

CLAIMS PROCESS AND TIME LIMITS

- Driver and shipper fill out DD Form 1840 at delivery
- Shipper turns in 1840-R to Base, which dispatches to carrier within 75 days of delivery.
- Shipper must file actual claim with Base within two years of delivery.
- Base pays claim, and subrogates against the carrier.
- Government must file claim with carrier within six years.
- Carrier has 120 days to pay or decline in writing. If the carrier does this within 90 days, the Base must respond with a written rebuttal prior to offsetting funds against the carrier
- If the Base rejects carrier's offer, claim is offset (or setoff), meaning that the government deducts the amount from money due the carrier from other shipments.
- The carrier appeals to the headquarters of that branch of service, if the setoff is unacceptable.
- The Base responds to the carrier's appeal.
- The carrier can then appeal to GAO and ask for them to make a determination.