

ATTENTION

ALL SERVICE MEMBERS AND DOD CIVILIANS

WHO IS ELIGIBLE FOR AN INCONVENIENCE CLAIM: Military Service Members and DoD Civilians whose shipment is not offered for delivery to the member/employee OR member/employee's carrier agent at destination on or before the Required Delivery Date. An inconvenience claim does not apply in cases where the Direct Procurement Method was used for your shipment, nor does it apply if the carrier is not negligent (i.e. acts of God, violent strikes, etc).

WHAT IS AN INCONVENIENCE CLAIM: It covers out-of-pocket expenses incurred by a member/employee and their family members because they are not able to use the item in the shipment or to establish his or her household. Expenses include but are not limited to, lodging, meals, laundry service, furniture, and/or appliance rental, to include rental of a television or other similar expenses such as towels (two per person), pots, pans, paper plates, plastic knives, plastic spoons, plastic forks, paper and or plastic cups, and napkins. A request for reimbursement of alcohol is prohibited. It is also important to note that expenses claimed must be reasonable and relate directly to relieving a definite hardship being suffered by the member/employee.

WHEN IS AN INCOVENIENCE CLAIM AVAILABLE: If you qualify, a carrier is responsible for paying the member/employee within 30 calendar days of the receipt by the carrier of the member's/employee's receipts for reasonable out of pocket expenses and will report to the destination TO, with a copy for SDDC (formerly HQ MTMC). If there is a dispute, the carrier will appeal to the destination transportation office not later than the 35th day after receipt of the claim. If the issue is unable to be resolved at the local level, SDDC will decide within 75 days from the claims submission date on the validity of the claim.

WHERE DO I FILE TO RECEIVE AN INCONVENIENCE CLAIM IF I QUALIFY: The member/employee will file the claim with the carrier and can seek assistance from the transportation office if they have any questions.

HOW DO I FIND MORE INFORMATION: You can find detailed information about inconvenience claims in chapter 410, on page IV-410-2 of the Defense Transportation Regulation. You can access this regulation by going to the Surface Deployment and Distribution Command (SDDC) website at www.sddc.army.mil and accessing Personal Property/POV. You are also encouraged to speak to your local Transportation Office if you require any assistance . At Ft Bragg please call (910-396-0331/0332 or 910- 396-9605) for help.