



Inconvenience Claims

What is an Inconvenience Claim (IC)?

A payment directly to you from the moving company to account for inconveniences associated with the moving company's inability to meet the agreed and/or required dates.

An inconvenience claim is not an entitlement and is not associated with your personal property loss and/or damage claims. Also, you cannot file an inconvenience claim if your property moved as a DPM shipment.

When to File an Inconvenience Claim

An IC may be authorized and payable when:

1. The Transportation Service Provider (TSP) fails to pickup your shipment on the agreed date.
 - a. If your TSP decides they cannot service your shipment within 14 calendar days of the pickup date and DOD is unable to rebook your shipment on the original pickup date, you may be reimbursed for actual out-of-pocket expenses incurred from the original pickup date through the new pickup date.
2. If the TSP fails to deliver on or before the required delivery date, provided you are in possession of a residence and are available to receive the delivery.

Note: If the TSP is unable to meet any of the above actions, they must advise you about inconvenience claim rules - prior to the missed pickup date, required delivery date, or agreed upon delivery date out of Storage-In-Transit (SIT).

Shipments Placed Into Storage-In-Transit

When the TSP places your shipment into SIT, you may be eligible for an inconvenience claim if:

1. It was placed into SIT without notifying you unless your TSP has documented two unsuccessful attempts to contact you were made, six hours apart.
2. The TSP cannot deliver your shipment within seven business days of the date you first contact the TSP requesting delivery. Example: You call your TSP on June 1st but TSP is unable to deliver by June 10th.

OR

3. You request a delivery date more than seven business days in advance and the TSP cannot deliver it within two business days after that requested delivery date. Example: You call your TSP on June 1st requesting delivery on June 14th. If your TSP is unable to deliver your shipment by June 16th, you are eligible for an inconvenience claim.

How to File an Inconvenience Claim

1. Notify your TSP that you intend to file a claim.
2. Fill out the inconvenience claim form from your TSP and return it to them.
3. Contact your local transportation office for assistance.

How You will be Reimbursed

- Your TSP must acknowledge your intent to file an inconvenience claim within five business days of being contacted by you or your local transportation office.
- Receipts are not needed for per diem during the first seven days but it's recommended that you maintain all receipts to substantiate the claim if it exceeds the local per diem rate for meals and incidental expenses (M&IE) for the DOD customer only. DOD customers are due the greater of the per diem rate or actual expenses. Starting the 8th day, per diem no longer applies and you will need to submit receipts for your out-of-pocket expenses.
- The baseline reimbursement of the local per diem rate will be calculated at 100% of M&IE for the DOD customer, whose orders were used to book the shipment, based on the applicable pickup or delivery location, times the number of days (not to exceed seven) that you are affected by the delay.
- M&IE per diem rates are posted at: <https://www.defensetravel.dod.mil/site/perdiemCalc.cfm>.
- Your TSP must reimburse you within 30 days of your initial contact informing them of the intent to file an inconvenience claim.

EXCLUSIONS

Your TSP is not responsible for an inconvenience claim if:

- A delay is caused by events that are not the fault of the TSP such as: acts of nature; strikes or other similar events; delays due to Government transportation issues.
- You or your designated representative cannot accept delivery of your shipment on the first date the TSP offers when the shipment arrives after the Required Delivery Date (RDD). *Note: If you provide a "good cause" (i.e., short-term deployment, hospitalization) based on your unavailability, you may request an inconvenience claim. Please document on the "DP3 Shipment Inconvenience Form" (15 May 22) with supporting documentation.*
- Your shipment is turned back due to the discovery of mold/infestation at time of pickup. This does not apply to the discovery of mold in-transit or at destination.

Actual Expenses

- Unaccompanied baggage shipment claims are not paid based on per diem and require receipts showing actual expenses.
- Actual out-of-pocket expenses that may be reimbursable include, but are not limited to:
 - Purchases of air mattresses, towels, linens, pillows, cookware, dinnerware, disposable dining products, and other kitchen items
 - Furniture or appliance rental
 - Laundry service
- Tangible household items paid for by your TSP may be reclaimed upon delivery of your shipment.
- When actual expenses exceed the baseline payment; you must provide an itemized list of ALL expenses supported by receipts dated after the RDD for expenses over the 100% baseline payment rate for reimbursement.
- Exceptions will be considered on a case-by-case basis, as every situation is unique. Before purchasing items to use while waiting for your HHG and/or UB shipment, it's highly recommended you talk with your TSP about what is considered reasonable, necessary, and will qualify for reimbursement. In rare cases, the TSP may consider paying lodging or meals costs that are reasonable and for a short duration.
- Groceries are not eligible for reimbursement.

WHO TO CALL FOR HELP

1. **Local Transportation Office:**
<https://installations.militaryonesource.mil>

2. **Branch of Service Customer Service:**

Army
(800) 521-9959
(253) 967-5093

Marine Corps & Navy
(855) 444-6683

Air Force
(210) 652-3357

Coast Guard
Contact your TO

NOTE: Military Claims Offices are not part of the Inconvenience Claims resolution process.

