

## WELCOME TO FORT CARSON

If you have just arrived from another installation, you may be waiting for delivery of your household goods. Here are some tips that may help the process go more smoothly. On the day of delivery, you have the right to request the presence of a quality control inspector. This is a good idea if you feel your property is not being handled properly, or if you believe that something is not right with the delivery process. Also, remember that it is always good to have a family member or friend around at the time of delivery. If your delivery is scheduled for a time when you will be alone, try to reschedule for a time when you will have at least one other person with you.

At the time of delivery, list all the damage or loss noticed at delivery on the DD Form 1840 (Pink Form) or At Delivery Form 1850 BEFORE the movers leave. Make sure the carrier's representative also SIGNS the form that lists the damaged or missing items. Also, remember that you have a right to request that the movers unpack your household goods. Often, movers will not do this unless you specifically make the request. If you make the request and they refuse to unpack your belongings, call JPPSO (719-554-9293).

During the process, make sure you take the time to carefully check-off delivered items from the inventory and inspect large or high-value items before you sign the inventory. The carrier or the military claims office may not compensate you for missing items, especially high-value items, if you have marked them as received. Any damage or loss noticed AFTER delivery should be noted on the DD 1840R (the reverse side of the pink form) or After Delivery Form 1851 (the reverse side of At Delivery Form 1850). You must submit the DD 1840R or Form 1851 directly to the carrier within 75 days of delivery either by fax or on DPS line (move.mil).

If you have any questions or need any assistance related to a claim, please do not hesitate to contact the Fort Carson Claims Office at 719-526-1355. We are located at 1633 Mekong Street, Fort Carson, Colorado 80913-4143, building 6222. Do not hesitate to ask for help before you miss the 75 day deadline.

Please remember the carrier is not required to honor claims for your loss or damage if you do not submit your DD 1840R or DD Form 1851 within 75 days. The carrier may also require additional information or documentation to substantiate your loss. The carrier may ask for things like original purchase receipts or pictures of the item. There are other deadlines that you must meet in order to properly file your claim. You must submit your claim with the carrier within nine (9) months to receive full replacement value for the lost or destroyed items. If you miss the nine month deadline, you can still file your claim for depreciated value within two (2) years. The Fort Carson Claims Office will help you with any questions related to these deadlines.

If your move was under the DP3 shipment, you have to log in to [www.move.mil](http://www.move.mil), register on the DPS (Defense Personal Property System), and request a Password (PW) and Log In ID. The PW and Login ID allow you to log in to DPS and submit your loss/damage reports and file a claim. It is up to you to ensure the responsible carrier receives your information on DPS. Please give them a call to verify receipt within two days. If you encounter any problems, please contact (719-526-1355) or visit the Fort Carson Claims Office (Bldg 6222). Please ensure all documents related to the shipment are available when you call or visit the office. This will maximize our ability to provide assistance.