

CUI (when filled in)

DP3 SHIPMENT INCONVENIENCE CLAIM FORM

1. SHIPMENT INFORMATION: *(To be completed by Transportation Service Provider (TSP) prior to providing to customer)* All fields required.

1.a. CUSTOMER NAME:	1.b. BILL OF LADING (BL) #:
1.c. TSP NAME & SCAC:	1.d. TSP PHONE & EMAIL:
1.e. PLANNED PICKUP (PU) DATE:	1.f. REQUIRED DELIVERY DATE (RDD):
1.h. ACTUAL PU DATE:	1.h. FIRST AVAILABLE DELIVERY DATE (FADD):
1.i. CUSTOMER REQUESTED DELIVERY DATE:	1.j. ACTUAL DELIVERY DATE:

2. CUSTOMER INFORMATION / INCONVENIENCE CLAIM: *(To be completed by customer)* All fields required.

2.a. CUSTOMER PHONE:	2.b. ALTERNATE PHONE:	
2.c. PRIMARY EMAIL:	2.d. ALTERNATE EMAIL:	
2.e. CURRENT MAILING ADDRESS		
2.f. CITY:	2.g. STATE/COUNTRY:	2.h. ZIP/POSTAL CODE:
2.i. DATES CLAIMED:	2.j. NUMBER OF DEPENDENTS CLAIMED BELOW*	

* With the exception of Unaccompanied Baggage (UB) shipments, you may submit an inconvenience claim for any dependent traveling with the customer who is authorized travel on the customer's Permanent Change of Station (PCS) orders. You may not claim dependents who are not physically traveling with the customer. Falsely claiming dependents not traveling with the customer is fraud and may subject the customer to criminal and/or civil penalties.

2.k. Please list all dependents you are claiming below *(use additional sheets as necessary).* **CHECK HERE IF ADDITIONAL SHEETS WERE USED**

FULL NAME:	RELATIONSHIP:

3. MISCELLANEOUS EXPENSES *(Includes UB shipments)*

Miscellaneous expenses are personal expenses caused by shipment delays or issues preventing a customer from establishing their household. Eligible expenses include furniture/appliance rentals (including TVs), special medical equipment unavailable due to shipment delay for Exceptional Family Member Program (EFMP) participants or those with special medical needs, extended leases/mortgage payments at origin due to a missed pickup, and replacement of necessary items included in a UB shipment. Ineligible expenses include groceries and alcoholic beverages. While typically not covered, lodging and meals may be considered in exceptional circumstances on a case-by-case basis, for a short duration, and must be reasonable. All claims require full documentation with itemized lists and receipts. Falsely claiming expenses is fraud and may subject the customer to criminal and/or civil penalties.

CLAIMED EXPENSES: *(use additional sheets as necessary)* **CHECK HERE IF ADDITIONAL SHEETS WERE USED**

DOLLAR AMOUNT:	DATE OF EXPENSE:

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4. CERTIFICATION OF NON-AVAILABILITY

If you were available on the missed RDD and were subsequently unavailable for delivery on the date offered for delivery due to one of the good cause reasons listed below, the Certification of Non-Availability below **MUST** be completed and submitted with supporting documentation with your inconvenience claim.

I certify that I had a residence and was available on the missed RDD, _____ (*enter RDD here*). However, due to the good cause reason indicated below I was not available to accept delivery of my personal property shipment listed on this form on the First Available Delivery Date (FADD) provided by the TSP, _____ (*enter FADD here*). I also certify that this reason is not for my personal convenience.

(CUSTOMER
INITIALS)

Sent on official Temporary Duty (TDY/TAD). Enter TDY/TAD Dates: _____

Hospitalization/Convalescent Leave. Enter Dates: _____

Went on short notice mission/exercise. Enter Mission/Exercise & Dates: _____

Went on Emergency Leave (EL). Enter EL Dates: _____

NOTE: Reason must be supported with official documents, such as TDY/TAD/EL orders, medical authority letter, etc., and included with this Inconvenience Claim.

5. CUSTOMER SIGNATURE:

6. DATE:

INCONVENIENCE CLAIM INFORMATION AND INSTRUCTIONS

An inconvenience claim is authorized and payable when your TSP **fails to pick up your shipment** on the agreed date, **fails to deliver** on or before the RDD, provided you are in possession of residence and are available to receive the delivery, or when your shipment **cannot be delivered out of storage** within seven (7) Government Business Days (GBDs) of first contact date requesting delivery or within two (2) GBDs of the requested date when the requested date exceeds seven (7) GBDs from when the customer makes first contact requesting delivery.

Your TSP will provide a simplified, receipt free process for you to file a baseline inconvenience claim for, you the DoW customer relocating on PCS orders, and any dependents traveling with you who are authorized travel on your PCS orders. **Please submit your inconvenience claim package directly to the TSPs email address at:** _____

(To be filled in by TSP)

You may also seek reimbursement for miscellaneous expenses caused by shipment delays or issues preventing you from establishing your household. Eligible expenses include furniture/appliance rentals (including TVs), special medical equipment unavailable due to shipment delay for Exceptional Family Member Program (EFMP) participants or those with special medical needs, extended leases/mortgage payments at origin due to a missed pickup, and replacement of necessary items included in a UB shipment. Ineligible expenses include groceries and alcoholic beverages.

All miscellaneous expense claims require full documentation with itemized lists and receipts.

NOTE: Inconvenience claims are separate from claims associated with the loss and/or damage to personal property.

Please contact your local transportation office for further assistance.

Provide the following with your claim:

1. Completed Inconvenience Claim Form.
2. Receipts associated with all UB shipments (mandatory).

NOTE: UB shipment claims are **NOT** paid based on per diem and require receipts showing actual expenses.

3. If applicable, receipts for any personal expenses.

The baseline payment is **100% of the local per diem rate for Meals and Incidental Expenses (M&IE) for the DoW customer and 75% for dependents traveling with the customer** on approved, funded relocation orders. M&IE per diem rates are posted at: <https://www.travel.dod.mil/Travel-Transportation-Rates/Per-Diem/Per-Diem-Rate-Lookup/>. Please contact your local transportation office for help in calculating your M&IE per diem rates.

TSP is not liable for an inconvenience claim payment if:

1. Delay was caused by natural disasters; acts of the public enemy; acts of the Government; acts of the public authority; violent strikes; mob interference; or delays of Code J or Code T shipments that were caused by the government and my negligence did not contribute to the delay.
2. Customer is not available for delivery (e.g. customer has not taken possession of their residence) on TSPs First Available Delivery Date. This unavailability may result in the shipment going into temporary storage in transit.
3. Delayed shipment is comprised entirely of alcohol.
4. Shipment is delayed due to the discovery of mold/infestation at time of pickup.

In the event of a catastrophic loss or in the event of requirement for mold remediation, inconvenience claim liability will terminate 15 days after payment is received for essential items

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