

## INBOUND

### **Personal Property Arrival**

- **Upon arrival of your personal property we will make every effort to try to contact you before we place your property in storage. You can check on the status of your household goods three different ways:**

- Email: Send us an email with your name, rank/grade, and SSN. Send your orders and your address (German ZIP code required for off post private rental/Government leased housing), if possible, so that we may establish a file on you. Email address:  
[Mail.Bam.Dol.PPPO@eur.army.mil](mailto:Mail.Bam.Dol.PPPO@eur.army.mil)
- Walk-In: Come to the ITO Office in Bldg 7109, M-F, 0730-1200 – 1230-1600, and check on your property in person.
- Telephone: Contact the numbers below and a counselor will check on the status of your property.

TEL: 469-7408 or 0951-3007408

FAX: 469-8452 or 0951-3008452

➤ **Providing Points of Contact**

Until you contact us, we have very limited means of reaching you should your property arrive or your temporary storage entitlement expire. You can provide your contact information three different ways:

- Email: Send us an email with your name, rank/grade, and SSN. Send your orders and address (German ZIP code required if you live in private rental or Government leased housing of post) so that we may establish a record on you.

Email address: [mail.bam.dol.pppo@eur.army.mil](mailto:mail.bam.dol.pppo@eur.army.mil)

- Walk-In: Come to the ITO Office in Bldg 7089, M-F, 0730-1200 - 1230-1600, and check on your property in person.
- Telephone: Contact the numbers below and a counselor will check on the status of your property. If possible, be prepared to fax a copy of your orders and address (German ZIP code required if you live in private rental or Government leased housing of post) so that we may establish a record on you.

TEL: 469-7408 or 0951-3007408

FAX: 469-8452 or 0951-3008452

Please provide your current mailing address, duty phone, home phone, cell phone, valid email address (AKO, EUR, or personal email)

➤ **Extending Temporary Storage**

Your basic entitlement for temporary storage is 90 days. If you have a legitimate need to extend your storage, you can do so for an additional 90 days. Some reasons to extend temporary storage are:

- Serious illness of the member
- Serious illness or death of a dependent
- Impending assignment to Government quarters
- Directed TDY after arrival at permanent station
- Non-availability of suitable civilian housing
- Awaiting completion of residence under construction
- Acts of God
- Deployment

You must submit your request prior to the expiration date and your request must be approved by the transportation office storing your personal property. To extend your storage, you must contact our office and fill out a DD Form 1857. Call one of our transportation counselors at DSN: 469-7408 or send an Email to

[mail.bam.dol.pppo@eur.army.mil](mailto:mail.bam.dol.pppo@eur.army.mil)

➤ **Scheduling Delivery**

To schedule the delivery of your personal property, you will need a physical address and date. Please keep in mind that deliveries can occur on weekdays and non-holidays only. You can schedule your delivery by:

- Email: send your request with desired date, full address (German ZIP code required if you live of post!) and return contact phone number to:

[mail.bam.dol.pppo@eur.army.mil](mailto:mail.bam.dol.pppo@eur.army.mil)

if you have not previously provided a copy of your orders, please include. You will be notified by the inbound section with either a confirmation or carrier's first available date in case requested date is not possible due short notice or lack of capacity

- Telephone: Call the office at 469-7408 or 0951-3007408

The counselor will lead you through the process and provide you with all necessary information.

- Walk-In: Come to the ITO Office in Bldg 7089, M-F, 0730-1200 - 1230-1600 and schedule your delivery in person. A counselor will lead you through the process and provide you with all necessary information.

➤ **Claims Information**

Claims for loss or damage of your household goods are handled by the Claims office on Warner Barracks located in Bldg 7000. They can be reached at:

**DSN: 469-8411 or COMM: 0951-3008411**

The following tips will help you file a well-documented claim if any of your property is lost or damaged in shipment.

The inventory is the most crucial step in the process. You must control the packing and inventorying of your household goods. If items are not listed on the inventory you will encounter great difficulty getting reimbursed for any loss or damage. A common issue is that there were a lot of packers and movers making it hard to watch everything. Regardless, you must understand that you have to exercise control and authority over the move. If you are overwhelmed by the movers that you cannot observe your property being packed or listed on the inventory, call Quality Control (469-7488/8032/7968). **If you can't get a response contact the Transportation Office for the cell phone number of the Quality Control Inspector on duty.**

If you are not present for the move, make sure your spouse or agent knows what to do and arranges for help if necessary. If all else fails, make a statement on the inventory describing the problem. Ensure that the packers write adequate descriptions of the contents on the boxes and on the inventory. The packers do not have to list every item, but they are required to write the general category of the items on the outside of the boxes. The general category of each box (e.g. living room, master bath, toys, etc.) should also be written on the inventory. List items that normally wouldn't be packed in a certain box. Examples:

- tools packed in a box marked clothes; a lamp packed in a box marked "garage items". If you later claim for an item that would not reasonably be expected to be found in a certain box, you may not be paid for it.
- Ensure that the carrier employee who fills out your inventory is accurately describing the condition of your property. If you disagree with his/her notations on preexisting damage, write your exceptions at the bottom of each inventory sheet
- High value items must be listed on a separate inventory.
- Prepare your own personal inventory and gather substantiation of your major items. Before your move, make a list of the major items you own (i.e. furniture, electronic equipment, art objects). List the purchase prices and dates for these items and gather receipts, paid bills, pre-shipment and appraisals to substantiate. Take photographs to show the condition of the property. Keep this information separate from your household goods. Keep it with you when you move.

Concise inventories (personal and mover's) and substantiation of ownership and value will greatly assist you if you need to make a claim for loss or damage. After delivery, ensure you fill out the DD Form 1840/1840R to report any loss or damage.

➤ **DD Form 1840/1840R: (Joint Statement of Loss or Damage at Delivery)**

The DD Form 1840 is filled out at delivery. Take your time and list any loss or damage that you notice during delivery of your household goods. Ensure all items listed on the inventory are received at time of delivery, if there are missing items annotate them on the DD Form 1840 before the agent departs.

The DD Form 1840R is the reverse of the DD Form 1840 and has a different title: "Notice of Loss or Damage."

- The DD Form 1840R must be completed and received by the nearest claims office within 70 days after delivery. Respectively you have to contact the carrier's home office within 70-days of delivery if your shipment moved under the Department of the Army's new Personal Property Shipping Program's (formerly known as "Family First") Full Replacement Value concept. If you feel uncomfortable contacting a carrier directly, don't hesitate to contact the Bamberg Claims Office for assistance. If you mail the notification to the carrier's address listed on the DD1840/claims office allow time for it to arrive within 70 days.
- Properly filling out the DD Form 1840R and submitting in time is important for two reasons:
  1. The claims department of the Carrier or the Government may conclude that items not listed on a properly completed and timely filed submitted DD Form 1840R were either not shipped or were not damaged in shipment.
  2. The Government will deduct the amount that it could have recovered from the carrier, had a DD Form 1840R been timely filed with the carrier, from any amount payable to you on your claim. In many cases this will result in zero paid for any items not listed on the DD 1840R.

The reason is that the Government can usually recover 100% of the carrier's liability in the majority of shipments. But if you don't report the loss or damage on the 1840R, the Government can't recover any money and in turn will not pay you. Regardless of the size of the shipment, you must complete the DD Form 1840R within 70 days. Therefore you need to completely unpack to ensure sure you have found all loss or damage so that you can report it. You may file more than one DD Form 1840R if you discover loss or damage after you filed the first form, but all DD Form 1840s must be filed within the original 70 days. Ask the claims office for help with the form if you have any questions, don't let the 70 days expire without reporting all losses and damages.

One final comment - Submitting a DD Form 1840R to a carrier or Government claims office does not constitute filing a claim. This is merely the start of the claims process; you must file a formal claim within 2 years of the date of delivery of your shipment.