



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:
855-444-6683

Air Force, Marine Corps & Coast Guard:
Contact your local TO

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



DP3 Shipment Inconvenience Claim Form

SHIPMENT INFORMATION: (To be completed by TSP prior to providing to customer)

All fields are required.

Customer Name:	Bill of Lading (BL) #:
TSP Name & SCAC:	TSP Phone & Email:
Planned Pickup (PU) Date:	Required Delivery Date (RDD):
Actual PU Date:	First Available Delivery Date (FADD):
Customer Requested Delivery Date:	Actual Delivery Date:

CUSTOMER INFORMATION/INCONVENIENCE CLAIM: (To be completed by customer)

All fields are required.

Customer Phone No.: _____	Alternate Phone: _____
Primary Email: _____	Alternate Email: _____
Current Mailing Address*: _____	
City: _____	State/Country: _____ Zip Code: _____
Enter number of days you are claiming here: _____	Per Diem Total See Notes: _____
<p>NOTES:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Receipt free applies ONLY to the first seven (7) days of claim UNLESS claim exceeds the local per diem rate for Meals and Incidental Expenses (M&IE) for the member ONLY. <input type="checkbox"/> Receipts ARE mandatory for actual out of pocket expenses that exceed the local per diem rate during the first 7 days. <input type="checkbox"/> Beginning on the eighth (8th) day, payment for the per diem rate is NOT authorized and receipts ARE mandatory for all actual out of pocket expenses. <input type="checkbox"/> Receipts ARE mandatory for claims associated with all Unaccompanied Baggage (UB) shipments. <input type="checkbox"/> Reference https://www.defensetravel.dod.mil/site/perdiemCalc.cfm for calculation of Per Diem total. <p>See reverse side for additional information.</p>	
Itemized Claim (Optional unless receipts are required):	
Items:	Dollar Amount Claimed: Date Purchased:
1. _____	_____
2. _____	_____
3. _____	_____
4. _____	_____
5. _____	_____
<i>Please use additional pages if necessary.</i>	
Enter your Itemized Claim amount here (if applicable): _____	

Customer's Signature: _____ Date: _____

Please submit your inconvenience claim package directly to the TSPs email address at: _____
(To be provided by the TSP)

DP3 Shipment Inconvenience Claim Form

If you were available on the missed RDD and were subsequently unavailable for delivery on the date offered for delivery due to reason listed below, a Non-Availability Statement MUST be completed to support your Inconvenience Claim.

NON-AVAILABILITY STATEMENT

I certify that I had a residence and was available on **(enter DATE(S) here)** _____. However, due to good cause indicated below I was not available to accept delivery of my personal property shipment indicated on the front page. I also certify that reason is not for my personal convenience.

- Sent on official Temporary Duty (TDY). Enter TDY Dates: _____
- Hospitalization/Convalescence leave Dates: _____
- Went on short notice mission/exercise: Specify Mission/Exercise & Dates: _____
- Went on Emergency Leave (EL). Enter EL Dates: _____

NOTE: Good cause reason must be supported with official document, such as TDY/EL orders, medical authority letter, and included to this Inconvenience Claim.

Customer's Signature/Date: _____

Inconvenience Claim Information and Instructions

An Inconvenience Claim is authorized and payable when your TSP 1) **fails to pick up** your shipment on the agreed date, 2) **fails to deliver** on or before the RDD, provided you are in possession of residence and are available to receive the delivery, or 3) when your shipment **cannot be delivered out of storage** within seven (7) Government Business Days (GBDs) of first contact date requesting delivery or within two (2) GBDs of the requested date when the requested date exceeds seven (7) GBDs from when the customer makes first contact requesting delivery.

Your TSP will provide a simplified, receipt free process for you to file a baseline inconvenience claim. **Receipt free inconvenience claims apply to the first seven days of your claim. You may seek reimbursement for out-of-pocket expenses over the baseline amount, which must be documented with an itemized list of all expenses supported by receipts.**

NOTE: Inconvenience claims are separate from claims associated with the loss and/or damage to personal property.

Please contact your local transportation office for further assistance.

Provide the following with your claim:

1. Completed Inconvenience Claim Form.
2. Receipts associated with all Unaccompanied Baggage (UB) shipments (mandatory).
Note: UB shipment claims are NOT paid based on per diem and require receipts showing actual expenses.
3. If applicable, receipts for claims up to seven (7) calendar days only if the claim exceeds the baseline amount.
Note: Receipts are not required for claims up to seven (7) calendar days which do not exceed the baseline amount.
4. Receipts beginning on the eighth (8) day for actual out of pocket expenses.

The baseline payment is 100% of the local per diem rate for Meals and Incidental Expenses (M&IE) for the member ONLY. **The local per diem rate is ONLY authorized for the first seven (7) days.** M&IE per diem rates are posted at: <https://www.defensetravel.dod.mil/site/perdiemCalc.cfm>. Please contact your local transportation office for help in calculating your M&IE per diem rates.

TSP is not liable for an inconvenience claim payment if:

1. Delay was caused by natural disasters; acts of the public enemy; acts of the Government; acts of the public authority; violent strikes; mob interference; or delays of Code J or Code T shipments that were caused by the Government and TSP's negligence did not contribute to the delay.
2. Customer is not available for delivery (e.g. customer has not taken possession of their residence) on TSP's First Available Delivery Date. This unavailability may result in the shipment going into temporary storage in transit.
3. Delayed shipment is comprised entirely of alcohol.
4. Shipment is **delayed** due to the discovery of mold/infestation at time of pickup.
5. In the event of a catastrophic loss or in the event of requirement for mold remediation, inconvenience claim liability will terminate 15 days after payment is received for essential items.