

# INSTRUCTIONS FOR COMPLETION AND SUBMISSION OF DD FORM 1840, JOINT STATEMENT OF LOSS OR DAMAGE AT DELIVERY, AND DD FORM 1840R, NOTICE OF LOSS OR DAMAGE

In this document, the term **transportation service provider** is synonymous with **carrier**.

If items in a shipment are lost, damaged or destroyed the DD Form 1840 and DD Form 1840R are vital to the claims office reimbursing a claimant for damages and to the Coast Guard in collecting from the responsible party (transportation service provider) for those damages.

If Full Replacement Valuation applied to your shipment, the DD Form 1840 and DD Form 1840R must be completed and submitted or the transportation service provider will deny payment of any claim submitted by the claimant for loss or damage. We encourage claimants and claims investigating officers (CIO) to call one of our claim settlement officers if there is loss or damage. They will be glad to assist anyone with preparation and submission of a claim directly against the transportation service provider.

**Completion and submission of the DD Form 1840 and DD Form 1840R does not constitute filing a claim.** These forms are used for timely, proper notification of loss and damage to a shipment. A claim is separate and distinct from these forms. However, claim settlement largely depends on the proper completion of these forms.

## Completing the DD Form 1840

The transportation service provider delivering a shipment should present the property owner or their designated agent with this form at the time of delivery. As loss or damage is discovered while the shipment is being delivered, the property owner should complete this form, using a ballpoint pen.

**Blocks 1 through 12.** The transportation service provider is responsible for completion of these blocks. Review blocks 1, 2, 3, 5, 6, 7, and 8 for correctness.

**Block 13.a.** Each entry made should list the inventory number that was attached to the item or to the box from which the item came. It is the claimant's responsibility to ensure they keep track of each item and the inventory number assigned to/attached to that item, or the box from which it came. If more than one item is found damaged or missing in the same box, repeat the inventory number in this block. Do not list the items sequentially.

**Block 13.b.** Enter the name of the missing or damaged item.

**Block 13.c.** Enter the description of loss or damage. The term broken is understandable for a glass, but not for a television or a stereo. What is wrong with the item? Describe the actual physical damages. "Broken beyond repair" is not a description of damages to an

entertainment center, couch, chair or desk. Be specific about describing the actual visible damages.

There are seven lines for entering loss or damage to the shipment. If more space is needed, use a separate sheet of paper to continue the entries. **DO NOT USE THE REVERSE SIDE OF THE FORM.**

**Blocks 14.a. and 14.b.** Enter an "X" in the appropriate box.

**Block 14.c.** An entry in this box is optional. Most likely, the property owner will not be able to estimate the amount of loss or damage at the time of delivery.

**Block 14.d. Read this block.** The property owner is acknowledging that they received 3 copies of the DD Form 1840 and they understand the time limit that they have to list further loss or damage on the reverse of the form.

**Block 14.e.** Enter the property owner's home or work telephone number.

**Block 14.f.** Enter the date this form is signed.

**Block 14.g.** The property owner or their designated agent places their signature in this block.

**Blocks 15.a. - 15.f.** The transportation service provider is responsible for completing these blocks. Be sure the driver signs and dates blocks 15.e. and 15.f.

Then the transportation service provider retains the original and one copy of the form. The remaining copies (at least 3) should be given to property owner or their designated agent.

**DO NOT MAKE ANY FURTHER ENTRIES ON THIS FORM OR ANY CONTINUATION SHEETS USED.** If further loss or damage is discovered after the transportation service provider departs, use the reverse side of the form, DD Form 1840R.

### **Completing the DD Form 1840R**

Each block of the DD Form 1840R must be completed. Although much of the information on DD Form 1840R is the same as on the front of the form, DD Form 1840, these two forms are separate and distinct. DD Form 1840R should only be used after the delivery is complete, and the driver has left, to document missing, damaged or destroyed items.

When completing the DD Form 1840R, if the carbons are still intact, remove and reverse them. Otherwise, no copy is being made, and, in all likelihood, the information on the front side (DD Form 1840) is being rendered unreadable. Please remember, this form, like the rest of your claim "is being reviewed and read" by a claim settlement officer. If it cannot be read, it is useless.

USE A BALLPOINT PEN OR A TYPEWRITER TO COMPLETE THE FORM.

**Section A.** The property owner or their designated agent should complete section A.

**Block 1.a.** Enter the property owner's name.

**Block 1.b.** Enter the Government Bill of Lading number or the Service Order number that pertained to the shipment. The GBL number is normally two alpha characters followed by six numeric characters. Example: GP-123456.

**Block 1.c.** Enter the actual date of delivery.

**Block 1.d.** Enter the city and state or country where the shipment was picked up.

**Block 1.e.** Enter the city and state or country where the shipment was delivered.

**Block 2.a.** Each entry made should list the inventory number that was attached to the item or to the box from which the item came. It is the property owner's responsibility to ensure they keep track of each item and the inventory number assigned to/attached to that item, or the box from which it came. The best way to do this is to keep a pen and paper handy to note discrepancies and their associated inventory numbers as they are discovered. If more than one item is found damaged or missing in the same box, repeat the inventory number in this block. Do not list the items sequentially.

**Block 2.b.** Enter the name of the missing or damaged item.

**Block 2.c.** Enter the description of loss or damage. The term broken is understandable for a glass, but not for a television or a stereo. What is wrong with the item? Describe the actual physical damages. "Broken beyond repair" is not a description of damages to an entertainment center, couch, chair or desk. Be specific about describing the actual visible damages.

**Section B.** A claims investigation officer (CIO), unit representative or the claimant may complete Section B.

**Block 3.a.** Enter the same address in this block that appears on the front of the form, DD Form 1840, in block 9. If an address is not listed in block 9 of DD Form 1840, contact the Claims Section at 757-366-6504 for the correct address. This information may also be obtained by accessing the Surface Deployment and Distribution Command's web page. Click on the following link to get information on how to access transportation service provider information. [Accessing the Surface Deployment & Distrib Command](#)

**Block 3.b.** Enter the date that the DD Form 1840R is sent.

**Block 4.a.** Enter the following:

HHG CLAIMS and CARRIER RECOVERIES  
USCG FINANCE CENTER  
P. O. BOX 4121  
CHESAPEAKE, VA 23327-4121

**Block 4.b.** If the claimant seeks assistance from a CIO, the CIO (or a unit representative) should sign in this block. The claimant may sign the form when the assistance of an investigation officer or unit representative is not available.

**Block 4.c.** Enter the date that the form is actually signed.

**Block 4.d.** Enter the following: 757-366-6504.

### **Submitting the DD Form 1840R**

The DD Form 1840R must be dispatched to the transportation service provider within **75** days of delivery. If the assistance of a CIO is sought, the DD Form 1840R must be delivered to the CIO within **70** days of delivery.

DD Forms 1840R may be submitted to the transportation service provider by facsimile if the 75-day time limit is about to expire. If there is a facsimile number listed in Block 9 of the DD Form 1840, use it to transmit the DD Form 1840R. Then mail the original form to the transportation service provider.

The DD Form 1840R may be submitted to the transportation service provider by the investigation officer, unit representative, or the claimant. It must be sent by a method that documents delivery. Normally, this means send it by certified mail with return receipt requested. Other methods are registered mail with return receipt requested, express mail (overnight), or Federal Express. Keep both the postal receipt of mailing and the green return receipt card (when received), with a copy of DD Form 1840R. These items must accompany a claim upon submission.

The claims office requires an exact copy of the DD Form 1840R as mailed to the transportation service provider. Do not write in additional items after the form is signed and mailed. If other damages are discovered after the form is sent, immediately contact the claims office at 757-366-6504 for assistance.

As always, Claims Section personnel are available to answer any claims related questions that claimants or claim investigating officers may have. Our staff is normally available from 0730 – 1600 (Eastern Time) Monday - Friday.

757-366-6504 (YN3 Kelly Burgess)	757-366-6505 (Bernadette Parker, Lead Claims Officer)
757-366-6507 (Gail Stephenson, Claims Officer)	757-366-6515 (Valorie Yohe, Claims Officer)