

HIGH VALUE INVENTORY MUST KNOW INFORMATION

When a Soldier and their family members moves from one military location to another duty assignment, movement of household goods are part of the move. What a Soldier and or his/her family members may not know, is that there are two types of inventories that can accompany the move.

The first inventory sheet is the standard inventory of the normal everyday household goods such as pots, pans, kitchenware, bedroom furniture, living room **furniture**, etc. The second inventory sheet is known as the “High Value Inventory” (HVI). The **HVI sheet** is for items that a Soldier and his family consider to be very important and cost over \$100. These items would include TVs, computers, cameras or photography equipment, DVD sets that cost over \$100 (not individual DVDs of less than \$100), musical **instruments, etc.**

If there are antique items that will be moved and the Soldier claims these items as antique, there are some steps to follow: In order to prove that these items are indeed antiques, it is advisable that the military member have these item appraised by an authentic antique dealer prior to the move and annotated as antiques. Make sure to have these items listed on the HVI. Without proof of authentication, the military member may not receive proper reimbursement, should these items end up **damaged** or missing.

Once the household goods are received at their destination, it is very important for the military member or their family members to actually unpack all items on the HVI, inspect all items and make sure they are in good shape and not damaged, **prior** to signing for receipt of these items. If there is notable damage or any high value goods are missing, make sure to annotate these items on DOD Notification of Loss or Damage **AT** Delivery (Form 1850).

Problems often arise when the household goods are delivered. The Transportation Service Provider’s (TSP) agent gives the military member or the family member a stack of documents at the end of the delivery. One of which is the HVI. The agents ask the military member or family member to sign all of the documents, the HVI that the Soldier or family member is asked to sign says on its face that the person who has received the household goods and the TSP’s agent have identified all the items on the HVI, they have opened the boxes that contained the HVI items, and have confirmed that the HVI items have been delivered. Once the military member or their family member has signed the HVI, they cannot later claim that the HVI items are missing. The Soldier or the family member needs to insist that the TSP agent goes through the HVI shipment

item one by one prior to signing any documents. If the agent refuses to do so, the Soldier or family member should refuse to sign the HVI.

The military sponsor or family member does not have to sign every document given to them by a TSP's agent at the time of delivery, especially a document that states an untruth. Should the military sponsor or family member sign the HVI and subsequently finds out that one or more of the HVI items is missing, they will not be paid for the item by TSP.

The Military **Claims Office** also will not pay for the missing HVI items when the claimant has signed and initialed the HVI, unless they have a good explanation for why they signed the HVI without actually seeing the items at the time of delivery.

On a final note, the claimant can always file a claim for damage to an item on the HVI, whether they signed the HVI or not.

Bottom line, if the military family suffer a loss or damage to their personnel property, they have the right to file a claim for compensation. For further questions please call (915) 568-4369 or (915) 568-5846 or visit the Fort Bliss Claims Office at Building 113, 1st floor and ask to speak with a claims examiner.