



DP3 Shipment Inconvenience Claim

Form

SHIPMENT INFORMATION: (To be completed by TSP prior to providing to customer) All fields are required.

Customer Name:	Bill of Lading (BOL) #:
TSP Name & SCAC:	TSP Phone & Email:
Scheduled Pickup (PU) Date:	Required Delivery Date (RDD):
Actual PU Date:	First Available Delivery Date:
Customer Requested Delivery Date:	Actual Delivery Date:

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

Customer Phone No.: _____ Alternate Phone: _____
 Primary Email: _____ Alternate Email: _____
 Current Mailing Address: _____
 City: _____ State/Country: _____ Zip Code: _____

Enter number of days you are claiming here: _____ Per Diem Total **See Notes:** _____

NOTES:

- Receipt free applies ONLY to the first seven (7) calendar days of claim UNLESS claim exceeds the local per diem rate for Meals and Incidental Expenses (M&IE) for the member ONLY.
- Receipts ARE mandatory for actual out of pocket expenses that exceed the local per diem rate during the first 7 calendar days
- Receipts ARE mandatory beginning on the eighth (8) calendar day for actual out of pocket expenses
- Receipts ARE mandatory for claims associated with all Unaccompanied Baggage (UB) shipments.
- Reference <https://www.defensetravel.dod.mil/site/perdiemCalc.cfm> for calculation of Per Diem total.

See reverse side for additional information.

Itemized Claim (Optional unless receipts are required):

Items:	Dollar Amount Claimed:	Date Purchased:
1. _____	_____	_____
2. _____	_____	_____
3. _____	_____	_____
4. _____	_____	_____
5. _____	_____	_____

Please use additional pages if necessary.

Enter your Itemized Claim amount here (if applicable): _____ _____

Customer's Signature: _____ **Date:** _____

Please submit your inconvenience claim package directly to the TSPs email address at: _____.
(To be provided by the TSP)

DP3 Shipment Inconvenience Claim Form

Inconvenience Claim Information and Instructions

An Inconvenience Claim may be authorized and payable when your TSP 1) **fails to pick up** your shipment on the agreed upon date, 2) **fails to deliver** on or before the RDD, provided you are in possession of residence and are available to receive the delivery, or 3) 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. **Receipt free inconvenience claims apply to the first seven calendar days of your claim. You may seek reimbursement for out of pocket expenses over the baseline amount, which must be substantiated with receipts.**

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 Unaccompanied Baggage (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 claims up to seven (7) calendar days only if the claim exceeds the baseline amount.
Note: Receipts are not required for claims up to seven (7) calendar days which do not exceed the baseline amount.
4. Receipts beginning on the eighth (8) day for actual out of pocket expenses.

The baseline payment is 100% of the local per diem rate for Meals and Incidental Expenses (M&IE) for the member ONLY. M&IE per diem rates are posted at:

<https://www.defensetravel.dod.mil/site/perdiemCalc.cfm>. Please contact your local transportation office for help in calculating your M&IE per diem rates.