



AFTER THE PCS MOVE



WHAT SHOULD I DO UPON RECEIPT OF MY PROPERTY?

Inspect your property to the greatest extent possible while the movers are still there. While it is unreasonable to inspect all of your property while the movers are there, at the minimum make certain to inspect the boxes that are delivered to identify any damage to the exterior of the boxes that might indicate mishandling by the carrier. Have a copy of your inventory so you can account for all boxes. Indicate any damage on the front of DD Form 1840/R that will be provided by the movers.

WHO IS RESPONSIBLE FOR UNPACKING ITEMS?

The movers are responsible for unpacking your items, but you should be present at all times during the unpacking.

WHAT IS THE "PINK FORM" OR DD FORM 1840/R?

The front of this document (1840) is used to annotate damage/missing items identified during the delivery. The movers will provide you this form with additional copies. This form has space for the inventory number, the name of the item and a brief description of damage. You have 70 days from the date of delivery to complete the reverse (1840R), for damage noticed following delivery, and to turn in to the claims office. If you do not turn in this form within 70 days of delivery, the claims office will not pay you unless you can show good cause for not meeting the deadline.

WHAT IS THE DEADLINE FOR FILING MY HOLD BAGGAGE OR HOUSEHOLD GOODS CLAIM?

You must file a claim with the claims office within 2 years of the date of delivery. Submitting the DD Form 1840/R does not constitute filing a claim. Instead, in order to file a claim you must submit DD Form 1844 and substantiation of your claim.

Different deadlines apply for Full Replacement Value Claims. See the "Full Replacement Value" handout or contact your claims office for more information.

WILL I BE ENTITLED TO FULL REPLACEMENT VALUE (FRV)?

The FRV Program applies to shipments picked-up on or after 1 October 2007 for international shipments (to/from CONUS), 1 November 2007 for domestic shipments (within US), 1 March 2008 for Non-Temporary Storage (NTS) and Direct Procurement Method (DPM) shipments.

SHOULD I DISPOSE OF DAMAGED ITEMS?

Do not dispose of any damaged items until the claims office advises you to do so.

WHAT IF THE MOVERS DAMAGE MY PROPERTY OR MY HOME DURING THE DELIVERY?

Damage to building or grounds caused by carriers during the shipping process are not covered by federal statute or claims regulations. Contact the transportation office or seek recovery directly from the carrier.

WHAT IF I'M UNSATISFIED WITH THE ACTIONS OF THE CONTRACTOR DURING THE PACKING OR SHIPPING PROCESS?

Annotate this on your 1840/R. You may also file a complaint with the transportation office handling the shipment.

Yongsan Client Legal Services Division, Office of the Staff Judge Advocate, Eighth US Army
Bldg 4106, room 229 (ACS building). Please call 738-8111 for an appointment.
Office hours: M, Tu, W, F 0900-1700 and Th 1300-1600.