

Inconvenience Claims

It is the carriers' responsibility to pickup and deliver personal property shipments on the agreed date, as shown on the PPGBL/BL. Failure to do so can cause serious inconvenience to the DOD member/employee and their families. Carriers are liable for payment of inconvenience claims except as stated in para four (4) below when the member/employee is forced to expend funds for out-of-pocket living costs.

Out-Of-Pocket expenses are all expenses incurred by a member/employee and their family members because they are not able to use the items in the shipment, or to establish their household. Expenses include but are not limited to:

- Lodging

- Meals

- Laundry Service

- Furniture and/or appliance rental, to include rental of a television, or other similar expenses such as towels (two per person)

- Pots and Pans

- Paper Plates,

- Plastic Knives, Forks and Spoons

- Paper or Plastic Cups, and Napkins.

A request for reimbursement of alcoholic beverages in any quantity is prohibited.

If the carrier purchases tangible household items such as towels, pots, and pans the carrier may make arrangements to reclaim those items upon delivery of the member/employee shipment.

The member/employee must be cautioned that out of pocket expenses claimed must be reasonable and relate directly to relieving a definite hardship being suffered by the member/employee or the member/employee dependents.

The maximum liability for lodging will not exceed the per diem lodging rate, based on the number of people in the members/employees family, e.g., the member/employee and spouse would be expected to share one room in a hotel, additional family members, depending on age and sex, may require additional rooms.

Carrier's maximum liability for meals and incidental expenses will not exceed the Meals and Incidental Expenses rate for the member/employee and each family

member. The member/employee will document the claim fully with an itemized list of charges and accompanying receipts for charges incurred.

Charges will be computed from

The day after the RDD specified on the PPGBL/BL

The day after the RDD specified on the PPGBL/BL correction notice

The date following the day the member/employee obtains quarters

whichever date is the latest, and will be payable through the day of actual shipment delivery.

The carrier is not responsible for payment of an inconvenience claim when a shipment is ordered in SIT at destination regardless of the RDD, unless the need for SIT is a direct result of the carrier's failure to effect delivery of the shipment by the RDD, and the member/employee was officially ordered away from the area at the time delivery was available. The carrier will reimburse the member/employee through the day prior to the member/employee departure from the area.

The carrier will acknowledge receipt of an inconvenience claim filed by a member/employee, or a Transportation Office within 15 calendar days from the date of receipt. The carrier will reimburse the member/employee within 30 days from receipt of the inconvenience claim for reasonable out-of-pocket expenses

Carriers are not liable for inconvenience claims if the delay was caused by acts of the public enemy, acts of the government, acts of God, acts of the public authority, violent strikes, mob interference, or delays of shipments caused by the government in which government negligence did not contribute to the delay.