

Claims Handout No. 2 - THE DD FORM 1840/1840R

1. This form is colored pink and is a critical form in the household goods claims process. You must understand the role of this form and handle it properly:
2. The DD Form 1840 is filled out at delivery.

a. The 1840 is the front side of the form. It is called the "Joint Statement of Loss or Damage at Delivery." Although many deliveries are rushed, you should take all the time you need to list any loss or damage that you noticed during delivery of your goods.

b. The DD Form 1840R is the reverse of the DD Form 1840. It has a different title: "Notice of Loss or Damage." It must be completed and received by the nearest claims office within 70 days after delivery. If you mail it, allow plenty of time for it to get to the claims office within 70 days. Receipt by the 70th day allows the claims office to dispatch a copy of the DD Form 1840R to the carrier by the 75th day as required by agreement with the carriers.

3. Why is the DD Form 1840R important:

a. The Air Force might conclude that any items not listed on a properly completed and timely filed DD Form 1840R were either not shipped or were not damaged in shipment.

b. The Air Force will deduct the amount that it could have recovered from the carrier, had a DD Form 1840R been timely filed, from any amount payable to you on your claim. **IN MANY CASES, THIS "POTENTIAL CARRIER RECOVERY" DEDUCTION WILL RESULT IN ZERO PAID FOR ANY ITEMS NOT LISTED ON THE DD FORM 1840R.** This is because the Air Force can usually recover 100% of the carrier's liability in the majority of shipments. However, if you don't report the loss or damage on the DD Form 1840R then the Air Force cannot recover and in turn, will not pay you.

4. Even if you have a large shipment, you must complete the DD Form 1840R within 70 days. This means you need to do all your unpacking to make sure you have found all loss or damage so that you can report it. It is permissible to file more than one DD Form 1840R if you discover loss or damage after you filed the first form, but all DD Forms 1840R must be filed within 70 days. (There are some limited exceptions to the 70-day rule, but you shouldn't rely on them, unless absolutely necessary, as you risk not being paid for items reported late.)

5. Be careful to put correct inventory numbers for all items, even items missing from cartons.

6. Before filling out the DD Form 1840R, make sure you reverse the carbons!

7. Ask the claims office for help with the form if you have any questions whatsoever - don't let the 70 days expire without reporting all your loss and damage.

8. One final comment. Submitting a DD Form 1840R to a claims office does not constitute filing a claim. In other words, even though you submit a DD Form 1840R within 70 days, you still must file a formal claim within 2 years of the date of delivery of your shipment.