



Misc Claim Processes & Notice of Loss or Damage Household Goods/ Unaccompanied Baggage Shipment



<http://8tharmy.korea.army.mil/sja/claim-services/>

1: Filing an Inconvenience Claim for Delay in Delivery of your DOD Sponsored Household Goods (HHG) or Unaccompanied Baggage (UB) Shipment:

It is the Transportation Service Provider's (TSP) responsibility to pick up and deliver personal property shipments on the agreed dates as annotated on the Personal Property Government Bill of Lading (PPGBL). Failure to do so can cause serious inconvenience to the DOD customer and family, and can result in the expenditure of funds by the customer for lodging, food, rental/purchase of household necessities. If you encounter a delay in delivery of your property, you may file an inconvenience claim directly with the TSP for out-of-pocket expenses, if the TSP's negligence caused the delay. However, out of pocket expenses must be reasonable and relate directly to relieving a definite hardship when establishing a household. If there is a dispute between a customer and TSP, the Personal Property Shipping Office (PPSO) must ensure the TSP has met its obligations. If the TSP fails to comply with the requirements set forth, the PPSO may forward the complete inconvenience claim details package with a recommendation to Headquarters, Surface Deployment and Distribution Command (HQ SDDC), for resolution.



An inconvenience claim for delay in delivery of your HHG/UB is not a claim with the Military Claims Office (MCO), and assisting customers with inconvenience claims falls under the responsibility of the PPSO. The following information regarding an inconvenience claim is provided by the MCO as a courtesy, and any additional questions or concerns should be addressed directly with the local Installation Transportation Office (ITO):

- A brochure on inconvenience claims can be found at http://www.move.mil/documents/Inconvenience_Claim.pdf
- ◀ **Instructions and templates for completing and submitting an inconvenience claim are attached in the on-line version of this handout (see left column attachment listing)**

References:

- [Defense Transportation Regulation 4500.9-R, Part IV, Chapter 401, Paragraph G4f](#)
- [Defense Transportation Regulation 4500.9-R, Appendix B, Paragraph B13](#)
- [Defense Transportation Regulation 4500.9-R, Attachment K1, Paragraph X3e](#) (for military members)
- [Defense Transportation Regulation 4500.9-R, Attachment K2, Paragraph W3e](#) (for DOD employees)

2: Mold In Your Household Goods (HHG) or Unaccompanied Baggage (UB) Shipment:

There are four parties involved in dealing with any shipment contaminated or believed to be contaminated by mold: 1) The owner of the shipment; 2) The TSP; 3) The PPSO; & 4) The MCO. Notice of mold contamination should be given to four parties as soon as possible after it is discovered.



The shipment should not be transferred to another TSP, or delivered to the owner, once mold is detected. If it's in a warehouse, it should not be picked up; if it's already been picked up, the TSP should not deliver it; if it's detected during delivery, the TSP should abort the delivery and take back possession of the shipment.

Mitigation/remediation that occurs before the shipment is delivered is not part of the claims process, it is part of the shipment process. The TSP in possession of the shipment is responsible for mitigation/remediation. If all parties cannot agree on what should be done with a shipment after mold is detected, the MCO has the final say.

- ◀ **Information regarding mold is attached in the on-line version of this handout (see left column attachment listing)**

Reference:

- [Defense Transportation Regulation 4500.9-R, Part IV, Chapter 410, Paragraph E](#)

3: Providing Notice of Loss and/or Damage at Delivery (DD Form 1840 or Form 1850) for your Household Goods (HHG) or Unaccompanied Baggage (UB) Shipment:

On the day of delivery of your HHG or UB, the local Korean carrier delivering your personal property will have you complete and sign a "Joint Statement of Loss or Damage at Delivery". The Joint Statement of Loss or Damage at Delivery is normally a DD Form 1840, but can also be a Form 1850, or the form may not even have a form number (various carriers use various style of forms).



You are required at a minimum to:

- Annotate any open or missing boxes from your inventory listing
- Annotate any obvious damage to items
- Annotate any damaged or missing high value items listed on your high value inventory sheet

You should properly describe the item, list its inventory number, and fully annotate the nature and location of new shipping damage. General comments only stating "damaged" or "broken" are not acceptable (be specific). The local Korean carrier will provide you a copy of the signed document (which is your proof of notice of loss or damage at delivery). You will need to maintain and provide a copy of this completed form when filing your claim. **Please note, PROVIDING NOTICE OF LOSS OR DAMAGE AT DELIVERY IS NOT A CLAIM.**

◀ **Instructions for completing DD Form 1840/Form 1850 are attached in the on-line version of this handout (see left column attachment listing)**



NOTES:

- Do not expect the local Korean carrier to wait around for you to fully unpack and inspect all your property. Providing notice of loss or damage at delivery only pertains to missing boxes, obvious damage, and high value items, that you should easily be able to identify while the property is being delivered. You will have up to 75 days from the date of delivery to fully unpack, inspect your items, and provide additional notice of loss or damage (see #5 below).
- Do not add any additional items to the DD Form 1840/Form 1850 after the local Korean carrier provides you a signed copy. For items you later discover damaged or missing, see #5 below.

References:

- [Defense Transportation Regulation 4500.9-R, Part IV, Chapter 401, Paragraph G4d\(2\)](#)
- [Defense Transportation Regulation 4500.9-R, Attachment K1, Paragraph X3a\(2\)](#) (for military members)
- [Defense Transportation Regulation 4500.9-R, Attachment K2, Paragraph W3a\(2\)](#) (for DOD employees)

4: Quick Claim Settlement at Delivery for your DOD Sponsored HHG or UB Shipment Damage:

The TSP may establish a quick claim settlement procedure to quickly resolve and pay claims for minor loss or damage discovered at the time of deliver. Quick claims cover **payment for less than \$500 with payment made within 5 business days of delivery**. The process of settling and paying such claims will be left to the discretion of each TSP. If you receive a quick claim settlement and then file an additional claim, the additional claim may not include items that were settled through the quick claim process.

References:

- [Defense Transportation Regulation 4500.9-R, Part IV, Chapter 401, Paragraph G4e\(1\)](#)
- [Defense Transportation Regulation 4500.9-R, Attachment K1, Paragraph X3b](#) (for military members)
- [Defense Transportation Regulation 4500.9-R, Attachment K2, Paragraph W3b](#) (for DOD employees)

5: Providing Notice of Loss and/or Damage after Delivery (DD Form 1840R or Form 1851) for your HHG or UB Shipment:

Unless you have no additional loss or damage to claim, you MUST notify the Transportation Service Provider (TSP) **WITHIN 75 DAYS OF DELIVERY (unless an extension is granted by the Military Claims Office)** of any loss or damage of property not initially noted at the time of delivery. In most cases, the local Korean carrier delivering your property is acting as a representative of the TSP, and **you MUST notify the appropriate TSP** of any additional loss or damage discovered. To provide notice of additional loss or damage to the TSP, you will need DD Form 1840R/Form 1851. A blank form should have been provided at the time of delivery of your property (it may be the reverse side of DD Form 1840/Form 1850, or it may be a separate form).

◀ **Blank DD Form 1840R/Form 1851, along with instructions, are attached in the on-line version of this handout (see left column attachment listing)**

Using the Notice of Loss or Damage (DD Form 1840R/Form 1851). You should properly describe the item, list its inventory number, and fully annotate the nature and location of new shipping damage. General comments only stating "damaged" or "broken" are not acceptable (be specific). Unless additional damage to the same item is discovered later, you need NOT repeat items previously noted on the Joint Statement of Loss or Damage at Delivery (DD Form 1840/Form 1850) that was completed on the day of delivery. If you discover additional loss or damage after submitting the Notice of Loss or Damage, and you are still within 75 days of delivery, you can submit an additional Notice of Loss or Damage following the same procedures. **Please note, PROVIDING NOTICE OF LOSS OR DAMAGE AFTER DELIVERY IS NOT A CLAIM.**



NOTE: If you had multiple shipments delivered (HHG & UB), you MUST ensure the property you are annotating is listed on the appropriate DD Form 1840R/Form 1851 for that shipment. You cannot list lost or damaged property in your HHG shipment on your DD Form 1840R/Form 1851 for your UB shipment, and likewise, you cannot list lost or damaged property in your UB shipment on your DD Form 1840R/Form 1851 for your HHG shipment. If you list the lost or damaged property on the wrong shipment form, you have then NOT given proper notice of your loss or damage, and any subsequent claim filed for that particular item will more than likely be denied for failure to provide proper notice. If you discover that you listed the item(s) on the wrong form, and you are still within the 75-period to provide notice, just simply complete a new DD Form 1840R/Form 1851, and then provide the notice to the TSP.

You have several available options in how you provide notice of loss or damage after delivery, and may vary based on the type of shipment. When DOD ships household goods and baggage for its military and civilian personnel, it has two methods of shipment it can choose. Most often, it uses the **Through Government Bill of Lading (TGBL) method** in which a single forwarder or moving van company arranges for or provides all the services for the entire move. The other is the **Direct Procurement Method (DPM)** in which DOD contracts with a series of local packing and containerization contractors and line-haul freight carriers to handle each segment of a move. **TGBL shipments are normal between CONUS ~ CONUS, CONUS ~ OCONUS, and OCONUS ~ OCONUS (different countries) locations; and DPM shipments are normal between CONUS ~ NON-TEMPORARY STORAGE (NTS), and within OCONUS (same country) locations.**



Once you've fully completed DD Form 1840R/Form 1851 (along with any continuation sheets, if necessary), you must now provide notice of your loss or damage to the TSP in one of the following manners **WITHIN 75 DAYS OF DELIVERY (unless an extension is granted by the MCO):**

◀ **Information regarding extending the 75-day notice period is attached in the on-line version of this handout (see left column attachment listing)**



Do not delay filing your notice of loss or damage with the TSP while you are waiting on action on your request to extend the 75-day notice period. The time it takes for the MCO to process your request does not count towards an extended period, and therefore does not grant you any additional extension beyond what may be approved based on your request.

- **For DoD sponsored TGBL shipments**, directly with the TSP electronically (preferred method) at <http://www.move.mil> (register/log-in to the Defense Personal Property System (DPS)). Specific instructions on how to file notice of loss or damage can be found at:

- <http://www.move.mil/documents/dod/Step-1.pdf>
- http://www.move.mil/documents/dod/10-Filing_a_Claim_May2012.pdf
- http://www.move.mil/documents/dod/Claims_Filing_Deadlines_%28MCO_Disclaimer%29_Apr2012.pdf
- **For DoD sponsored DPM shipments (and TGBL shipment)**, by facsimile, regular mail, or e-mail, dispatched directly to the TSP. TSP contact information is on the DD Form 1840/Form 1850, or available at <http://www.tspcontact.com> (SCAC Code searchable - "International Contacts"). **If providing notice by regular mail or e-mail, ensure you maintain verifiable proof of your mailing.** You will need to provide a copy of this form and proof of mailing when filing your claim
- **For non-DoD sponsored shipments** (i.e. transferring from a Department of State (DoS) position in another foreign country back to a Department of Defense (DoD) position, etc.), by facsimile, regular mail, or e-mail, dispatched directly to **all** TSP'S involved with your move. Filing a notice for loss or damage electronically in DPS is not authorized for these shipments, as DPS is only applicable to DoD sponsored moves and only lists TSP's contracted by DoD.

As a secondary option to filing notice directly with the TSP, you may also file your notice with your respective military service affiliation, but must do so **WITHIN 70 DAYS OF DELIVERY**:

- Army & DoD personnel may submit their notice electronically with your CAC from a ".mil" system at <https://www.jagcnet4.army.mil/8525763F005D2EF5/frmHome?open>
- Air Force personnel can find information from a ".mil" system at <https://claims.jag.af.mil/>
- Navy personnel can find information at http://www.jag.navy.mil/organization/code_15.htm
- Marine personnel can find information at <http://www.mcipac.marines.mil/StaffandSections/SpecialStaff/OfficeoftheStaffJudgeAdvocate/Claims.aspx>
- Coast Guard personnel can find information at <http://www.fincen.uscg.mil/hhg.htm>

Finally, you may submit your DD Form 1840R/Form 1851 in person at an MCO **WITHIN 70 DAYS OF DELIVERY**, who will in turn forward notice to the TSP on your behalf. Although the MCO may assist with providing notice beyond 70 days of delivery, the MCO is not responsible if your notice is not timely submitted to the TSP if received after 70 days of delivery (**especially if the 75th day falls on a weekend or holiday**).

References:

- [Defense Transportation Regulation 4500.9-R, Part IV, Chapter 401, Paragraph G4d\(3\)](#)
- [Defense Transportation Regulation 4500.9-R, Attachment K1, Paragraph X3a\(3\)](#) (for military members)
- [Defense Transportation Regulation 4500.9-R, Attachment K2, Paragraph W3a\(3\)](#) (for DOD employees)



PLEASE STOP BY YOUR MILITARY CLAIMS OFFICE IF YOU NEED FURTHER ASSISTANCE

