FORT BELVOIR

CLAIMS INSTRUCTION PACKET

Hours of Operation

Walk-In Service: Monday – Friday, 0800 – 1500
Appointments available on an individual basis

Closed on All Holidays and Weekends

Address:

Office of the Staff Judge Advocate
ATTN: Personnel Claims
9910 Lowen Road, Building 702
Fort Belvoir, VA 22060

Contact Information:

Phone: (703) 805-4159/4395
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Claims Website: http://www.belvoir.army.mil/sja/newsite/claimMain.asp

Electronic Forms Can Be Found at http://www.apd.army.mil/

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WELCOME

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1. If you had loss or damage to your household goods or other property moved at government expense, the Fort Belvoir Claims Office will **assist** you in filing your claim. Please review the information in this packet carefully.

2. The mission of this claims office is to **assist** you in filing your claim and to settle your claim fairly and without delay. **As a claimant, you are also responsible for substantiating your claim and providing the information necessary to allow the Government to obtain reimbursement from the carrier**.

3. Each service branch adjudicates its own claims for damage or loss of personal property. Claims are accepted and forwarded to a local claims office of the claimant's service for action. See Appendix A for Army, Air Force, Coast Guard, Navy and Marine Corps claims offices.

4. If, during the course of reviewing these instructions, you note that your claim has some unusual aspect, or if you have a question, then please contact this office immediately at (703) 805-4159 or (703) 805-4395.

TERMINOLOGY:

Transportation Service Provider (TSP): The TSP is the carrier, mover, or Storage Company responsible for moving or storing your household goods at government expense.

Full Replacement Value (FRV): TSPs are now required to provide Full Replacement Value (FRV) coverage for your move, at no cost to you, *provided that you give timely notice of the damage **and** file with the TSP within 9 months of delivery*.

Defense Personal Property System (DPS): Many shipments are now managed under DPS. DPS is an internet-based system to manage DOD household goods moves, including submission of household goods claims. More detailed information about DPS can be found at http://www.move.mil/home.htm.

Notice Document: This term refers to the DD Form 1840/DD Form 1840R or similar form that serves the same purpose as the DD Form 1840/1840R, which the TSP gives to the member at delivery. Members should list obvious damage and loss at delivery on the front side of the notice document (Joint Statement of Loss or Damage at Delivery). Damage and loss discovered afterwards must be listed on the second part of the Notice Document and submitted to the TSP within 75 days of delivery.

Military Claims Office (MCO): The MCO provides advice and assistance to service members regarding notice and claims filing procedures with TSPs, including claims filed through DPS. If you cannot reach an agreement with the TSP regarding settlement of your claim, you may submit a claim with the MCO. The MCO will settle your claim in accordance with the guidelines established by your service branch.

BOTTOM LINE UP FRONT:

DPS Shipments (FRV): If your shipment is managed under DPS, you MUST submit your claim online at http://www.move.mil/home.htm. FRV is available if you provide notice of damage and loss to the TSP within 75 days and submit your claim online within 9 months of delivery. If you have questions or need assistance, please contact your military claims office (MCO). If you subsequently elect in DPS to transfer your claim to a MCO, the claim does **NOT** automatically transfer. You must prepare and submit a claim to the MCO if you cannot reach an agreement with the TSP.

Non-DPS Shipments Subject to FRV: Even if your shipment is not managed under DPS, TSPs are required to provide Full Replacement Value (FRV) coverage for your move, at no cost to you, *provided that you give notice of the damage within 75 days* ***and*** *file your claim with the TSP within 9 months of delivery*. You must file your claim with the TSP to be eligible for FRV.

Claims Filed with MCOs: For non-DPS shipments, you may file your claim with a MCO. However, MCOs are required to adjudicate your claim using the fair market or depreciated value of your loss. This may result in a **significant decrease** in the amount of your compensation payment. You may file a claim with the MCO if you are unable to reach an agreement with the TSP, including DPS shipments, on a fair or proper settlement of your claim. Claimants may be reimbursed for FRV only if the U.S. Army Claims Service is able to collect for FRV from the TSP.

HELPFUL ICONS & GUIDES

This Instruction Packet contains numerous examples of the forms and statements that you will need to successfully process your claims application. Please note the helpful hyperlinks that will direct you to the proper forms found in the Appendix of this Instruction Packet.

QUICK REFERENCE ICONS:

	Indicates an example of the Form or Document can be found at the back of this Instruction Packet.
	Pay careful attention to this information.
Home	Takes you back to the first page of the Table of Contents.

GENERAL INSTRUCTIONS

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These instructions are designed to help you in filing a household goods or hold baggage claim with a TSP or the U.S. Government. Please follow the instructions carefully, initial the checklist, complete the forms as shown in the attached samples, and provide all required documents and substantiation. This will allow the claims office to provide a faster and fairer adjudication and payment.

1. You must file separate claims (and separate notice documents) for each shipment. Do not mix up hold baggage and household goods.

2. Provide timely notice of damage and loss to the TSP. Fill out all copies of the notice document given to you at delivery and submit them either to the TSP or the MCO within the notice period. If you submit notice of damage and loss through the MCO, we recommend that you submit the forms to the MCO within 70 days to meet the 75-day notice requirement to the TSP. If you submit notice directly to the TSP, you should mail the notice by certified mail, return receipt or by fax with confirmation of receipt. Normally, you cannot be paid for items not timely reported to the TSP.

3. Submit your claim to the TSP within 9 months of delivery if you desire FRV coverage.

REMEMBER: SENDING THE NOTICE TO THE TSP IS *NOT* THE SAME AS FILING YOUR CLAIM.

4. If you elect to file with the Government or are unable to settle your claim with the TSP, you must file your claim with the MCO within two (2) years from the date of delivery. This time limit is set by statute. At a minimum, you must submit a written demand for payment to stop the running of the statute of limitations. Additional documentation and substantiation may be submitted later. The DD Form 1842 and DD Forms 1844 must be submitted in writing for payment of a claim. These forms are also generated through the claims online filing database (PCLAIMS).

5. Army members may file their claim online through the Personnel Claims Army Information Management System (PCLAIMS). This program can be found at https://www.jagcnet4.army.mil - U.S. Army Claims Service (Personnel Claims Online Filing Database). This program allows members to input data regarding their claim and generates the forms required for processing and payment of the claim, including the DD Form 1842 and DD Forms 1844.

6. A family member may file a claim on behalf of a service member or Government employee only if authorized by a special power of attorney or writing executed at the claims office. 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 claims settlement still goes to the sponsor.

An example of a written authorization:

"I, SPC John Doe, SSN, hereby authorize my wife, Jane Doe, (SSN), to file a claim against the U.S. Government on my behalf for the loss/damage to my hold baggage/household goods."

(Signed)(Date)

PROVING YOUR CLAIM FOR DAMAGES

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The first part of filing a claim is determining whether or not you can prove (often referred to as "substantiate") damages to your household goods. You will not be compensated by the TSP or the military if you cannot substantiate your claim.

You must substantiate three (3) things:

1) Ownership of the item.
2) That the movers lost/damaged the item.
3) The value of the damaged item/lost item.

1. Proof of Ownership: First, determine if the item is on the shipping inventory; indicate the correct inventory number on all claim forms. You should keep a list of all major items with their purchase prices and purchases dates, and the receipts to prove it. If an expensive item is not individually listed on the inventory, provide the purchase receipt and any pictures of the item in your home. Keep any inventory and any pictures separate from your property. Do not ship these with your household goods. If missing items are not listed on the inventory, please submit a "Statement of Tender" for items that were not delivered by the carrier at the time of delivery (see Appendix H for an example).

2. Cost of Repair: The cost to repair an item cannot exceed its current value. You will need a repair estimate for furniture and electronic equipment, unless the damage is either very minor, or so bad that it is obvious to the claims office that the item is not repairable. **Note: TSPs are responsible for arranging for repair estimates for claims submitted under the FRV program. This portion addresses repair estimates submitted with the MCO.**

Furniture: The estimate should describe the damaged areas and the repairs necessary to restore the item to its pre-move condition. It should only cover the new damage listed on the notice document. The estimate should be itemized, descriptive and should be signed and dated by the furniture repair technician. You will enter the estimate of repair in the PCLAIMS data for the furniture item claimed. This amount will automatically be entered as the amount claimed on the DD Form 1842 and DD Forms 1844 generated by the program.

Electronic Items: When there is possible internal damage to these types of items, you must submit a repair estimate sufficiently detailed to show the claims office that the item was damaged in shipment.

(1) Have the damaged electronic items first inspected by claims personnel.

(2) Have the items inspected by a qualified electronic repairman to have a determination on the cause of damage (rough handling, manufacturer's defect, normal wear and tear, etc.), the extent of the damage and the repair cost. Appendix E contains a suggested form for use by the repair technician.

Please note that the damage resulting from a manufacturer's defect or from normal wear and tear is not compensable. In the absence of clear evidence indicating another cause (the burden of proof is on you), internal damage to electronic items is presumed to be the result of mechanical defect or normal wear and tear. Your personal statement concerning the item's condition at tender **AND** the repair technician's recorded observations of the damages are critical for substantiation of transit loss. (See Appendix F for an example).

Repair firms will charge for an estimate. If the estimate fee is not included in the total cost of repairs, or is not deductible when the work is accomplished, then you may claim the fee as a separate line item on your claim.

3. Replacement Cost: This is a factor in determining an item's fair market value when an item is lost or damaged beyond repair. Photos, receipts, brand and model numbers are important elements that help substantiate the fair market value of an item that is missing or damaged beyond repair. You can obtain replacement costs for items comparable to the missing or destroyed item from mail order catalogs, AAFES, or the internet. If using a catalog, make a copy of the catalog page. If using the web, print a copy of the page. AAFES will usually issue a written statement of replacement costs. AAFES website: www.aafes.com. You need to submit substantiation when the replacement cost is over $100 per item and your total claims exceeds $500.

ADDITIONAL INFORMATION

1. Do not throw away any damaged items until your claim is settled, unless you have the prior approval of the claims office.

The TSP who delivered your property and the claims office have the right to inspect your household good/hold baggage for shipment damage. The TSP has the right to inspect within forty-five (45) days after delivery of the shipment or dispatch of the notice document, whichever is later. For FRV claims, the TSP is also responsible for arranging repairs or obtaining repair estimates. This inspection is an important step in substantiating your claim with the TSP and the Government. If you prevent the carrier from inspecting, your claim may be reduced or disallowed if transit loss cannot be substantiated. The carrier's repair estimate may be used to adjudicate your claim. Please contact the MCO if you have questions regarding an inspection scheduled or conducted by the TSP.

2. Army Policy on Private Insurance

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.

It may be to your benefit to file with your insurer, especially if you have experienced a catastrophic loss of high-value items subject to depreciation. Although private insurers typically pay only for missing items and losses due to catastrophic events such as fire or flooding, many insurance policies provide full replacement protection. (Note: The FRV program has limitations triggered by catastrophic losses beyond the control of the TSP). After settlement with your insurer, you may still file a claim with the Army if you have not been fully reimbursed for your loss.

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

By electing not to file against your private insurance, you will generally 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.

IMPORTANT DATES

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75-DAY RULE

Notice of Loss or Damage: Claimants must list obvious loss/damage at delivery on the DD Form 1840 (pink form) or similar form provided by the carrier. Later-discovered damage must be noted on the reverse of the pink form, the DD Form 1840R, alternate form provided by the carrier, or, for DPS claims, on the carrier's Web site for claimants. You may submit the notice document to the TSP within 75 days of delivery, preferably by certified mail or fax with receipt confirmation. Alternatively, you may submit the notice document to the MCO to ensure dispatching to the TSP's proper address within 75 days if you are in doubt or need any assistance. Failure to send the notice document to the proper TSP address within 75 days will likely result in disallowance of your claim for items for which the TSP did not receive notice. Submitting the notice document to the TSP within 75 days does NOT constitute filing a claim.

9-MONTH RULE (FRV CLAIMS)

Filing Your Claim: If you have an FRV claim, you must file with the TSP within *9 months* of the date of delivery to get the benefit of the FRV payments.

2-YEAR RULE (NON-FRV)

Non-FRV claims must be presented to a MCO within two years after it accrues. Normally, this is *2 years from the date of delivery*, or 2 years from the date you were officially notified that your property was destroyed (e.g. warehouse fire). This requirement is statutory and cannot be waived by the MCO.

90-DAY SALVAGE RULE

***Salvage rules for FRV claims filed with the TSP*:** Please review the FRV counseling checklist you received from the Transportation Office, download a copy from our Web site, or ask our claims office for a copy.

***Salvage rules for claims filed first with an Army claims office*:** The carrier may have the right to salvage value for items that cannot be economically repaired, even if you believe the item has no further use. Do not throw away destroyed items unless the claims office approves or after 90 days from the date the claims office notifies you that your claim was settled. Box up broken items if they are safety hazards. For health hazards (moldy furniture, etc.), coordinate with the MCO.

IMPORTANT DEADLINES

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1. If you have a Full Replacement Value (FRV) claim, it must be filed with the Transportation Service Provider no later than ____/_____/_____, which is
   Day Month Year

   9 months from the date of delivery, to get FRV.

2. Your claim otherwise must be filed no than ____/_____/_____, which is
   Day Month Year

   two (2) years from the date of delivery, with a military claims office (MCO).

After Two (2) Years

- Barring exceptional circumstances (i.e. deployment related issues due to war or armed conflict) you are not entitled to receive compensation from a TSP or MCO if you file the claim more than 2 years after the date of your delivery.

- Please contact our office in this circumstance so that we may determine if an exception applies in your situation. You should provide orders of any deployment and a narrative statement to explain why you were unable to submit your claim within two years. Extensions may be granted only during periods of war or armed conflict, as declared by Congress, for good cause related to the member's deployment related to the armed conflict. Extensions beyond the 2-year period may be approved only by designated officials at U.S. Army Claims Service.

THE CLAIMS PROCESS

DAY OF MOVE

1. Be prepared for the movers. Have your original inventory available for comparison with items that are unloaded from the moving truck.

2. As items are unloaded, check your inventory and make a note of any damages observed to the items coming off the truck.

3. The DD Form 1840 "*Joint Statement of Loss or Damage at Delivery*" or similar notice document is frequently given to the owner by the movers or carriers toward the completion of the delivery.

4. Enter those damages that you have observed during delivery on the DD Form 1840 or notice document. List the inventory number and item and describe the nature of damage or loss. For items not checked off the inventory, list the inventory item as missing.

5. Once all of your items are unloaded you should sign and date the front of the DD Form 1840 and hand the form to the driver of the moving truck. The driver will sign and date the DD Form 1840, retain the original of the form, and give you a copy of the DD Form 1840 (e.g., the "pink" copy).

   IMPORTANT: Returning the signed DD Form 1840 to the driver or carrier is not the same as filing a claim with the carrier. Failure to complete the next steps in the claims process will result in you <u>not receiving</u> reimbursement for your damaged items.

AFTER THE MOVE

1. Unpack all of your items to inspect them for any possible damages that resulted from the move.

2. Complete the DD Form 1840R or notice document by listing all damaged items and by providing a description of the damage. The description of transit damage should be as complete as possible. If you list minor damage and subsequently claim significant or major damage, your claim for the major damage may be denied. Please note the inventory item number of the item.

3. Submit the completed 1840R or notice document to the MCO or TSP within 75 days. We recommend that you submit the form to the MCO within 70 days to allow the MCO to meet the 75-day requirement for dispatch to the TSP.

4. If items are not listed on the notice documents submitted to the TSP, you may not be paid for these items. The TSP must receive notice of EVERY DAMAGED OR MISSING ITEM from the notice documents submitted within 75 days.

MAKING A CLAIM (FRV, DPS-FRV, or MCO)

A. FILING WITH THE TSP = FULL REPLACEMENT VALUE (FRV)

You must give notice with the TSP (i.e. moving company) within 75 days after your move. Notice should be sent to the TSP by certified mail or fax or by contacting the MCO.

1. Notice to the TSP should include the DD Form 1840R with your list of damaged/lost items, description of the items, and inventory numbers.

2. You may contact the MCO or the Transportation Office to obtain the address and telephone numbers for the TSP. It is important that you provide the SCAC Code (4 letters) from the notice document or other information that allows the MCO to identify the proper TSP.

3. It is your responsibility to contact the TSP and obtain the necessary documents from them to file a claim. You have 9 months from the date of delivery of your household goods to file a claim with the TSP.

4. The TSP has 30 days to respond to your claim.

5. At least 60 days from the time the TSP has received your claim and the information needed to make a decision on your claim, the TSP will do one of the following:

   i. Make an offer to replace or repair all of your items.

   ii. Make an offer to replace or repair some of your items.
   iii. Deny your claim.

   iv. Fail to respond to your claim.

6. At this point, you can choose to do one of the following:

   i. Accept the TSP's full or partial reimbursement offer; or

   ii. Transfer the entire claim, or under certain limited circumstances, specific line items of your claim, to the Fort Belvoir claims office.

   ** No item for which partial payment has been made may be transferred. Transferring a line item is not a guarantee of more favorable treatment, but does ensure that the issue is examined by the Government for fairness.

   ** Contact the MCO to transfer your claim. You should notify the TSP in writing regarding the items you will and will not be accepting.

B. FILING THROUGH DPS = FRV

1. The Defense Personal Property System (DPS) is a cradle to grave web-based moving system. DPS Shipments can be identified by a 4 letter 7 digit number listed on the Notice Document. If you began your move in DPS, you will complete your claim in that system as well. Just go to http://www.move.mil, click on "Access DPS" and look for the "Claim" tab at the top center of the page.

2. The DPS website http://www.move.mil provides video instructions and PowerPoint slides for getting a password, filing notice of damage and loss, filing your claim, and providing feedback concerning the DPS claims process.

3. FRV Rules apply to DPS Shipments. If you cannot come to an agreement with the TSP regarding settlement, you may transfer your claim to a MCO. The "Transfer to MCO" button or icon at the DPS website does not automatically transfer your claim information to the MCO. You must submit your claim with your respective service's MCO.

C. FILING WITH CLAIMS OFFICE = ACTUAL OR DEPRECIATED VALUE

1. If you elect to file with the Government or are unable to settle your claim with the TSP, you must file your claim with the MCO within two (2) years from the date of delivery. This time limit is set by statute. At a minimum, you must submit a written demand for payment to stop the running of the statute of limitations. Additional documentation and substantiation may be submitted later. The DD Form 1842 and DD Form 1844 must be submitted in writing for payment of a claim. These forms are also generated through the claims online filing database (PCLAIMS).

2. Soldiers and civilian employees can submit their claims online through the Personnel Claims Army Information Management System (PCLAIMS) in addition to submitting a claim in writing. This program allows members to input the data regarding their claim and generates the DD Form 1842 (Claim Form) and DD Form 1844 (Claims Analysis Chart). Data can be saved in these forms before the claim is submitted.

   a. Access PCLAIMS at https://www.jagcnet4.army.mil/8525763F005D2EF5/ - or by going to JAGCNET and clicking on the "Claims" link, which will take you to the U.S. Army's Claims Homepage. Once at the homepage, click on the "Personnel Claims Online Filing Database" link. For more information on using the PCLAIMS website, please see Appendix J.

   b. There is a Claimant's Manual that provides instruction on how to navigate PCLAIMS on the home page of the PCLAIMS website.

3. MCOs are required to adjudicate your claim using the fair market or depreciated value of your loss. You may file a claim with the MCO if you are unable to reach an agreement with the TSP, including DPS shipments, on a fair or proper settlement of your claim. Claimants may be reimbursed for FRV if the U.S. Army Claims Service is able to collect FRV from the TSP.

DOCUMENT CHECKLIST - CLAIMS FILED WITH MCO

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✓ Please make or retain copies of all of these forms for your records. If you file your claim online through PCLAIMS, the program will generate the DD Form 1842 and DD Form 1844 with the data that you have entered into the program. Other documents identified below require scanning and attachment to the electronic claims record. If you need assistance with scanning or attaching the record to the claim form, please contact or visit your local MCO.

☐	**DD Form 1840/1840R (pink form) or Notice Document:** This is the pink form you received from the carrier at the time of delivery on which you noted any loss or damage you noticed at that time. If you completed the DD Form 1840R, ensure you turn in the copy that was signed by the claims personnel.
☐	**DD Form 1842:** (Claim for Loss of or Damage to Personal Property Incident to Service). Complete blocks 1-18. The date entered in block #18 is the date the claim is turned into the claims office. **Block #9 must include a dollar amount.** This form must be signed by the sponsor for the move concerned; or your spouse with your original signed written authorization (sample below); or an agent (e.g., parents) with a valid power of attorney. ***SAMPLE*** *"I, SPC John Doe, SSN, hereby authorize my wife, Jane Doe, (SSN), to file a claim against the U.S. Government on my behalf for the loss/damage to my hold baggage/household goods."* *John Doe* *March 15, 2011*
☐	**DD Form 1844:** (List of Property and Claims Analysis Chart). Complete blocks 1-13. Please follow the instructions on the attached sample form and list specific damages, e.g., do not just put "broken," explain where and how it is damaged, e.g., "left rear leg broken off."

☐	**CEFT Form:** This form is now required to pay claims under the General Funds Enterprise Business System (GFEBS).
☐	**Action Taken by TSP on FRV Claim:** If you originally submitted your claim with the TSP for settlement under FRV rules, but were unable to come to a full agreement, please provide the correspondence regarding the offer made by the TSP and documentation relied on by the TSP. This information is important for identifying adjudication and recovery issues by the Army against the TSP.
☐	**Household Goods Inventory:** Submit the original copy you received when the property was packed. If you do not have a legible copy, you should obtain one from the moving company.
☐	**Government Bill of Lading (GBL):** This document is available from the Joint Personal Property Shipping Office if you can no longer find your own copy. If you moved locally you will NOT have a GBL. ** The MCO can obtain this document.
☐	**PCS Orders:** Or the document that allowed you to move your personal property at Government expense. Include any applicable amendments. If your property was in non-temporary storage, you must submit PCS orders authorizing storage and PCS orders authorizing removal from storage.
☐	**DD Form 1164:** (Service Orders for Personal Property). This form is for shipments which were in non-temporary storage. If you do not have the DD Form 1164, it can be obtained from the Joint Personal Property Shipping Office that originally placed your property into storage.
☐	**Furniture Repair Estimates:** Completed by the furniture repair technician and describes the new damage, claimed repair, and cost. This estimate will also include the name, address, and phone number of the repair technician's firm.
☐	**Electronic Repair Form (attached):** All estimates for electronics must be done on the attached electronics repair form or include all information required by the form.

☐	**Other Written Estimates of Repair:** Please see separate discussion in this packet. • If it is a computer, then use a computer firm. • If electronic then use the Electronic Repair Report form.
☐	**Private Insurance Information:** If you have homeowner's or rental insurance covering all or some of your loss, you are not required to file with them first. However, it may be to your advantage in some limited circumstances.
☐	**Statement of Tender:** Required when items not listed on the inventory are missing from the shipment at delivery. There is no set format for this statement; it can be handwritten or typed. It must be signed and dated. You may also have to provide other substantiation that the item was shipped, and/or substantiation of the item's value. Please see the example in Appendix H of this packet.
☐	**Electrical Items Statement:** Required when electrical items (sound systems, TVs, etc.) do not work or do not work properly and there is no external damage. Please see the example in Appendix F of this packet. You will also need an electronic repair form completed by a qualified repair firm. Please see the example in Appendix E of this packet.
☐	Letter of Authorization or Power of Attorney: If your spouse will handle the claim, she or he will need a note signed by you, authorizing her or him to handle your claim. If anyone else will handle your claim, she or he will need a power of attorney.

SPECIAL CIRCUMSTANCES

8

MULTIPLE DELIVERIES

You must ensure that if there were multiple, different shipments (e.g. an overseas household goods shipment and a shipment coming from a non-temporary storage) that the DD From 1840/1840R corresponding to each shipment must be used. With multiple shipments, providing notice to the wrong carrier will prevent the Government from recovering its reimbursement for those items listed on the "wrong" DD Form 1840/1840R and reimbursement to you.

DID NOT RECEIVE A DD FORM 1840/1840R

If you did not receive a DD Form 1840/1840R, then please call the MCO immediately.

CANNOT IDENTIFY INVENTORY NUMBER

If you cannot identify the damaged item by the inventory number, then file the form within 75 days with as much information as possible on the form.

HIGH VALUE ITEMS NOT LISTED ON THE INVENTORY

A claim for expensive jewelry or other high value items not listed on the inventory requires a higher evidentiary standard of proof or tender. You should provide receipts of purchases, explanations of how you acquired the property, and why the expensive items were shipped instead of hand carried. Photos showing the item in use before shipment are also helpful.

FREQUENTLY ASKED QUESTIONS

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1. Are there any items not covered under the Full Replacement Value (FRV) Program?

Yes. Items not covered under the FRV program include pianos, organs, ATVs, personal watercraft, vehicles and motorcycles, firearms, and objects of art. You should also understand that the carrier cannot replace some missing items with new items, such as collectible figurines, antiques, collectible plates, baseball cards, comic books, and coin and stamp collections.

2. Can I file with the Fort Belvoir Claim Office and still receive the benefit of the FRV Program?

No. If you elect to not file a claim directly with the TSP, you will give up your right to FRV. Military claims offices do not have the authority to settle claims on the basis of FRV.

FREQUENTLY ASKED QUESTIONS ABOUT DPS

1. Must I file my claim through DPS?

Yes, you must initially file your claim through DPS. You must submit a claim through DPS within 9 months of delivery if you wish to receive full replacement value. If you file your claim more than 9 months after delivery, you will receive only the depreciated value for the items that are missing, destroyed, or not economically repairable.

2. What if it has been nearly two (2) years since delivery but my claim is being processed through DPS?

We recommend that you submit a claim with the Fort Belvoir Claims Office within two (2) years of delivery to meet the statute of limitations requirement. You should state that you have filed a claim with DPS. Claims with the Army must be presented within two (2) years of the date of delivery.

1. What if the delivery crew damages my residence?

You should get the crew members' names and contact the delivery agent immediately. Settlement of claims for damages to residences (real estate) is between the member and delivery agent. If you encounter problems, contact Quality Control at JPPSOWA at (703) 806-0769 or 0746.

2. **How are estimates of repair handled?**

   The TSP is responsible for obtaining repair estimates for those items that are economically repairable. If you don't hear from the TSP within 30 days after submitting your notice of damage and loss, you may contact the TSP to ensure the repair estimates are obtained to aid in determining the claim settlement.

3. **What if DPS will not allow me to submit notice of damage and loss?**

   You may contact JPPSOWA or the Fort Belvoir Claims Office for assistance in submitting your notice. It is important that you provide the Bill of Lading and SCAC code information from the notice document that you received at delivery.

   DPS will not allow you to enter notice of damage and loss until the TSP enters the shipment as delivered. This can happen when the TSP is not notified of the actual shipment delivery by the delivery agent. The claims office can dispatch the form directly to the TSP and ensure that there is proof of timely notice. However, it will still be necessary for the notice to be entered into DPS. Both the claims office and JPPSOWA can assist in contacting the TSP, identifying the move manager, and ensuring that the TSP is notified of the delivery.

4. **Does DPS transfer my claim to a military claims office if I can't reach an agreement with the TSP?**

   No. DPS shows the option to select transfer to a military claims office. However, this selection does not transfer the claim to the military claims office. You must enter your claim with the Army into PCLAIMS.

   PCLAIMS can be accessed at the Judge Advocate General's Corps Internet site at www.jagcnet.army.mil. Click on the U.S. Army Claims Service link and then click on the PCLAIMS link. The PCLAIMS site describes the rules for filing personnel claims and allows you to fill out all the required forms. You must have an Army Knowledge Online (AKO) account to use PCLAIMS; claimants without such accounts should contact their nearest MCO to file their claims. Also, spouses with their own AKO accounts filing for the actual claimants should not file claims using their own AKO information. The AKO account of the actual claimant must be used. If the move's sponsor cannot initiate the claim himself/herself, the spouse may do so at an MCO using a power of attorney or signed note from the sponsor.

Members of other services must also submit their claims with their respective services. DPS does not communicate or talk with PCLAIMS or other service claims programs. The "transfer to a military claims office" selection merely indicated your intent to file with your respective service because you cannot reach an agreement with the TSP.

5. Can I talk with a real person in the DPS claims process?

All DPS moves have an assigned "Move Manager." You should have received the name and contact information for your Move Manager before your actual move. If you have questions that are not answered at the DPS website http://www.move.mil, you may contact JPPSOWA or the Fort Belvoir Claims Office to assist you in reaching your Move Manager. You should have your Bill of Lading and SCAC code information available when requesting assistance.

6. What if I need help with DPS?

Although DSP is administered by the U.S. Transportation Command and not military claims offices, the Fort Belvoir claims office is familiar with the system and we are happy to help Soldiers navigate it. For DPS page error messages, please email the DPS Help Desk at sddc.safb.dpshd@us.army.mil or dial DSN 770-7332 or COMM (618) 220-7332 or Toll Free at (800) 462-2176 [option 5].

REPAIR SHOPS

10

In accordance with the Joint Ethics Regulation, we do not specifically endorse any of the following businesses. You may also consult the yellow pages for local repair firms. Some businesses have not been listed because estimates have exceeded the amount considered reasonable, or because of specific complaints about business practices. The company that provides the estimate of repair must be able to do the repair work.

Furniture Repair:

A Quality Finish
Manassas, VA
703-335-2085

Furniture Medic by Karen
Herndon, VA
703-478-0080

S-Q Furniture Service
Woodbridge, VA
703-497-1445

CAPITAL REGION CLAIMS OFFICES

Appendix A

Each service branch adjudicates its own claims for damage or loss of personal property. Claims are accepted and forwarded to a local claims office of the claimant's service for action. Below are this area's Army, Air Force, Coast Guard, Navy and Marine Corps claims offices.

ARMY AND DOD PERSONNEL ONLY

U.S. Army Garrison, Fort Belvoir
OPEN: 0800-1500; Monday-Friday

9910 Lowen Road, Bldg 702
(16th & Gunston Road)
Fort Belvoir, VA 22060
(703) 805-4159 or (703) 805-4195.

http://www.belvoir.army.mil/sja/newsite/claimMain.asp

Fort Myer Claims Office
OPEN: 0800-1300; Monday-Friday

202 Custer Road
Fort Myer, VA 22211-1199
(703) 696-0761/0762

http://www.mdw.army.mil/sja/Claims.htm

Fort George G. Meade
OPEN: 0730-1600; Monday-Friday

4217 Roberts Ave.
Fort George G. Meade, MD 20755-5030
(301) 677-9898/9960

http://www.ftmeade.army.mil/pages/sja/sja_claims.html

NAVY PERSONNEL ONLY

PCA claims with should be filed using the forms available at the "Packets & Forms" portion of http://www.jag.navy.mil/organization/code_15_packets_forms.htm. Except as noted below, all PCA claims should be filed with the Personnel Claims Unit Norfolk:

Mailing Address:

Personnel Claims Unit Norfolk
9053 First St. Suite 102
Norfolk, VA 23511-3605

Phone Numbers:

Phone: (888) 897-8217
Comm: (757) 440-6315
DSN: 564-3310
Fax: (866) 782-7297 or (757) 444-3337
Fax DSN: 564-3337
Email: NorfolkClaims@navy.mil

Please visit this website for additional addresses:
http://www.jag.navy.mil/organization/code_15_addresses.htm

If your loss occurred in or your household goods or POV were delivered to the following locations: Antarctica, Arctic, Australia, Guam, Japan, and locations in the Indian Ocean (east of 60° E longitude) or the Pacific Ocean, file your claims with:

Mailing Address:

Personnel Claims Unit, Branch Office Pearl Harbor
850 Willamette St.
Pearl Harbor, HI 96860-5109

Phone Numbers:

Comm: (808) 473-4701
DSN: 473-4701
Fax: (808) 473-3493
DSN Fax: 473-3493

AIR FORCE PERSONNEL ONLY

Please visit their website at: https://claims.jag.af.mil/

Claims Service Center at 1-877-754-1212, or email: afcsc.ja@wpafb.af.mil

COAST GUARD PERSONNEL ONLY

Please visit their website at: http://www.fincen.uscg.mil/hhg.htm

MARINE CORPS PERSONNEL ONLY

Please visit their website at:
https://www.manpower.usmc.mil/portal/page/portal/M_RA_HOME/MF/PERSONNEL/Property

Mailing Address:

Headquarters, U.S. Marine Corps
Personal and Family Readiness Division (Code MRP-2 Claims)
3280 Russell Road Quantico, VA 22134-5103

Physical Location:

Personal & Family Readiness Division
3100 Range Rd, Quantico, VA 22134

Phone Numbers

Phone (703) 784-9533
DSN 278-9533
Fax: (703) 784-9827
Email: hqmc.claims@usmc.mil

DD FORM 1840R

Appendix B

SAMPLE

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 ball-point 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: You are hereby notified of the loss or damage in the following shipment of personal property.

a. Name of Member *(Last, First, Middle Initial)*	b. PPGBL/Order Number	c. Date of Delivery
JONES, JOHN S.	QB-123-456	25APR11

d. Origin of Shipment (City and State/Country)	e. Destination of Shipment *(City and State/Country)*
SAN DIEGO, CALIFORNIA	ALEXANDRIA, VIRGINIA

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

2. 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)*
35	Persian Style Rug	Wet and Mildewed
20	Lampshade	Shattered Glass
42	Dresser	Gouged and Scratched

SECTION B - *(To be completed by claims office)*
(NOTE: Mail original to home office of carrier/contractor listed in item 9 on DD Form 1840)

3. TO *(Home Office of Carrier/Contractor)*

a. Name and Address *(Street Address, City, State, and ZIP Code)*	b. Date of Dispatch
WEMOVEIT Van Lines, 1150 Moveit Street, Jacksonville, FL 32223	

4. YOUR REPRESENTATIVE MAY CONTACT THIS CLAIMS OFFICE FOR ASSISTANCE

a. Name and Address of Claims Officer	b. Signature	
	c. Date Signed	d. Telephone Number

DD Form 1840R, JAN 88 *Previous editions are obsolete.* PAGE OF PAGES

Reset

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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 ball-point 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: You are hereby notified of the loss or damage in the following shipment of personal property.

a. Name of Member *(Last, First, Middle Initial)*	b. PPGBL/Order Number	c. Date of Delivery
d. Origin of Shipment (City and State/Country)	e. Destination of Shipment *(City and State/Country)*	

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

2. 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)*

SECTION B - *(To be completed by claims office)*
(NOTE: Mail original to home office of carrier/contractor listed in item 9 on DD Form 1840)

3. TO *(Home Office of Carrier/Contractor)*

a. Name and Address *(Street Address, City, State, and ZIP Code)*	b. Date of Dispatch

4. YOUR REPRESENTATIVE MAY CONTACT THIS CLAIMS OFFICE FOR ASSISTANCE

a. Name and Address of Claims Officer	b. Signature	
	c. Date Signed	d. Telephone Number

DD Form 1840R, JAN 88 *Previous editions are obsolete.* **PAGE OF PAGES**

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DD FORM 1842

Appendix C

SAMPLE

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
DOE, JOHN J.	USA	E-5	123-45-6789

5. HOME ADDRESS *(Street, City, State and Zip Code)*	6. CURRENT MILITARY DUTY ADDRESS *(If applicable) (Street, City, State and Zip Code)*
1111 Army Blvd. Fort Bragg, NC 28307	Fort Belvoir, Virginia 22060

7. HOME TELEPHONE NO. *(Include area code)*	8. DUTY TELEPHONE NO. *(Include area code)*	9. AMOUNT CLAIMED
(703) 555-6666	(703) 777-6666	$1,200.00

10. CIRCUMSTANCES OF LOSS OR DAMAGE *(Explain in detail. Include date, place, and all relevant facts. Use additional sheets if necessary.)*

HHGs were picked up by Bay Shore Lines on 17 February 2011 and delivered to the residence on 2 March 2011. Upon inspection it was noted that one vacuum cleaner was missing, and the sofa, king-size headboard, and the china cabinet were damaged.

	YES	NO
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.)*		X
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.)*		X
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.)*		X
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.)*		X
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.)*		X

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)*
/s/ John J. Doe	20110425

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:	
☐ a. SMALL CLAIMS ☐ 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)*

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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.)*

	YES	NO
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.)*		
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)*

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:	
☐ a. SMALL CLAIMS ☐ 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)*

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PRIVACY ACT STATEMENT

AUTHORITY: 31 U.S.C. 3721, and EO 9397, November 1943 (SSN).

PRINCIPAL PURPOSE(S): Filing, investigation, processing and settlement of claims for losses incident to service.

ROUTINE USES:
a. Information is principally used to provide a legal basis for the administrative payment of claims against the Government. Information is also used in connection with:

(1) Recovery from common carriers, warehouse firms, insurers and other third parties.

(2) Collection from claimants of improper payments or overpayments.

(3) Investigation of possible fraudulent claims.

(4) Possible criminal prosecution by the Department of Justice or other agencies if fraud is established.

b. Social Security Numbers are used to assure correct identification of claimants in order to assure payment to the proper claimant and avoid duplication of claims.

DISCLOSURE: Voluntary; however, failure to supply information will cause delay in settlement and may result in denial of a portion or all of the claim.

INSTRUCTIONS TO CLAIMANTS

1. You must submit your claim in writing within two years of the date of the incident giving rise to the claim. This two year time limitation may not be waived.

2. The claimant or an authorized agent must complete and sign Part I of this form, answering all questions. If the claim is signed by an agent *(such as a spouse)* or a survivor of a deceased proper claimant, that person must have a document showing his or her authority to present the claim, such as a power of attorney, etc.

3. If the claim is for property lost or damaged while being shipped or stored pursuant to travel orders, submit copies of your orders and all shipping documents, including your inventory and your "Joint Statement of Loss or Damage at Delivery/Notice of Loss or Damage," DD Forms 1840/1840R. If you notice damage after delivery, you must complete the DD Form 1840R and get it to the Claims Office within 70 days after delivery.

4. You may obtain further information from a Claims Office.

5. You are entitled to claim the following:

a. Reasonable local repair cost, if an item can be economically repaired. *(You may claim small amounts without an estimate. Otherwise, submit an estimate of repair from a repair firm or, if repairs have been completed, your receipt. The claims office may waive this in appropriate cases.)*

b. Reasonable local replacement cost if an item is missing, destroyed, or not economic to repair. *(Replacement costs may be obtained from commercial catalogs or a military exchange. If you cannot find the item in a catalog or the exchange and the cost is more than $100.00, obtain a statement from a commercial firm for the cost of a similar item. If you have purchase receipts, bring these to the Claims Office as well.)*

c. Reasonable cost of obtaining local estimates of repair, if the cost of such estimates will not be credited if repair work is done. *(Normally, you may not claim appraisal fees.)*

PART III - DENIAL OR SUPPLEMENTAL PAYMENT *(To be completed by Claims Office)*

	23. DENIAL *(X if applicable)* The claim is not cognizable or meritorious under 31 U.S.C. 3721 and the applicable provisions of the controlling departmental regulation, and is denied.		**24. SUPPLEMENTAL PAYMENT** *(X and complete if applicable)* The claim is cognizable and meritorious under 31 U.S.C. 3721, and the following additional award is substantiated: $

25. SIGNATURES

a. CLAIMS EXAMINER	b. DATE SIGNED *(YYYYMMDD)*	c. REVIEWING AUTHORITY	d. DATE SIGNED *(YYYYMMDD)*

26. APPROVING/SETTLEMENT AUTHORITY *(Settlement Authority is required for denial.)*

a. TYPED NAME	b. GRADE	b. SIGNATURE	c. DATE SIGNED *(YYYYMMDD)*

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DD FORM 1844

SAMPLE

1. NAME OF CLAIMANT (Last, First, Middle Initial)	3. PICK-UP DATE (YYYYMMDD)	LIST OF PROPERTY AND CLAIMS ANALYSIS CHART (Items 14 through 31 to be filled out by Claims Office)			
DOE, JOHN S.	20110215				
2. CLAIMANT'S INSURANCE COMPANY (If applicable)	4. DELIVERY DATE (YYYYMMDD)	14. ORIGIN CONTRACTOR	17. 2ND CONTRACTOR	21. CLAIM NUMBER	22. NET WT/MAX CAR
a. NAME: N/A; b. POLICY NO.: N/A	20110425				

5. LINE NO.	6. QTY	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. MM/YYYY PURCHASED	11. AMOUNT CLAIMED a. Repair Cost (or) b. Replacement Cost	15. INVENTORY DATE (YYYYMMDD) / 16. EXCEPTIONS	18. EXCEPTION SHEET DATE (YYYYMMDD) / 19. INV NO. / 20. EXCEPTIONS	23. GBL NUMBER / 25. AMOUNT ALLOWED	26. ADJUDICATOR'S REMARKS	24. LOT NUMBER / 27. ITEM WT	28. HOUSE LIABILITY	29. CARRIER LIABILITY
1	1	Portable Sony Radio Model 622A -- Missing	13	110.00 02/2009	75.00							
2	1	Bose Home Surround Sound System Model G1897L -- Missing	14	1,500.00 06/2010	1,200.00							
3	1	Double Dresser, Solid Oak -- Small Scratch on Right Side	15	350.00 07/2008	125.00							
4	1	LG 42" Flat Screen TV Model H80 with remote -- Display Screen Cracked	17	1,080.00 06/2010	700.00							
5	1	Cost of Estimate			110.00							

12. REMARKS	13. TOTAL	$ 2,210.00	30. TOTAL AMOUNT ALLOWED	$ 0.00	31. THIRD PARTY LIABILITY	$ 0.00	$ 0.00

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1. NAME OF CLAIMANT (Last, First, Middle Initial)

3. PICKUP DATE (YYYYMMDD)

2. CLAIMANT'S INSURANCE COMPANY (If applicable)

a. NAME

b. POLICY NO.

4. DELIVERY DATE (YYYYMMDD)

LIST OF PROPERTY AND CLAIMS ANALYSIS CHART

(Items 14 through 31 to be filled out by Claims Office)

5. LINE NO.	6. QTY	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. MM/YYYY PURCHASED	11. AMOUNT CLAIMED (or) a. Repair Cost	b. Replacement Cost	12. REMARKS
								13. TOTAL $ 0.00

14. ORIGIN CONTRACTOR	15. INVENTORY DATE (YYYYMMDD)	16. EXCEPTIONS	17. 2ND CONTRACTOR	18. EXCEPTION SHEET DATE (YYYYMMDD)	19. INV NO.	20. EXCEPTIONS	21. CLAIM NUMBER	22. NET WT/MAX CAR	23. GBL NUMBER	24. LOT NUMBER	25. AMOUNT ALLOWED	26. ADJUDICATOR'S REMARKS	27. ITEM WT	28. HOUSE LIABILITY	29. CARRIER LIABILITY	30. TOTAL AMOUNT ALLOWED	31. THIRD PARTY LIABILITY
																$ 0.00	$ 0.00

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ELECTRONIC REPAIR REPORT

Appendix E

ELECTRICAL/ELECTRONIC REPAIR REPORT

The Army Claims Office must determine whether damage to an item was caused by the item being dropped or mishandled in shipment, or whether it is due to fair wear and tear or to a manufacturer's defect. Please complete this form to the best of your ability.

1. YOUR FIRM NAME AND ADDRESS:_____

_____

2. YOUR FIRM TELEPHONE NUMBER:_____

3. OWNER'S NAME:_____

4. ITEM EXAMINED:_____

(MAKE) (MODEL) (AGE)

5a. There (was) (was not) external damage to the item.

Description and location of new external damage is:_____

Description and location of old external damage is:_____

5b. I (was) (was not) able to determine the cause of any new external damage. To the best of my knowledge and belief, the damage was caused by:_____

5c. There (was) (was not) internal damage to this item.

Detailed description of internal damage is:_____

5d. I (was) (was not) able to determine the cause of the internal damage. To the best of my knowledge and belief, the damage was caused by:_____

5e. I came to this conclusion because:_____

_____

6. I estimate the cost for repairing this damage is:

(parts)_____ $_____

(parts)_____ $_____

(parts)_____ $_____

(parts)_____ $_____

subtotal for replacement parts: $_____

cleaning or other servicing charges/cost of estimate: $_____

tax: $_____

labor: $_____

TOTAL $_____

PRINTED NAME:

SIGNATURE_____ DATE: _____

ELECTRONIC ITEMS STATEMENT

Appendix F

The following sample paragraph is also provided for format purposes. Again, please do not copy this statement verbatim, but explain in your own words in your own handwriting!

----------BEGIN STATEMENT----------

On 25 March 2011, the movers arrived at my house to pack up my household goods. When they entered my home, my family and I were watching a movie on my Toshiba 42" Flat Screen LCD TV. I immediately started to turn the TV off and unplug it from the wall. They said that it was not necessary because they would not be able to pack everything that day so if we wanted to keep the TV for another day, it would not be a problem. So I kept the TV out for the weekend. On 28 March 2011, they arrived to finish and again the TV was on. The movers pack the television and shipped it. The TV has no internal or external damage. It worked fine prior to shipment. Upon receiving my TV after shipment it was scratched on the top and would not work anymore.

----------END OF STATEMENT----------

Sign and date your statement.

MISSING ITEMS STATEMENT

Appendix G

If any items were not delivered by the carrier at the time of delivery, please provide a written statement listing the missing items. Your statement should include: inventory number, type item (brand name, model and size) and quantity. Also indicate whether the entire inventory line item (item carton) is missing or selected items are missing out of a carton.

The following sample paragraph is also provided for format purposes. Again, please do not copy this statement verbatim, but explain in your own words in your own handwriting!

----------BEGIN STATEMENT----------

I owned and used the following listed items on my claim prior to my move, but they were not delivered to me by the destination carrier. After my household goods were packed at origin, I checked all the rooms in the house to make sure nothing was left behind. All items had been packed by the carrier.

INV #	ITEM (list each item individually)
XX	XXXXXXXXX
XX	XXXXXXXXX
XX	XXXXXXXXX
XX	XXXXXXXXX

----------END OF STATEMENT----------

Sign and date your statement.

If there are specific circumstances regarding the packing of any specific missing items, please mention those circumstances, in writing, next to the individual item that you have claimed as missing.

STATEMENT OF TENDER

Appendix H

The following sample paragraph is also provided for format purposes. Again, please do not copy this statement verbatim, but explain in your own words in your own handwriting!

----------BEGIN STATEMENT----------

On March 25, 2011, the packers packed my telephone in box number 173 of the inventory with my kitchen items. The telephone was used in the kitchen by my family and therefore was in that room when the packers arrived. Also, when I unpacked that carton, that's where I found my telephone.

----------END OF STATEMENT----------

Sign and date your statement.

MANUAL CEFT INPUT FORM

Appendix I

Payee Name _____

SSN _____ EIN _____

Corporate Status Code (see attached list) _____2J_____

Payee Mailing Address _____

Payee Phone: _____

Payee Email Address _____

EFT Format: CTX

FINANCIAL INSTITUTION INFORMATION

ACH Bank Name _____

ACH Bank Address _____

ACH Bank Telephone Number _____

ACH Nine-Digit Routing Transit Number _____

Depositor Account Number _____

Type of Account (checking or savings) _____

Account Holder's Name _____

Account Holder's Signature _____

NOTE: Please complete this form so that if payment is made on your claim, we will be able to provide the required information to DFAS for processing. It is recommended that you use Army email and encryption when you send this to your claims examiner for additional security. This form will not be added to your PCLAIMS electronic file. It will be kept in your claims paper file and destroyed after the claim has been settled.

PCLAIMS ONLINE

Appendix J

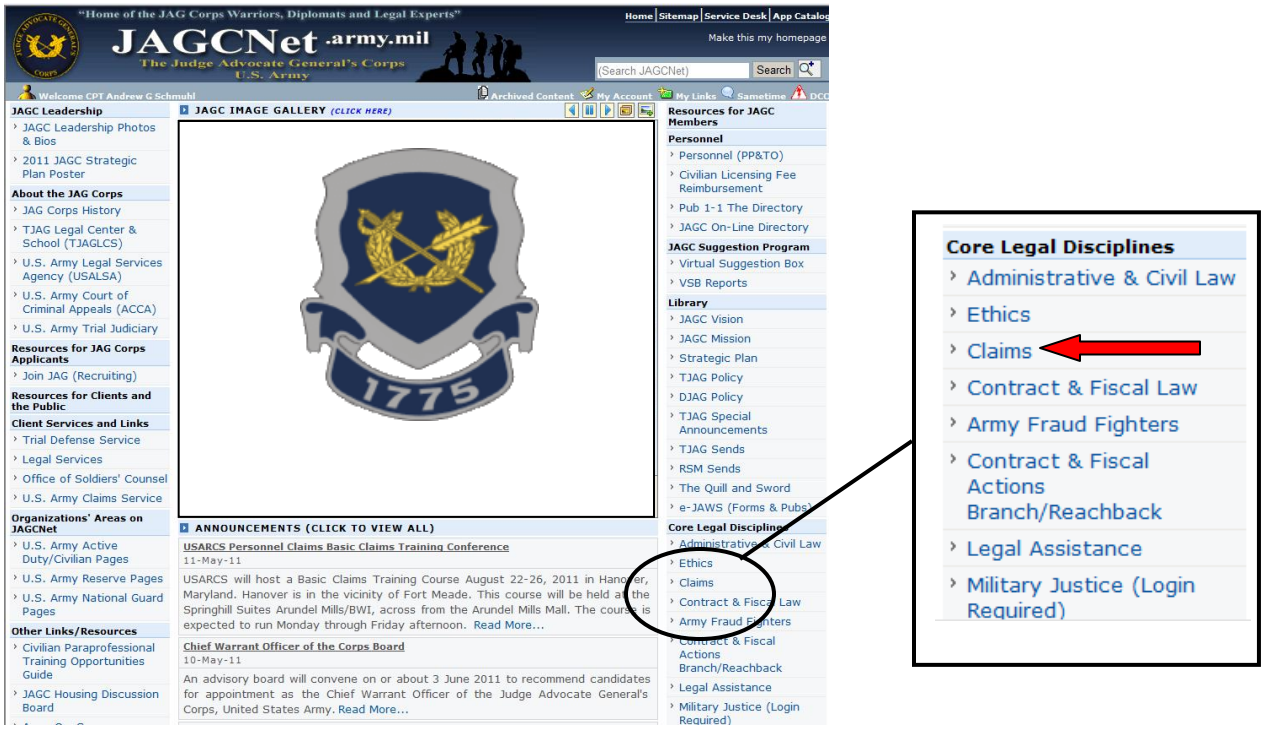
ABOUT PCLAIMS

The Personnel Claims Army Information Management System (PCLAIMS permits Soldiers and Army civilian employees to file personnel claims through the Internet, rather than physically visiting or mailing documents to a (MCO). Although paper copies of claims will still be accepted (such as when Department of Defense personnel or claimants' spouses file claims), PCLAIMS is intended to make it easier for Army personnel to file claims for property loss.

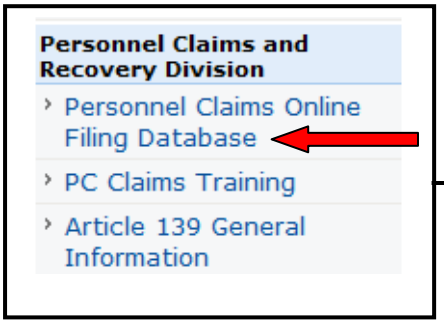
ACCESSING PCLAIMS

PCLAIMS can be accessed at the Judge Advocate General's Corps Internet site at https://www.jagcnet.army.mil/ and by following these steps:

1. Click the "Claims" link on the JAGCNET homepage.



2. Click the "Personnel Claims Online Filing Database" link on the U.S. Army Claims homepage.



IMPORTANT INFORMATION ABOUT USING PCLAIMS

You must have an Army Knowledge Online (AKO) account to use PCLAIMS; claimants without such accounts should contact their nearest MCO to file their claims. Also, spouses with their own AKO accounts filing for the actual claimants should not file claims using their own AKO information. The AKO account of the actual claimant must be used. If the move's sponsor cannot initiate the claim himself/herself, the spouse may do so at an MCO using a power of attorney or signed note from the sponsor.

When using PCLAIMS, you will be asked to list all of your lost or damaged property, the purchase dates and costs, and replacement or repair costs; this is required whether you file your claim in paper or electronically. Basic supporting documents, such as a government bill of lading (for transportation-related claims), estimates of repair and photos of damaged property can be scanned and added to the electronic claim. If you do not have access to a scanner, documents can be mailed or hand-carried to your MCO, which will add them to your claim file.

Once you have entered all of the necessary information, you will be asked to verify and submit your claim. It will be electronically sent to an MCO, which will adjudicate the claim and arrange for payment, as appropriate. You also will be asked to provide an e-mail or telephone number so the claims office can contact you with any questions. Providing accurate contact information is critical; if you cannot be contacted your payment may be delayed.

PCLAIMS should not be confused with the Full Replacement Value (FRV) program, the new system applicable to household goods and other transportation-related claims since 2007 or the Defense Personnel Property Program (DP3), a new computerized transportation program applicable to many household goods shipments since 2008. Under FRV and DP3, Soldiers and Army/DOD civilian employees are encouraged to file transportation-related claims directly against the carrier responsible for the loss. Claimants have only nine months to file such claims. In return, they are paid the full replacement value for their destroyed property. PCLAIMS cannot be used to file claims directly with carriers; it can only be used for personnel claims filed at an MCO. If, however, claimants are dissatisfied with carrier offers to settle claims under the FRV or DP3 programs, they may reject some or all of the carriers' offers and file their claims at an MCO. Such claimants can use PCLAIMS to file these new claims, but should contact the nearest MCO before doing so. There is no interface between DP3 (which also involves electronic claims filing) and PCLAIMS, so it is important to contact an MCO for specific guidance on how to transfer these claims from a carrier to the military.

DOCUMENT CHECKLIST

Appendix K

HOUSEHOLD GOODS & UNACCOMPANIED BAGGAGE

- ☐ **DD Form 1842** – must be signed by claimant
- ☐ **DD Form 1844** – each item must be listed separately
- ☐ **Manual CEFT Input Form**
- ☐ **DD Form 1299** – if applicable
- ☐ **DD Form 619-1** – if applicable
- ☐ **DD Form 1840/1840R**
- ☐ **Government Bill of Lading**
- ☐ **Estimates of Repair**
- ☐ **Substantiation for Replacement Cost** – if replacement cost is over $100 per item and total claim is over $500
- ☐ **Evidence of Ownership for Missing Items** – purchase receipts, credit card statements, witness statements
- ☐ **Original Inventory**
- ☐ **Missing Items Statement**
- ☐ **Electronic Items Statement**
- ☐ **Statement of Tender**
- ☐ **Orders**