



INCONVENIENCE CLAIMS

Visit the Personal Property Activity website at ppa.mil for more information.

What is an inconvenience claim (IC)?

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

Note: An IC is not an entitlement and is not associated with your personal property loss and/or damage claims. Also, you cannot file an IC if your property moved as a Direct Procurement Method (DPM) shipment.

When to file an inconvenience claim

An inconvenience claim may be authorized and payable when:

1. The moving company fails to pickup your shipment on the agreed date.
 - You may be reimbursed for miscellaneous expenses if your moving company turns back your shipment within 14 days of the original date and the government is unable to rebook it. This reimbursement covers expenses incurred from the original pickup date to the new one.
2. The moving company fails to deliver on or before the required delivery date (RDD), you have possession of a residence and are available to receive delivery.

Note: If your moving company is unable to meet any of the above actions, they must inform you about IC rules before the scheduled service date.

Shipments placed into storage-in-transit (SIT)

When a moving company places your shipment into SIT, you may be eligible for an inconvenience claim if:

1. Your shipment was placed into SIT without the moving company first making and documenting two unsuccessful contact attempts that were at least six hours apart.
2. The moving company cannot deliver your shipment within seven government business days of the date you first contact them requesting delivery. Example: You call your moving company on "Day 1 (Monday)" and the moving company is unable to deliver by "Day 10 (Wednesday)."
3. You request a delivery date more than 7 government business days in advance and the moving company cannot deliver it within 2 government business days after that requested delivery date. Example: You call your moving company on Day 1 requesting delivery on Day 15 and your moving company is unable to deliver your shipment by Day 17, you are eligible for an inconvenience claim.

How to file an inconvenience claim

1. Notify your moving company that you intend to file an inconvenience claim.
2. They will provide the DP3 Shipment Inconvenience Claim Form. Complete and return the form to them.
3. Contact your local TO when you need assistance.

How you will be reimbursed

1. Your moving company must acknowledge your intent to file an inconvenience claim within five government business days of being contacted by you or your local TO.
2. You are required to document any miscellaneous expense claim fully on the inconvenience claim form with an itemized list of charges and accompanying receipts for expenses incurred.
3. Reimbursement is calculated based on 100% of the M&IE per diem rate for the customer. For moves picked up prior to May 15, 2026, this reimbursement is authorized for the customer only. For moves picked up on or after May 15, 2026, all dependents traveling with you on approved, funded relocation orders are also authorized reimbursement calculated at 75% of the M&IE for the number of days at the affected location.
4. M&IE per diem rates are posted at: <https://www.defensetravel.dod.mil/site/perdiemCalc.cfm>.
5. Your moving company must reimburse you within 30 days of your initial contact of the intent to file a claim.

Special circumstances:

In certain situations, you may be reimbursed for other miscellaneous expenses beyond the per diem rate. This may include, but is not limited to:

- Rental of furniture and/or appliances (including a TV).
- Rental of special medical equipment for you or your approved dependents.
- Extra housing costs beyond your approved Basic Allowance for Housing (BAH) if a missed pickup forces you to extend a lease.

Note: groceries and alcoholic beverages are not eligible for reimbursement. Lodging and meals are typically not covered but may be considered in unique, short-term situations. All miscellaneous expenses require an itemized list and receipts.

Discuss what qualifies for reimbursement with your moving company before purchasing items. Exceptions are handled on a case-by-case basis, and they may approve short-term lodging or meals due to unexpected inability to deliver.

If your moving company misses the delivery date and you are unavailable for the new date for valid reason (e.g., mission, hospitalization, or other "good cause"), you can still file an IC. The claim covers the time between the original missed delivery and the start of your unavailability. A statement of non-availability is required.

Unaccompanied Baggage (UB):

Claims for UB shipments are based on your actual, documented expenses, not the per diem rate.

When is a claim NOT payable?

You are not eligible for an IC payment if the delay is caused by:

- Events beyond the moving company's control (natural disasters, acts of a public enemy, violent strikes or similar events).
- Acts of the U.S. Government (e.g., customs inspections).
- You or your representative not being available for a delivery that was scheduled before the RDD.
- The shipment consisting entirely of alcohol.
- The discovery of mold or infestation at pickup (liability may resume after mitigation).

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: 520-706-8613	Navy: 855-444-6683	Marine Corps, Air Force, Space Force, or Coast Guard: Contact your local TO
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3. Personal Property Activity Call Center:

833-MIL-MOVE (833-645-6683)

PPA Customer Call Center: PCSCallCenter@mail.mil
DPS or MilMove Technical Help: transcom-ppa-dtsc@mail.mil

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

Provide feedback via Customer Satisfaction Surveys

Your feedback helps determine which moving companies get DoW's business. Please let us know if you were satisfied (or not!). Complete your survey by clicking on the link you receive via email or text. This can be completed on any computer or mobile device.

