

HOUSEHOLD GOODS CLAIMS PROCEDURES

This article will assist you in filing any claims for damages, should the need arise. All DoD Customers (Soldiers and Department of Defense Civilians) are covered under the Full Replacement Value (FRV) protection on most DoD funded personal property shipments.

The most important document you will need initially is the DD Form 1840/1840R (pink form). The household goods carrier, referred to as the Transportation Service Provider (TSP) in the FRV, will provide this form at the time of delivery. While your goods are being delivered, you should carefully examine your property for any obvious damaged or missing items. Any loss or damage discovered at the time of delivery must be noted on the DD Form 1840. Please be sure to list the damage in detail along with the inventory number assigned to that item. This form must be signed by both you and the carrier's representative. The movers should leave you with 3 copies of this form. If you find additional damage upon unpacking or further inspection, you must note those items on the reverse side of the DD Form 1840 which is the DD Form 1840R. Please be sure to reverse the carbons. This form must be **completed** and **turned in** to either the **Transportation Service Provider (TSP)** also known as the carrier **listed in block 9** on the **DD Form 1840** no later than the **75th day** from the **date of delivery** or the **Fort Leavenworth Military Claims Office (ACO)** **within 70 days from the date of delivery**. **All items** must be listed on this form. Failure to file this form within the time limit may result in your claim not being paid.

Submission of a DD Form 1840/1840R **does not constitute** the filing of a claim. You **MUST** submit a claim in the form of a **written demand for a specific amount** to the TSP in block 9 of the DD Form 1840 **within 9 months after the date of delivery to receive Full Replacement Value**. The claim **MUST** list each item that was lost or damaged and give a general description of the damage.

If you file your claim directly with the carrier within nine months of delivery and you are dissatisfied with the carrier's final offer, or if you do not receive a final offer within thirty days, you may transfer your claim to the Fort Leavenworth Claims Office. However, the Army cannot pay you the full replacement value immediately. On transferred FRV claims, the Army will pay you the depreciated replacement cost or repair cost, and then try and recover the full replacement value from the carrier. Once the Army has recovered the full replacement value from the carrier, the Army will then pay you the difference.

You may still file your claims directly with the Fort Leavenworth Claims Office. However, if you do, you will give up your rights to have the carrier settle your claim on the basis of full replacement value. If you are filing a claim through your Fort Leavenworth Claims Office you will have 2 years from the date of delivery to actually submit your claim and the **allowable depreciation cost** will be applied.

For shipments delivered within the United States or its territories, the TSP is entitled to take possession of and sell for salvage any damaged item on which it has paid either the depreciated or undepreciated replacement cost, or replaced the damaged item with a new item. If a lost item is located after your claim has been paid, you may decide either to request or decline delivery of the item(s). If you elect to receive a found item, you **MUST** refund any amount paid on that item. If the TSP locates an item within 60 days of receipt of notice of the loss, and a claim on that item has not yet been paid, you are obligated to accept delivery of the item in lieu of a claim, even if you have replaced the item. If the TSP locates a lost item more than 60 days after receipt of notice of the loss, but the item has not been replaced, and a claim on the item has not been paid, you are obligated to accept delivery of the item in lieu of a claim. If a lost item is later delivered with damage, the time limits for qualifying for FRV protection and for filing claims on that item will not commence until the delivery of that item.

If you are filing your claim through the Fort Leavenworth Claims Office do not dispose of any damaged items without approval from the Fort Leavenworth Claims Office. If you have items that are hazardous to your family (broken glass, etc.) you **must** contact the Fort Leavenworth Claims Office before discarding the item(s). These items may be used as evidence to substantiate your claim or may be required to be turned into the government or the TSP. If you have items that require immediate repair (washers, dryers, bed, etc.) please contact our office for a list of repair firms to have the items repaired.

If you are moving under the new DPS program you will need to follow the following procedure:

Open up <http://www.move.mil>, look to top of page and choose/click into DOD CUSTOMER; then look to far right in small letters and click into TO REGISTER FOR A DPS ACCOUNT. This automatically takes you to a secured site: <https://www.eta.sddc.army>. You may have to repeat the information for confirmation purposes. After submitting the information, you will have to wait anywhere from 6 hours to 24 hours for your PASSWORD. It will be emailed to you at the email address you have designated. After receiving your password, you will then go back into the first website; go to LOGIN to DPS instead of DOD CUSTOMER. You will use your SSN and PASSWORD to go into DTS to make your entries: report of damages or filing claim. You will not be issued a password unless you requests one online.

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