

HOUSEHOLD GOODS INCONVENIENCE CLAIMS



Your household goods were loaded at your previous duty station. The delivery date on the government bill of lading and your application for shipment has already past. If your delivery date has arrived; you have not been contacted by the carrier see the below procedures.

Contact the destination Personal Property Shipping Office (PPSO) upon arrival at your new duty assignment. Advise them of your new delivery address, and where you can be reached. The destination PPSO has information on where your shipment is, knows when the shipment is expected to arrive, or was notified by the carrier of problems encountered enroute.



Look at your GBL – block 20 shows the responsible destination office and telephone number. If you did not get a copy of the GBL, then look at a copy of the DD Form 1299, Application for Shipment and/or Storage of Personal Property – block 5 should contain the destination Personal Property Shipping Office and most likely their telephone number.

However, if shipment delivery is unnecessarily delayed, you may want to consider filing an inconvenience claim. Inconvenience claims are not part of the Coast Guard's personal property claims program. Inconvenience claims must be filed directly with the commercial carrier moving your shipment. The parties involved should be you and the carrier, with possible assistance/input from the destination PPSO and the carrier's delivery agent. There are some things you need to keep in mind:

- a. If you refuse delivery of your shipment when you have a delivery address, you cannot file an inconvenience claim. It is important for you to work with the destination PPSO to set up a delivery time that meets your needs and those of the carrier.

All commercial household goods carriers are required to follow rules contained in the Tender of Service (TOS) for Personal Property Household Goods and Unaccompanied Baggage (OMB 0702-0022) before they can participate in the Department of Defense's personal property program. Double click on the icon below to read the portion of the TOS pertaining to loss and damage/inconvenience claims.

[Tender of Service. PDF](#)

You must document how you were inconvenienced and that such an inconvenience resulted in actual out-of-pocket expense to you. Be prepared – the carrier will demand clear and convincing documentation to support your claim before they consider paying it.

Household goods claims submitted for payment under the Military Personnel and Civilian Employees' Claims Act of 1964 (31 U.S.C. §3721) are limited to loss or damage incurred during the shipment and storage of your personal property pursuant to orders. Inconvenience claims submitted to the Claims Section will be denied, because the MPECA does not authorize their payment.



If you have questions concerning this type of claim, please contact the Claims Section at 757-366-6507 or send an email to FIN-SMB-HHG@uscg.mil