

SDDC-PP Advisory 16-0051

Date: 10 February 2016

From: AMSSD-PP Scott AFB, IL

To: Military Service Headquarters  
Representatives and Worldwide Personal Property  
Shipping Offices (PPSOs) and Personal Property  
Offices (PPOs) - Widest dissemination requested

Subject : Honolulu Vehicle Processing Center (VPC)  
Appointment System for Shipping Privately-Owned  
Vehicles (POVs) Under the Global POV Contract III

1. This advisory provides all Service Members, DoD Civilian employees, Service Headquarters and PPSOs/PPOs with information necessary for planning the shipment and storage of a POV for customers utilizing the Honolulu VPC. PPSO/PPOs should ensure members are counseled to establish appointments immediately upon receipt of orders. Requesting Services HQs to encourage Personnel Offices to provide service members with their orders in a timely manner to allow adequate time to make appointments.
2. In an effort to improve overall customer service and curtail lengthy wait times, International Auto Logistics (IAL) will execute an "appointment only" plan to steer the Honolulu Customers to an appointment based process while minimizing the walk-ins at the VPC. The test period for this plan is 16 Feb 2016 to 30 April 2016. During this period, IAL plans to schedule 80% appointments while reserving 20% of the workload for walk-ins to capture emergencies, short notices and other "qualifying" incidents.
3. Customers should plan accordingly and schedule an

appointment utilizing the <https://www.pcsmypov.com> website. Additionally, please review the Required Documentation and Vehicle Condition sections of the web site prior to arriving at the VPC.

4. All questions concerning appointments or turning in POVs should be directed to the following telephone number: 808-670-3095.
5. This is a coordinated SDDC and IAL advisory and is approved for release by Lt Col Todd M. Jensen, Director Personal Property, HQ SDDC.