

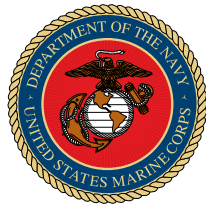
DISPUTED CLAIMS

The customer's Inconvenience Claim package will include the customer's initial Claim notification to the TSP stating how they were inconvenienced, why the item purchases/rentals were necessary and an itemized list of charges and accompanying receipts.

In the event of a disputed claim, the origin PPSO (missed pickup) or destination PPSO (delivery) will make **every effort to resolve the dispute** between the customer and the TSP.



PLEASE CONTACT
YOUR NEAREST
TRANSPORTATION OFFICE
OR TRANSPORTATION SERVICE
PROVIDER WITH ANY QUESTIONS
YOU MAY HAVE



SDDC

MILITARY SURFACE DEPLOYMENT
AND DISTRIBUTION COMMAND



DEFENSE PERSONAL PROPERTY PROGRAM

FILING AN INCONVENIENCE CLAIM

HEADQUARTERS

1 SOLDIER WAY, BLDG 1900W
SCOTT AFB, ILLINOIS 62225

Surface Warriors...Delivering Trust!

WHAT IS AN INCONVENIENCE CLAIM?

An Inconvenience Claim may be submitted directly to the Transportation Service Provider (TSP) for missed agreed pack/pick-up, delivery or Required Delivery Dates (RDDs) as reflected on the BL, or to meet the agreed upon delivery date out of SIT. Failure to do so may cause a serious inconvenience to the DOD customer and their dependents, which may result in the expenditure of excess funds for out of pocket expenses.



Inconvenience Claim is not a customer entitlement. Please contact your TSP prior to purchasing items.

OUT OF POCKET EXPENSES

Include but are not limited to lodging, meals, laundry service, as well as furniture and or appliance rental and or purchase of sheets, towels, pots, pans, paper plates, napkins and disposable cutlery. Rental furniture includes: beds/air mattress, cribs, sofa, chairs, table, appliances and one TV per customer.



When supported by receipts, the maximum liability for lodging and meal expenses will not exceed the daily lodging and meal per diem rate, based on the number of dependents in the customer's family (e.g., the customer and spouse are expected to share one room in a hotel; additional dependents, based on age and sex may require additional rooms). Additional rooms must be pre-approved and authorized in writing by the TSP. **Customers are not "entitled" to per diem.**

Itemized receipts must accompany all inconvenience claim requests for lodging, meals/food and furniture rentals.

Out of pocket expenses **must be reasonable** and **relate directly** to relieving a definite hardship when establishing a household. Example of reasonable are: Wal-Mart, Target and AAFES. If the TSP purchase(s) or reimburse(s) the customer for tangible household items such as towels, pot and pans, the TSP may make arrangements to reclaim those items upon delivery of the customers' shipment.

NON-REIMBURSABLE ITEMS

- GROCERIES/MEALS IF CUSTOMER IS IN A RESIDENCE
- CLEANING SUPPLIES
- TOILETRIES AND COSMETICS
- SNACKS
- MILITARY ATTIRE
- SCHOOL SUPPLIES
- RECEIPTS OUT OF THE LOCAL AREA
- RECEIPTS DATED PRIOR TO THE MISSED RDD
- EXPENSES NOT SUPPORTED BY ITEMIZED RECEIPTS
- TOYS
- PERSONAL CLOTHING
- DRY CLEANING
- ATVS
- BOATS
- TRAILERS
- BIKES
- GIFTS
- ALCOHOL OR DRUGS
- AMUSEMENT PARKS



(Alcohol: The reimbursement of alcohol in any quantity is prohibited.)

TIMELINE

The TSP must acknowledge receipt of an inconvenience claim filed by the customer within seven calendar days

The TSP will reimburse the customer within **30 DAYS** for reasonable out of pocket expenses The TSP may voluntarily approve reimbursement without receipts.



CUSTOMER NOT ELIGIBLE FOR INCONVENIENCE CLAIM

If delay was due to a natural disaster, act of the public enemy, acts of the Government, acts of the public authority, violent strikes, mob interference, or delays of Code 5, Code J, or Code T shipments that were caused by the Government and TSPs negligence did not contribute to the delay.

If a customer is on Temporary Living Allowances (TLA), they are not authorized to file an Inconvenience Claim.

For shipments ordered into SIT at destination, unless the need for SIT is a direct result of the TSP's failure to deliver on or before the RDD. TSP's may be liable for inconvenience claims if shipments are placed into SIT without notifying the customer.

For Example; if the customer is available to accept delivery after the RDD and they are officially ordered away prior to arrival of the shipment, The TSP will reimburse the customer through the day prior to the customer's departure from the area.



Reimbursement Computation:

Charges for **FAILURE TO PICKUP** will be computed from the first day of the missed pickup specified on the BL and payable through the actual pickup date.

Charges for **FAILURE TO DELIVER** on or before the RDD, charges are computed the first day after the missed RDD and payable through the date of actual delivery.