

## What is an Inconvenience Claim (IC)?

A payment to you from the moving company to offset expenses incurred by you and your dependents because you are not able to use necessary items in your shipment to establish your household due to the moving company's inability to meet required pickup and delivery dates.

**Inconvenience claims are separate from loss and/or damage claims associated with your personal property.**

## When to File an Inconvenience Claim

An IC is authorized and payable when:

- The TSP **fails to pick up** your shipment upon the agreed date.
  - If your TSP decides they can't service your shipment within 14 calendar days of the pickup date, you will be reimbursed for actual out of pocket expenses incurred from the original pickup date through the new pickup date. **This only applies if the DOD is unable to rebook your shipment on the original pickup date.**
- The TSP fails to deliver on or before the required delivery date, provided you are in the possession of a residence and are available to receive the delivery.

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 are eligible for an inconvenience claim if:

- It was placed into SIT without notifying you.
- 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 6/1/2021 but TSP is unable to deliver by 6/10/2021.

JUNE 2021						
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

**OR**

- 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 6/1/2021 requesting delivery on 6/14/2021. If your TSP is unable to deliver your shipment by 6/16/2021, you are eligible for an inconvenience claim.

## How to File an Inconvenience Claim

- Notify your TSP that you intend to file a claim.
- Request the inconvenience claim form from your TSP or access it on move.mil.
- Contact your local transportation office for assistance.

## How You will be Reimbursed

- The maximum amount payable without receipts is limited to seven days.
- The baseline reimbursement rate will be calculated at 100% of meals and incidental expenses for the DOD customer, based on the applicable pickup or delivery location, times the number of days that you are affected by the delay.
- Meals & Incidental Expenses per diem rates are posted at: <https://www.defensetravel.dod.mil/site/perdiemCalc.cfm>.
- 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.
- 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 you, as long as the date offered is prior to the Required Delivery Date (RDD).
- Your shipment is turned back due to the discovery of mold/infestation at time of pickup.

## Actual Expenses

- Inconvenience claims for Unaccompanied Baggage shipments will be solely based on the actual expenses you incurred if delay was caused by TSPs.
- 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. In rare cases, the TSP may be required to pay lodging or meals cost that are reasonable and for a short duration.
- Exceptions will be considered on a case-by-case basis, as every situation is unique. DOD customers should talk with their TSP about the items that are reasonable, temporary, and necessary for the service member and family to use while waiting for delivery of their shipment.
- Alcoholic beverages and groceries are not eligible for reimbursement.

## WHO TO CALL FOR HELP

- Local Transportation Office:**  
<https://www.move.mil/resources/locator-maps>
- Branch of Service Customer Service:**

Army	Marine Corps	Navy	Air Force	Coast Guard
(800) 521-9959	(855) 444-6683	(855) 444-6683	(210) 652-3357	(833) 551-0887
(253) 967-5093				
- USTRANSCOM Customer Support Center (Open 24 hrs)**  
Toll Free: (833) MIL-MOVE (645-6683)