



# INCONVENIENCE CLAIMS



This fact sheet applies to personal property shipments moving under the Defense Personal Property System (DPS) and Tender of Service (ToS). If you are moving under the Global Household Goods Contract (GHC), visit [MilitaryOneSource.mil/GHC](https://militaryonesource.mil/GHC) for similar program-related resources or contact your local transportation office for assistance.

## What is an Inconvenience Claim?

A payment directly to you from the Transportation Service Provider (TSP) to account for inconveniences associated with the TSP's inability to meet the agreed and/or required dates.

*Note: 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 inconvenience claim may be authorized and payable when:

1. The 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 the Government 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. The TSP fails to deliver on or before the required delivery date (RDD), you have possession of a residence and available to receive 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, RDD, or agreed upon delivery date out of Storage-In-Transit (SIT).*

## Shipments Placed into SIT

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 two (2) documented unsuccessful attempts to contact you are made six (6) hours apart by your TSP.
2. The TSP cannot deliver your shipment within seven (7) government business days of the date you first contact the TSP requesting delivery. You call your TSP on "Day 1 (Mon)" and the TSP is unable to deliver by "Day 10 (Wed)."
3. You request a delivery date more than seven (7) government business days in advance and the TSP cannot deliver it within two (2) government business days after that requested delivery date. Example: You call your TSP on "Day 1 (Mon)" requesting delivery on "Day 15 (Mon)" and your TSP is unable to deliver your shipment by "Day 17 (Wed)", you are eligible for an inconvenience claim.

## How to file an Inconvenience Claim

1. Notify your TSP that you intend to file an inconvenience claim.
2. Your TSP will provide an inconvenience claim form. Complete the form and return it to them.
3. Contact your local TO when you need assistance.

## How You will be Reimbursed

1. Your TSP must acknowledge your intent to file an inconvenience claim within five (5) government business days of being contacted by you or your local TO.
2. Receipts are not needed for per diem during the first seven (7) calendar days, however, maintain all receipts to substantiate the claim if it exceeds the local per diem rate for meals and incidental expenses (M&IE). Customers are due the greater of the per diem rate or actual expenses. Starting the eighth (8th) calendar day, per diem no longer applies and you will need to submit receipts for your out-of-pocket expenses.
3. 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 (7) calendar days) that you are affected by the delay.
4. M&IE per diem rates are posted at: <https://www.defensetravel.dod.mil/site/perdiemCalc.cfm>.
5. 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 caused by natural disasters, strikes and similar events, and Government caused delays (at military ports).
- Your shipment arrives after the RDD and you or your designated representative cannot accept delivery on the TSP's first offered date.  
Note: You can request an IC if you have "good cause" (due to short-term deployment, hospitalization, etc.), complete the Non-Availability Statement section on the DP3 Shipment Inconvenience Form, and include 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 (UB) 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:
  - 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. Before purchasing items to use while waiting for your HHG/UB shipment, discuss with your TSP what is considered reasonable and necessary and will qualify for reimbursement. In some instances, the TSP may approve lodging or meal reimbursement for a short duration.
- Groceries are not eligible for reimbursement.

## WHO TO CALL FOR HELP

### 1. Local Transportation Office (TO):

<https://installations.militaryonesource.mil/search?program-service=39/view-by=ALL>

### 2. Branch of Service Customer Call Centers:

Army: 800-521-9959	Navy & Marine Corps: 855-444-6683	Air Force: 210-652-3357	Coast Guard: Contact your local TO
-----------------------	--------------------------------------	----------------------------	---------------------------------------

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

