DEPARTMENT OF DEFENSE PERSONAL PROPERTY PROGRAM
NOTIFICATION OF LOSS OR DAMAGE AFTER DELIVERY
(This is not a Claim)

INSTRUCTIONS TO The CUSTOMER (OR THEIR DESIGNATED REPRESENTATIVE) : You have up to 75 days to inspect your property, note all loss and damage not discovered and reported at the time of delivery and provide notice to the Transportation Service Provider (TSP). If notice is not timely sent, you may lose any potential recovery of your damages from either the Government or the TSP. Notice should be given electronically (on-line) to the TSP pursuant to instructions in Section A, below. However, if you are unable to file on-line you may give notice by using this document following the instructions in Section B, below. NOTE: Notifying the TSP of your loss or damage is not the same thing as filing a claim. For information on filing a claim against the TSP read Section C, below. If you have questions about this document, contact the TSP listed on the reverse of this document.

SECTION A -- NOTIFICATION ON-LINE

To notify the TSP of loss or damage noted after delivery, use the Department of Defense (DOD) Defense Personal Property System (DPS). Use of this system is the most efficient means to provide required notice. Any computer with Internet capabilities may access this system at https://eta.sddc.army.mil/portal/etaPortal.asp?app=DPS&bhcp=1. Instructions for using the DPS will be provided at the web address. If you have problems accessing a computer, contact your immediate supervisor or local installation legal office for assistance. Remember, you must notify your TSP in DPS by midnight of the 75th day following delivery. If you have provided notice in DPS you DO NOT need to complete Section B, below.

SECTION B -- WRITTEN NOTIFICATION

The best way to provide notice of loss or damage to the TSP is through the DPS as noted above. However, if you are unable to provide notice on-line you may fill out this section and send it to the TSP noted on the reverse. This document must be mailed (postmarked) or faxed to the TSP by midnight of the 75th day following delivery. Keep a copy of this document and proof that it was sent to the TSP for your records. If more than one page is needed, please include your name, PPBOL No. and number of pages on each supplemental page used. USE ONLY BALLPOINT PEN OR TYPEWRITER.

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 AND/OR DAMAGE AT DELIVERY and this document. You are hereby extended the opportunity to inspect the property.

INV. NO.	ITEM	DESCRIPTION OF DAMAGE (If missing, so specify.) (Electronic items, provide brand & model number)

CUSTOMER (OR THEIR DESIGNATED REPRESENTATIVE) _____ PPBOL NO./ORDER NO. _____ DATE OF DELIVERY _____

SECTION C -- FILING A CLAIM AGAINST THE TSP

To submit a valid claim to the TSP who shipped your goods, log-on to the DOD DPS at https://eta.sddc.army.mil/portal/etaPortal.asp?app=DPS&bhcp=1. Instructions for using the DPS will be provided at the web address. You must file your claim in this system within 9 MONTHS of your property's DELIVERY or you will not receive "full replacement value" for eligible loss. You do not need to have repair estimates in order to enter your claim in DPS. If you choose not to file your claims in DPS, you may file a claim directly with your Service Claims Office; however, you will not be eligible for full replacement value and will be responsible for obtaining and providing all estimates of repair. Contact your local installation legal office for further information on filing with the Government.

Figure U.Q-4. Notice of Loss or Damage AFTER Delivery