

Completing DD Form 1840/1840R Instructions

Please carefully read and follow the directions below to ensure that proper notice of damage and loss is provided to the carrier. Please ensure that all damage and loss is reported to the Claims Office within 70 days after delivery by the carrier.

1. List apparent damage on DD Form 1840 at delivery. Both you and the carrier's representative will sign at the bottom of the form at the end of the delivery.
2. Do not make entries on the front side of DD Form 1840 after signature by you and the carrier. All notations of damage made after the departure of the carrier should be made on DD Form 1840R and continuation sheets to that form.
3. Remove the carbons between the copies of DD Form 1840 and reverse the sheets to reflect DD Form 1840R side of the form.
4. Place the carbons between the sheets of DD Form 1840R.
5. Complete Section 1, blocks a through e. This information should be listed on the front of DD Form 1840.
6. Enter loss and damage in Section 2 of DD Form 1840R. If you have multiple deliveries (*e.g.*, household goods, hold baggage, non-temporary storage), please ensure that the damages listed on DD Form 1840R are associated only with the shipment represented by the specific DD Form 1840/1840R.
 - a. Block a: Should reflect the number listed from your household goods inventory.
 - b. Block b: Should describe the damaged item.
 - c. Block c: Should describe the damage. Specifically describe the nature and location of the damage (for example, 6" gouge to the table top). Carriers may deny responsibility for damage if the description cannot be distinguished from the pre-existing damage listed on the inventory. Avoid overuse of unclear terms, such as "broken," or "damaged."
7. If additional sheets will be needed to list all damage and loss, do not complete the last row of Section 2. Instead, you should enter "Continuation Sheet Follows" in the last row of Section 2.

8. Continuation Sheet Completion:

a. Use of a blank sheet of paper is permitted.

b. At the top of the sheet, enter your name, PPGBL/Order Number, and the date of delivery as listed in blocks 1a through 1c of DD Form 1840R.

c. Enter loss or damage. List the inventory number, followed by the name of the item, and a description of damage in the same manner as it was listed on the first page of DD Form 1840R.

d. CAUTION: Do not use the full sheet. Leave room for the Claims Office to list the name and address.

9. At the end of your entries of damage and loss, please print the following statement: I estimate the total value of my loss to be \$_____. This is only an estimate, and does not need to be supported by estimates when you submit DD Form 1840R. This entry allows the Transportation Office to score the carrier's performance.

10. Submit the DD Form to the Claims Office within 70 calendar days of delivery of your household goods. The Claims Office will complete Sections 3 and 4 of the form and send the original signed DD Form 1840/1840R to the responsible carrier.

Please call or visit the Netherlands Law Center, Claims Office at USAG Schinnen, building 37, for more information. You may call us for information or an appointment at DSN 360-7683 or Commercial +31 (0) 46-443-7683.