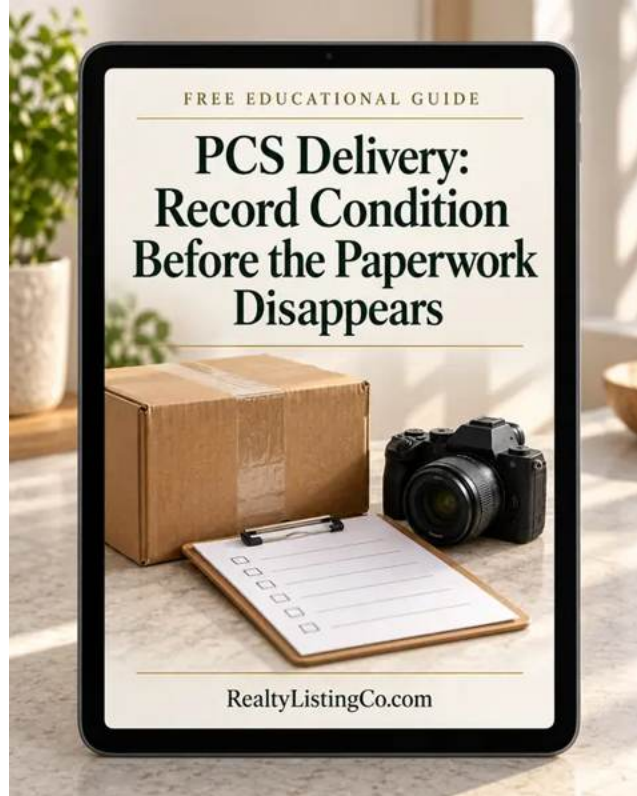


PCS Delivery: Record Condition Before the Paperwork Disappears

Keep delivery observations, shipment references and open questions together before starting any loss or damage process.



Read the current online edition:

realtylistingco.com/learn/military-pcs-and-va/pcs-delivery-condition-records/

The Problem

Delivery can be busy enough that missing parts, damaged surfaces and ambiguous paperwork become one blurred memory. A useful record separates what arrived, what you observed and what has been reported through the required channel. Photographs and a personal note are helpful evidence, but neither is a substitute for the applicable notification or claim process.

Your goal: Create a clear delivery record and promptly identify the official next step.

Have the Shipment Inventory Available

Before delivery begins, locate the mover inventory, shipment reference and current contact instructions. Plan how you will check items against the list while keeping household paperwork secure. If another person is attending, confirm the authorization and instructions that apply to your shipment. Do not assume that helping unload gives someone authority to accept or settle every issue.

Describe Observations Without Guessing the Cause

Record the item, its inventory number where available, what you can see and when you noticed it. Take photographs that show both context and detail. Distinguish a missing item from a carton that has not yet been checked. Avoid guessing who caused damage or whether it can be repaired; those questions may need inspection and review.

Separate Notification From the Itemized Claim

Official moving guidance distinguishes giving notice of loss or damage from submitting an itemized claim. Ask the transportation or claims office which process, evidence and current deadlines apply to your shipment. Record where you submitted information and keep confirmation. Do not rely on this educational checklist, a verbal complaint or a private photo folder as proof that a required step is complete.

Preserve the Record While Questions Are Reviewed

Keep the original inventory, notes, images, correspondence and any response under a consistent item reference. Ask before disposing of a damaged item or arranging work that could affect evidence. If you receive a proposed resolution, read it and ask about its effect before accepting. Mark an unresolved issue as open rather than treating a call or message as a decision.

A Practical Example

Fictional example: Joe Poe finds a chair with a damaged leg during delivery. Joe records the inventory reference, photographs the condition and keeps the delivery papers. Joe then checks the current instructions for notification and an itemized claim. A note saying called the mover is replaced with the actual submission reference and a follow-up question about the next step.

Illustrative example, not a case history or a recommended legal outcome.

When to Get Help

Contact the transportation office or service claims office promptly if you cannot identify the right process, have an essential-item concern or are unsure how a proposed settlement affects the issue.

Sources and Further Reading

Source guidance reviewed October 30, 2026. The organizing steps and example are RealtyListingCo's educational framework.

- Military OneSource – Understanding Moving Claims

<https://www.militaryonesource.mil/resources/millife-guides/moving-claims/>

- Military OneSource – Settling In After a PCS

<https://www.militaryonesource.mil/resources/millife-guides/settling-in-after-a-pcs/>

YOUR NEXT STEP CHECKLIST

Before You Move Forward

- ☐ Locate the shipment inventory
- ☐ Record item-specific observations
- ☐ Keep dated photographs privately
- ☐ Confirm the required notification and claim steps
- ☐ Retain submission and response records

One thing to do today: Make a delivery record folder with space for inventory references and submission confirmations.

Professional Advice Disclaimer

General education and preparation only, not legal, tax, financial, insurance, lending or military-benefits advice. Orders, service rules, contracts and local requirements depend on your circumstances and may change. Confirm benefits, processes and deadlines with the responsible transportation, housing, finance or legal-assistance office. Consult qualified local real estate, tax, insurance and lending professionals before consequential decisions. Keep orders, identification, operational details, account numbers and access codes out of shared planning records. Read our full Educational Disclaimer.

<https://realtylistingco.com/disclaimer/>