

# Arm yourself with Claims Knowledge



Need-to-know  
Info Before you  
Move

# No one can predict the future...

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## Prepare for a claim -- just in case!



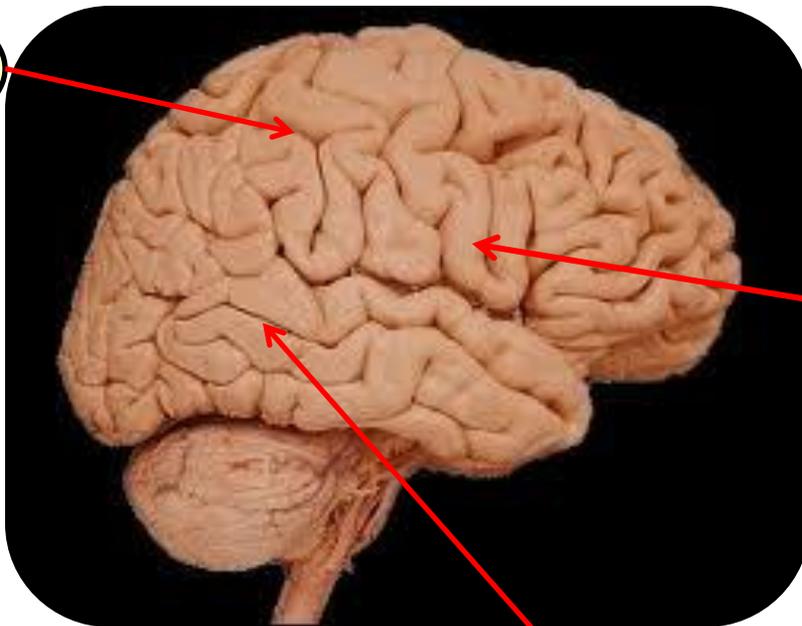
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# Preparation =

Knowledge + Action (ahead of time)

**What to know!**

**Forms**



**Process**

**Deadlines**



UNCLASSIFIED

# Forms At Pick-up



## Inventory

## High risk/value

**A. Arnold** HOUSEHOLD GOODS DESCRIPTIVE INVENTORY

3200 Antechampane Way, 4900 Klandro Blvd, 6000 Wedgite Drive, 13504 Lewis Rd, 2200 W. 26th St. AGENT: A. Arnold

OWNER'S GRADE: (BY FATHER'S NAME) [REDACTED] CARRIER'S REFERENCE NO. [REDACTED]

ORIGIN: [REDACTED] CITY: [REDACTED] STATE: [REDACTED] GOVT. SERVICE ORDER NO. [REDACTED]

DESTINATION: CRAPENWÖRTH, GERMANY VAN NUMBER: [REDACTED]

DESCRIPTIVE SYMBOLS	EXCEPTION SYMBOLS	LOCATION SYMBOLS
SW BLACK & WHITE TV	1 DENIED	1 APT
C COLOR TV	2 BROKEN	2 BOTTOM
CP COUNTER FIELD	3 MISSING	3 CORN
PD PAID BY CARRIER	4 DAMAGED	4 FRONT
CO CARRIER'S RECEIPT	5 MISSING	6 LEFT
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# Understand your Inventory!

**A. Arnold**

World Class Relocation

## HOUSEHOLD GOODS DESCRIPTIVE INVENTORY

- 5200 Interchange Way
- 990 Nandino Blvd.
- 2045 Westgate Drive, Suite 110
- 1450-A Lone Elm Rd.
- 5220 W. 76th St.

AGENT

*A. Arnold*

PAGE NO. 1 NO. OF PAGES 9

CARRIER'S REFERENCE NO.

**1. GBL #**

OWNER'S GRADE OR RATING & NAME

[REDACTED]

CONTRACT OR GBL NO.

GOVT. SERVICE ORDER NO.

**2. Descriptive**

**3. Exception**

**4. Location**

DESTINATION

[REDACTED]

STATE

GRAFENWOEHR, GERMANY

VAN NUMBER

### DESCRIPTIVE SYMBOLS

- BW - BLACK & WHITE TV
- C - COLOR TV
- CP - CARRIER PACKED
- PBO - PACKED BY OWNER
- CD - CARRIER DISASSEMBLED
- DBO - DISASSEMBLED BY OWNER
- PB - PROFESSIONAL BOOKS
- PE - PROFESSIONAL EQUIPMENT
- PP - PROFESSIONAL PAPERS
- MCU - MECHANICAL CONDITION UNKNOWN

### EXCEPTION SYMBOLS

- BE - BENT
- BR - BROKEN
- BU - BURNED
- CH - CHIPPED
- CU - CONTENTS & CONDITION UNKNOWN
- D - DENTED
- F - FADED
- G - GOUGED
- L - LOOSE
- M - MARRED
- MI - MILDEWED
- MO - MOTHEATEN
- R - RUBBED
- RU - RUSTED
- S - STRETCHED
- SC - SCRATCHED
- SH - SHORT
- ST - STAINED
- SMU - SMUDGED
- SO - SOILED
- T - TORN
- W - BADLY WORN
- Z - CRACKED

### LOCATION SYMBOLS

- 1 - ARM
- 2 - BOTTOM
- 3 - CORNER
- 4 - FRONT
- 5 - LEFT
- 6 - LEGS
- 7 - REAR
- 8 - RIGHT
- 9 - SIDE
- 10 - TOP
- 11 - VENEER
- 12 - EDGE
- 13 - CENTER
- 14 - INSIDE
- 15 - DRAWER
- 16 - SEAT
- 17 - DOOR
- 18 - SHELF
- 19 - HARDWARE

NOTE: THE OMISSION OF THESE SYMBOLS INDICATES GOOD CONDITION EXCEPT FOR NORMAL WEAR

CR REF	ARTICLES	CONDITION AT ORIGIN	EXCEPTIONS (IF ANY) AT DESTINATION
1	Chest of drawers	5'10" x 2' x 18" x 4'9" x 15" R'M 2'4" x 3'13"	
2	Sm Cabinet	8'4" x 9" x 12" x 3" Ch 2' x 2' x 4'13" 50" B'14"	
3	dresser	R'12'4" x 3" SC'16'4" x 2'6" x 15" L-10"	
4	Head board	5'2" x 6" R'4'12" x 3" 50" 13" x 14"	
5	3rd ctw cp	back packs	
	1.5 ctw cp	books	
	1.5 ctw cp	34 VHS tapes, 24 Games	
	4.5 ctw cp	Toys	
9	4.5 ctw cp	Toys	
10	Lay down wardrobe	clothes	
1	...	...	

**5. Inventory #**

**6. Item/  
carton type**

**7. Contents/  
EXCEPTIONS**

# Understand your Inventory!

DESCRIPTIVE SYMBOLS		EXCEPTION SYMBOLS			LOCATION SYMBOLS			
B/W - BLACK & WHITE TV	DBO - DISASSEMBLED BY OWNER	BE - BENT	D - DENTED	MO - MOTHEATEN	ST - STAINED	1 - ARM	9 - SIDE	17 - DOOR
C - COLOR TV	PB - PROFESSIONAL BOOKS	BR - BROKEN	F - FADED	R - RUBBED	SMU - SMUDGED	2 - BOTTOM	10 - TOP	18 - SHELF
CP - CARRIER PACKED	PE - PROFESSIONAL EQUIPMENT	BU - BURNED	G - GOUGED	RU - RUSTED	SO - SOILED	3 - CORNER	11 - VENEER	19 - HARDWARE
PBO - PACKED BY OWNER	PP - PROFESSIONAL PAPERS	CH - CHIPPED	L - LOOSE	S - STRETCHED	T - TORN	4 - FRONT	12 - EDGE	
CD - CARRIER DISASSEMBLED	MCU - MECHANICAL CONDITION UNKNOWN	CU - CONTENTS & CONDITION UNKNOWN	M - MARRED	SC - SCRATCHED	W - BADLY WORN	5 - LEFT	13 - CENTER	
			ML - MILDEWED	SH - SHORT	Z - CRACKED	6 - LEGS	14 - INSIDE	
						7 - REAR	15 - DRAWER	
						8 - RIGHT	16 - SEAT	

**NOTE: THE OMISSION OF THESE SYMBOLS INDICATES GOOD CONDITION EXCEPT FOR NORMAL WEAR**

ITEM NO.	CR REF	ARTICLES	CONDITION AT ORIGIN	EXCEPTIONS (IF ANY) AT DESTINATION
1		Chest & drawer	5D'10"2' CH'8'4"9"15' R'M'2'4"3'13'	
2		sm cabinet	5'4"9"12"3' CH'2'R'4"13'50"13"14'	
3		dresser	R'12'4"3' SE'10'4"2"6"15' L-10'	
4		Head board	5C'2"6'R'4"12"3'50"13"14'	
5		3rd ctw	cp	back packs
6		1.5 ctw	cp	books
7		1.5 ctw	cp	34 VHS tapes, 24 Games
8		4.5 ctw	cp	Toys
9		4.5 ctw	cp	Toys
10		Lay-down wardrobe		clothes
1		Lay-down wardrobe		clothes



UNCLASSIFIED



# Only sign a COMPLETE and ACCURATE Inventory!

“WE HAVE CHECKED ALL THE ITEMS LISTED ON THIS INVENTORY PAGE, AND ACKNOWLEDGE THAT THIS IS A TRUE AND COMPLETE LIST OF THE GOODS TENDERED AND THE STATE OF THE GOODS RECEIVED.”

6			
7			
8	book shelf	7-7'50" 49" 13" 50" 10" 2" ch 2"	
9	Mirror ch	sp mirror	
0		sp music system M/287	

ITEM NO. REMARKS/EXCEPTIONS

Option to document anything necessary!!!

“WE HAVE CHECKED ALL THE ITEMS LISTED ON THIS INVENTORY PAGE, AND ACKNOWLEDGE THAT THIS IS A TRUE AND COMPLETE LIST OF THE GOODS TENDERED AND THE STATE OF THE GOODS RECEIVED.”

**WARNING** → BEFORE SIGNING CHECK SHIPMENT, COUNT ITEMS AND DESCRIBE LOSS OR DAMAGE IN SPACE ON THE RIGHT ABOVE.

CONTRACTOR, CARRIER OR AUTHORIZED AGENT (DRIVER)		DATE	CONTRACTOR, CARRIER OR AUTHORIZED AGENT (DRIVER)		DATE
AT ORIGIN		7-20/10	AT DESTINATION		
OWNER OR AUTHORIZED AGENT		DATE	OWNER OR AUTHORIZED AGENT		DATE
		7/21/10			

**WARNING** → BEFORE SIGNING CHECK SHIPMENT, COUNT ITEMS AND DESCRIBE LOSS OR DAMAGE IN SPACE ON THE RIGHT ABOVE.



# Understand your High Risk/Value Inventory!

**HIGH RISK/HIGH VALUE INVENTORY**

SHIP NAME/IDENTIFIER: [REDACTED] TAG LOT/ID: [REDACTED] TAG COLOR: [REDACTED] HQS: [REDACTED] TRN: [REDACTED] PAGE NO. [REDACTED] NO. OF PAGES [REDACTED]

TSP: [REDACTED] TSP REFERENCE NO. [REDACTED]

SHIPPER'S NAME/ORGANIZATION: [REDACTED] CONTRACTOR ID: [REDACTED]

ORIGIN (COUNTRY, ADDRESS, CITY, STATE, COUNTRY): [REDACTED] GOVT SERVICE ORDERING: [REDACTED]

DESTINATION (BY AIR, ADDRESS, CITY, STATE, COUNTRY): [REDACTED]

**IMPORTANT - READ CAREFULLY:** This form is required for all items considered to be "high risk" or "high value" by either the shipper or TSP and affords both the shipper and TSP the opportunity to monitor the tender and receipt of these items. High value items are limited to, currency coins, jewelry, silverware and silver service sets, crystal, figurines, furs, objects of art, computer software programs, manuscripts, comic books, baseball cards, stamps, and other collectible items or rare documents that have a value in excess of \$100 per pound. For purposes of determining the TSP's liability, all such items shall be deemed to weigh at least one pound. A collection of compact disks (CDs) and digital video disks (DVDs) will not be considered high value items. However, individual CDs or DVDs with a value in excess of \$50 will be considered a high value item. IF YOU FAIL TO LIST YOUR HIGH RISK/HIGH VALUE ITEMS ON THIS FORM, YOUR RECOVERY WILL BE LIMITED TO \$100 PER POUND.

INV NUMBER	ARTICLE	DESCRIPTION	SEAL NO (IF USED)	REMARKS	SHIPPER INITIAL ON RECEIPT
	Abn E				

TSP WILL LIMIT CLAIM SETTLEMENTS FOR HIGH RISK/HIGH VALUE ITEMS NOT LISTED ON THIS FORM.

ORIGIN	DESTINATION
<p><b>CAUTION: READ BEFORE SIGNING</b></p> <p>This is a special inventory for high risk/high value items. Shipper and TSP acknowledge by signatures below that TSP has requested a complete list of high risk/high value items and that this is a true and complete list of high risk/high value items tendered.</p> <p>7/2/10</p>	<p><b>CAUTION: READ BEFORE SIGNING</b></p> <p>Below, signing below, ensure that all items listed have been delivered and that seals (if used) are intact. Open all cartons, inspect and verify receipt of all contents. Note any loss or damage in Remarks column. Notification of Loss or Damage at Delivery form. Your signature acknowledges receipt of all items except as noted. If you initial your receipt you may not claim later that this item is missing.</p> <p>7/2/10</p>

SHIPPER'S SIGNATURE: [REDACTED] DATE: [REDACTED]

SHIPPER AUTHORIZED AGENT'S SIGNATURE: [REDACTED] DATE: [REDACTED]

SHIPPER'S SIGNATURE: [REDACTED] DATE: [REDACTED]

SHIPPER AUTHORIZED AGENT'S SIGNATURE: [REDACTED] DATE: [REDACTED]

HILTI PRINTING, 1220 FACTOR ROAD, HALF PRICE, NY 11401, (204) 534-4000 FAX: (204) 534-4001

**ORIGIN**

**CAUTION: READ BEFORE SIGNING**

This is a special inventory for high risk/high value items. Shipper and TSP acknowledge by signatures below that TSP has requested a complete list of high risk/high value items and that this is a true and complete list of high risk/high value items tendered.

[REDACTED]

TSP/DRIVER SIGNATURE [REDACTED] DATE 7/2/10

SHIPPER/AUTHORIZED AGENT SIGNATURE [REDACTED] DATE 7/2/10



# Forms At Delivery

Notification of Loss  
or Damage At  
Delivery

Notification of Loss  
or Damage After  
Delivery

High risk/value  
Inventory



# Forms At Delivery

## Notification of Loss or Damage At Delivery

## Notification of Loss or Damage After Delivery

**JOINT STATEMENT OF LOSS OR DAMAGE AT DELIVERY**

*Privacy Act Statement*

**AUTHORITY:** The requested information is solicited pursuant to one or more of the following, 5 U.S.C. 301, 31 U.S.C. 3721 et seq., 31 U.S.C. 3711 et seq., and EO 9397, November 1943 (SSN).

**PRINCIPLE PURPOSE(S):** The information requested is to be used in evaluating claims.

**ROUTINE USE(S):** The information requested is used in the settlement of claims for loss, damage or destruction of personal property and recovery from liable third parties.

**DISCLOSURE:** Voluntary; however, failure to supply the requested information or to execute the form may delay or otherwise hinder the payment of your claim.

**GENERAL INSTRUCTIONS:** The carrier's/contractor's representative will complete and sign DD Form 1840 and obtain the signature of the member or member's agent. The member or member's agent will not, under any circumstances, sign a blank or partially completed DD Form 1840. Three completed copies of DD Form 1840 and blank DD Forms 1840R will be provided the member or member's agent by the carrier's/contractor's representative for each shipment. If no loss or damage is involved, write "NONE" in description column.

**SECTION A - GENERAL (To be completed by carrier/contractor)**

1. NAME OF AWBEE (Last, First, Middle Initial) [Redacted]  
 2. SOCIAL SECURITY NO. 000-00-0345  
 3. RANK OR GRADE [Redacted]  
 4. NET WT OF SHIPMENT 8080

5. ORIGIN OF SHIPMENT (City and State/Country) Ft. Knox, KY  
 6. DESTINATION OF SHIPMENT (City and State/Country) Vilseck, GY

7. PROBATION NUMBER JA-862,472  
 8. DATE OF DELIVERY 27 Jul 09  
 9. NAME AND ADDRESS OF CARRIER/CONTRACTOR AXIS INTERNATIONAL INC  
 378 Main Street, The Elms Suite G-01  
 East Greenwich, RI 02818

10. CODE OF SERVICE 4  
 11. SIGN AXI  
 12. CARRIER/CONTRACTOR USE ONLY WE-DD-E-1/27-09

**SECTION B - RECORD OF LOSS OR DAMAGE (To be completed jointly by member and carrier's/contractor's representative)**

13. Notice is hereby given to the carrier/contractor to whom this statement is surrendered that the shipment was received in condition as shown below and the claim, if any, will be made for such loss or damage as indicated subject to further inspection and notification to the claims office within 70 days by DD Form 1840R found on the reverse side hereof. **THE VALUE INDICATED IN BLOCK 14c IS TO BE USED FOR QUALITY CONTROL ONLY.**

a. Inv. No.	b. Name of Item	c. Description of loss or damage (If missing, so indicate)
15	Frame for a pistol	frame (Wood) and glass broken
255	Entertainment Center	(Wood) chipped new base
227	Work bench	many parts to put it together @, 1 shelf broken
99	between shelf unit	(Wood) 2 parts broken
209	Wagon chair	welder in several areas is breaking/broken

Estimated value of damaged goods = \$ 650.<sup>00</sup>

**SEALS INTACT AT DESTINATION:** YES NO SIGNATURE:

14. ACKNOWLEDGMENT BY MEMBER OR AGENT (X and complete as applicable and sign below)

a. I received my property in apparently good condition except as indicated above. A continuation sheet  was  was not used.

b. Unpacking and removal of packing material, boxes, cartons, and other debris  was  was not waived.

c. I estimate the amount of my loss and/or damage at \$

d. I have received three copies of this form. I understand that I have 70 days to list any further loss and/or damages on the back of this form and give this to the nearest claims office, and that the failure to do so may result in my being paid a smaller amount on a claim.

15. ACKNOWLEDGMENT BY CARRIER'S/CONTRACTOR'S REPRESENTATIVE (X and complete as applicable and sign below)

a. Property was delivered in apparently good condition except as otherwise noted above.

b. I will initiate tracer action for missing items.

c. Name of delivering carrier/agent/contractor

Rospeg Weiden  
Postfach 2238  
92837 Weiden / Germany

d. Storage in transit? Yes  No

e. Signature [Signature] 27 Jul 09

f. Signature [Signature] 27 Jul 09

**BEFORE USING - REVERSE CARBONS**

**NOTICE OF LOSS OR DAMAGE**

**INSTRUCTIONS TO MEMBER:** You have up to 70 days to inspect your property and note all loss or damage. Should you find any loss or damage not reported on DD Form 1840 at the time of delivery, complete Section A below. Use only ballpoint pen or typewriter. **THE COMPLETED FORM MUST BE DELIVERED TO YOUR LOCAL CLAIMS OFFICE NOT LATER THAN 70 DAYS FROM DATE OF DELIVERY. FAILURE TO DO SO MAY RESULT IN A REDUCTION OF THE AMOUNT PAYABLE ON YOUR CLAIM.** Keep a copy of this form for your records, receipted and dated by the claims office. If more than one page is needed, please number the pages.

**SECTION A (To be completed by member)**

1. STATEMENT OF PROPERTY LOSS OR DAMAGE: This are hereby notified of the loss or damage to the following shipment of personal property.

a. Name of Member (Last, First, Middle Initial) [Redacted]  
 b. PROBATION NUMBER JA-862,472  
 c. Date of Delivery 27 Jul 09

d. Origin of Shipment (City and State/Country) Ft. Knox, Ky  
 e. Destination of Shipment (City and State/Country) Vilseck, GM

f. You are further notified that property owner intends to present a claim for this loss and/or damage. You are hereby extended and opportunity to inspect the property.

**SECTION B (To be completed by claim office)**

1. LIST OF PROPERTY LOSS/DAMAGE (NOTE: Tracer action is requested for items listed as missing)

a. Inv. No.	b. Name of Item	c. General Description of Loss or Damage (If missing, so indicate)
15	Frame for a pistol	frame (Wood) and glass broken
255	Entertainment Center	(Wood) chipped new base
227	Work bench	many parts to put it together @, 1 shelf broken
99	between shelf unit	(Wood) 2 parts broken
209	Wagon chair	welder in several areas is breaking/broken

Estimated value of damaged goods = \$ 650.<sup>00</sup>

**SECTION C (To be completed by claim office)**

3. TO HOME OFFICE OF CARRIER/CONTRACTOR

a. Name and Address (Street, Address, City, State and Zip Code)  
 AXIS International Inc.  
 378 Main Street, The Elms Suite G-01  
 East Greenwich, RI 02818

b. Date of Dispatch 18 Sept 09

c. Name and Address of Claims Office  
 THE CLAIMS OFFICE  
 VILSECK LAW CENTER  
 1705 RUE M112

d. Signature [Signature]

e. Date Signed 18 Sept 09

f. Telephone Number JA 62-83 2240



# Forms At Delivery

## Notification of Loss or Damage At Delivery

## Notification of Loss or Damage After Delivery

Defense Transportation Regulation - Part IV  
Personal Property 17 December 2008

**DOD DEFENSE PERSONAL PROPERTY PROGRAM  
NOTIFICATION OF LOSS OR DAMAGE AT DELIVERY  
(This is not a Claim)**

NAME OF OWNER \_\_\_\_\_ RANK/GRADE \_\_\_\_\_ WEIGHT OF SHIPMENT \_\_\_\_\_

PPBOL/ORDER NO. \_\_\_\_\_ SCAC CODE \_\_\_\_\_ PICK UP DATE \_\_\_\_\_ TSP REFERENCE NO. \_\_\_\_\_

**GENERAL INSTRUCTIONS:** The customer (or their designated representative) and the Transportation Service Provider (TSP's) delivery representative must jointly complete this document. You must list on this document all new damage and any missing items you notice before the TSP's representative leaves your home. If you find loss or damage at delivery, you must list it on this document.  
**If no loss and/or damage is discovered at the time of delivery, write "NONE" in the space provided; DO NOT for any reason, leave this document blank. If required, use multiple copies of this document.**

NOTED LOSS AND OR DAMAGE		
INV. NO.	ITEM	DESCRIPTION OF DAMAGE (if missing, so specify.) (Electronic items, provide brand & model number)

The purpose of this document is to provide the TSP notice of loss or damage discovered at the time of delivery. See the Notice of Loss or Damage AFTER Delivery document for instructions on how to file your claim on-line. You must give the TSP notice of all loss or damage by submitting this document and the Notice of Loss or Damage AFTER Delivery document within 75 days of delivery. You will not be paid by either the TSP or the Government for any item not listed on these documents. Furthermore, you will not be paid for items listed on the Notice of Loss or Damage AFTER Delivery document unless it is dispatched to the TSP within 75 calendar days of delivery.

**THIS IS NOTIFICATION OF LOSS OR DAMAGE AT DELIVERY:** By signing below, I acknowledge receipt of one (1) copy of the Notification of Loss or Damage AT Delivery document. I understand that I have 75 days from delivery to identify and list further loss or damage not discovered at delivery on the Notification of Loss or Damage AFTER Delivery document. I understand I must mail, fax or dispatch electronically the Notice of Loss or Damage AFTER Delivery document to the TSP identified below within 75 days of delivery. I understand I will not be paid by either the TSP or the Government for any item not listed on these documents.

**ACKNOWLEDGEMENT BY CUSTOMER OR THEIR DESIGNATED REPRESENTATIVE**  
(complete as applicable and sign below)

Unpacking, Partial Unpacking and removal of packing material, boxes, cartons, and other debris was (check one)  
Performed \_\_\_ Not Performed \_\_\_ Waived \_\_\_ TSP will return \_\_\_

Signature of the customer (or their designated representative) X \_\_\_\_\_

Received for delivery at: \_\_\_\_\_ Name/Address of Transportation Service Provider (TSP)  
Street Address \_\_\_\_\_  
City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_  
Telephone Number \_\_\_\_\_ Telephone Number \_\_\_\_\_ Fax Number \_\_\_\_\_  
Signature of the customer (or their designated representative) \_\_\_\_\_ Date \_\_\_\_\_ TSP Signature \_\_\_\_\_ Date \_\_\_\_\_

Figure U.Q-3. Notice of Loss or Damage AT Delivery

IV-U.Q-35

Defense Transportation Regulation - Part IV  
Personal Property 17 December 2008

**DOD 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://dps.ddps.army.mil/portal/taPortal.asp?app=DPS&hopt=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://dps.ddps.army.mil/portal/taPortal.asp?app=DPS&hopt=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

IV-U.Q-36



# Other names:

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DD Form  
1840/1840R

DD Form  
1850/1851

Notice

Joint statement of  
Loss or Damage

Loss/Damage  
Report (DPS)





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# Know the Claims Process!



# Know the Claims Process!



At Pick-up

Sign Inventory and  
High Risk/High Value  
Inventory

At Delivery

Complete and sign Notification of  
Loss or Damage AT Delivery form

After  
Delivery

Meet deadlines!  
75 days: Notice of Loss/Damage  
9 Months: Claim FRV  
2 Years: Claim depreciated value

# What is Full Replacement Value Program?

Restore to Pre-Move condition

Repair



Replace



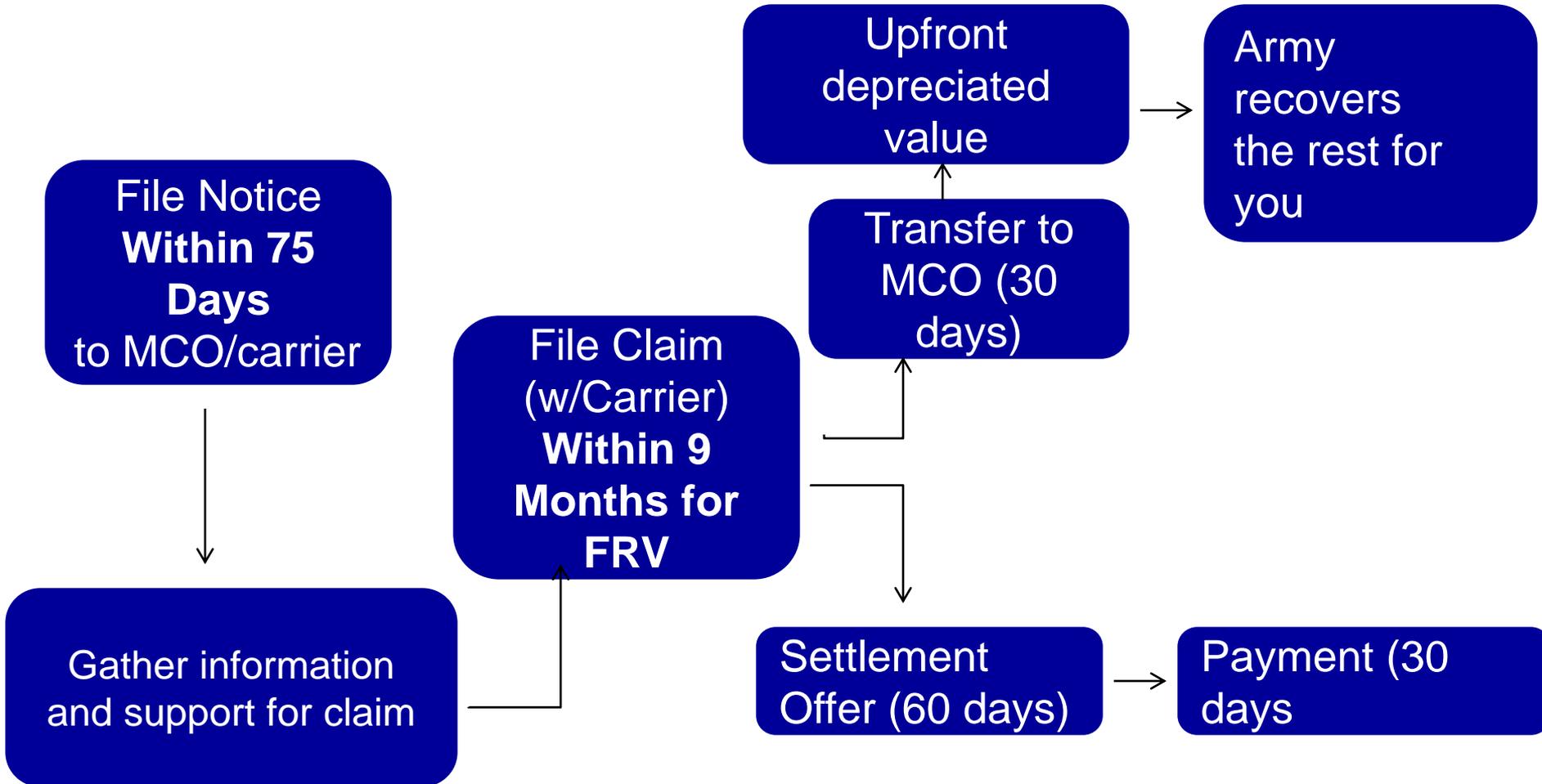
- perform repair
- pay repair cost + estimate of repair fee

- provide new item
- pay replacement cost (based on destination)



# After Delivery

## Full Replacement Value Claim





# Method of Notice and Claim

If your PPBOL/GBL/Order number follows format: ABCD1234567

Defense Transportation Regulation - Part IV  
Personal Property 17 December 2008

**DOD DEFENSE PERSONAL PROPERTY PROGRAM  
NOTIFICATION OF LOSS OR DAMAGE AT DELIVERY  
(This is not a Claim)**

NAME OF OWNER \_\_\_\_\_ RANK/GRADE \_\_\_\_\_ WEIGHT OF SHIPMENT \_\_\_\_\_

PPBOL/ORDER NO. \_\_\_\_\_ SERVICE CODE \_\_\_\_\_ PICK UP DATE \_\_\_\_\_ TSP REFERENCE NO. \_\_\_\_\_

**GENERAL INSTRUCTIONS:** The customer (or their designated representative) and the Transportation Service Provider (TSP's) delivery representative must jointly complete this document. You must list on this document all new damage and any missing items you notice before the TSP's representative leaves your home. If you find loss or damage at delivery, you must list it on this document.  
**If no loss and/or damage is discovered at the time of delivery, write "NONE" in the space provided; DO NOT for any reason, leave this document blank. If required, use multiple copies of this document.**

NOTED LOSS AND OR DAMAGE		
INV. NO.	ITEM	DESCRIPTION OF DAMAGE (if missing, so specify.) (Electronic items, provide brand & model number)

The purpose of this document is to provide the TSP notice of loss or damage discovered at the time of delivery. See the Notice of Loss or Damage AFTER Delivery document for instructions on how to file your claim on line. You must give the TSP notice of all loss or damage by submitting this document and the Notice of Loss or Damage AFTER Delivery document within 75 days of delivery. You will not be paid by either the TSP or the Government for any item not listed on these documents. Furthermore, you will not be paid for items listed on the Notice of Loss or Damage AFTER Delivery document unless it is dispatched to the TSP within 75 calendar days of delivery.

**THIS IS NOTIFICATION OF LOSS OR DAMAGE AT DELIVERY:** By signing below, I acknowledge receipt of one (1) copy of the Notification of Loss or Damage AT Delivery document. I understand that I have 75 days from delivery to identify and list further loss or damage not discovered at delivery on the Notification of Loss or Damage AFTER Delivery document. I understand I must mail, fax or dispatch electronically the Notice of Loss or Damage AFTER Delivery document to the TSP identified below within 75 days of delivery. I understand I will not be paid by either the TSP or the Government for any item not listed on these documents.

**ACKNOWLEDGEMENT BY CUSTOMER OR THEIR DESIGNATED REPRESENTATIVE**  
(complete as applicable and sign below)

Unpacking, Partial Unpacking and removal of packing material, boxes, cartons, and other debris was (check one)  
Performed \_\_\_ Not Performed \_\_\_ Waived \_\_\_ TSP will return \_\_\_

Signature of the customer (or their designated representative) X \_\_\_\_\_

Received for delivery at: Street Address _____ City _____ State _____ Zip _____ Telephone Number _____	Name/Address of Transportation Service Provider (TSP) _____ _____ _____ Telephone Number _____ Fax Number _____ TSP Signature _____ Date _____
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Signature of the customer (or their designated representative) \_\_\_\_\_ Date \_\_\_\_\_

Figure U.Q-3. Notice of Loss or Damage AT Delivery

IV-U.Q-35

File thru



Defense Personal Property System (DPS) (www.move.mil)



# Contact info for Carrier/TSP

Defense Transportation Regulation - Part IV  
Personal Property 17 December 2008

**DOD DEFENSE PERSONAL PROPERTY PROGRAM  
NOTIFICATION OF LOSS OR DAMAGE AT DELIVERY  
(This is not a Claim)**

NAME OF OWNER \_\_\_\_\_ RANK/GRADE \_\_\_\_\_ WEIGHT OF SHIPMENT \_\_\_\_\_

PPBOL/ORDER NO. \_\_\_\_\_ SCAC CODE \_\_\_\_\_ PICK UP DATE \_\_\_\_\_ TSP REFERENCE NO. \_\_\_\_\_

**GENERAL INSTRUCTIONS:** The customer (or their designated representative) and the Transportation Service Provider (TSP's) delivery representative must jointly complete this document. You must list on this document all new damage and any missing items you notice before the TSP's representative leaves your home. If you find loss or damage at delivery, you must list it on this document.  
**If no loss and/or damage is discovered at the time of delivery, write "NONE" in the space provided; DO NOT for any reason, leave this document blank. If required, use multiple copies of this document.**

NOTED LOSS AND OR DAMAGE		
INV. NO.	ITEM	DESCRIPTION OF DAMAGE (if missing, so specify.) (Electronic items, provide brand & model number)

The purpose of this document is to provide the TPS notice of loss or damage discovered at the time of delivery. See the Notice of Loss or Damage AFTER Delivery document for instructions on how to file your claim on line. You must give the TSP notice of all loss or damage by submitting this document and the Notice of Loss or Damage AFTER Delivery document within 75 days of delivery. You will not be paid by either the TSP or the Government for any item not listed on these documents. Furthermore, you will not be paid for items listed on the Notice of Loss or Damage AFTER Delivery document unless it is dispatched to the TSP within 75 calendar days of delivery.

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**ACKNOWLEDGEMENT BY CUSTOMER OR THEIR DESIGNATED REPRESENTATIVE**  
(complete as applicable and sign below)

Unpacking, Partial Unpacking and removal of packing material, boxes, cartons, and other debris was (check one)  
Performed \_\_\_ Not Performed \_\_\_ Waived \_\_\_ TSP will return \_\_\_

Signature of the customer (or their designated representative) \_\_\_\_\_ X \_\_\_\_\_

Received for delivery at: \_\_\_\_\_ Name/Address of Transportation Service Provider (TSP) \_\_\_\_\_

Street Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Telephone Number \_\_\_\_\_ Telephone Number \_\_\_\_\_ Fax Number \_\_\_\_\_

Signature of the customer (or their designated representative) \_\_\_\_\_ Date \_\_\_\_\_ TSP Signature \_\_\_\_\_ Date \_\_\_\_\_

Name, mailing address, phone and fax numbers found on the Notification At Delivery Form

**KEEP PROOF OF DISPATCH!!**



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# Know Your Deadlines

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## From Delivery Date:

**75 Days:** Loss/Damage Report (DPS)

**9 Months:** Claim (for FRV)

**2 Years:** Claim (only depreciated value)



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**Now Take Action!**

**Things-to-Do:**



- Before Pick-up Day
- On Pick-up Day
- Before Delivery
- After Delivery



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# Slogans to help you remember:

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Document, document, document...!

When in doubt, write it out...before you sign on the line!

Save yourself from misery, if you note it AT DELIVERY!

# BEFORE Pick-up Day

## Prepare for a **solid** inventory

- List Specifically: Brand, model/serial #, identifying features
- Organize into categories/order of importance
- Include detailed list of issued/TA-50 items
- Quantify countable items
- Record condition/pre-existing damage

**Update personal inventory  
(3 days-week before pick-up)**



# BEFORE Pick-up Day

## Gather substantiation/support:

- Take DATE-STAMPED Pictures/Video of **important** items
- Take DATE-STAMPED Video showing working condition of **mechanical** and **electronic** items
  - Gather receipts, invoices, etc.

**Document, document, document!**

# Pick-up Day will be HECTIC!

---

- 1** Arrange for child care and pet
- 2** Store items NOT to be shipped in inaccessible location
- 3** Make copies of Personal Inventory for Movers
- 4** Obtain numbers for Quality Control at origin and destination (just in case)
- 5** Ensure camera has plenty of memory and battery power



# Pick-up Day

- Provide a copy of personal inventory to movers
- Compare and check off

**Inventory = Receipt/Record of shipped items!!!**

- Make sure you can **read** and **understand**
- Only sign an **accurate** and **complete** inventory!

**Keep inventory and records with you during travels!**

# Are your inventories complete?



## Specify

- Brand name, model/serial number
- Identifying description

## Quantify

- Countable items in collection
- Example: 57 DVDs

## Verify

- Pre-existing damage



# Are your inventories accurate?

## Clarify

- Ask about anything you don't understand

## Rectify

- Add, correct, or write anything needed

## Review

- Look over again before signing!

When in doubt, write it out  
**BEFORE** you sign on the line!



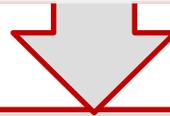
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# At Delivery

## Locate and Inspect

Important Items: furniture, high risk/high value, essential



## Annotate

Any damaged or missing items on "AT" Delivery form



## Consider Quick Claims < \$500

Must settle with carrier within 5 days

**Save yourself from misery-  
NOTE IT AT DELIVERY!**



# Calculate Your Deadlines

**Use:** [www.timeanddate.com](http://www.timeanddate.com) **or...**

**For 75 Days:** Notice At/After Delivery  
Loss or Damage Report (DPS)  
Count 10 weeks and 5 days

**For 9 Months:** Claim (for FRV)  
Count 3 months ahead (+1 year after April)

# Example

Delivery Date: 22 May 2012

75 Days: Loss/Damage Report (DPS)



5 August 2012

For 9 Months:  
Claim

22 Feb. 2013

## In the meantime...

---

- Keep all damaged items unless written permission to dispose
- Keep e-mail correspondence with carrier until settled claim
- Get estimate of repair only with written permission

# POV Shipping Claim





# Dropping Off Your POV

VISF records condition of vehicle

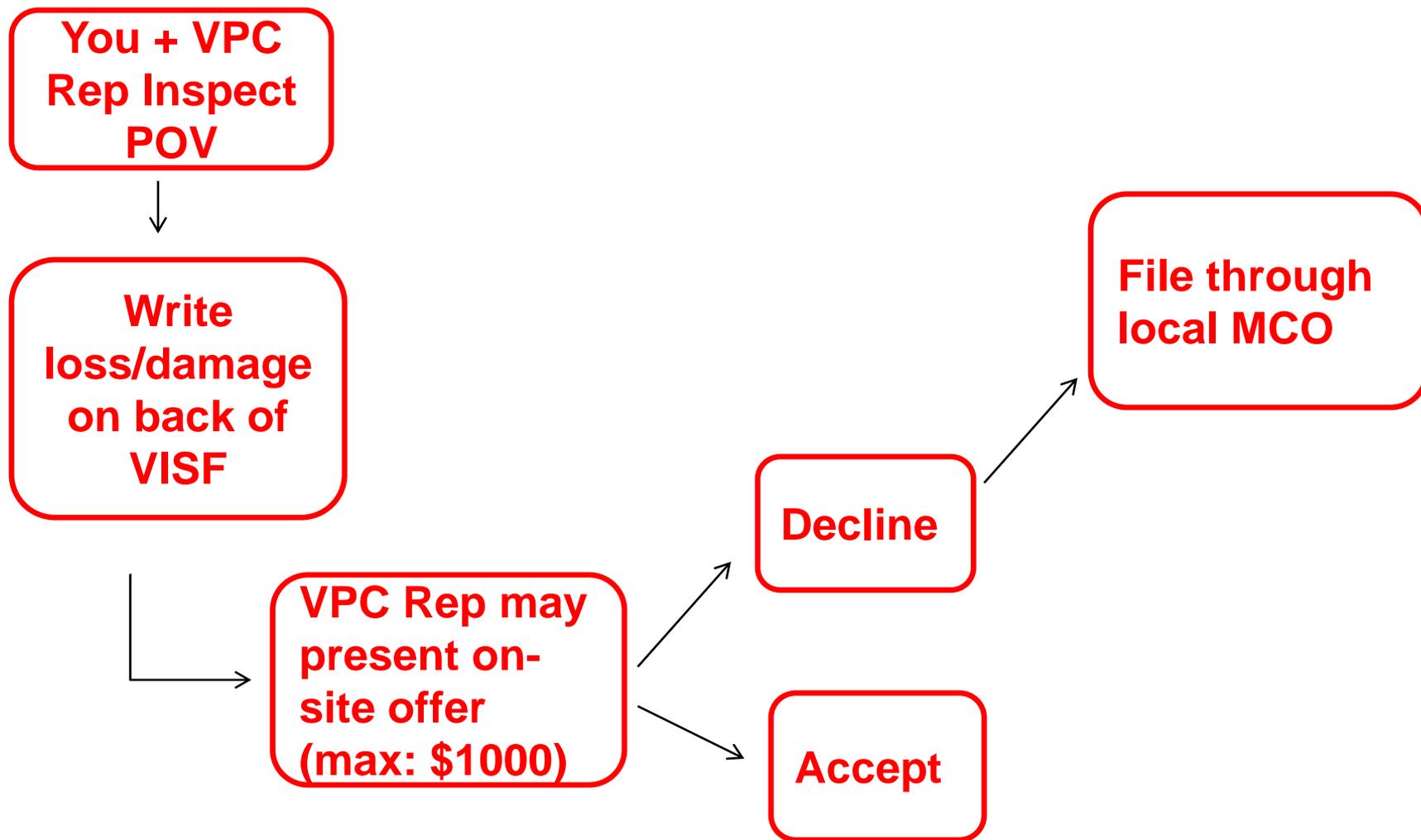
- Note any special instructions
- Note anything special features/built-in accessories
- Review for accuracy and completeness **BEFORE SIGNING**

**Document, document, document!**





# Picking Up Your POV





# Schedule your pick-up wisely

- Allow enough time for thorough inspection
- Check the weather
- Stay away from closing times



# Prepare for Inspection

- Think ahead
- Inspect a clean car or spot-clean
- Take photos/video
- Eliminate distractions
- Send the car expert



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# **KAISERSLAUTERN CLAIMS OFFICE**

**Location:** Kleber Kaserne  
Bldg 3210, Room 112

**Phone:** DSN 483-8855/56  
CIV 0631-411-8855/56

**CJA:** CPT A.J. Browell