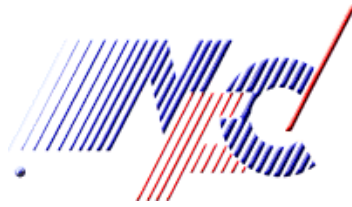


IMPORTANT!! KEEP FOR FUTURE REFERENCE



**National Forwarding Company, Inc.
MEMORANDUM**

To: All Agents of National Forwarding Co. & All Affiliates
From: Kevin Spealman
Date: April 16, 2009
Subject: Using Loss and Damage Forms

We're now using **TWO** different loss and damage forms:

NEW FORM (Double sided)

- **Notification of Loss or Damage AT Delivery**
- **Notification of Loss or Damage AFTER Delivery**

Use this new form for **DP3** shipments (formerly known as Families First). These shipments move through the DPS computer system and have GBL numbers beginning with the four-letter GBLOC of the origin base. These forms replace the 1840 and 1840-R for **DP3 shipments only**. Copies of these forms are included at the end of this memo.

OLD FORM (Double sided)

- **1840**
- **1840-R**

Continue to use these two forms on **non DP3** shipments—those with a GBL number consisting of two letters and six numbers.

About the Notification of Loss or Damage AT Delivery Form—**NEW!**

Use this form to report damages found at the **ACTUAL TIME** of delivery.

You might also hear this form called form 1850/1851—this is the printer's reference number, **NOT** the government's number.

Enter the following info on this form:

1. **NAME OF OWNER:** Member's name as it appears on the PPBOL/GBL.
2. **RANK/GRADE:** Member's rank/grade as it appears on the PPBOL.
3. **WT. OF SHIPMENT:** Total weight of the shipment.
4. **PPBOL/ORDER NO. :** Number as it appears on the PPBOL.
5. **SCAC CODE:** Enter as it appears on the PPBOL.
6. **PICKUP DATE:** Enter the date the shipment loaded.
7. **TSP REFERENCE NO. :** Enter our Bill of Lading Number and Registration Number.
8. **NOTED LOSS AND/OR DAMAGE SECTION:**
 - List the inventory number of any item that is damaged or missing, the name of the item as it appears on your inventory, and a description of the damage done to the item.
 - If the item is missing, write "missing."
 - If there is no loss or damage write "None" across the center of area. If additional space is required, use multiple forms, being sure to fill in all headers.

9. ACKNOWLEDGEMENT BY CUSTOMER OR THEIR DESIGNATED REPRESENTATIVE:

Check one of the boxes:

- Performed (you completed the unpacking)
- Waived (the member did not wish you to unpack anything)
- TSP will return (arrangements have been made for unpacking at another time).
- Not performed should never be checked.

10. SIGNATURE OF THE CUSTOMER: Have the customer sign for unpacking.

11. RECEIVED FOR DELIVERY AT: Enter the actual delivery address and phone number.

12. SIGNATURE OF THE CUSTOMER: Have the customer or their official representative sign and date.

13. NAME/ADDRESS OF TSP:

<Enter the name of TSP as listed on the GBL>

c/o National Claim Services, Inc.

1225 Gardner Rd.

Broadview, IL 60155

Phone: 800-325-6889

Fax: 708-345-5218

14. TSP SIGNATURE and DATE: The driver signs and dates in the space provided.

About the Notification of Loss or Damage AFTER Delivery Form—**NEW!**

The member uses this form to report loss or damage discovered **AFTER** delivery.

The instructions for the customer are printed on the form. If they have further questions have them contact National Claim Services at 800-325-6889.

How to Get the New Forms

Every agent needs their own supply of the new forms, now available from Milburn (formerly Milbin) Printing (800-999-6690 or www.milburnprinting.com). The form is a 4-part carbon, not specific to National Forwarding or affiliates. Simply ask about the 1850/1851 combo form, entitled "DOD Notification of Loss or Damage At and After Delivery." Milburn is currently selling these forms for \$37.50 per 100 forms and the price drops as the quantity increases.

For a higher cost, you may also order the form directly from us at National Forwarding. Our forms cost more because they have our pre-printed address and contact information and were custom made.

Feel free to direct any questions to Kevin Spealman or Pam Johnson at 800-325-6889.

**DOD DEFENSE PERSONAL PROPERTY PROGRAM
NOTIFICATION OF LOSS OR DAMAGE AFTER DELIVERY
(This is not a Claim)**

INSTRUCTIONS TO The CUSTOMER (OR THEIR DESIGNATED REPRESENTATIVE): You have up to 75 days to inspect your property, note all loss and damage not discovered and reported at the time of delivery and provide notice to the Transportation Service Provider (TSP). If notice is not timely sent, you may lose any potential recovery of your damages from either the Government or the TSP. Notice should be given electronically (on-line) to the TSP pursuant to instructions in Section A, below. However, if you are unable to file on-line you may give notice by using this document following the instructions in Section B, below. **NOTE: Notifying the TSP of your loss or damage is not the same thing as filing a claim.** For information on filing a claim against the TSP read Section C, below. If you have questions about this document, contact the TSP listed on the reverse of this document.

SECTION A -- NOTIFICATION ON-LINE

To notify the TSP of loss or damage noted after delivery, use the Department of Defense (DOD) Defense Personal Property System (DPS). Use of this system is the most efficient means to provide required notice. Any computer with Internet capabilities may access this system at <https://eta.sddc.army.mil/portal/etaPortal.asp?app=DPS&bhcp=1>. Instructions for using the DPS will be provided at the web address. If you have problems accessing a computer, contact your immediate supervisor or local installation legal office for assistance. Remember, you must notify your TSP in DPS by midnight of the 75th day following delivery. If you have provided notice in DPS you DO NOT need to complete Section B, below.

SECTION B -- WRITTEN NOTIFICATION

The best way to provide notice of loss or damage to the TSP is through the DPS as noted above. However, if you are unable to provide notice on-line you may fill out this section and send it to the TSP noted on the reverse. This document must be mailed (postmarked) or faxed to the TSP by midnight of the 75th day following delivery. Keep a copy of this document and proof that it was sent to the TSP for your records. If more than one page is needed, please include your name, PPBOL No. and number of pages on each supplemental page used. **USE ONLY BALLPOINT PEN OR TYPEWRITER.**

NOTICE TO TSP: You are hereby notified the customer (or their designated representative) intends to present a claim for the loss and/or damage as noted on the NOTIFICATION OF LOSS AND/OR DAMAGE AT DELIVERY and this document. You are hereby extended the opportunity to inspect the property.

INV. NO.	ITEM	DESCRIPTION OF DAMAGE (If missing, so specify.) (Electronic items, provide brand & model number)

CUSTOMER
(OR THEIR DESIGNATED REPRESENTATIVE)

PPBOL NO./ORDER NO.

DATE OF DELIVERY

SECTION C -- FILING A CLAIM AGAINST THE TSP

To submit a valid claim to the TSP who shipped your goods, log-on to the DOD DPS at <https://eta.sddc.army.mil/portal/etaPortal.asp?app=DPS&bhcp=1>. Instructions for using the DPS will be provided at the web address. You must file your claim in this system within 9 MONTHS of your property's DELIVERY or you will not receive "full replacement value" for eligible loss. You do not need to have repair estimates in order to enter your claim in DPS. If you choose not to file your claims in DPS, you may file a claim directly with your Service Claims Office; however, you will not be eligible for full replacement value and will be responsible for obtaining and providing all estimates of repair. Contact your local installation legal office for further information on filing with the Government.