



U.S. ARMY OKINAWA

★ TORII STATION ★



CLAIMS

• 652-4332 / 4742 • BUILDING 218, ROOM 222 •

Notice of Loss and Damage (FAQs)

This article will answer some frequently asked questions about how to give “Notice of Loss and Damage” (NOLD) after receiving shipment of your Household Goods or Unaccompanied Baggage and discovering an issue. If your questions are not answered below, or if you need further clarification, please contact the Torii Station Claims Office at 315-652-4742.

1. What is a “Notice of Loss and Damage” (NOLD)?

A Notice of Loss and Damage is a written notice to a Transportation Service Provider (TSP) that itemizes loss and damage discovered in a shipment. Usually a TSP will give you a form to complete when a Household Goods (HHG) or Unaccompanied Baggage (UB) shipment delivers to the residence.

This form is the NOTIFICATION OF LOSS OR DAMAGE AT DELIVERY. The form is white and should be completed **before the movers leave the residence**. After the movers leave, a NOTIFICATION OF LOSS OR DAMAGE AFTER DELIVERY can be completed but **must be sent to the TSP within 180 calendar days from the date of delivery**.

Although the Notice of Loss and Damage tells the TSP that there was loss and damage in a shipment, it may also generate a tracer for lost goods. The TSP may also use the Notice of Loss and Damage form to determine whether an inspection should be performed. If there are missing items in your shipment, you should also contact your destination transportation office to initiate a tracer action.

2. How do I provide Notice of Loss and Damage to a TSP?

There are several ways to provide notice to the TSP. These methods are described below. The method selected to provide Notice of Loss and Damage should be traceable. For example, if the notice is mailed through the US Postal Service, it should be sent certified delivery. You should keep a copy of the Notice of Loss and Damage forms and document all contact with the TSP.

(1) Certified delivery through the US Postal Service. The post marked date is used to determine whether notice is timely.

(2) E-mail. The form may be sent as an attachment in an e-mail to the TSP. You may also include a list of lost and damaged items in an e-mail by itself. However, insure that the shipment can be identified. Include the Government Bill of Lading/Bill of Lading Number (GBL/BOL), the pickup date, your name, and destination in the e-mail as well as the items. Select the e-mail option that gives you a read and/or delivered receipt for the e-mail.

(3) Facsimile (Fax) – The Notice of Loss and Damage form may be faxed to the TSP. Fax numbers are also included in the TSP address list on the SDDC website as described in (2) above. Make sure you identify what is being faxed on the cover sheet. For example: “Three pages of Notice of Loss and Damage for household goods belonging to SSG Joe G. Eye moving from Ft Benning, GA TO Okinawa, Japan are included in this fax.” Or, “Notice of Loss and Damage for goods moved on Bill of Lading HIAG008765 is included in this fax.” Keep a copy of the fax cover and fax confirmation sheet displaying the date and time, fax number, and number of pages faxed.

(4) DPS – Notice of Loss and Damage may be furnished using DPS if the shipment moved within DPS. Follow the navigation instructions contained at:

<https://dps.move.mil/cust/standard/user/home.xhtml>

Print a screenshot of the Notice of Loss and Damage submission before exiting DPS.

(5) Military Claims Office (MCO) Dispatch – You may direct questions to U.S. Army Center for Personnel Claims Support (CPCS at Fort Knox, KY). The phone numbers are: 502-626-3000 or DSN: 536-3000. The email address is usarmy.knox.hqda-otjag.mbx.cpcs@army.mil

3. What should I do if I miss the 180-day deadline to submit Notice of Loss and Damage to the TSP?

Regardless of whether it is late, send your Notice of Loss and Damage using one of the methods above to the TSP immediately. There are certain situations that may allow an extension of the Notice of Loss and Damage period for good cause. For example, if you are TDY or hospitalized during the 180-day notice period, the TSP may accept the Notice of Loss and Damage form late. The TSP will likely request CPCS to verify the cause of the lateness. CPCS will request documents from you to support a request for good cause extension of the Notice of Loss and Damage period. If there is not good cause for providing Notice of Loss and Damage late to the TSP, CPCS may waive the timely notice period and process a claim under the Personnel Claim Act (PCA). However, compensation for items that are not timely noted is generally reduced due to the fact that claims processed under the PCA do not allow for Full Replacement Value (FRV). CPCS may also apply additional reductions in compensation due to the inability to recover those costs from the TSP.

4. What if I know in advance that I will miss the 180-day to submit Notice of Loss and Damage to the TSP?

Extensions of the Notice of Loss and Damage period will not be granted in advance by CPCS. You must attempt to document as much loss and damage as possible and submit a Notice of Loss and Damage to the TSP not later than the 180th day after delivery. The TSP may grant such an extension but CPCS has no authority to force the TSP to do so.

5. What if there is not sufficient space on the Notice of Loss and Damage form to list all my loss and damage?

You can use plain paper to document any further loss and damage. Label the top of each continuation sheet with the GBL/BOL number, your name, delivery date, and destination city and state. Number the pages so that the total of all pages is known. For example, if you have three pages of continuation sheets, number the pages “1 of 3,” “2 of 3,” and, “3 of 3.”

6. I see my shipment listed in DPS but I am not able to create the Loss and Damage Report. What should I do?

You have three options:

(1) Submit a ticket online from the move.mil website at
<https://src.servicenowservices.com/src/>

(2) Call 1-800-462-2176 or commercial (618) 577-0969 or DSN 800-526-1465

(3) E-mail at usarmy.scott.sddc.mbx.G6-SRC-DPS-HD@army.mil

If you are close to the end of the Notice of Loss and Damage period, contact CPCS and transportation office immediately for assistance.

7. I submitted a Notice of Loss and Damage within the 180 days but then I discovered more loss and damage afterward. What do I do?

If you are within the 180-day notice period, you may create another Notice of Loss and Damage on DPS or submit an amended Notice of Loss and Damage to the TSP using one of the methods described in A2.

8. Do I have to wait for 180 days to submit my claim?

No. You may submit your claim at any time. If you submit the claim within nine months of the date of delivery, you will receive FRV for lost items or items destroyed beyond repair. Damaged items will be repaired and the TSP will make arrangements to have them inspected to obtain Estimates of Repair. If you submit the claim after nine months but less than two years from the date of delivery, you will be compensated the fair market value, rather than FRV, for your loss.

9. I submitted my Notice of Loss and Damage within 180 days but I haven't heard anything from the TSP. What do I do now?

The TSP may respond to a receipt of Notice of Loss and Damage but they are not required to do so. Normally, the TSP will wait to respond once a claim is filed. However, you may want to contact the TSP to verify that they did receive the Notice of Loss and Damage or to arrange for an inspection of damaged items. The TSP is required to acknowledge and act on the receipt of a claim. If your Notice of Loss and Damage is complete, you should file your claim through the appropriate means. The TSP will contact you within 30 days to negotiate a settlement.

10. What information is required on the Notice of Loss and Damage?

Describe any loss and damage and identify the item. For example, "Dining Room table scratched and gouged on all legs and top." "Sony 50" TV cracked and won't turn on"; "10 Women's dresses mildewed."

11. I do not see my shipment listed in DPS. What do I do?

It is possible that your shipment did not move in DPS. Contact your local transportation office to verify whether this is so. Provide notice using one of the other methods listed in Q2. You may also contact CPCS to assist.

12. I submitted my Notice of Loss and Damage (Notice of Loss and Damage) in DPS but I do not see it there now. What do I do?

You have three options:

- (1) Submit a ticket online from the move.mil website at <https://src.servicenowservices.com/src/>
- (2) 1-800-462-2176 or commercial (618) 577-0969 or DSN 800-526-1465
- (3) E-mail at usarmy.scott.sddc.mbx.G6-SRC-DPS-HD@army.mil

If you are close to the end of the Notice of Loss and Damage period, contact CPCS and transportation office immediately for assistance.

13. Can I submit my Notice of Loss and Damage and claim simultaneously?

Yes. You will create the Notice of Loss and Damage report in DPS and immediately create the claim in accordance with instructions at:

<https://dps.move.mil/lmsdocs/guides/claims/fileLdrReportGuide.pdf>

14. I had more than one TSP move my shipment. Which TSP should receive the Notice of Loss and Damage?

DP3 General Claims and Liability Rules specify that notice to one TSP is the same as providing notice to all the TSPs involved in a move. Therefore, send the Notice of Loss and Damage to the last TSP to handle the shipment regardless of whether you believe they are responsible for the loss and damage. Usually this is the TSP who delivered your shipment and provided you with a Notice of Loss and Damage form.

15. Is submitting my Notice of Loss and Damage the same as filing a claim?

No. The claim process is separate from submitting a Notice of Loss and Damage. You may submit a Notice of Loss and Damage at the same time you file a claim as long as the claim is filed within 180 days of the delivery date. Otherwise the Notice of Loss and Damage must be submitted within 180 days of delivery.

16. Where can I learn more information in regards to claims?

Please go to the USAG Okinawa Claims page at:

<https://home.army.mil/okinawa/index.php/about/Garrison/claims>