

## Completion of the DD Form 1840/1840R Instructions

Please carefully read and follow the directions below to ensure that proper notice of damage and loss is provided to the carrier. Please ensure that all damage and loss is reported to the claims office within 70 days after delivery by the carrier.

1. List apparent damage on the DD Form 1840 at delivery. Both you and the carrier's representative will sign at the bottom of the form at the end of the delivery.
2. Do not make entries on the front side of the DD Form 1840 after signature by the carrier and yourself. All notations of damage made after the departure of the carrier should be made on the DD Form 1840R and continuation sheets to that form.
3. Remove the carbons between the copies of the DD Form 1840 and reverse the sheets to reflect the DD Form 1840R side of the form.
4. Place the carbons between the sheets of the DD Form 1840R.
5. Complete Section 1, blocks a-e. This information should be listed on the front of the DD Form 1840.
6. Enter loss and damage in Section 2 of the DD Form 1840R. If you have multiple deliveries (e.g., household goods, hold baggage, non-temp storage), please ensure that the damages listed on the DD Form 1840R are associated only with the shipment represented by the specific DD Form 1840/1840R.
  - a. Block a: This should reflect the number from your household goods inventory.
  - b. Block b: Describe the item.
  - c. Block c: Describe the damage. Specifically describe the nature and location of the damage (e.g., 6" gouge to the table top). Carriers may deny responsibility for the damage if the description of damage cannot be distinguished from the pre-existing damage listed on the inventory. Avoid overuse of unclear terms, such as "broken".
7. If additional sheets will be needed to list all damage and loss, do not complete the last row of Section 2. Instead, you should enter Continuation Sheet Follows in the last row of Section 2.
8. Continuation Sheet Completion:
  - a. Use of a blank sheet of paper is permitted.
  - b. At the top of the sheet, enter your name and PPGBL/Order Number, and date of delivery, as listed in blocks 1a-1c of the DD Form 1840R.
  - c. Enter loss and damage. List the inventory number, followed by the name of the item and description of damage in the same manner as it was listed on the first page of the DD Form 1840R.
  - d. CAUTION: Do not use the full sheet. Leave room for the claims office to list the name and address of the carrier, date of dispatch, as well as contact information for the claims office.

**Completion of the DD Form 1840/1840R  
Instructions**

9. At the end of your entries of damage and loss, please print and sign the following statement: I estimate the total value of my loss to be \$ \_\_\_\_\_. This is only an estimate, and does not need to be supported by estimates when you submit the DD Form 1840R. This entry allows Transportation to score the carrier's performance.
10. Submit the DD Form to the claims office within 70 days of delivery of your household goods. The claims office will complete Sections 3 and 4 of the form.