SDDC-PP Advisory 15-0127
Date: 27 August 2015
From: AMSSD-PP Scott AFB, IL 62225

To: Responsible Destination Personal Property Shipping Offices (PPSOs) and Transportation Services Providers (TSP)

Subject: MV Courage Vessel Incident Affecting Household Goods (HHGs)

1. This is a follow on message to the MV Courage incident referenced in advisories 15-0101, 15-0106, and 15-0109. Property belonging to 39 Service Members, attached, has yet to deliver to final destination and is located at the Ports of Baltimore, Maryland (36 members) and Southampton, United Kingdom (3 members), past the Required Delivery Date as per the attached file.
2. TSPs should be providing customer updates and destination PPSOs should be supporting the inconvenience claim process between the member and TSP.
3. NLT COB 2 SEP request that destination PPSOs populate three columns in the attached listing providing Y/N responses, confirming customer contact and intent to file an inconvenience claim, and send back to SDDC Operations & Quality Team at usarmy.scott.sddc.mbx.pp-ops@mail.mil.
4. TSPs must provide updated information to affected members on delays with their shipment and comply with the Tender of Service requirements for inconvenience claims.
5. Members may submit inconvenience claims directly to the TSP but may request assistance on inconvenience claims through the destination PPSO. PPSOs should review the members claim and advise the member of any items not normally considered as part of an inconvenience claim.
6. If there is a dispute between the customer and TSP on an inconvenience claim, the responsible destination PPSO will review documentation and adjudicate the claim.
7. Destination PPSOs should explain to the member that inconvenience claims are a TSP's compensation to the member/employee for reasonable out-of-pocket expenses for relief of definite hardships incurred by the member/employee due to delays in the movement of the personal property.
8. PPSO unable to settle disputes between the TSP and customer should forward a complete appeal package to HQ SDDC PP QA at usarmy.scott.sddc.mbx.pp-ops@mail.mil or contact us at 618-220-6840 or 220-5998 or 220-6789.

   The inconvenience claim package must include the following:
   (1) Members initial claim letter
   (2) List of items claimed, dates and times
   (3) RECEIPTS of all items claimed
   (4) TSPs reply to member on settlement
   (5) PPSOs appeal to TSP
   (6) TSPs reply to PPSO
9. Independent of inconvenience claims, standard delivery and claims/liability procedures apply. This includes TSPs offering the customer an opportunity to inspect the shipment and remove items of sentimental or special value at the owner's discretion in coordination with the responsible PPSO/PPPO.

This advisory is approved for release by Lt Col Todd M Jensen, Director, Personal Property, HQ SDDC.