

SDDC-PP Advisory 14-0043

DATE: 03 April 2014

FROM: SDDC-PP SCOTT AFB, IL

TO: Military Service Headquarters Representatives, Worldwide Personal Property Shipping Offices (PPSO), and Transportation Service Providers (TSP)

SUBJ: DP3 Webinar Training on Inconvenience Claims

1. This informative training session will show how TSPs and PPSOs can minimize a customer's financial hardship when personal property shipments are not picked up or delivered as promised. Participating in this webinar will refresh TSPs' and PPSOs' knowledge on what constitutes an inconvenience claim, recognize "reasonable" out-of-pocket expenses, and walk through the entire inconvenience claims filing process.

2. Please ensure widest dissemination so that all personnel are aware of this training.

3. There are two training sessions: 08 Apr 2014, 1700CDT/1800CDT and 10 Apr 2014, 0900CDT/1000EDT lasting for approximately 30 - 45 minutes. We will utilize voice (Presenter/Host only) through DCO due to limited phone lines available.

4. Please ensure speakers/headphones are attached in order to hear the training and contact your IT personnel if you have any speaker, headset, or software problems.

5. Prior to the day of the webinar, you should log onto <https://www.dco.dod.mil> and become familiar with the website. Those that do not have a CAC or do not want to register their CAC may enter the training classes as a guest.

6. Follow the below steps for the session you would like to attend. Please make sure that you click on the "correct" URL for the session you wish to attend.

**08 Apr 2014, 1700CDT/1800EDT**

- a. Go to <https://connect.dco.dod.mil/inconvenienceclaims08apr2014/>
- b. Click on "Enter as a guest"
- c. Enter your name and email address (Unidentified requesters will be denied entry)
- d. Click on "Enter Room"

**10 Apr 2014, 0900CDT/1000EDT**

- a. Go to <https://connect.dco.dod.mil/inconvenienceclaims10apr2014/>

- b. Click on "Enter as a guest"
- c. Enter your name and email address (Unidentified requesters will be denied entry)
- d. Click on "Enter Room"

7. Once you enter the room, you'll get a message that says "meeting has not yet started. You will be able to access the meeting once the host arrives." Please be patient while your request goes through the acceptance process. Once you are logged in, please submit your base/location in the Chat Box so we can capture our audience locations.

8. For assistance with DCO issues prior to the classes, please send an email to [sddc.safb.ppperf@us.army.mil](mailto:sddc.safb.ppperf@us.army.mil) or call (618) 220-5411. For assistance the day of class during the training, please call 618-220-5453 on the day of training.

9. This message was approved for release by Ms. Jill Smith, Chief, Business Processes & Systems Integration Division, HQ SDDC.