



REPLY TO
ATTENTION OF:

DEPARTMENT OF THE ARMY
HEADQUARTERS, JOINT READINESS TRAINING CENTER AND FORT POLK
OFFICE OF THE STAFF JUDGE ADVOCATE
7090 ALABAMA AVENUE, BUILDING 1454
FORT POLK, LOUISIANA 71459

AFZX-JAC

13 May 2010

MEMORANDUM FOR Personnel Concerned

SUBJECT: Instructions for Filing a Full Replacement Value (FRV) Claim with the Transportation Service Provider (TSP)

1. When your household goods were delivered, the TSP should have left three (3) copies of DD Form 1840/1840R, Notice of Loss or Damage (pink forms). This form officially notifies the carrier of loss or damage to your shipment. You may have listed some damages on the DD Form 1840 side of the form. That side can only be used while the TSP is at your residence.

2. If you find additional loss or damage after the TSP has left, it **MUST** be listed on the DD Form 1840R side. Once you have listed all your loss or damage, bring the completed form to the Fort Polk Claims Office (FPCO) within 70 days of delivery. Items listed on the DD Form 1840 side at the time of delivery need not be transferred to the DD Form 1840R side. All loss/damage on the DD Form 1840/1840R **MUST BE SUBMITTED WITHIN 70 DAYS OF THE DELIVERY DATE**. If you do not submit your DD Form 1840/1840R to the Claim Office within 70 days, your claim may not be payable. The FPCO will fax or mail your 1840/1840R directly to the TSP and provide you with further information for filing your claim with the TSP. If you fax or mail your 1840/1840R to the TSP, please look in Block 9 to determine the contact information for the TSP. Please check the TSP's contact information at <https://as10.pweb.sddc.army.mil/topsadm/ftp/carrpam/domp.txt>. You should contact the TSP and request written confirmation of the date the TSP received your 1840/1840R. You should consider using certified mail to ensure delivery confirmation.

3. **SUBSTANTIAL OR, IN SOME CASES, TOTAL DEDUCTIONS WILL BE MADE FROM YOUR CLAIM FOR ANY DAMAGE OR LOST ITEMS CLAIMED BUT NOT NOTED IN A TIMELY MANNER ON THE DD FORM 1840/1840R.**

4. You have **NINE MONTHS** from the **DATE OF DELIVERY** to file your claim for Full Replacement Value. Please note that submitting your DD Form 1840/1840R (pink form) only provides notice to the TSP and does not constitute filing your claim. If you have multiple deliveries resulting from one shipment, the time restrictions for the notification of the damage and submitting your claim begins from the **DATE OF DELIVERY OF EACH SHIPMENT**. The TSP will only pay depreciated value for all claims filed after nine months, but within two years from the date of delivery. Failure to file your claim within two years will result in the denial of your claim. You should not delay in filing your claim in order to get substantiating

AFZX-JAC

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documentation, such as estimates of repair. If your claim has been timely filed you may present this information to the TSP at a later time.

5. The FPCO will provide you with the TSP contact information and a **DD Form 1844** to use as a guide, however, each TSP has their own form you must use to complete your claim. You are responsible for contacting the TSP and filing your claim with the TSP. The TSP will provide you with specific guidance on how to file your claim. You will likely need the following documents.

a. **Shipment and Carrier Details** – Origin of Shipment, Destination of Shipment, PPGBL/order number, Pickup Date, Date of Delivery, SCAC, Carrier/Contractor Name. Please look at your **PCS Orders, DD Form 1299** (Application for Shipment), and **U.S. Government Bill of Lading** (If you had a local storage move, this would be replaced with a Service Order, DD Form 1164) to ensure you enter the above details accurately. A copy can be obtained from the Transportation Office if you do not have one.

b. **Inventory** - This is provided by the TSP at the time of pickup. Please keep this copy with you, as most TSPs, do not provide another copy of the inventory at the time of delivery. If you cannot locate this form, contact the carrier or call this office for assistance in obtaining one.

c. **Repair Estimates** – The TSP must obtain and pay for all estimate of repair. You may agree to obtain and pay for your own estimates, however this is not required. You may not receive any reimbursement for the estimate fees on estimates you obtain without the TSP's express request for you to do so. Please contact the FPCO immediately to report a TSP that refuses to obtain and pay for an estimate of repair.

d. **Purchase Receipts** - In order to adjudicate your claim, the TSP may request purchase receipts, appraisals, photographs or some other form of substantiation on high-value items (over \$100.00). Without such substantiation it is possible that you will receive an amount considered fair and reasonable, i.e., an average price, rather than a more expensive one.

6. Under FRV, the TSP must pay to replace any item that is lost or destroyed with a new item or pay the cost of a new item of the same kind and quality without deducting depreciation. If the item is repairable for less than the cost of FRV, the TSP will arrange to have the item repaired or pay the cost of repair.

7. The TSP must list and adjudicate each item separately. The TSP is not permitted to offer you a lump sum for all items. If you do not agree to accept the lump sum payment, you should contact the FPCO for further assistance.

AFZX-JAC

SUBJECT: Instructions for Filing a Full Replacement Value (FRV) Claim with the Transportation Service Provider (TSP)

8. The TSP may inspect the damage items at any time prior to settlement of the claim, but may not deny a claim solely based on inability to inspect any item. **Do not** discard items damaged in shipment until all time requirements have been met or you get permission from the TSP to do so.
9. Once you file your complete claim with the TSP, the TSP has 60 days to make you an offer or pay/deny your claim. You may agree to extend this time period. The TSP will complete payment to you within 30 days of receipt of notice that you accepted full or partial settlement.
10. **DO NOT CASH THE CHECK IF YOU DISPUTE ALL OR PART OF THE TSP'S PAYMENT OF YOUR CLAIM.** If you cash the check, you have agreed to accept the amount of the check as full and fair satisfaction of your claim.
11. If you have any questions or dispute the TSP's offer, please contact the Fort Polk Claims Office at 337-531-2636/1576/1197. Our Customer Service hours are Monday through Friday from 0800-1130 and 1230 -1630. We are closed on all Federal holidays. The Claims Office is located at 7090 Alabama Avenue, Building 1454, Fort Polk, Louisiana 71459.
12. The FPCO will attempt to mediate your claim with the TSP for 30 days. If our office cannot resolve your FRV claim, you may elect to transfer all or part of your claim to the Fort Polk Claims Office for adjudication. You must notify the TSP in writing that you request all or part of your claim to the FPCO. For example, "I agree to accept \$200 for Item 1, Dryer, but I do not accept the offer for Item 2, the washer, and request your transfer Item 2 to the FPCO." Note: Even if you filed your FRV claim within nine months of delivery, the FPCO will only pay you depreciated value in accordance with AR 27-20, Chapter 11, however, the recovery team will attempt to recover FRV from the TSP. If the recovery team recovers additional money from the TSP, you will receive another check for the additional amount recovered.
13. FPCO will report to our headquarters any and all negative instances where the TSP is not performing in accordance with the terms of the rate solicitation, acting in bad faith, or otherwise performing in an unacceptable manner, such as by being rude or discourteous to a Soldier. Please contact our office to report any of the above conduct by the TSP. Please complete the Customer Satisfaction Survey at <http://www.sddc.army.mil/>.