



# Inconvenience Claims

## What is an Inconvenience Claim?

- A payment directly to you from HomeSafe Alliance 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.
- An inconvenience claim is not an entitlement and is not associated with your personal property loss and/or damage claims.

## When to file an Inconvenience Claim?

An Inconvenience Claim may be authorized and payable when:

- If HomeSafe Alliance fails to pick up your shipment on the agreed date.
- If HomeSafe 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.
- It was placed into SIT without notifying you unless HomeSafe has documented two unsuccessful attempts to contact you were made, eight hours apart.
- The shipment is in SIT and HomeSafe cannot deliver out the shipment within (5) five government business days of the date you first contact the TSP requesting delivery or (10) ten government business days for shipments with a requested delivery date between June 15 through August 15.

## How you will be reimbursed

- Once your claim has been submitted, you will receive an acknowledgement from HomeSafe Connect that we have received your claim.
- The government per diem rate will be calculated for meals and incidental expenses for the individuals listed on the relocation order based on the applicable pickup or delivery location, times the number of days that you are affected by the delay.
- M&IE per diem rates are posted at:  
<https://www.defensetravel.dod.mil/site/perdiemCalc.cfm>

## Exclusions

- A delay is caused by events that are not the fault of HomeSafe 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 HomeSafe 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.



## Inconvenience Claims (Cont.)

### Exclusions

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).
- However, you may still request an inconvenience claim if you provide a “good cause” for your unavailability. A reason outside your control could be a short-term deployment, training exercise, hospitalization, etc. This must be documented on the "DP3 Shipment Inconvenience Form" (15 May 22) and have supporting documentation of the "good cause."
- 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
- Your shipment is turned back due to the discovery of mold/infestation at time of pickup.

### 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. DOD customers should talk with their TSP about the items that are reasonable, temporary, and necessary for the service Customer and family to use while waiting for delivery of their shipment. In rare cases, the TSP may be required to pay lodging or meals cost that are reasonable and for a short duration.
- NOTE: Military Claims Offices are not part of the Inconvenience Claims resolution process.
- Alcoholic beverages and groceries are not eligible for reimbursement.