

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

WAYFLOWER TRANSIT, LLC
 1 Wayflower Drive
 Fenton, MD 21036
 Phone (301) 362-4000 U.S. DOT No. 122263

CONTRACT OR ORDER NO. **ELECTRONIC VAN LINES**
 CUSTOMER NAME **DEL RIO MOVING & STG**
 ORDER LOAD ADDRESS **DEL RIO TX**
 DELIVERY ADDRESS **SEYHOOR JOHNSON AVE NC**

DATE OF INVOICE **10/2**
 INVOICE NO. **1910-13034-6**
 CUSTOMER PHONE NO. **910-374247**

Item No.	Qty	Article Description	Condition of Origin	Exception (if any) of Destination
1		VOID - START OF INVENTORY - VOID		1
2		1.5 CTN CP BOOKS		2
3		MIRROR CTN CP GLASS TOPS (ONE IS Z-3) AND PICTURE		3
4		1.5 ORIG. CTN CP PHILIPS MINI SYSTEM N#N0235, SN#14110014337241 (MCU)		4
5		3.1 CTN CP CHARCOAL BBQ GRILL		5
6		4.5 CTN CP MEXICAN HAT		6
7		3.1 CTN CP CLOTHES HANGERS		7
8		6.1 CTN CP DUFFLE BAGS W/ CLOTHES		8
9		6.1 ORIG. CTN CP DELL COMPUTER N#WCH, SN#99PM2309 (MCU)		9
10		3.1 CTN CP AWARDS		10
11		4.5 CTN CP SAMSUNG 17" LCD MONITOR N#7318, SN#W17HBE1303464 (MCU)		11
12		AND BLANKET		12
13		3.1 CTN CP BOOTS		13
14		3.1 CTN CP > PLASTIC TOTE W/ KIT ITEMS AND 1 AMP (MCU)		14
15		3.1 CTN CP >		15
16		4.5 CTN CP > PLASTIC TOTE W/ CLOTHES AND AWARD		16
17		4.5 CTN CP >		17
18		4.5 CTN CP > PLASTIC TOTE W/ KIT ITEMS		18
19		4.5 CTN CP >		19
20		1.5 CTN CP LAMP SHADE		20
21		3.1 CTN CP DELL MONITOR N#H781P, SN#NY-0757MU-4781 (MCU)		21
22		4.5 CTN CP CRATE GUITAR AMP L#1# CA30, SN#BEDD00067 (MCU)		22
23		AND DESK ITEMS		23
24		4.5 CTN CP CLOTHES, PILLOW AND BACK PACK		24
25		4.5 CTN CP PLASTIC TOTE W/ KIT - ITEMS		25
26		4.5 CTN CP >		26
27		1.5 CTN CP KIT - ITEMS		27
28		1.5 CTN CP FILE BOX W/ PAPERS		28
29		1.5 CTN CP BOOKS		29
30		QUEEN CTN CP BOXSPRING		30

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

WARNING

CONTRACTOR, CARRIER OR REPRESENTATIVE SIGNER: **11-16-06**

AT ORIGIN: **DATE** AT DESTINATION: **DATE**

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 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
 - Via the DD Form 1840R
 - Turn-in at local legal office or mail directly to TSP within 70 days from delivery
 - This must be done within 75 days from delivery date. TSP must be notified of ALL loss or damage within the 75 day period.
 - 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

HIT SUBMIT!!!

- FOOT STOMPER!!!!
- YOU MUST HIT THE **SUBMIT** BUTTON IN DPS FOR YOUR LOSS/DAMAGE REPORT TO BE TRANSMITTED TO YOUR TSP WITHIN 75 DAYS OF DELIVERY
- 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.

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***
- 75 days to notify/9 months to file claim***



Defense Personal Property System (DPS)

Still must notify within 75 days ... Still must file claim within 9 Months

The screenshot shows the 'MOVE.MIL Official DPS Portal' homepage. At the top, there are navigation links for Home, Contacts/Help, and FAQ. A search bar asks 'Can we help you find something?'. Below this is a 'DPS Status Dashboard' and a navigation menu with links for 'What Is DPS?', 'DPS Registration', 'DPS Login', 'Forgot Password?', and 'Program Director'. The main content area is titled 'To Get Started, Select a Video' and 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. Below the thumbnails are three columns of resources: PPSO Resources (PPSO Resources, CSS Support, Training), DOD resources (Before Your Move, Start Your DPS Move, Claims/CSS), and TSP resources (TSP Resources, CSS and BVS, TSP News). A 'What's New?' section on the right lists updates such as '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 'Click Here for PPSO', 'Click Here for DOD', and 'Click Here for TSP' buttons, along with a pagination control showing 'Previous', '1', '2', '3', and 'Next'.

Updated: 11 April 2014

The screenshot shows the 'Defense Personal Property System (DPS) Claims Home Page'. The header includes the site title, 'Unclassified/FOUO/Privacy Act Applies', and navigation links for Home, Site Map, and Log Out. A secondary navigation bar contains links for Home, Self Counseling, Shipment Management, Customer Satisfaction Survey (CSS), Claims, Training, and DPS User Satisfaction. A 'Show:' dropdown is set to 'Claims Home', and the date is 'Tuesday, December 02, 2008 4:51:24 PM'. There are 'Reports' and 'Queries' dropdowns, and a 'HELP' button. The main content area is titled 'Welcome to your Claims Home Page.' and contains a 'Click here for: HELP' button. The text explains that to be eligible for Full Replacement Value (FRV), a claim must be filed directly with the Transportation Service Provider (TSP) via DPS within 9 months from the date of delivery. It lists five conditions for eligibility: 1. Notice that the TSP has made a final offer on the claim or denied it in full. 2. Notification by SDDC that the TSP is in bankruptcy. 3. Notification that the TSP has been placed in permanent, world-wide Non-Use status by SDDC. 4. The TSPs failure to comply with the catastrophic loss provisions as verified by the MCO. 5. The TSPs failure to comply with essential items provisions as verified by the MCO. A 'Warning:' section states that if a claimant elects to immediately transfer their claim to the Military Claims Office and one of the above conditions does not exist, the claim will be handled under the depreciated value. A 'USMC ONLY:' section provides contact information for the HQMC Claims Office. A 'From this page you may:' section lists actions: 'Initiate a new claim', 'Search for an existing claim', and 'View existing claims, loss/damage reports and inspection reports'. On the right side, there are sections for 'Claim Services' (Home, All Claims, Loss Damage Reports, Inspection Reports, Summary) and 'Create Claims' (Pick the Shipment, Submitter's Relationship, Add & Go). A 'Search Claims' section includes fields for Claim #, Claim Status, BOL/GBL Number, and MCO Adjudication, with a 'Go' button.

Unclassified/FOUO/Privacy Act Applies

Internet

Non-DPS FRV Claims

The screenshot shows the Carlyle Van Lines website in a Microsoft Internet Explorer browser. The address bar displays http://www.carlylevanlines.com/index.php?option=com_content&task=view&id=216&Itemid=34. The page features a navigation menu with links for Home, Contact Us, News, and Links. A search bar is located in the top right corner. The main content area is titled "Claims Process" and includes a "NEWSFLASH" section with a warning about shipment cancellations. Below this, a "MAIN MENU" sidebar lists various services and information. The central text provides detailed instructions on how to file a claim, including the 9-month deadline for Full Replacement Value (FRV) and the process for damaged or destroyed items. It also mentions the Department of Defense DPS system for reporting losses.

The screenshot shows the Interstate Van Lines website in a Microsoft Internet Explorer browser. The address bar displays <http://host.invan.com/CLMUSER.html>. The page features the Interstate Van Lines logo and the heading "Online Claim Filing for Loss or Damage". The text is addressed to a "Valued Customer" and explains the claim filing process, including the 9-month deadline and the requirement to file a claim as quickly as possible. It also states that each claim is thoroughly investigated and that settlement will be made in accordance with the valuation selected on the moving contract. A "Filing Directions" section provides instructions on how to enter the last name and carrier's reference number, or the Government Bill of Lading (GBL) number. The page includes a "LOG-IN" button and a section for "Interstate Use Only" with fields for Code and Password. At the bottom, there is contact information for questions or comments, including an email address (Claims@invan.com) and a toll-free phone number (1-800-745-MOVE, ext. 3161).

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:

- *\$5,000 per shipment*
or
- *\$4.00 x net weight of shipment up to \$50,000*



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

UNITED STATES AIR FORCE
JUDGE ADVOCATE GENERAL'S CORPS

AIR FORCE LEGAL OPERATIONS AGENCY
AIR FORCE CLAIMS SERVICE CENTER

- Home
- Frequently Asked Questions
- Contact Us
- Submit Notice of Loss or Damage Report
- Continue Existing Claim
- Blank DD form 1842
- Blank DD form 1844

Natural Disaster Claims

- Food Spoilage-DD Form 1842
- Electronic Funds Transfer form
- Instructions for Food Spoilage Claims

Not Air Force?

File My Loss/Damage Report Put your carrier on notice that you have additional loss/damage after delivery.

Continue Existing Claim Forgot password? [contact us](#)

File Household Goods Claim Includes hold baggage, shipped motorcycles and shipped vehicles.

File Non Household Goods Claim Includes disaster claims, food spoilage, thefts, vandalism, etc.

Go To the User's Guide All the background you need to file a claim with us.

Key Dates to Remember

Not Later Than 75 DAYS FROM DELIVERY - File your Loss/Damage Report directly with the carrier (or file it online with us).

Not Later Than 9 MONTHS FROM DELIVERY - File your claim directly with the carrier for Full Replacement Value protection.

Not Later Than 2 YEARS FROM DELIVERY (but after 9 months) - File your claim directly with the Claims Center under the standard depreciation rules.

Not later than 30 DAYS FROM THE DATE OF PICKUP AT THE VEHICLE PROCESSING CENTER - Contact the base legal office if you find additional vehicle damage and it was NOT annotated on the Vehicle Inspection and Shipping Form. They will inspect your vehicle and document the later discovered damage.

If you have questions, [contact us](#)

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

ORIGINAL

AMERICAN AUTO LOGISTICS VEHICLE INSPECTION AND SHIPPING FORM - VSIF

DEF PROCEED - CALL APPROVALS (200808)

DATE OF INSPECTION: 11/11/08

INSPECTED BY: [Signature]

VEHICLE IDENTIFICATION: 1988 VOLVO 700 RHD GLE

INSPECTION POINTS: [Table with checkboxes for various vehicle parts]

CONDITIONS GOVERNING SHIPMENT: [Text]

VEHICLE DAMAGE: [Handwritten notes and diagrams of a car with damage points]

SECURITY CHECKED: [Handwritten note]

REMARKS: [Handwritten notes]

INSPECTION CHECKLIST:

1 - Body	1 - Body	1 - Body	1 - Body	1 - Body
2 - Door	2 - Door	2 - Door	2 - Door	2 - Door
3 - Hood	3 - Hood	3 - Hood	3 - Hood	3 - Hood
4 - Bumper	4 - Bumper	4 - Bumper	4 - Bumper	4 - Bumper
5 - Wheel	5 - Wheel	5 - Wheel	5 - Wheel	5 - Wheel
6 - Tire	6 - Tire	6 - Tire	6 - Tire	6 - Tire
7 - Engine	7 - Engine	7 - Engine	7 - Engine	7 - Engine
8 - Transmission	8 - Transmission	8 - Transmission	8 - Transmission	8 - Transmission
9 - Drivetrain	9 - Drivetrain	9 - Drivetrain	9 - Drivetrain	9 - Drivetrain
10 - Suspension	10 - Suspension	10 - Suspension	10 - Suspension	10 - Suspension
11 - Steering	11 - Steering	11 - Steering	11 - Steering	11 - Steering
12 - Brakes	12 - Brakes	12 - Brakes	12 - Brakes	12 - Brakes
13 - Electrical	13 - Electrical	13 - Electrical	13 - Electrical	13 - Electrical
14 - Exhaust	14 - Exhaust	14 - Exhaust	14 - Exhaust	14 - Exhaust
15 - Interior	15 - Interior	15 - Interior	15 - Interior	15 - Interior
16 - Exterior	16 - Exterior	16 - Exterior	16 - Exterior	16 - Exterior

Front of DD Form 788

CONDITIONS GOVERNING SHIPMENT

DELIVERY RECEIPT

EXCEPTIONS

BY OWNER: [Handwritten: AC NOT WORKING]

VERIFICATION OR DISAGREEMENT WITH REASONS: [Handwritten: member returned, damage as stated, SCWHOF 18/10/08]

MISCELLANEOUS INFORMATION

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

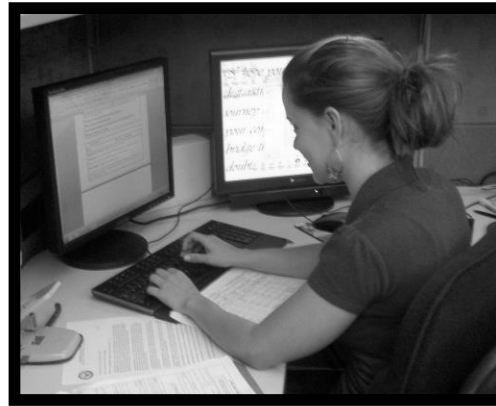


Top 10 Reasons Your Claim Could be Negatively Impacted

- Provided Notice of Loss or Damage past the 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 provide Notice of Loss or Damage on a missing bed at time of delivery
- Did not provide Notice of Loss or Damage on a missing bed within 75 days after delivery
- Did not use DPS
- 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.