



**DEPARTMENT OF THE ARMY**  
**U.S. ARMY COMBINED CENTER AND FORT LEAVENWORTH**  
**OFFICE OF THE STAFF JUDGE ADVOCATE**  
**415 CUSTER AVENUE**  
**FORT LEAVENWORTH, KANSAS 66027-2313**

**Household Goods (HHG) and Privately Owned Vehicle (POV) Shipment Claims Overview**

These instructions cover the procedures and time limits for filing a claim for loss or damage to your personal property for HHG or POV shipments or storage. For assistance, contact the Fort Leavenworth Claims Office at 913.684.4913.

- 1. NOTICE TO THE CARRIER WITHIN 75 DAYS OF DELIVERY:** Notice of loss or damage must be reported to the Transportation Service Provider (TSP, also known as the carrier/moving company) **in writing and received** within 75 days from the date of delivery. Notice is given using DD Form 1840/1840R, DD Form 1850/1851, or the DPS Loss or Damage Report in the online Defense Property System (DPS) program. If submitting paper documents to the TSP, submit them by certified mail or fax. Notice entails the item name, description of loss or damage, and inventory number. Don't delay; you do not need to include any other supporting documents until you file your claim.
- 2. FILE A CLAIM WITH THE TSP WITHIN 9 MONTHS:** You must file a claim **in addition** to providing 75-day notice to the carrier. For claims filed with the TSP, the claim must be **in writing and received by the TSP (usually submitted in DPS)** within nine (9) months from the date of delivery or date you are notified the shipment was lost. \*POV shipments may have different claim notice and filing deadlines; check the Vehicle Inspection Form or contact the vehicle shipper.
- 3. FILE OR TRANSFER A CLAIM TO THE MCO WITHIN 2 YEARS:** For claims filed with the MCO, you must submit your claim within two (2) years from the date of household good delivery or date you are notified the shipment was lost.
- 3. DISPOSAL OR REPAIR OF PROPERTY:** If contacted by the TSP, you **must allow** them to inspect damaged property, repair items, or pick up any items that are damaged beyond economical repair. The TSP, not the military member, is responsible for obtaining repair estimates. If the TSP has stopped communication, do not dispose of, obtain a repair estimate, or repair any items in your claim **without approval of the MCO**.
- 4. MISSING ITEMS:** You must include any missing items in your 75-day notice to the TSP. You must also notify the TSP so that an official tracer action can be initiated. If the TSP finds an item within 60 days after notice but before a claim is paid, you must accept delivery even if you replaced the item. If the TSP finds an item beyond 60 days after notice but before a claim is paid, you may decline delivery only if you have replaced the item. If the TSP finds an item after a claim is paid, you may decline delivery for any reason.
- 5. FULL REPLACEMENT PROTECTION:** For timely claims, the **TSP is required to pay full replacement value (FRV)** of *lost or destroyed* items.\* For FRV, you must **first** file your claim with the TSP in writing or through the DPS system, not with the MCO. The TSP is not required to replace *damaged* items that can be repaired for less than FRV.
- 6. LIMITS OF LIABILITY**

The TSP's maximum liability on a shipment is the greater of \$5,000.00 or \$4.00 per pound times the weight of the shipment, up to a maximum of \$50,000. If the amount of your loss **exceeds** the TSP's maximum liability, you may transfer any unpaid items in your claim to the MCO. However, the MCO can only pay the remaining depreciated value.
- 7. TRANSFERRING YOUR CLAIM TO THE MCO:** The TSP is required to pay, deny, or make an offer within 60 days of receipt of a complete, substantiated claim. However, you may transfer your claim to the MCO (in person, by email/fax, or with PClaims online) if you are unsatisfied with the TSP's offer or the TSP does not respond to your claim within 30 days of receipt. The items you transfer to the MCO are adjudicated pursuant to the Military Personnel and Civilian Employees Claims Act (PCA) (31 U.S.C. § 3721). Proper claimants under the PCA include active duty Soldiers, US Army Reserve or Army National Guard members engaged in active service or inactive duty training, and civilian employees of the Army or Army National Guard. The PCA is a gratuitous payment statute and is not intended to replace insurance. If you filed your claim with the TSP within 9 months and transfer a proper claim to the MCO, for lost or destroyed items, you will **initially receive the depreciated value**. Then, the MCO will take action against the carrier and **reimburse you the difference** up to the FRV if we recover from the TSP. If you do not file your claim initially with the TSP and only file with the MCO, you will **only receive the depreciated value** of your lost or destroyed items. For damaged items, the MCO will reimburse you **full repair cost** up to the replacement value.