

OFFICE OF THE STAFF JUDGE ADVOCATE  
U.S. ARMY GARRISON, ABERDEEN PROVING GROUND  
ATTN: (CLAIMS)  
4305 SUSQUEHANNA AVENUE  
ABERDEEN PROVING GROUND, MD 21005-5001



INSTRUCTIONS FOR FILING A CLAIM  
FOR LOSS OR DAMAGE TO  
HOUSEHOLD GOODS OR HOLD BAGGAGE

BUILDING 4305, Room 317

TELEPHONE: 410-278-1459

**GENERAL CLAIMS INSTRUCTIONS HOUSEHOLD GOODS AND HOLD BAGGAGE  
PLEASE READ - THIS CAN AFFECT YOUR SETTLEMENT AMOUNT**

Welcome to the Aberdeen Proving Ground. We hope that you had a safe trip and a damage free move. However, if you did have damage to your household goods during the move, we stand ready to assist you in getting your household back in order. We will do our best to assist you in the settlement of your claim in a quick, efficient, and fair manner, but in order to do so we will need some help from you.

**Hours of Operation**

Walk-In Service: Monday – Thursday 0900 – 1300  
*Appointments available on an individual basis*

Closed on All Holidays and Weekends

APG Claims Website:

<https://www.jagcnet.army.mil/8525761700412C32/0/7F9132C121D266988525757B0059E9E0?opendocument>. Click on Personnel, Tort, and Other Claims.

Email Address: [usarmy.apg.usag.mbx.legal-assistance@mail.mil](mailto:usarmy.apg.usag.mbx.legal-assistance@mail.mil)

Claims with the Military Claims Office [MCO] are processed under the provisions of Army Regulation 27-20, which places the burden on the claimant to properly complete the required forms, and to provide documentation substantiating the claim. Failure to do so will normally delay the processing of your claim, and may result in a lower award. If you require assistance, contact the Office of the Staff Judge Advocate, Attention: Client Services Division - Claims, Aberdeen Proving Ground, 21005. We are located in Janet Barr Building 4305, 3<sup>rd</sup> Floor, Room 317. Our phone number is commercial (410) 278-1583 or (410) 278-1459 or DSN 298-1583. Our fax number is ext. 1556. Our office hours are 0900-1300 Monday thru Thursday.

**I: TYPES OF SHIPMENTS:**

**a. Non-DPS Shipments Subject to FRV:** Even if your shipment is not managed under DPS, TSPs are required to provide FRV coverage for your move, at no cost to you, provided that you give notice of the damage within 75 days and file your claim with the TSP within 9 months of delivery. You must file your claim with the TSP to be eligible for FRV.

**b. Claims Filed with MCOs:** For non-DPS shipments, you may file your claim with a MCO. However, MCOs are required to adjudicate your claim using the fair market or depreciated value of your loss. This may result in a **significant decrease** in the amount that you may receive. You may file a claim with the MCO if you are unable to reach an agreement with the TSP, including DPS shipments. Claimants may be reimbursed for FRV if the U.S. Army Claims Service is able to collect FRV from the TSP.

**c. Exceptions to TSP Filing Requirement:** Special situations may allow claimants to file directly with the MCO and receive FRV. These situations are limited to losses caused by "Acts of God," loss and damage caused by ocean carriers, and denial of claims attributed to a previous handler when multiple entities have been responsible for the shipment. If you have a special situation that you feel justifies filing directly with the MCO, please contact our office.

## **II: IMPORTANT DATES/TIMELINES:**

**a. 75 Days (Notice of Loss or Damage):** Claimants must list obvious loss/damage at delivery on Form *1850 or DD Form 1840 (pink form)* or similar form provided by the TSP. Later-discovered damage must be listed on the reverse side of the form provided by the TSP or entered into DPS online and submitted within 75 days of delivery. If you mail or fax the notice document to the TSP, you should send it by certified mail or fax with receipt confirmation to show timely notice to the TSP. Alternatively, you may submit the notice document to the MCO within 75 days if you are in doubt or need any assistance. Failure to send the notice document to the proper TSP address within 75 days will likely result in disallowance of your claim for items for which the TSP did not receive notice. Submitting the notice document to the TSP within 75 days does NOT constitute filing a claim.

**b. 9 Months (FRV Claims):** You must file with the TSP within **9 months** of the date of delivery to get the benefit of the FRV program.

**c. 2 Years (NON-FRV):** Non-FRV claims must be presented to a MCO within two years after it accrues. Normally, this is **2 years from the date of delivery**, or 2 years from the date you were officially notified that your property was destroyed (e.g. warehouse fire). This requirement is statutory and cannot be waived by the MCO.

### **d. 90 Days after Settlement (Salvage Rights):**

**1. Salvage rules for FRV claims filed with the TSP:** Please review the FRV counseling checklist you received from the Transportation Office, download a copy from our Web site, or ask our claims office for a copy.

**2. Salvage rules for claims filed first with an Army claims office:** The carrier may have the right to salvage value for items that cannot be economically repaired, even if you believe the item has no further use. Do not throw away destroyed items unless the claims office approves or after 90 days from the date the claims office notifies you that your claim was settled. Box up broken items if they are safety hazards. For health hazards (moldy furniture, etc.), coordinate with the MCO.

## **III: Defense Personal Property Systems (DPS)**

a. DPS a cradle to grave web-based moving system. DPS Shipments can be identified by a 4 letter 7 digit number listed on the Notice Document (example-HAOT0001357). If you began your move in DPS, you will complete your claim in that system as well. Just go to <http://www.move.mil>, click on “Access DPS” and look for the “Claim” tab at the top center of the page.

b. The DPS website <http://www.move.mil> provides video instructions and PowerPoint slides for getting a password, filing notice of damage and loss, filing your claim, and providing feedback concerning the DPS claims process.

c. FRV Rules apply to DPS Shipments submitted within 9 months of delivery. If you cannot come to an agreement with the TSP regarding settlement, you may transfer your claim to a MCO. The “Transfer to MCO” button or icon at the DPS website does not automatically transfer your claim information to the MCO. You must submit your claim with your respective service’s MCO.

#### **IV: FRV (NON-DPS) CLAIMS**

Even if your shipment was not moved under the DPS system, it should still be covered under the FRV program provided you meet the notice (75 days) and filing requirements (9 months).

a. You must give notice to the TSP within 75 days after delivery. Notice should be sent to the TSP by certified mail or fax or by contacting the MCO. Notice to the TSP should include the **DD Form 1840R** with your list of damaged/lost items, description of the items, and inventory numbers.

b. You may contact the MCO or the Transportation Office to obtain the address and telephone numbers for the TSP. It is important that you provide the SCAC Code (4 letters) from the notice document or other information that allows the MCO to identify the proper TSP.

c. It is your responsibility to contact the TSP and obtain the necessary documents from them to file a claim. You have 9 months from the date of delivery of your household goods to file a claim with the TSP.

d. The TSP has 30 days to respond to your claim. This response may include requests for information, including requests to inspect your household goods.

e. Within 60 days from the time the TSP has received your claim and the information needed to make a decision on your claim, the TSP will do one of the following:

1. Make an offer to replace or repair all of your items.
2. Make an offer to replace or repair some of your items.
3. Deny your claim.

f. At this point, you may accept the TSP's full or partial reimbursement offer, transfer the entire claim, or under certain limited circumstances, transfer specific line items of your claim, to the MCO. If the TSP does not respond within or take appropriate action within the timelines, you may transfer the claim to the MCO.

g. Caution: No item for which payment has been made may be transferred. Transferring a line item is not a guarantee of more favorable treatment, but does ensure that the issue is examined by the Government for fairness. Contact the MCO to transfer your claim. You should notify the TSP in writing regarding the items for which you are not accepting settlement.

## **V: FILING A HOUSEHOLD GOODS CLAIM WITH THE ARMY**

a. If you elect to file with the Government or are unable to settle your claim with the TSP, you must file your claim with the MCO within two (2) years from the date of delivery. This time limit is set by statute. At a minimum, you must submit a written demand for payment to stop the running of the statute of limitations. Additional documentation and substantiation may be submitted later. The **DD Form 1842** and **DD Form 1844** are the forms used for claims submitted in writing.

b. Soldiers and civilian employees can submit their claims online through the Personnel Claims Army Information Management System (PCLAIMS) in addition to submitting a claim in writing. This program allows members to input the data regarding their claim and automatically generates the **DD Form 1842** (Claim Form) and **DD Form 1844** (Claims Analysis Chart). Data can be saved in these forms before the claim is submitted.

1. Access PCLAIMS at <https://www.jagcnet4.army.mil/8525763F005D2EF5/> - or by going to **JAGCNET** and clicking on the "Claims" link, which will take you to the U.S. Army's Claims Homepage. Once at the homepage, click on the "Personnel Claims Online Filing Database" link. For more information on using the PCLAIMS website, please see the handout on filing a household goods claim through PCLAIMS.

2. The PCLAIMS home page contains a Claimant's Manual that provides instruction on how to navigate the PCLAIMS website and complete your claim.

c. MCOs are required to adjudicate your claim using the fair market or depreciated value of your loss except in limited circumstances. You may file a claim with the MCO if you are unable to reach an agreement with the TSP, including DPS shipments, on a fair or proper settlement of

your claim. Claimants may be reimbursed for FRV if the U.S. Army Claims Service is able to collect FRV from the TSP.

d. If you have insurance that covers your transit loss (missing items, fire and flood loss), you may but are not required to file with your insurer. If you file with your insurer, you must file with the insurer first. The insurance adjudication must be submitted to the MCO for adjudication in accordance with service directives. More information on insurance adjudication for household goods shipment claims can be found on the Fort Belvoir Claims web site. You may contact our office to discuss whether filing with your insurer is advantageous.

## **VI: DOCUMENTS CHECKLIST AND INFORMATION NECESSARY TO SUPPORT YOUR CLAIM**

If you are transferring claim from DPS or the TSP, please contact the MCO. In many cases, the MCO can obtain documents on file with the TSP, including documents previously submitted to the TSP and repair estimates received by the TSP but not provided to you. If you file your claim in PCLAIMS, you may scan documents and attach them to your claim record. We request that you identify the document through specific descriptions similar to the checklist items described below (e.g., estimate of repair - dining table). If you do not have the capability of scanning and attaching the document to your claim record, we can scan and attach a hard copy of the document to the PCLAIMS record.

- **DD Form 1842** – must be signed by you for claims submitted in writing. If you submit your claim in PCLAIMS, your submission of the claim through the system is sufficient.
- **DD Form 1844** – each item must be listed separately. Claims submitted through PCLAIMS automatically generate this form, which is reviewed by the MCO. It is important that you enter purchase prices, replacement costs, and dates of purchase.
- **Manual CEFT Input Form.** This form may be necessary for written submissions. Claims submitted through PCLAIMS will generally not require the CEFT Form.
- **Notice of Damage and Loss/DD Form 1840/1840R**
- **Government Bill of Lading**
- **Estimates of Repair.** Estimates of repair are necessary to support the value of your damage or loss if repair or replacement is desired. Loss of value awards may be appropriate for some items where cosmetic damage may not substantially detract from the item's usefulness or value. If the TSP had a representative examine your property, please let us know to obtain the repair estimate provided by the TSP.
- **Substantiation for Replacement Cost** – if replacement cost is over \$100 per item and total claim is over \$500. Replacement cost is not considered for damaged items unless an estimate of repair or other evidence (i.e., inspection or photos establish that the item is not economically repairable).
- **Evidence of Ownership for Missing Items** – purchase receipts, credit card statements, photographs, and witness statements.
- **Original Inventory.**
- **Missing Items Statement.** If you claim a missing item that is not listed on the inventory or was identified from an inventory number that was delivered, you should provide a

written statement that explains the circumstances of the packing and. A sample statement is posted on our web site as an example in preparing a statement.

- **Electronic Repair Report/Computer Repair Report.** Electronic items (stereos, televisions, etc.) that are not operable after delivery must be evaluated by a qualified repair technician to establish transit damage in the absence of obvious and apparent damage that can be shown by photos or examination by a claims examiner. A repair technician should complete the form to allow the MCO to determine whether the damage is due to improper handling during transit. A copy of the Electronic Repair Report and Computer Repair Report forms are posted on the Fort Belvoir Claims web site,
- **Electronic Items Statement.** To substantiate transit damage for electronic items, including computers, claimants are also required to provide a written statement concerning how the item operated just prior to pick-up by the TSP. A sample statement is posted on the Fort Belvoir Claims web site as an example.
- **Statement of Tender.** If you are claiming for a damaged or missing item that was packed in a box or container that does not fairly or accurately describe the damaged or missing item, you should provide a statement concerning the tender of the item and packing by the TSP. A sample statement is posted on the Fort Belvoir Claims web site.
- **PCS/ETS Orders to include any amendments.**

## **VII: LIST OF REPAIR AGENCY IN THE APG AREA**

### **WASHING MACHINE, DRYVER, MICROWAVE REFRIGERATOR & FREEZER REPAIR**

Urban & Suburban Appliances  
4 West Broadway Rear  
Bel Air, MD 21014  
410-838-5200

General Appliance Sales & Service  
2212 Hanson Road  
Edgewood, MD 21040  
410-676-2869

Bounds Appliance  
20 W. Bel Air Avenue  
Aberdeen, MD 21001  
410-272-0200

### **TELEVISION, RADIO, STEREO & VCR REPAIR**

PX Customer Service  
Stereo Repair (Sent Out)  
APG, MD 21005  
410-272-6828

Advanced Electronics  
128 N. Washington Street  
Havre de Grace, MD 21078  
410-939-1006

Edgewood Electronics Inc  
1010 Edgewood Road  
Edgewood, MD 21040  
410-676-2999

Videotronics Service Center  
138 N. Bond Street  
Bel Air, MD 21014  
410-638-0352

White Marsh TV  
11543 Philadelphia Road  
White Marsh, MD  
410-256-6230



### **CLOCKS – REPAIR**

Stephens & Stephens  
429 Saint Johns Street  
Havre de Grace, MD  
410-939-3334



## FURNITURE REFINISHING & REPAIR



David Mazza's Furniture Restoration  
3640 Dublin Road  
Darlington, MD 21034  
410-457-4400/1-877-457-0100 (toll free)

Joppa Wood Doctors  
Joppa, MD 21085  
410-676-0100

Maryland Furniture Restoration  
2906 Old Fields Court  
Bel Air, MD 21015  
410-877-3130

Chesapeake Woodworking Inc  
125 N. Kresson Street  
Baltimore, MD 21224  
410-276-1060

The Furniture Clinic  
2606 Reckord Road  
Kingsville, MD 21087  
410-877-8123/410-665-6111

Bel Air Furniture Refinishing  
29 Ellendale Street  
Bel Air, MD 21014  
410-838-7132/410-879-6800

JLS SERVICES INC.  
2842 Hambleton Road  
Riva, MD 21140-1133  
301-261-7681  
Fax: 301-261-4308



## CARPET UPHOLSTERY CLEANING

Keen's Triple Kleen  
Havre de Grace, MD 21078  
410-272-1930

Service Master of Bel Air  
35 E. Ellendale Street  
Bel Air, MD 21014  
410-836-0382

Servpro  
702 Pulaski Highway  
Joppa, MD 21085  
410-679-6260

Carl's Carpet Care  
806 Old English Court  
Bel Air, MD 21014  
410-838-2958

## MOTORCYCLE REPAIR

Pete's Cycle Company  
344 Belair Road  
Bel Air, MD 21014  
410-838-8021

Zoeller Custom Cycles  
2200 Philadelphia Road  
Edgewood, MD 21040  
410-676-2534

## CLEANERS

Starlight Cleaners  
Aberdeen Proving Ground  
410-273-9261

Kroh's Cleaners  
15 E. Pennsylvania Avenue  
Bel Air, MD 21014  
410-838-5323

Riverside Dry Cleaners  
1321 Riverside Parkway  
Belcamp, MD 21017  
410-272-4451

S & H Cleaners  
Edgewood Shopping Plaza  
Edgewood, MD 21040  
410-676-3888

## TYPEWRITER REPAIR

Preston's Stationery Inc  
319 S. Main Street  
Bel Air, MD 21014  
410-838-5858



## COMPUTER REPAIR

Time Warp Computers  
107 E Wheel Road, Suite C  
Bel Air, MD 21015  
410-569-5001/5002  
1-800-216-3222

John Alzamora  
4 Medici Court  
Baltimore, MD 21234  
410-499-6576

JLS Services, Inc.  
2842 Hambleton Road  
Riva, MD 21140-1133  
301-261-7681  
FAX: 301-261-4308 (minor computer repairs)

### MARBLE REPAIR

Maryland Custom Marble Ltd  
417 W. Bel Air Avenue  
Aberdeen, MD 21001  
410-273-6326

### LAWN MOWER REPAIR

Elsner's Lawn Mower Service  
4028 Webster Road  
Havre de Grace, MD 21078  
410-939-1738

Joppa Equipment Services  
900 Pulaski Highway  
Joppa, MD 21085  
410-676-6173

### CHINA AND CRYSTAL

Replacements, Ltd  
1089 Knox Road  
P.O. Box 26029 Dept PA  
Greensboro, NC 27420  
1-800-737-5223  
www.replacements.com



### VACUUM CLEANERS AND SMALL APPLIANCES

Harford Vacuum Cleaners  
109 S. Washington Street  
Havre de Grace, MD 21078  
410-939-1313  
(NO CREDIT CARDS)