



# *The Air Force Claims Service Center*



***Hello and welcome to the Air Force Claims Service Center (AFCSC). Our goal today is to provide you with information to better protect yourself from loss when you ship your household goods.***

# *The Air Force Claims Service Center*



*Located at Wright-Patterson AFB, OH*



# ***High Value Items***



- ***Make a list!***
- ***Make sure you write down serial numbers!***
- ***Make a video or take photos!***

# ***DVDs, CDs, Jewelry, Coin Collections***



- ***Take pictures!***
- ***Make sure inventory shows the number of items being shipped!***
- ***Don't ship it if you can hand carry it!***

# ***Take Photos or Videos***



- ***Take photos/videos of your furniture!***
- ***Take close-up photos to show existing damage...or no damage!***
  - ***Make sure the movers accurately describe your stuff!***

# ***Things You Pack Yourself***



- ***Make sure the movers list the totes' contents on the inventory!***
- ***Review the inventory before you sign it!***

# The Inventory

**MAYFLOWER TRANSPORT, LLC**  
 1 Mayflower Drive  
 Fenton, MD 20725  
 Phone 800-300-4000 U.S. DOT No. 122523

**CONTRACT OR ORDER NO.** ELECTRONIC VAN LINES  
**DATE OF ORDER** 05/10/06  
**SHIP TO** DEL RIO MOVING & STG  
**SHIP FROM** DEL RIO TX  
**SHIP TO** SEYMOUR JOHNSON AFB NC

**SHIP NO.** 2 **DATE** 30 **NO. OF PAGES** 1 of 2  
**MANIFEST NUMBER** 1910-13034-6  
**SHIPMENT NO.** 374247

**ORIGIN** TX **DESTINATION** NC

**DESCRIPTION OF GOODS**

Item No.	Qty	Unit	Weight	Volume	Article Description	Condition at Origin	Condition at Destination
1					VOID - START OF INVENTORY - VOID		
2					1.5 CTN CP BOOKS		
3					MIRROR CTN CP GLASS TOPS (ONE IS 2-3) AND PICTURE		
4					1.5 ORIG. CTN CP PHILIPS MINI SYSTEM N#N0235, SN#M4110014337241 (NEW)		
5					3.1 CTN CP CHARCOAL BBQ GRILL		
6					4.5 CTN CP MEXICAN HAT		
7					3.1 CTN CP CLOTHES HANGERS		
8					6.1 CTN CP DUFFLE BAGS W/ CLOTHES		
9					6.1 ORIG. CTN CP DELL COMPUTER N#WCH, SN#9RHP3087 (NEW)		
10					3.1 CTN CP AWARDS		
11					4.5 CTN CP SAMSUNG 17" LCD MONITOR N#7318, SN#N17HBE1303764 (NEW)		
12					AND BLANKET		
13					3.1 CTN CP BOOTS		
14					3.1 CTN CP PLASTIC TOTE W/ KIT ITEMS AND 1 AMP (NEW)		
15					3.1 CTN CP PLASTIC TOTE W/ CLOTHES AND AWARD		
16					4.5 CTN CP PLASTIC TOTE W/ KIT ITEMS		
17					4.5 CTN CP PLASTIC TOTE W/ KIT ITEMS		
18					4.5 CTN CP PLASTIC TOTE W/ KIT ITEMS		
19					4.5 CTN CP PLASTIC TOTE W/ KIT ITEMS		
20					1.5 CTN CP LAMP SHADE		
21					3.1 CTN CP DELL MONITOR N#H781P, SN#HX-0P57NU-4781 (NEW)		
22					4.5 CTN CP CRATE GUITAR AMP N#CA30, SN#BEDD00067 (NEW)		
23					AND DESK ITEMS		
24					4.5 CTN CP CLOTHES, PILLOW AND BACK PACK		
25					4.5 CTN CP PLASTIC TOTE W/ KIT-ITEMS		
26					4.5 CTN CP PLASTIC TOTE W/ KIT-ITEMS		
27					1.5 CTN CP KIT-ITEMS		
28					1.5 CTN CP FILE BOX W/ PAPERS		
29					1.5 CTN CP BOOKS		
30					QUEEN CTN CP BOXSPRING		

Remarks/Exception: #25,26 - TWO BOXES PUT TOGETHER

**WARNING**

CONTRACTOR ORIGIN: [Signature] DATE: 05-16-06 AT DESTINATION: [Signature] DATE: [Signature] DATE: [Signature] DATE:

FOR FURTHER ASSISTANCE CONTACT OUR DESTINATION AGENT: 800 BROWN OR BILL OF LADING

Take your time and make sure your inventory is accurate and complete before you sign it. If you see any errors, correct them before you sign.



# ***High Risk/High Value Inventory***

- May include, but not limited to currency, coins, jewelry, silverware, crystal, figurines, furs, objects of art, software programs, manuscripts, comic books, baseball cards, stamps, and other collectable items that have a value in excess of \$100 per pound
- For purposes of determining the TSP's liability, all such items shall be deemed to weigh at least one pound.
- Transportation Service Provider (TSP) liability only \$100 per lb per article if you fail to inform after TSP asks in writing
- High Risk/High Value Inventory usually separate inventory
  - Review it carefully
  - You and TSP must open all containers on HR/HV inventory and physically inspect before signing the inventory



# ***Delivery Day!***







# ***Filling out the Notice of Loss or Damage After Delivery***

- Multiple ways to make this happen
  - Via the DPS Claims Module (preferred if moved in DPS)
    - Go to [www.move.mil](http://www.move.mil) to start the process
    - **YOU MUST HIT THE SUBMIT BUTTON IN DPS FOR YOUR LOSS/DAMAGE REPORT TO BE TRANSMITTED TO YOUR TSP**
    - **NOT HITTING SUBMIT WILL HAVE NEGATIVE IMPACT ON CLAIM**
  - Via the Form 1851 (reverse of Form 1850)
    - Mail this form directly to your TSP...send certified, return receipt
- For shipments picked up on or after 15 May 20, this must be done within 180 days from delivery date. TSP must be notified of ALL loss or damage within the 180 day period. For shipments pick up prior to 15 May 20, you have 75 days from delivery date.
- If not, **will** have a negative effect on any claim you may file
- This Notice puts your TSP on notice that you have found additional loss/damage since your goods were delivered
- **NOTE:** This is not the same as filing a claim against your TSP
- If your shipment was not moved in DPS (**CHECK WITH TMO**), you have 75 days to submit your Loss/Damage Report.



# ***HIT SUBMIT!!!***

- FOOT STOMPER!!!!
- YOU MUST HIT THE **SUBMIT** BUTTON IN DPS FOR YOUR LOSS/DAMAGE REPORT TO BE TRANSMITTED TO YOUR TSP W/IN 180 DAYS (or 75 DAYS.) See previous slide.
- YOU MUST HIT THE **SUBMIT** BUTTON IN DPS TO NOTIFY YOUR TSP THAT YOUR CLAIM HAS BEEN FILED WITHIN 9 MONTHS OF DELIVERY
- NOT HITTING **SUBMIT** FOR YOUR LOSS/DAMAGE REPORT AND YOUR CLAIM WILL HAVE A NEGATIVE IMPACT ON YOUR CLAIM
- ANY OTHER DPS STATUS SUCH AS “IN PROGRESS OR CREATED” WILL NOT SUFFICE.
- If your shipment was not moved in DPS (CHECK WITH TMO), you have 75 days to submit your Loss/Damage Report.

# ***Full Replacement Value (FRV) Contracts***

***It's not exactly what it sounds like . . .***

**The TSP has the option to:**

- Repair the item if repairable***
- Replace the item w/ new or comparable item***
- Pay you cash to repair or replace the item***



# Defense Personal Property System (DPS)

Move.mil is the gateway to DPS to file your Loss/Damage Report & Claim



# Non-DPS FRV Claims

- Not all shipments are in DPS. A small minority of shipments are under local contracts.
- Claims for these shipments must be filed directly against the delivery carrier within 9 months for Full Replacement Value
- Loss/Damage Reports are filed directly with the delivery carrier within 75-days



# DPS FRV Claims

- *If you can't settle with the TSP on certain items you can file those **unresolved** items with the Claims Service Center (CSC)*
  - *You'll be paid under normal depreciation rules*
  - *CSC will assert FRV claim against TSP*
  - *If we recover FRV from the TSP, you will be paid an additional amount*
- *If your TSP denies liability and places it on a prior handler, such as the warehouse where they picked up your shipment, you may be eligible to receive FRV from the CSC*
- *Call the CSC for assistance*
- *DSN 986-8044 or 1-877-754-1212*





# ***Total Loss Claims under FRV***

*TSP's Liability under FRV is limited to the greater of either:*

- *\$7,500 per shipment*  
*or*
- *\$6.00 x net weight of shipment up to \$75,000*



***Call Claims Service Center if claim amount is greater than or near the limit***

# *Time Limits to File a Claim*

- **9 MONTHS:** *From date of delivery to file your claim in DPS to get FRV*

- ✓ If you don't file within 9 months,
  - ✓ file with the Claims Service Center within **2 years of delivery**
  - ✓ Not entitled to FRV
    - ✓ but claim still adjudicated using standard depreciation rules
- ✓ 2 year Statute of Limitations is not waivable





# ***Filing Your Claim with the Air Force***

**Visit our website to file your claim or for claims information:**

**<https://claims.jag.af.mil/>**

# POV Damage Claims

## Different process than filing for household goods damage

- **Follow TMO guidance on POV drop off**
  - *Strict rules on POV condition at drop off*
- **POV pick up at port**
  - *Thoroughly inspect*
  - *Don't let inspector rush you*
  - *Note ANY and ALL damage on DD Form 788, Vehicle Shipping and Inspection Form (VSIF)*



# POV Damage Claims

- Note ANY and ALL damage on reverse side of DD Form 788, Vehicle Shipping and Inspection Form (VSIF)
- Later discovered damage MUST be reported to base legal office or Claims Service Center within **30 days!!!**
- Contact base legal to inspect your POV

Front of DD Form 788

Reverse of DD Form 788

# ***POV Damage Claims***

- Be wary of accepting any payment from the vehicle processing center or the shipping company at pick up unless you're **ABSOLUTELY** sure it will adequately compensate you for the damages.
- Contact the CSC if you have any questions about settling or accepting payment for POV damages.
- Acceptance of payment may be considered FINAL settlement and will prevent you from being compensated later



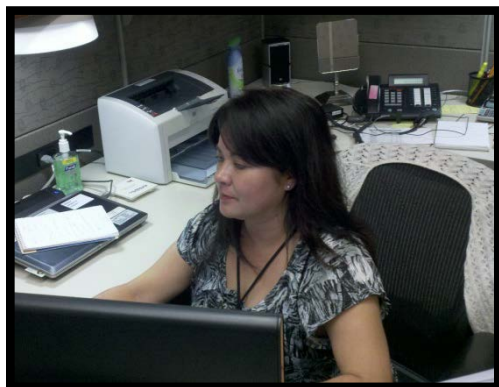
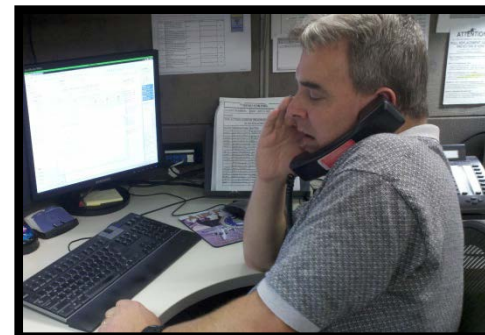
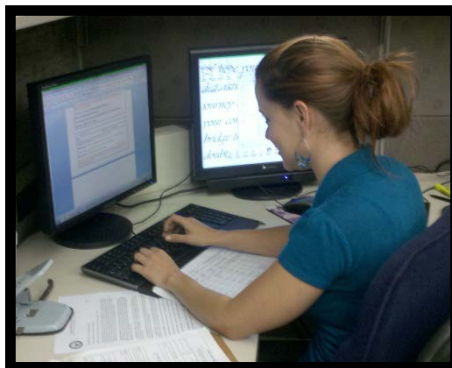


# ***Top Reasons Your Claim Could be Negatively Impacted***

- Provided Notice of Loss or Damage past the 180th or 75th day
- Filed claim past 9 months from date of delivery – No FRV
- Claimed item not on the inventory
- Shipped lots of jewelry and it was not on the high risk/high value inventory
- Signed inventory listing entire baseball card collection in a box marked “lamp”
- Signed inventory listing “plastic container” for tote full of expensive silverware
- Did not use DPS for household goods shipment
- Forgot to list damages on your Ferrari prior to leaving port



# *We Are Your Advocate!*



DSN 986-8044 or 1-877-754-1212

Email: [AFCSC.JA@us.af.mil](mailto:AFCSC.JA@us.af.mil)

Snail Mail:  
AFCSC/JA, 1940 Allbrook Ave, Ste 512

WPAFB, OH 45433