

## ***SHIPPED VEHICLE CLAIMS***

***WHEN YOU PICK UP YOUR VEHICLE AT THE PORT, YOU SHOULD ALLOW PLENTY OF TIME TO THOROUGHLY INSPECT IT FOR DAMAGE AND YOU SHOULD CAREFULLY NOTE ALL DAMAGE WHATSOEVER ON THE DD FORM 788 (PRIVATE VEHICLE SHIPPING DOCUMENT).***

1. Do not let the inspector at the port rush you. It is your responsibility to note specific damage on the DD Form 788. The DD Form 788 is the critical document for shipped vehicle claims. You should note all the damage at the port that is readily observable. You also should start the vehicle to ensure it operates. If there are any problems whatsoever, note them. If you don't note damage that could have been noted at the port, you may not get paid for it. Suggestion: Bring a flashlight.
2. If you and the inspector do not agree on the damages that have been identified on your vehicle, ask to speak to the Contracting Officer Representative (CRO). These disputes can involve the type of damage, the location, the severity, pre-existing damage, etc. The COR is present to settle any disputes.
3. If you discover any hidden damage after driving away from the Vehicle Processing Center (VPC) and it is possible for you to return to the VPC, go back and have it annotated. If not, report it to the Command Claims Investigating Officer as soon as possible. Do not delay, since hidden damage which is not reported promptly may not be payable.
4. **REMEMBER!** If you accept an on site settlement for certain item(s) (i.e., damage to the hood, radio antenna, etc.), it could bar you from further recovery with the government for that same item. Be aware of the local cost to repair items prior to accepting an on-site payment.