount or signify your acceptance. Send company review copies to **claims@aionmoving.com**, but complete the applicable government filing process.

If a deadline is close or has passed

Contact your TSP and Military Claims Office (MCO) immediately. Do not assume that an email to an agent or a request for more time creates an extension. The MCO can advise on remaining remedies and any applicable exception. [1, 4]

Inspection, offers and resolution

What full replacement/repair value means

For eligible claims, full replacement/repair value (FRV) is based on repair or replacement under the governing program. A repairable item may be repaired or paid at the repair cost when less than replacement. Replacement may be a same or similar new or used item, with evidence of its quality and value. FRV is not an automatic payment of the original purchase price or the amount requested. [1]

Keep the evidence available

Retain damaged property, packaging and supporting records if safe. Coordinate inspection before repair, disposal or salvage pickup. If the TSP stops communicating, contact the MCO before repairing or disposing of items or obtaining a repair estimate. Ask the TSP in writing for copies of assessment reports. [1]

Expected TSP response times

Milestone	General current guidance
Receipt acknowledged	Within 15 calendar days after claim submission.
Pay, deny or make an offer	Claims totaling \$1,000 or less: within 30 calendar days. Claims over \$1,000: within 60 calendar days.
Response to your reply / counteroffer	Within 7 calendar days.
Agreed settlement	Payment or repairs within 30 calendar days after agreement.

These are process milestones, not a guarantee that every claimed item is payable. Refer to the rules applicable to your shipment and seek MCO assistance if a response is overdue. [1, 2]

Review each offer before accepting

Compare the offer with the item, damage and supporting value evidence. You may accept or reject individual item offers and, where available, make a counteroffer. For DPS claims, final acceptance must be entered in DPS. Do not accept an offer you do not understand or agree with. [1]

If you cannot resolve the claim

Contact your service MCO when agreement cannot be reached or the TSP has not communicated for more than 30 calendar days. Transfer disputed items within two years after delivery and contact the MCO after transferring in DPS; the MCO handles the transferred claim outside DPS. Initial MCO payment may be depreciated value, with further recovery pursued where available. [1]

Special claims and good records

Essential household items

Notify the TSP within **7 days after delivery** if an essential item is lost or damaged. Examples include necessary medical equipment, a mattress, refrigerator, washer or dryer. The TSP has **2 business days** to review and respond. Contact the MCO for assistance; entertainment items are not generally treated as essential. [1]

Damage to the residence

Photograph damage and document it on the day it happens, preferably through pre- and post-service walk-arounds. Contact the TSP directly within **7 calendar days of its last day at the residence**. A separate real-property damage form may be required. This is a different claim from loss/damage to the shipment. Ask the transportation office or MCO for help if unresolved. [1]

Inconvenience claims

Missed pickup or delivery commitments and certain storage-release delays may support a separate inconvenience claim. Eligibility, permitted expenses and evidence depend on the circumstances. Keep dates, written communications and receipts; ask the TSP and transportation office for the applicable instructions. Do not add living expenses to household-item values without identifying the separate claim type. [1]

Quick claims at delivery

A TSP may offer a quick-claim settlement for minor loss/damage outside DPS. Current guidance permits up to **\$1,500 total** for shipments picked up on/after May 15, 2022, with payment within five calendar days of submission. Settled items cannot be claimed again; other newly discovered items may still be claimed through the normal process. Read the item list and terms before accepting. [1]

Accurate records help resolve claims

Keep the GBL, inventory, delivery paperwork, notices, claim submission, photos, correspondence and offers together. Use genuine documents and explain approximations. Disclose payments or settlements already received for the same items. If you find a missing item or discover an error, update the TSP promptly in writing.

Support value disagreements with evidence. Do not email Social Security numbers, login credentials or unnecessary sensitive information.

When the company is an agent

File with the TSP identified in your shipment record. All In One can receive company review copies. Ask your transportation office to clarify responsibilities.



MOVING & STORAGE

GOVERNMENT / DPS MOVES

Member claims guide

claims@aionmoving.com

Contacts, sources and acknowledgment

Company review and questions

All In One Moving & Storage

claims@aionmoving.com

Suggested subject: Government claim - [GBL number] - [member last name].

A company email does not replace a required DPS claim or change government deadlines.

Official help and current instructions

- [1. Military OneSource - Understanding Moving Claims](#)
- [2. USTRANSCOM - 2026 Claims Liability Business Rules](#)
- [3. Military OneSource - Defense Personal Property System \(DPS\)](#)
- [4. Military OneSource - Military PCS and Moving FAQs](#)
- [5. Service-branch MCO and PCS customer-service contacts](#)
- [6. Find your local transportation office](#)

Sources checked October 10, 2026. The 2026 rules and updated Military OneSource instructions distinguish the 12-month deadline from older nine-month guidance. Verify the governing rules for your pickup date and shipment program. This guide does not amend them.

Keep your shipment contacts here

GBL number _____

TSP / claims contact _____

Local transportation office / phone _____

Military Claims Office / phone _____

Optional acknowledgment of receipt

I acknowledge receiving this Government/DPS Member Claims Guide. I understand that reporting loss/damage and filing an itemized claim are separate steps, and that I must follow the filing process and deadlines applicable to my shipment. My signature confirms receipt only; it does not waive rights, accept a settlement, or certify that a claim has been filed.

Member / authorized representative name _____

Signature / date _____