



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!***

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!





- TSPs using either an “1850” or “1840” to annotate loss/damage at delivery
- Either form is correct
- Fill out the front BEFORE the movers leave your house
- Fill out the back if you discover additional damage after they leave

Form #1850, DEC. '08
MILBURN PRINTING • 800-999-5690 • www.milburnprinting.com

JOINT STATEMENT OF LOSS OR DAMAGE TO DELIVERY			
<u>Pharmacy Statement</u> AUTHORITY: The attached information is submitted pursuant to one or more of the following: (1) FIC 307, 31, 32, 33, 37, 38, 39, 40, 41, 42, 43, 44, 45, 46, 47, 48, 49, 50, 51, 52, 53, 54, 55, 56, 57, 58, 59, 60, 61, 62, 63, 64, 65, 66, 67, 68, 69, 70, 71, 72, 73, 74, 75, 76, 77, 78, 79, 80, 81, 82, 83, 84, 85, 86, 87, 88, 89, 90, 91, 92, 93, 94, 95, 96, 97, 98, 99, 100, 101, 102, 103, 104, 105, 106, 107, 108, 109, 110, 111, 112, 113, 114, 115, 116, 117, 118, 119, 120, 121, 122, 123, 124, 125, 126, 127, 128, 129, 130, 131, 132, 133, 134, 135, 136, 137, 138, 139, 140, 141, 142, 143, 144, 145, 146, 147, 148, 149, 150, 151, 152, 153, 154, 155, 156, 157, 158, 159, 160, 161, 162, 163, 164, 165, 166, 167, 168, 169, 170, 171, 172, 173, 174, 175, 176, 177, 178, 179, 180, 181, 182, 183, 184, 185, 186, 187, 188, 189, 190, 191, 192, 193, 194, 195, 196, 197, 198, 199, 200, 201, 202, 203, 204, 205, 206, 207, 208, 209, 210, 211, 212, 213, 214, 215, 216, 217, 218, 219, 220, 221, 222, 223, 224, 225, 226, 227, 228, 229, 230, 231, 232, 233, 234, 235, 236, 237, 238, 239, 240, 241, 242, 243, 244, 245, 246, 247, 248, 249, 250, 251, 252, 253, 254, 255, 256, 257, 258, 259, 260, 261, 262, 263, 264, 265, 266, 267, 268, 269, 270, 271, 272, 273, 274, 275, 276, 277, 278, 279, 280, 281, 282, 283, 284, 285, 286, 287, 288, 289, 290, 291, 292, 293, 294, 295, 296, 297, 298, 299, 300, 301, 302, 303, 304, 305, 306, 307, 308, 309, 310, 311, 312, 313, 314, 315, 316, 317, 318, 319, 320, 321, 322, 323, 324, 325, 326, 327, 328, 329, 330, 331, 332, 333, 334, 335, 336, 337, 338, 339, 340, 341, 342, 343, 344, 345, 346, 347, 348, 349, 350, 351, 352, 353, 354, 355, 356, 357, 358, 359, 360, 361, 362, 363, 364, 365, 366, 367, 368, 369, 370, 371, 372, 373, 374, 375, 376, 377, 378, 379, 380, 381, 382, 383, 384, 385, 386, 387, 388, 389, 390, 391, 392, 393, 394, 395, 396, 397, 398, 399, 400, 401, 402, 403, 404, 405, 406, 407, 408, 409, 410, 411, 412, 413, 414, 415, 416, 417, 418, 419, 420, 421, 422, 423, 424, 425, 426, 427, 428, 429, 430, 431, 432, 433, 434, 435, 436, 437, 438, 439, 440, 441, 442, 443, 444, 445, 446, 447, 448, 449, 450, 451, 452, 453, 454, 455, 456, 457, 458, 459, 460, 461, 462, 463, 464, 465, 466, 467, 468, 469, 470, 471, 472, 473, 474, 475, 476, 477, 478, 479, 480, 481, 482, 483, 484, 485, 486, 487, 488, 489, 490, 491, 492, 493, 494, 495, 496, 497, 498, 499, 500, 501, 502, 503, 504, 505, 506, 507, 508, 509, 510, 511, 512, 513, 514, 515, 516, 517, 518, 519, 520, 521, 522, 523, 524, 525, 526, 527, 528, 529, 530, 531, 532, 533, 534, 535, 536, 537, 538, 539, 540, 541, 542, 543, 544, 545, 546, 547, 548, 549, 550, 551, 552, 553, 554, 555, 556, 557, 558, 559, 560, 561, 562, 563, 564, 565, 566, 567, 568, 569, 570, 571, 572, 573, 574, 575, 576, 577, 578, 579, 580, 581, 582, 583, 584, 585, 586, 587, 588, 589, 590, 591, 592, 593, 594, 595, 596, 597, 598, 599, 600, 601, 602, 603, 604, 605, 606, 607, 608, 609, 610, 611, 612, 613, 614, 615, 616, 617, 618, 619, 620, 621, 622, 623, 624, 625, 626, 627, 628, 629, 630, 631, 632, 633, 634, 635, 636, 637, 638, 639, 640, 641, 642, 643, 644, 645, 646, 647, 648, 649, 650, 651, 652, 653, 654, 655, 656, 657, 658, 659, 660, 661, 662, 663, 664, 665, 666, 667, 668, 669, 670, 671, 672, 673, 674, 675, 676, 677, 678, 679, 680, 681, 682, 683, 684, 685, 686, 687, 688, 689, 690, 691, 692, 693, 694, 695, 696, 697, 698, 699, 700, 701, 702, 703, 704, 705, 706, 707, 708, 709, 710, 711, 712, 713, 714, 715, 716, 717, 718, 719, 720, 721, 722, 723, 724, 725, 726, 727, 728, 729, 730, 731, 732, 733, 734, 735, 736, 737, 738, 739, 740, 741, 742, 743, 744, 745, 746, 747, 748, 749, 750, 751, 752, 753, 754, 755, 756, 757, 758, 759, 760, 761, 762, 763, 764, 765, 766, 767, 768, 769, 770, 771, 772, 773, 774, 775, 776, 777, 778, 779, 780, 781, 782, 783, 784, 785, 786, 787, 788, 789, 790, 791, 792, 793, 794, 795, 796, 797, 798, 799, 800, 801, 802, 803, 804, 805, 806, 807, 808, 809, 810, 811, 812, 813, 814, 815, 816, 817, 818, 819, 820, 821, 822, 823, 824, 825, 826, 827, 828, 829, 830, 831, 832, 833, 834, 835, 836, 837, 838, 839, 840,			



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 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

The screenshot shows the Move.MIL Official DPS Portal homepage. At the top, there's a navigation bar with links for Home, Contacts/Help, and FAQ. Below this is a search bar and a DPS Status Dashboard. The main content area is divided into three columns. The left column, titled 'What Is DPS?', contains links for DPS Registration, DPS Login, Forgot Password?, and Program Director. The middle column, titled 'To Get Started, Select a Video', features three video thumbnails: 'Personal Property Shipping Office (PPSO)', 'DOD Service Members and Civilians (DOD)', and 'Transportation Service Provider (TSP)'. Each thumbnail has a 'Watch the Video!' button. The right column, titled 'What's New?', lists recent updates: 'Claims - File a Loss Damage Report and File a Claim', 'Root Certificate Problem Solution', 'TSP Contact Information', '2012 Peak Season Message', 'DPS Smart Book v27 (Page 4 Updated)', 'New DOD Customer Login Procedures for DPS', and 'PPM costing for 2012'. At the bottom, there are three buttons: 'Click Here for PPSO', 'Click Here for DOD', and 'Click Here for TSP'. A footer note states: 'Move.Mil is a publicly accessible DOD website. Content updates to this website are required to undergo a public affairs and legal review prior to being posted. Therefore please be patient with any requested changes. This process is in compliance with DOD policy.'

The screenshot shows the Defense Personal Property System (DPS) Claims Home Page. At the top, there's a navigation bar with links for Home, Self Counseling, Shipment Management, Customer Satisfaction Survey (CSS), Claims, Training, and DPS User Satisfaction. Below this is a search bar and a date/time display. The main content area is divided into two columns. The left column, titled 'Welcome to your Claims Home Page.', contains a paragraph about eligibility for Full Replacement Value (FRV) and a list of exceptions to the filing timelines. The right column, titled 'Claim Services', contains links for Home, All Claims, Loss Damage Reports, Inspection Reports, and Summary. Below these links is a 'Create Claims' section with a form for picking the shipment, submitter's relationship, and adding a go button. The bottom section, titled 'Warning:', contains a paragraph about the consequences of not filing a claim within the specified timeline. The bottom right section, titled 'From this page you may:', contains a list of actions: 'Initiate a new claim', 'Search for an existing claim', and 'View existing claims, loss/damage reports and inspection reports'.



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 waiverable





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)*



- [illegible]

[illegible]

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



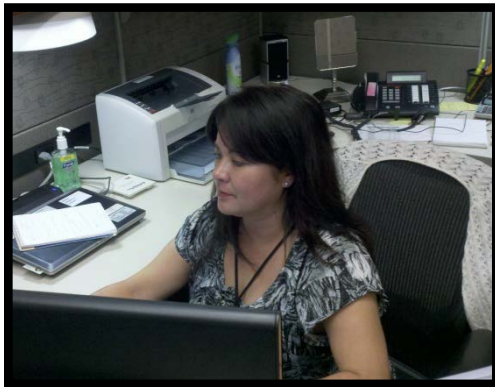
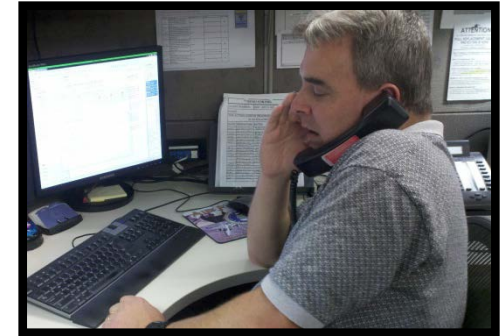
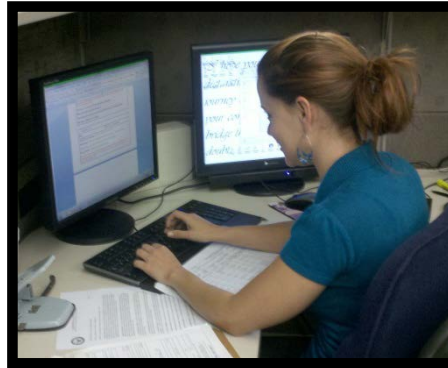


Top Reasons Your Claim Could be Negatively Impacted

- 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

Snail Mail:
AFCSC/JA, 1940 Allbrook Ave, Ste 500
WPAFB, OH 45433

Certificate of Completion

The person indicated in the e-mail transmitting this certificate has satisfactorily
completed the

Smooth Move Briefing

prior to the date of the e-mail transmission

INSTRUCTIONS: THIS IS NOT A FILLABLE FORM. To get VOP clearance, you must transmit this certificate by e-mail to the Base Legal Office POC for VOP clearance. To do so, depress Alt + PrtScn and paste the certificate into an e-mail.