



Torii Claims Assistance



• 644-4742 • BUILDING 218 • ROOM 222 •

Understanding Your Inventory

As you prepare for your next Government-sponsored move, there are certain things you should know which will assist you in filing a claim if your property is lost or damaged. Generally, the inventory is your most important document in establishing a loss of or damage to household goods or hold baggage. A thorough, well-prepared inventory listing the contents of boxes in detail can help substantiate your ownership.

- ✓ Pay close attention to the inventory your mover prepares. It lists your personal property and you will be required to sign it before the mover departs with your property. The inventory should be legible and should accurately list all your household goods or hold baggage, particularly high-value items.
- ✓ During the pack-out, be proactive in reviewing the preparation of your inventory and the packing of your property.
- ✓ Ensure each carton and loose item (e.g., ladder, rake) has an inventory tag and is listed on the inventory.
- ✓ Ensure the inventory accurately identifies the content of cartons; e.g., if a box contains crystal make sure the inventory says "crystal" not "kitchen items."
- ✓ Identify contents left in drawers. Be sure the inventory reflects the contents.
- ✓ Ensure that your high-value items (e.g., stereo components, televisions, cameras, camcorders, jewelry, comic books, baseball cards) are listed on the inventory. Failure to do so makes it difficult to prove that you actually "tendered" (gave) the item to the mover for shipping.
- ✓ CDs, DVDs, and video tapes should be counted and the number of them should be entered on the inventory.
- ✓ Identify audio/video equipment by make, model number, serial number, and size. For Example: 29" SONY LCD TV, model# KQ-5923, serial# 82736159.
- ✓ If you are shipping a multi-media system, identify it as such and not merely as a television.
- ✓ Separate your professional items. Be sure they are identified on the inventory as professional books, papers, and equipment as these items are weighed separately.
- ✓ Monitor the wrapping and packing of your items; ensure everything is wrapped individually and adequately. Make sure heavy items are not packed on top of lighter items.

- ✓ Don't allow your property to be taken to the warehouse to be packed without first consulting the Transportation Office.
- ✓ A good inventory shows what condition the item was in at the time of pickup. Furniture items usually reflect the condition of the property by codes; these codes are called "exception symbols" and "location symbols." There is an explanation for these symbols at the top of each inventory page. Check the string of symbols listed for each item closely (this is how the packers identify pre-existing damage). For example, "BR 2-4-5-3" means "broken, bottom front left corner."
- ✓ If your inventory is inaccurate, tell the carrier's representative and write down why you disagree at the bottom of the inventory in the space marked for "Exceptions." Identify the inventory line number and the item about which you are commenting. Be specific as to why you disagree.
- ✓ Look at the inventory the mover is preparing from time to time while items are being packed, and carefully read the entire inventory before you sign it.
- ✓ Do not sign anything until you have read, understood, and agreed with it. The carrier must provide you a legible copy of everything you sign. Never sign a blank, incomplete, or illegible form, or a form you cannot clearly understand. Do not argue with the carrier's representative. If you have a problem, call the Transportation Office at once.
- ✓ By signing the inventory at the end of the pack-out without taking exceptions, you acknowledge that the inventory is an accurate and complete reflection of your shipment and its condition.
- ✓ Remember, you the shipper, are the person best suited to know what you shipped and the condition of the listed items. If these items are subsequently damaged or lost, your failure to list exceptions on the inventory at the time of shipment could affect the amount of your claims settlement.
- ✓ For more information on inventories and the claims process, contact your local claims office. If you are a Soldier or a Department of the Army Civilian, contact the Torii Station Claims Office.