

STEP 1

INSTRUCTIONS FOR COMPLETION AND SUBMISSION OF DD FORM 1840, 1850 or NOTIFICATION OF LOSS OR DAMAGE FORM JOINT STATEMENT OF LOSS OR DAMAGE AT DELIVERY, AND DD FORM 1840R, 1851, or NOTIFICATION OF LOSS OR DAMAGE

In this document, the term **Transportation Service Provider (TSP)** is synonymous with **Carrier**.

If items in a shipment are lost, damaged or destroyed the DD Form 1840, DD Form 1840R, 1850/1851 or Notification of Loss or Damage Form are vital to the claims process. These documents when completed and forwarded provide **Timely Notice** to the TSP/Carrier. Proof of Timely Notice within 75 days is required when submitting your claim to the TSP/Carrier or the Military Claims Office. If Timely Notice is not provided, the claim could possibly be denied.

Completion and submission of the DD Form 1840, DD Form 1840R, 1850/1851 or Notification of Loss or Damage Form does not constitute filing a claim. These forms are used to provide Timely Notice to the carrier of loss and/or damage to household goods during shipment **ONLY**. Filing a claim is a separate and distinct process and form. Keep in mind that the claim settlement largely depends on the proper completion of these forms.

Completing the DD Form 1840, 1850 or Notification of Loss or Damage Form

The TSP delivering a shipment should present the property owner or their designated agent with this form at the time of delivery. As loss or damage is discovered while the shipment is being delivered, the property owner should complete this form, using a ballpoint pen.

Note: Items usually annotated on the day of delivery include damages to furniture items, large appliances and missing boxes.

Blocks 1 through 12. The TSP is responsible for completion of these blocks. Review blocks 1, 2, 3, 5, 6, 7, and 8 for accuracy.

Block 13.a. Each entry made should list the inventory number that was attached to the item or box the item came from. It is the claimant's responsibility to keep track of each item and inventory number assigned to/attached to the item, or the box it came from. If more than one item is found damaged or missing in the same box, repeat the inventory number in this block.

Block 13.b. Enter the name of the missing or damaged item.

Block 13.c. Enter the description of loss or damage. The term broken is understandable for a glass, but not for a television or a stereo. What is wrong with the item? Describe the actual physical damages. “Broken” is not a description of damages to an entertainment center, couch, chair or desk. Be specific when describing the actual visible damages. If more space is needed, use a separate sheet of paper to continue the entries. Ensure that you annotate on the paper “Continuation of DD Form 1840” and both you and the driver should sign and date the bottom of each page.

Note: You can use the back of any of the above mentioned forms for additional damage or missing items however (If you have the DD Form 1840/1840R (Pink Form), prior to writing on the back ensure that you take the document apart and turn the carbon paper around or the writing will not be legible) You need to draw a line after the last entry, annotate DD Form 1840 continued, sign and date the back and have the driver sign the back page as well. If you use the back of the form on the day of delivery you can print out a DD Form 1840R, an 1851 or back of the Notification of Loss or Damage Form from our website. You will use one of these forms to annotate damages you discover while unpacking. You have 75 days to provide (Timely Notice) by forwarding these forms in addition to the form you completed on the day of delivery to the TSP.

Blocks 14.a. and 14.b. Enter an “X” in the appropriate box.

Block 14.c. An entry in this box is Optional. It is unlikely the property owner will be able to estimate the amount of loss or damage at the time of delivery.

Block 14.d. Read this block. By signing this form, the property owner is acknowledging that they received three copies of the DD Form 1840 and they understand they have (75 Days from the date of delivery) to annotate additional loss or damage found while unpacking the remaining boxes on the back of the forms above and notify the TSP by providing copies of the forms annotating the additional loss or damage.

Block 14.e. Enter your home or work telephone number. If the Coast Guard member is using a designated agent, the agent will enter the property owner’s home or work phone number.

Block 14.f. Enter the date this form is signed.

Block 14.g. The property owner or their designated agent places their signature in this block.

Blocks 15.a. - 15.f. The TSP is responsible for completing these blocks. Be sure the driver signs and dates blocks 15.e. and 15.f.

Then the TSP retains the original and one copy of the form. The remaining copies (at least 3) should be given to property owner or their designated agent.

DO NOT MAKE ANY FURTHER ENTRIES ON THIS FORM OR ANY CONTINUATION SHEETS USED on the day of delivery. If further loss or damage is discovered after the TSP departs your residence, use the reverse side of the original DD Form 1840, 1850 or Notification of Loss or Damage Form provided by the driver, the DD Form 1840R, 1851 or back of the Notification of Loss or Damage Form. If you have already used the back of the form provided on the day of delivery as a continuation sheet for additional damages noted on the day of delivery, you can obtain another DD Form 1840R, 1851 or the back of the Notification of Loss or Damage; these forms are available for printing on our website. You will document any additional loss or damage found on the corresponding form.

Completing the DD Form 1840R, 1851 or back of Notification of Loss or Damage Form

Each block of the DD Form 1840R, 1851 or back of Notification of Loss or Damage Form must be completed. Although much of the information on DD Form 1840R, 1851 & the back of the Notification of Loss of Damage Form is the same as on the front of the forms, the DD Form 1840, the 1850 and the back of the Notification of Loss or Damage Form, are separate and distinct forms. These forms should be used to document missing or damaged items discovered **after** delivery is complete and the driver has departed the residence.

When completing the back of the above mentioned forms, if the carbons are still intact, remove and reverse them. Otherwise the information on the front side of the forms will be illegible. Please remember, these forms, like the rest of your claim “are reviewed and read” by a claims settlement officer. If it is not legible it will hinder the adjudicator’s ability to determine the damage claimed and it could reduce your compensation.

USE A BALLPOINT PEN TO COMPLETE THIS FORM.

Section A. The property owner or their designated agent should complete section A.

Block 1.a. Enter the property owner’s name.

Block 1.b. Enter the Government Bill of Lading number or the Service Order number that pertains to the shipment. The GBL number is normally two alpha characters followed by six numeric characters. Example: GP-123456. If the GBL was generated in DPS, it will have 11 Alpha/Numeric characters, i.e., HBQN0000821.

Block 1.c. Enter the actual date of delivery.

Block 1.d. Enter the city and state or country where the shipment was picked up.

Block 1.e. Enter the city and state or country where the shipment was delivered.

Block 2.a. Each entry should list the inventory number that was attached to the item or box the item came from. It is the property owner’s responsibility to ensure they keep track of each item and the inventory number assigned to/attached to the item, or the box it

came from. The best way to do this is to keep a pen and paper handy to note discrepancies and their associated inventory numbers as they are discovered. If more than one item is found damaged or missing in the same box, repeat the inventory number in this block.

Block 2.b. Enter the name of the missing or damaged item.

Block 2.c. Enter the description of loss or damage. The term broken is understandable for a glass, but not for a television or a stereo. What is wrong with the item? Describe the actual physical damages. "Broken" is not a description of damages to an entertainment center, couch, chair or desk. Be specific when describing the actual visible damages.

Section B. If your Command or Transportation Office has a Claims Investigating Officer (CIO) assigned he/she may complete Section B, but you, the (claimant) can complete it and ensure the document is forwarded within the 75 days.

Block 3.a. Enter the same address in this block that appears on the front of the DD Form 1840, in block 9. If an address is not listed in block 9 of DD Form 1840, contact the Military Claims Office at 757-366-6504 for the correct address. This information may also be obtained by accessing the Surface Deployment and Distribution Command's (SDDC) web page. Click on the following link to get information on how to access transportation service provider information.

<http://www.sddc.army.mil/PP/default.aspx>

Block 3.b. Enter the date that this form is forwarded to the TSP.

Block 4.a. Enter the following:

HHG CLAIMS and CARRIER RECOVERIES
USCG FINANCE CENTER
P. O. BOX 4121
CHESAPEAKE, VA 23327-4121

Block 4.b. If the claimant seeks assistance from the local Transportation Office, Claims Investigating Officer (CIO), the CIO should sign in this block. The claimant may sign the form when the assistance of a CIO is not available.

Block 4.c. Enter the date that the form is actually signed.

Block 4.d. Enter the following: 757-366-6504.

Submitting the DD Form 1840R, 1851 Notification of Loss or Damage Form

The DD Form 1840R, 1851 or Notification of Loss or Damage Form must be dispatched to the TSP within **75 days** of the date of delivery. If you have any questions or concerns regarding completing this form or how to proceed, please contact the Military Claims

Office as soon as possible. DD Forms 1840R, 1851 or Notification of Loss or Damage Form may be submitted to the TSP in the following ways:

1. Scanning the document and attaching it to an email. Retain a copy of your email for proof of Timely Notice (75 Days).
2. Faxing the document to the Military Claims Office (757) 366-6541. Follow up with a phone call to ensure a claims representative has received it and dispatched it. We retain a copy of DD Form 1840R however you can and should request a copy of the dispatched document for submission with your claim and your records.
3. In the DPS System there is a "Loss or Damage Report." If you have your password and have time to enter the loss or damage into the DPS System you can complete the damage report to provide Timely Notification within 75 days. If you complete the Damage Report in DPS you would not have to complete the DD Form 1840R, 1851 or back of the Notification of Damage Form. All damage and loss **MUST** be entered into the report with **75 DAYS** from the date of delivery. You should enter the items claimed on the day of delivery on the DD Form 1840, 1850 or Notification of Loss or Damage Form in your damage report as well. Once you have entered everything you are claiming you **MUST** hit the **SUBMIT** button! This will complete Timely Notification. Failure to make Timely Notification can result in denial of your claim by the TSP and the Military Claims Office.
4. Mailing the documents, it must be sent by a method that documents delivery. Normally, this means send it by certified mail with return receipt requested. Under FRV as long as the date stamped by the Post Office is the 75th day, Timely Notice has been met.

**TO AVOID UNTIMELY NOTICE
DO NOT WAIT UNTIL THE 75TH DAY!!!**

**THIS IS NOT YOUR CLAIM! YOU MUST FILE YOUR CLAIM WITHIN
9 MONTHS TO BE ELIGIBLE FOR FRV
GO TO STEP 2**

The Military Claims Office requires an exact copy of the DD Form 1840R, 1851 Notification of Loss or Damage Form as forwarded to the TSP. Do not add additional damage or missing items after the form is signed and forwarded to the TSP. If additional damages are discovered after the form is sent and Timely Notice has not expired, contact the claims office as soon as possible at 757-366-6504 for assistance.

The Military Claims Office personnel are available to answer any claims related questions. Our staff is normally available from 0730 – 1600 (Eastern Time) Monday - Friday.

757-366-6504 (YN2 Jessica French, Yeoman)	757-366-6505 (Bernadette Parker, Lead Claims Officer)
757-366-6507 (Melody Taylor-Fain, Claims Officer)	757-366-6515 (Stephanie Johnson, Claims Officer)