



**Kaiserslautern Legal Services Center
Claims Information**

**Understanding Your
Inventory**



This information paper provides basic information only, and is not intended to serve as a substitute for a personal consultation with a Claims Examiner or Claims Attorney. For an appointment to see a Claims Examiner or Claims Attorney, dial DSN 483-8414/8862 or Civilian 0631-411-8414/8862.

As you prepare for your next Government-sponsored move, there are certain things you should know which will assist you in filing a claim if your property is lost or damaged. Generally, the inventory is your most important document in establishing a loss of or damage to household goods or hold baggage. A thorough, well-prepared inventory listing the contents of boxes in detail can help substantiate your ownership.

Pay close attention to the inventory your mover prepares. It lists your personal property and you will be required to sign it before the mover departs with your property. The inventory should be legible and should accurately list all your household goods or hold baggage, particularly high-value items.

During the pack-out, be proactive in reviewing the preparation of your inventory and the packing of your property.

Ensure each carton and loose item (*e.g.*, ladder, rake) has an inventory tag and is listed on the inventory.

Ensure the inventory accurately identifies the content of cartons; *e.g.*, if a box contains crystal make sure the inventory says "crystal" not "kitchen items."

Identify contents left in drawers. Be sure the inventory reflects the contents.

Ensure that your high-value items (*e.g.*, stereo components, televisions, cameras, camcorders, jewelry, comic books, baseball cards) are listed on the inventory. Failure to do so makes it difficult to prove that you actually "tendered" (gave) the item to the mover for shipping.

CDs, DVDs, and video tapes should be counted and the number of them should be entered on the inventory.

Identify audio/video equipment by make, model number, serial number, and size. For Example: 29" SONY LCD TV, model# KQ-5923, serial# 82736159.

If you are shipping a multi-media system, identify it as such and not merely as a television.

Separate your professional items and authorized consumables. Be sure they are identified on the inventory as professional books, papers, and equipment, or authorized consumables¹, as these items are weighed separately.

Monitor the wrapping and packing of your items; ensure everything is wrapped individually and adequately. Make sure heavy items are not packed on top of lighter items.

Don't allow your property to be taken to the warehouse to be packed without first consulting the Transportation Office.

A good inventory shows what condition the item was in at the time of pickup. Furniture items usually reflect the condition of the property by codes; these codes are called "exception symbols" and "location symbols." There is an explanation for these symbols at the top of each inventory page. Check the string of symbols listed for each item closely (this is how the packers identify pre-existing damage). For example, "BR 2-4-5-3" means "broken, bottom front left corner."

If your inventory is inaccurate, tell the carrier's representative and write down why you disagree at the bottom of the inventory in the space marked for "Exceptions." Identify the inventory line number and the item about which you are commenting. Be specific as to why you disagree.

Look at the inventory the mover is preparing from time to time while items are being packed, and carefully read the entire inventory before you sign it.

Do not sign anything until you have read, understood, and agreed with it. The carrier must provide you a legible copy of everything you sign. Never sign a blank, incomplete, or illegible form, or a form you cannot clearly understand. Do not argue with the carrier's representative. If you have a problem, call the Transportation Office at once.

By signing the inventory at the end of the pack-out without taking exceptions, you acknowledge that the inventory is an accurate and complete reflection of your shipment and its condition. Remember, you the shipper, are the person best suited to know what you shipped and the condition of the listed items. If these items are subsequently damaged or lost, your failure to list exceptions on the inventory at the time of shipment could affect the amount of your claims settlement.

For more information on inventories and the claims process, contact your local claims office. If you are a Soldier or a Department of the Army Civilian, contact the Kaiserslautern Legal Services Center's Claims Office in Building 3210 on Kleber Kaserne at the numbers listed above and ask to speak with one of our claims examiners, Ms. Berndt or Ms. Jordan. US Air Force claimants should visit the 86th Air Wing SJA Office's Claims Section in Building 2137 on Ramstein Air Base or call DSN 480-5911 or Civilian 06371-47-5911 and ask to speak with Ms. Kinzinger.

¹ Authorized consumables are items which the claimant cannot purchase in the country to which he is moving. For example: a Soldier moves to Kosovo and there is no Exchange there. He can purchase items up to a certain weight at the Exchange here and get an authorization from Transportation to ship these items to his new duty station. The weight allowance depends on the Soldier's rank, and will be reflected on the Soldier's orders. What he can ship also depends on the customs rules of the country to which he is moving. If, for example, a Soldier wants to ship German wine back to the US, he needs to contact the customs office.