



CLAIM PACKET

(HOUSEHOLD GOODS/UNACCOMPANIED BAGGAGE)

CLAIMS OFFICE LOCATION

The Claims Office is located at Kleber Kaserne, Building 3210 (Kaiserslautern Legal Services Center), Rooms 109A (Mrs. Berndt) and 112B (Mrs. Jordan).

Phone numbers: DSN 483-8855/8856; civilian 0631-411-8855/8856.

Monday, Tuesday, Friday:	0900 - 1130
Monday, Tuesday, Thursday, Friday:	1300 - 1530
Wednesday (walk-in day):	0900 - 1130
	1300 - 1530

Please call for an appointment to file your claim.

On Wednesdays (walk-in days), no appointment is required.

You can submit DD Form 1840/1840R at any time during normal office hours or file the form electronically by logging on www.jagcnet.army.mil. Click on the U.S. Army Claims Service link and then click on the PCLAIMS link. You must have an Army Knowledge Online account to use PCLAIMS.

Martina Berndt
Kaiserslautern Legal Services Center, Claims Office
DSN 483-8855, civilian 0631-411-8855
Martina.Berndt.ln@mail.mil

Karin Jordan
Kaiserslautern Legal Services Center, Claims Office
DSN 483-8856, civilian 0631-411-8856
Karin.g.jordan.ln@mail.mil

Your complete claim packet is comprised of the following documents:

- _____ **DD Form 1842** (Claim for Loss of or Damage To Personal Property Incident to Service – pre-printed form, included in this packet) (if you are close to the 2-year filing limit, submit this form to the Claims Office immediately and request additional time for completion of the rest of the claim packet)
- _____ **Power of attorney** (if applicable)
- _____ **DD Form 1844** (List of Property and Claims Analysis Chart – pre-printed form, included in this packet)
- _____ **PCS Orders** that initiated the move/shipment and all amendments or (for local moves) quarter's assignment or housing letter
- _____ **The inventory** that pertains to the shipment for which you want to file a claim. **If you do not have your copy of the inventory, let us know right away.**
- _____ **Missing Items Statement and/or Electronic Items Statement** together with the Electronic Repair Form (if applicable)
- _____ **Estimate(s)** of repair or replacement
- _____ **Your copy of DD Form 1840/1840R**, Notice of Loss or Damage (you received a signed copy when you turned in this "pink form" to the claims office to make your loss or damage known)
- _____ **Government Bill of Lading (GBL)**
- _____ **DD Form 1299**, Application for Shipment/Storage of Property
- _____ **DD Form 619-1**, Statement of Accessorial Services Performed
- _____ **Insurance** policy and declarations page (if applicable)
- _____ **Bank Information Sheet** (Electronic Fund Transfer Information)
- _____ **Pictures** of the damaged items (if you can). You should take a general picture of each damaged piece and then focus on the damaged areas of the items for additional pictures. We will schedule inspections if you cannot provide pictures or if we need to closer look at the items. **Bring in small damaged items for inspection when you file your claim.**



FILING A HOUSEHOLD GOODS OR UNACCOMPANIED BAGGAGE CLAIM



The purpose of the following instructions is to assist you in completing a proper claim packet thus facilitating the timely processing and payment of your claim. Please read them thoroughly.

GENERAL INFORMATION:

1. A separate claim must be filed for each shipment. Do not mix up hold baggage and household goods. For example, do not list items that were part of your household goods shipment on the “pink form” for the unaccompanied baggage shipment.
2. Turn in your DD Form 1840/1840R (the pink form) within 70 calendar days from the date you received your property. **Normally, you cannot be paid for items not timely reported on that form.** You receive one form (in triplicate) per shipment. The front page (1840) is for damage/loss discovered upon delivery (the carrier representative is still present and will sign the form with your notation(s) on it). The backside (1840R) is for damage/loss discovered after the carrier representative left.

REMEMBER: TURNING IN DD FORM 1840/1840R (THE PINK FORM) DOES NOT MEAN THAT YOU FILED YOUR CLAIM!

3. You have **TWO YEARS** from the date of delivery of your goods to file your claim (not the pink form). This time limit is set by statute. There is no need to submit your claim on DD Form 1842; however, the properly completed paperwork must be submitted to the Claims Office within a fixed period of time before your claim can be paid.
4. By statute, only service members or Government employees can file these types of claims. As an exception, a representative may file on your behalf with a power of attorney; a spouse may file using a power of attorney or a specific written authorization. The claim settlement letter and check still go to the sponsor.

- An example of a written authorization: “I, SPC John Doe, 555-55-5555, hereby authorize my wife, Jane Doe, (SSN), to file a claim against the U.S. Government on my behalf for the loss of/damage to my hold baggage/household goods.” (Signed) (Date)

HOW TO SUBSTANTIATE YOUR CLAIM:

CLAIMANTS MUST SUBSTANTIATE 3 THINGS. FIRST, OWNERSHIP. SECOND, THAT THE MOVERS LOST/DAMAGED THE ITEM. THIRD, THE DOLLAR VALUE OF THE DAMAGE.

1. **Proof of ownership**: First, determine if the item is on the inventory; put the correct inventory number on all claims forms.

- If an expensive item is not individually listed on the inventory, provide the purchase receipt and pictures of the item in your home prior to the move.

2. **Cost of Repair**: It cannot exceed the current value of the item.

- a. Bring small damaged items to the claims office for inspection. We will take a look at the pictures you provided or schedule a claim inspection to let you know if a repair estimate should be obtained.
- b. Normally you will need a repair estimate for internal damage to new or high value electronic equipment.
- c. Reasonable estimate fees are usually paid, unless the fee is reimbursable upon repair. You cannot be reimbursed the fees for estimates you obtain without the authorization from Claims Office personnel. Fees for appraisals (GUTACHTEN) are NOT PAYABLE!

3. **Replacement Cost**: You will be awarded the fair market value of an item that was lost or damaged beyond repair during shipment. You can submit replacement estimates based on the Internet, mail order catalogs, AAFES, or local merchants. Please make a copy of the catalog page or supply a written estimate from the merchant to include POC and telephone number. AAFES will usually issue a written statement of replacement costs. Please make sure that the item is available for shipping to your destination.

ADDITIONAL INFORMATION:

Do not throw away any carrier damaged items until your claim has been settled, unless you have the approval from the Claims Office.

-The carrier who delivered your property has the right to inspect the damage. **If you prevent the carrier from inspecting, your claim may be reduced.** If the carrier schedules an inspection, please let us know.

PRIVATE INSURANCE

You are no longer required to file a claim against your private insurance prior to filing with the Government **IF** your claim is for personal property that was lost or damaged while being shipped or stored at Government expense. You may file a claim with your private insurance company if you want to; however, you are not required to do so according to the Army Claims Policy. You still need to answer the questions on the first page of DD Form 1842. (See attached New Army Claims Policy on Private Insurance).

Value Added Tax (Mehrwertsteuer)—You will normally not be reimbursed for the German Value Added Tax. You can get tax relief forms at the Community Tax Relief Office **before** paying your bill. The cost of the tax relief form may be claimed as a separate line item on your DD Form 1844.

MISSING ITEMS

You need to prepare a “Missing Items Statement” (handwritten) for items that were part of your shipment, however, were not delivered by the destination carrier (see attached sheet for questions that you should answer within your statement). Include specific circumstances, if any, regarding the packing of any particular missing item. Don’t forget to date and sign your statement.

ELECTRONIC ITEMS STATEMENT

This statement is required for electronic items with no external damage. You need to hand write and date it as well. Please describe the condition of the item prior to shipment and try to remember when you used it the last time before it was packed. Again, you should include specific circumstances, if any, regarding the packing and handling you noticed when the carrier representatives packed the items (see attached sheet for questions that you should answer within your statement).

**INSTRUCTIONS FOR DD FORM 1842
FOR A
HOUSEHOLD GOODS/UNACCOMPANIED BAGGAGE CLAIM**

This is the form you must complete to receive payment of your claim. Its purpose is to give details as to why and how the damage or loss occurred. You need to submit one original written in ink.

1-8. IDENTIFYING DATA: Self-explanatory. Note that column 5 should be your quarters address. Column 6 should be your mailing address.

9. AMOUNT OF CLAIM: You must list a **Dollar amount** in block 9. If you are claiming Euro amounts on DD Form 1844, we will convert them to Dollars. For a paid bill, the exchange rate of the transaction date will be used. For an estimate, the exchange rate of the day you submit the claim will be used.

10. DATE, PLACE, FACTS AND CIRCUMSTANCES OF INCIDENT: For a household goods or unaccompanied baggage claim fill in the blanks in block 10.

11. QUESTIONS: Answer questions 11-15 by marking the appropriate box with an "X".

12. SIGNATURE: **Do not sign and date the form until you are in the Claims Office filing your claim. You are making an official statement.**

**INSTRUCTIONS FOR DD FORM 1844
FOR A
HOUSEHOLD GOODS/UNACCOMPANIED BAGGAGE CLAIM**

On this form you need to provide detailed information on your lost or damaged items.

1-2. Self-explanatory.

3. LINE NUMBER (Block 5): This is simply the sequence number on the DD Form 1844. Any damaged/missing item that has its own inventory number should be listed as a separate line item, for example, six dining room chairs with six different inventory numbers should be listed as six different line items on DD Form 1844. If the inventory indicates a box of something, like "clothes", list the individual missing/damaged items inside the box as individual line items on DD Form 1844 as detailed as possible. If possible, please try to list the items in the same order as you did on your DD Form 1840/1840R.

4. QUANTITY (Block 6): List the number of items, e.g. 4 broken cups, 10 books missing, etc. NOTE: Do not list different types of items in one line. If you have a living room set consisting of several pieces you need to list each piece separately.
5. DAMAGED OR LOST ITEMS (Block 7): It is important to be specific with both, the description of your property and the description of damage. Avoid words like “broken” or “damaged” (see example of DD Form 1844). Use two or more lines, if needed. DD Form 1840/1840R will help you to complete DD Form 1844 because you were already required to render detailed descriptions on this Form. List “missing” for items that you did not receive when your goods were delivered.
6. INVENTORY NUMBER (Block 8): Put the number you listed on Form 1840/1840R in this block
7. ORIGINAL COST (Block 9): This is the price you paid for the item. If you received the item as a gift or bought it used please state so in this block.
8. MONTH/YEAR OF PURCHASE (Block 10): Please state the month and year you purchased the item or received it as a gift.
9. REPAIR COST (Block 11a): This amount is either based on an estimate that you provided or represents an agreed cost of repair that you discussed and agreed upon with claims personnel.
10. REPLACEMENT COST (Block 11b): This block applies if an item is lost or irreparably damaged. Generally, anything valued over \$100.00 and, possibly, some things of lesser value, will require written substantiation, for example, a purchase receipt. If you are not sure for which items you need substantiation, contact Claims Office personnel prior to preparing your claims packet.
11. TOTAL (Block 13 under the Dollar sign): If you have more than one page, the grand total should appear at the bottom of the last page. The total sum must be in Dollars.

MISSING ITEMS STATEMENT

Please describe in your own words the events that took place on the day your items were packed.

Answer the following questions in your statement:

How do you know that the missing item(s) was/were part of the shipment?

Explain why you believe that the carrier took custody of the missing item(s)?

Did you make sure that all items were packed and nothing was left behind?

DO NOT USE THIS SHEET - USE A SEPARATE PLAIN SHEET OF PAPER.

**PLEASE DO NOT TYPE YOUR STATEMENT –
HANDWRITE IT.**

SIGN AND DATE YOUR STATEMENT.

ELECTRONIC ITEMS STATEMENT

Please describe in your own words the events that took place on the day your items were packed.

Answer the following questions in your statement:

How do you know that the appliance that is not working now was functioning properly prior to shipment?

When did you use it last?

How was the item packed?

DO NOT TYPE YOUR STATEMENT, HANDWRITE IT.

PLEASE SIGN AND DATE YOUR STATEMENT.

Put your statement on
a separate sheet of paper

CLAIM FOR LOSS OF OR DAMAGE TO PERSONAL PROPERTY INCIDENT TO SERVICE

PART I - TO BE COMPLETED BY CLAIMANT (See back for Privacy Act Statement and Instructions.)

1. NAME OF CLAIMANT (Last, First, Middle Initial)	2. BRANCH OF SERVICE	3. RANK OR GRADE	4. SOCIAL SECURITY NUMBER
5. HOME ADDRESS (Street, City, State and Zip Code)		6. CURRENT MILITARY DUTY ADDRESS (If applicable) (Street, City, State and Zip Code)	
7. HOME TELEPHONE NO. (Include area code)	8. DUTY TELEPHONE NO. (Include area code)	9. AMOUNT CLAIMED	
10. CIRCUMSTANCES OF LOSS OR DAMAGE (Explain in detail. Include date, place, and all relevant facts. Use additional sheets if necessary.)			
Pursuant to orders, my household goods / hold baggage were / was picked up on _____ from _____ and delivered on _____ to _____, Germany. Loss and / or damage was incurred during shipment. Loss and / or damage was / was not noted at time of delivery.			

11. DID YOU HAVE PRIVATE INSURANCE COVERING YOUR PROPERTY? (E.g., say "Yes" on a shipment or quarters claim if you had transit, renter's or homeowner's insurance; say "Yes" on a vehicle claim if you had vehicle insurance. Attach a copy of your policy.)	YES	NO
12. HAVE YOU MADE A CLAIM AGAINST YOUR PRIVATE INSURER? (If "Yes," attach a copy of your correspondence. If you have insurance covering your loss, you must submit a demand before you submit a claim against the Government.)		
13. HAS A CARRIER OR WAREHOUSE FIRM INVOLVED PAID YOU OR REPAIRED ANY OF YOUR PROPERTY? (If "Yes," attach a copy of your correspondence with the carrier or warehouse firm.)		
14. DID ANY OF THE CLAIMED ITEMS BELONG TO THE GOVERNMENT OR TO SOMEONE OTHER THAN YOU OR YOUR FAMILY MEMBER? (If "Yes," indicate this on your "List of Property and Claims Analysis Chart," DD Form 1844.)		
15. WERE ANY OF THE CLAIMED ITEMS ACQUIRED OR HELD FOR SALE, OR ACQUIRED OR USED IN A PRIVATE PROFESSION OR BUSINESS? (If "Yes," indicate this on your "List of Property and Claims Analysis Chart," DD Form 1844.)		

16. UNDER PENALTY OF LAW, I DECLARE THE FOLLOWING AS PART OF SUBMITTING MY CLAIM:

If any missing items for which I am claiming are recovered, I will notify the office paying this claim. (For shipment claims.) Missing items were packed by the carrier; they were owned prior to shipment but not delivered at destination; after my property was packed, I/my agent checked all rooms in my dwelling to make sure nothing was left behind.

I assign to the United States any right or interest I have against a carrier, insurer, or other person for the incident for which I am claiming; I authorize my insurance company to release information concerning my insurance coverage.

I authorize the United States to withhold from my pay or accounts for any payments made to me by a carrier, insurer, or other person to the extent I am paid on this claim, and for any payment made on this claim in reliance on information which is determined to be incorrect or untrue. I have not made any other claim against the United States for the incident for which I am claiming. I understand that if any information I provide as part of my claim is false, I can be prosecuted.

17. SIGNATURE OF CLAIMANT (or designated agent)	18. DATE SIGNED (YYYYMMDD)
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PART II - CLAIMS APPROVAL (To be completed by Claims Office)

19. PROCEDURE (X one)	20. AMOUNT AWARDED. The claim is cognizable and meritorious under 31 U.S.C. 3721; the claimant is a proper claimant; the property is reasonable and useful; the loss has been verified in accordance with applicable procedures as prescribed by the controlling departmental regulation; and the following award is substantiated:	\$
<input type="checkbox"/> a. SMALL CLAIMS		
<input type="checkbox"/> b. REGULAR CLAIMS		
21. SIGNATURES (Signatures at a and c not required if small claims procedure is utilized)		
a. CLAIMS EXAMINER	b. DATE SIGNED (YYYYMMDD)	c. REVIEWING AUTHORITY
		d. DATE SIGNED (YYYYMMDD)
e. TYPED NAME AND GRADE OF APPROVING AUTHORITY	f. SIGNATURE OF APPROVING AUTHORITY	g. DATE SIGNED (YYYYMMDD)

NEW ARMY CLAIMS POLICY ON PRIVATE INSURANCE

1. If you have a private insurance policy that may cover all or part of your loss, you **DO NOT HAVE TO FILE** with your private insurance company before you can be paid by the Army, **IF** your claim is for a loss or damage to your personal property while it was being transported or stored at government expense. This is a change to our past policy. The change is limited to this type of claim, because we can usually recover the amount paid to the claimant from the carrier or warehouse that is responsible for the loss or damage.

2. *On all other types of claims for loss or damage incident to service (e.g. theft, vandalism, loss in quarters), you **MUST FILE** with your private insurance before you can be paid by the Army. If you do not file with your private insurance for these types of losses, you will not be paid by the Army for any item for which your private insurance might have paid .*

3. **You may not be paid by both the Army and your private insurance company for the same item.** This would be unjust enrichment and possibly fraud.

a. When you file a claim with the Army, you assign (i.e. transfer) your right to seek payment from anyone for any items that are on your Army claim. You also must tell the Army, under penalty of perjury, whether you have filed a claim with a private insurance company. If you have filed a claim with your private insurance company, you will have to tell us how much the insurance company paid and for which items they paid.

c. If you are paid for an item by the Army and then file with the insurance company, the insurance company may pay you, but the Army will learn about this second payment. Insurance companies, after paying claims for goods lost during government shipments or storage, report to the Army what they have paid so that the Army can recovery that amount from the responsible carrier or warehouse on their behalf.

4. If you elect not to file against your private insurance, then you generally will have to accept the settlement of your claim with the Army as your full compensation. Therefore, if you are in any doubt as to the best way to proceed, you should file and settle a claim with your insurance company first, for the items that are covered by your policy, and then file your claim with the Army for the remaining items.

5. **Why would you file with your private insurance, if you do not have to?**

a. If you have a catastrophic loss, it is possible that you will not be fully compensated by the Army. There are limits on both the total amount that the Army can pay (\$40,000 in most cases) and limits on how much we will pay for most types of property. For example, the Army will usually not pay more than \$3,000 for any item of furniture or

more than \$4,000 for any computer, its software, and accessory equipment. However, you should check your insurance policy for similar limits imposed by your insurance company.

b. Your private insurance may pay you more than the Army will pay, especially if your policy includes a provision or endorsement that requires the insurance company to pay full replacement value (i.e. new-for-old) rather than the fair market (i.e. depreciated) replacement value.

c. In addition, your private insurance may pay for items for which the Army will not pay you. For example, we will not pay for items that are purchased or used for a private business. We will try and recover for those items from the carrier, and, if successful, we will send that amount to you. But this may take several months. If these items are covered by your insurance policy, you will probably receive payment faster from your insurance company.

d. Your insurance company may not require the same number of estimates or the same amount of substantiation that the Army requires you to submit with your claim.

6. Why not file with private insurance first?

a. Most insurance policies that cover goods in transportation or storage, pay only for lost or destroyed items. They usually do not pay for repair of damaged items. Therefore, if you have both lost and damaged items, you would have to file two claims, one with your insurance and one with the Army, to be fully compensated. It may be easier and faster just to file a single claim with the Army, if you are willing to accept the depreciated replacement cost for lost or destroyed items.

b. While insurance companies may not raise your rates merely because you file a single claim, they do consider how often you have filed claims in the past few years when deciding whether to renew a policy or to issue you a new policy. Each insurance company may use different criteria, but it has been reported to the Army that some will refuse to insure someone who has filed three claims in the past two years. Most property insurers submit their claims information to a central data base, which is shared with other companies. So each insurance company will know about claims submitted to other companies. Army claims information is not submitted to this central data base and a claim submitted to the Army should not be considered by private insurance companies.

c. If your loss is relatively small or is only for a few damaged items, you usually will be adequately paid by the Army. Insurance coverage should be used to pay for relatively large losses that are not likely to be paid in full by the Army.

LIST OF PROPERTY AND CLAIMS ANALYSIS CHART
 (Items 14 through 31 to be filled out by Claims Office)

1. NAME OF CLAIMANT (Last, First, Middle Initial)		3. PICK-UP DATE (YYYYMMDD)		17. 2ND CONTRACTOR		22. NET WT/MAX CAR						
2. CLAIMANT'S INSURANCE COMPANY (if applicable)		4. DELIVERY DATE (YYYYMMDD)		18. EXCEPTION SHEET DATE (YYYYMMDD)		23. GBL NUMBER						
a. NAME		b. POLICY NO.		19. INVENTORY DATE (YYYYMMDD)		24. LOT NUMBER						
6. LINE NO.	7. LOST OR DAMAGED ITEMS (Describe the item fully, including brand name, model and size. List the nature and extent of damage. If missing, state "MISSING.")	8. INV NO.	9. ORIGINAL COST	10. AMOUNT CLAIMED (or) Replaced Cost	11. AMOUNT CLAIMED (or) Replaced Cost	12. EXCEPTIONS	13. EXCEPTIONS	14. ADJUDICATOR'S REMARKS	15. AMOUNT ALLOWED	16. ITEM WT	17. HOUSE LIABILITY	18. CARRIER LIABILITY
1	TEMPERPEDIC KING SIZE MATTRESS - MATTRESS FOLDED IN HALF FOR 4 YEARS (STORAGE) IS PERMANENTLY DISFIGURED IN MIDDLE	253	\$1,659 / 10/2003	\$500	\$500			/				
2	LARGE WOODEN DRESSER - MISC SCRATCHES	250	\$967.12 / 10/2003	\$100	\$100							
3	LARGE WOODEN CHAIRS - MISC SCRATCHES	252	\$791.12 / 10/2003	\$80	\$80							
4	LARGE WOODEN HEADBOARD - MISC SCRATCHES	251	\$703.12 / 10/2003	\$70	\$70							
5	GLASS TABLE TOP (W/ET66 TABLE) - CORNERS CHIPPED AND CRACKED	254	\$120 / 10/2003	\$100	\$100							
6	Estimate for (Mr. Keller)			\$25	\$25							
12. REMARKS		13. TOTAL \$		30. TOTAL AMOUNT ALLOWED \$		31. THIRD PARTY LIABILITY \$						

ELECTRONIC FUND TRANSFER INFORMATION

CLAIMANT'S NAME: _____

COMMUNITY BANK

Account number: _____

Routing number: 051 005 504

SERVICE FEDERAL CREDIT UNION

Account number: _____

Routing number: 211 489 656

OTHER (Name of bank): _____

Account number: _____

Routing number: _____

Your bank information is required to process your claim.

PLEASE make sure that you provide the name of the bank, account number, and routing number of the account your military pay goes to.

This list is not an endorsement. It does not provide any warranty or guarantee of the quality of service rendered by any of these firms.

ART & GALERY

Jung, Fackelstrasse 30, Kaiserslautern,
Elisa Klein, Sonnenstrasse 3, 67659 Kaiserslautern (eliisa-klein@gmx.de)

0631-362880
017620080088

CLOCK REPAIR

Mr. Lieser, Ludwigstrasse 32, Landstuhl
Company Lenhardt, Hauptstrasse 113b, Huetschenhausen

06371-2637
06372-1400/61963

ELECTRIC APPLIANCES/STEREO EQUIPMENT/TELEVISION/COMPUTER REPAIR

Jaeger Electronic Service (JES), Vogelwoogstrasse 23-25, 67659 Kaiserslautern
MOMs, Building 2113, Ramstein Air Base
Schulz & Sossna, Kaiserstrasse 115, Kindsbach
Computer Guy, PC Service, Building 2011, Kaiserslautern-Vogelweh
(e-mail: computerguy@t-online.de)
Wedemann Company (rear projection.plasma/LCD televisions only)

0631-96768
06371-47-5902 or 480-5902
06371-51081
0631-3504381
06403-92240/92241

ELECTRONIC FITNESS EQUIPMENT REPAIR

Fun & Easy Fitness, Mr. Ralf Eicher, Rodenbach

01701028341

FRAMES – PICTURES/PAINTINGS

Galerie Rahmen und Bild, Kaiserstrasse 1, Kaiserslautern-Einsiedlerhof
Ms. Kohl, Kaiserslautern, St. Marien-Platz 23

0631-51100
0631-3706783

FURNITURE REPAIR

JJ Furniture Repair, Staerkstrasse 2, Kaiserslautern, e-mail: JJ-Furn-Rep@gmx.de

Ian Nicholls, Spesbacher Strasse 2a, 66882 Katzenbach
Johannes Heigl, Schwarzbachstrasse 42, 67716 Heltersberg

PHONE NUMBERS

06307-4010092/401719,
cell: 015156105085
06371-52221, 01752736951
06333-63006

GLASS (e.g. table tops)

Glas Huege, Denisstrasse 113, Kaiserslautern,
Glas Koelbel, Froebelstrasse 3-11, Kaiserslautern,

0631-35290
0631-3606130, Fax 3606132

MUSICAL INSTRUMENTS

Musik Melchior, Eisenbahnstrasse 25, Kaiserslautern,
Musik Schaller, Muehlstrasse 10, Kaiserslautern,

0631-64493 or 0631-64494
0631-70217

SEWING MACHINE REPAIR

Baeumer, Wormser Strasse 4, Kaiserslautern,

0631-92512

TYPEWRITER REPAIR

Doerr Buerotechnik, Rudolf-Breitscheid-Strasse 23, Kaiserslautern

0631-12064, Fax 27538

UPHOLSTERY/LEATHER REPAIR

Mr. Schneider, Zum Ellerbach 2, Kaiserslautern 27
Lederservice Follmann, Hauptstrasse 25, 66957 Ruppertsweiler
DC Polster & Schaumstoff Design, Messerschmittstr. 6, 67681 Sembach
www.dc-polster.de, e-mail: dc-design@t-online.de

0631-73670 or 0631-97891
06395/7010 Fax 06395-1752
06303-808757
Fax: 06303-809287

UPHOLSTERY CLEANING

Mr. Vogtlaender, Kanalstrasse 65, 67655 Kaiserslautern
Mr. Kling, Spesbacher Strasse 24, 66877 Ramstein-Miesenbach
(Mr. Kling also des **carpet cleaning**)

0631-48598
06371-50657

REPAIR FORM FOR ELECTRICAL DEVICES

The claims office must determine whether damage to an electronic item was caused by the item being dropped or mishandled in shipment, or whether the damage was due to age, fair wear and tear, a manufacturer's defect or any other cause. Please complete this form to the best of your ability.

1. Repair Firm Name & Address:

2. Repair Firm Telephone Number: _____

3. Owner's Name: _____

4. Item Examined: _____

(Make)

(Model)

(Year)

5. There (was) (was not) external damage to this item. Description and location of **new** external damage is:

a. Description and location of **old** external damage is (if applicable):

b. The cause of the **new** external damage is as follows: **(be as precise as possible as to what you believe caused the new damage and state whether or not you believe the new damage occurred as a result of rough handling during shipment)**

c. Estimated repair cost for the **new** external damage is as follows:

Exact nature of repairs: _____

Total cost of new external damage repairs: \$ _____

Tax: \$ _____

Labor: \$ _____

Total: \$ _____

6. There (was) (was not) internal damage to this item. Detailed description of **new** internal damage is:

a. Description and location of **old** internal damage (if applicable):

b. The cause of the **new** internal damage is as follows: **(be as precise as possible as to what you believe caused the new damage and state whether or not you believe the new damage occurred as a result of rough handling during shipment)**

c. Estimated repair cost for the new internal damage is as follows:

(parts) \$ _____

(parts) \$ _____

(parts) \$ _____

Labor: \$ _____

Cleaning, adjustment, or other services: \$ _____

Tax: \$ _____

Labor: \$ _____

Total: \$ _____

7. Please list any charges which are not actually necessary to repair this item so that it functions properly (for example, list charges for cleaning, adjustment, or other services which would not be required except as periodic maintenance).

Servicing charges not necessary: \$ _____

Total cost of repairs: \$ _____

Tax: \$ _____

Labor: \$ _____

Total: \$ _____

8. My experience as a repair technician is (state years experience and area of experience):

9. If your repair firm is assigned the repair of this appliance, will you deduct your estimate fee from the total bill?

a. Yes b. No c. Estimate fee not charged

10. Please print name: _____

11. Signature: _____

12. Date: _____

Thank you for completing this form.

ATTENTION

ALL SERVICE MEMBERS AND DOD CIVILIANS!
**FULL REPLACEMENT VALUE
PROTECTION IS HERE**
COVERS DOD - SPONSORED
PERSONAL PROPERTY SHIPMENTS

WHO IS ELIGIBLE for Full Replacement Value Protection? —

Military Service Members and DoD Civilians moving and storing their personal property.

WHAT IS Full Replacement Value? —

For personal property lost, damaged or destroyed while in care of the Transportation Service Provider (TSP) / Carrier, you can recover as much as **\$5,000 for any single shipment**, or **\$4.00 times the weight** of your shipment up to **\$50,000** (whichever is greater), as compensation for loss.

WHEN IS Full Replacement Value Available? —

Applies to shipments picked up on or after **1 October 2007** for International shipments (to/from OCONUS), **1 November 2007** for Domestic shipments (within the US), **1 March 2008** for Non-Temporary Storage (NTS) and Direct Procurement Method (DPM) shipments.

WHERE DO I FILE TO RECEIVE Full Replacement Value? —

You must file your claim directly with your Carrier within 9 months of delivery. Report loss/damage within 75 days of delivery on DD Form 1840 (at delivery) or DD Form 1840R (after delivery). If the Carrier does not respond to your claim, you may file through your Military Claims Office (MCO).

HOW DO I FIND MORE INFORMATION? —

You can find detailed FRV information on The Military Surface Deployment and Distribution Command's (SDDC) website at www.sddc.army.mil or on the Claims webpages of your particular Service branch. You can also ask your local Transportation Office or Military Claims Office.

What is DPS?

<p>Features of DPS</p> <p>What is ETA?</p> <p>What is Move.mil?</p> <p>What is DPS Dashboard?</p>	<p>In an effort to make moving a little bit easier for you, the US Department of Defense (DoD) United States Transportation Command (USTRANSCOM) and the Military Surface Deployment and Distribution Command (SDDC) developed the Defense Personal Property Program, or DP3. As part of the DP3 mission, an Internet-based system to manage DoD household goods moves was created. It's called the Defense Personal Property System (DPS).</p>
<p>Brochures and Business Card:</p> <p>DOD Customer Brochure</p> <p>TSP Brochure</p> <p>DPS Business Card</p>	<p>How does DPS benefit me?</p> <p>Through DPS and the DP3 initiative, you will receive the following benefits:</p> <ul style="list-style-type: none"> • The ability to self-counsel and submit your application online, instead of traveling to a Transportation Office (TO) • The ability to track your shipment through DPS or Interactive Voice Response (IVR) • The option to file a claim online, and to settle directly with your moving company, called a Transportation Service Provider or TSP • Full Replacement Value (FRV) of lost and damaged goods, as opposed to depreciated value offered in the past • The opportunity to make sure only quality, reputable companies handle and ship your personal belongings, and those of your fellow service members and DoD civilians, by completing the Customer Satisfaction Survey (CSS)

Logging in to DPS

In order to utilize DPS to manage your move, you need to request a user id and login at:



<https://eta.sddc.army.mil/dps/register/firsttimeuser.asp>

Full instructions for ETA registration can be found at: <https://eta.sddc.army.mil>

- Select 'Register for Access'
- Select 'First-time Registration'

Once you have a user id and password, you can access DPS through the <https://eta.sddc.army.mil> or <https://www.move.mil> website.

What if you don't have access to a computer?

If you or your designated agent do not have a computer at home, and cannot access one at work, school or your public library, you can still come into your nearest shipping office and a skilled counselor will be glad to assist you.

As a first time user, DPS will require you to view information relevant to your branch of service. This is done by clicking on the branch of service link. Once you read that information, you can move on to the Counseling module by clicking on the tab at the top, marked 'Counseling'. Step-by-step instructions on how to create a shipment application are provided!

For additional information, please visit the DPS homepage at www.move.mil

Contact information:

DPS HELPDESK

Toll Free: 800-462-2176

Local number: 618-220-SDDC (7332)

DSN: 770-7332

sddc_safh.dps@dps.us.army.mil

U. S. Bank PowerTrack

Toll Free: 866-561-6930

customer.support@powertrack.com



DPS

Defense Personal Property System

Joint Program Management Office
Household Goods Systems

“MOVING AMERICA’S WARRIORS”

Customer information

Current Duty Station
Transportation Office (TO) Number: _____

New Duty Station TO Number: _____

Notes:



DPS Supports DoD's DP3 Initiative

The Department of Defense (DoD), United States Transportation Command (USTRANSCOM) and the Military Surface Deployment and Distribution Command (SDDC) developed the Defense Personal Property Program (DP3) to improve the quality of service to DoD Customers and their families.

The Defense Personal Property System (DPS) carries out the goals of the Defense Personal Property Program (DP3) initiative, which include:

- Improving the move experience for customers
- Streamlining move management
- Establishing an integrated, paperless system to support DoD families' moves worldwide

DoD Personal Property Community

DPS is a full-service tool that enables an improved move process for all members of the personal property community, including:

- Military and Civilian Families Who Are Moved by DoD ("DoD Customer")
- Personal Property Shipping Offices (PPSOs)
- Transportation Service Providers (TSPs)
- Other Government Agencies

System Features

As a centralized, web-based enterprise system, DPS offers a number of features that will greatly enhance the move management process.

Key DPS functionality includes

- Self-Counseling and PPSO Counseling
- Customer Satisfaction Survey
- Claims Management
- Shipment Management
- Shipment Data Analysis
- Reports and Document Generation
- Historical Data Repository

Using DPS You Can:

Create and submit your application for your move. The counseling module will walk you through step-by-step, capturing all the information required for the shipping office to process your application. Once you complete your application for a shipment in DPS, you still must provide copies of your move orders to the shipping office. Once you have submitted all required documentation, you can sit back and wait for the selected Transportation Service Provider to contact you about your move!

Monitor the progress of your shipment

Once you have submitted a shipment application to the PPSO, you can monitor the progress of your shipment in the 'Shipment Management' tab. You may also track your shipment through Interactive Voice Response (IVR) at 1-800-326-2137.

File a claim directly with the TSP

DoD customers are now entitled to Full Replacement Value for lost or damaged items. Please note important timeliness for filing a claim: you MUST file a Notice of Loss or Damage within 75 days of delivery. Once the Notice of Loss or Damage is submitted in DPS, you have (9) months from the date of delivery to file the actual claim in order to be entitled to Full Replacement Value. Any claims filed after (9) months will only be eligible for depreciated value of items lost/damaged during the move. You have up to (2) years from the date of delivery to file a claim and still receive depreciated value for your items.

Complete your Customer Satisfaction Survey (CSS)

Your input is crucial! The Defense Personal Property Program (DP3) is committed to improving the relocation experience for all service members and DoD civilians. We rely heavily on Customer Satisfaction Surveys in our scoring of TSPs. This means you have a direct impact on the quality of moving service you and your fellow DoD customers can expect in the future!

Current Limitations of DPS

There are certain DoD customers who should not Self-Counsel in DPS at this time. These customers are required to visit their local Transportation Office to coordinate their move.

Regardless of Branch of Service, you should not Self-Counsel in DPS if you are moving personal property as "next of kin" or are a Summary Courts Officer.

If you are a member of the Army, Air Force, Marine Corps or Coast Guard, you should not Self-Counsel in DPS if this is your first personal property move.

If you are a member of the Army, Air Force or Coast Guard, you should not Self-Counsel in DPS if:

- this is your last personal property move (retirement or separation)
- you are not the property owner and using a Power of Attorney

Lastly, if you are a member of the US Army, you should not Self-Counsel in DPS if:

- You are storing or moving personal property in conjunction with contingency orders
- You are storing or moving personal property in conjunction with a designated location for your dependents to an OCONUS or Non-foreign OCONUS location

If you cannot Self-Counsel at this time, you are still encouraged to request a user id and password for DPS. Once your shipment has been created by the Counselor at the Transportation Office, you can track your shipment in DPS, fill out your Customer Satisfaction Survey and file a claim if required!



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