

SDDC-PP Advisory 15-0047

DATE: 20 March 2015

FROM: SDDC-PP, SCOTT AFB, IL

TO: Military Service Headquarters Representatives and Worldwide Personal Property Shipping Offices (PPSOs)/Personal Property Processing Offices (PPPOs)

SUBJECT: GLOBAL POV CONTRACT III (GPC III) INCONVENIENCE CLAIMS FOR MISSED REQUIRED DELIVERY DATES (RDDs)

PURPOSE: Provide information to assist military service members and civilian employees in submitting an inconvenience claim when a privately owned vehicle (POV) shipment does not meet the required delivery date (RDD) under the Global POV Contract (GPC).

1. In the event a member/employee does not receive his/her POV on the RDD, they may be entitled to an Inconvenience Claim.
2. If a member/employee is inconvenienced due to a missed RDD, temporary lodging and rental car expenses will be considered by International Auto Logistics (IAL) for reimbursement for amounts exceeding the entitlement. Submitted claims will be reviewed, processed, and returned no later than ninety (90) days from the date of receipt.
3. There are different Inconvenience Claim processes and entitlement for Military and Civilian customers. The distinct processes are as follows:

MILITARY MEMBER ENTITLEMENT:

1. GOVERNMENT REIMBURSEMENT: Service members are authorized reimbursement by the Government, in accordance with the Joint Travel Regulation (JTR), Paragraph 5358, for rental car expenses up to the seventh day beyond the RDD. Reimbursement is limited by statute, to \$30/day with a maximum reimbursement of \$210. The entitlement expires on the date the POV becomes available for pick-up at destination. Members must seek reimbursement through their finance/disbursement office.

- a. Providing the following documents to the appropriate paying office will assist with obtaining rental car reimbursement.

Claiming reimbursement prior to arrival of Late POV:

1. PCS orders authorizing POV shipment
2. DD Form 1351-2 (Travel Voucher)
3. Rental car receipt(s)
4. Proof of POV shipment (Signed DD Form 788 or Commercial Equivalent)
5. Signed POV Shipment Summary (provided by IAL)

indicating the POV did not meet the RDD, including when POV is expected to arrive and be available for pickup.

Claiming reimbursement after late POV arrival and pickup:

1. PCS orders authorizing POV shipment
2. DD Form 1351-2 (Travel Voucher)
3. Rental car receipt(s)
4. Proof of POV pickup (Signed DD Form 788 or Commercial Equivalent)
5. Signed POV Shipment Summary (provided by IAL) indicating the RDD, when POV arrived and the first day POV was available for pickup.

Note: Finance offices may also accept the above information from any Vehicle Processing Center (VPC), provided the notification is on IAL letterhead.

2. IAL REIMBURSEMENT: On the eighth day, military members should complete an IAL Inconvenience Claim Form, found on the IAL website at <https://www.pcsmypov.com/FAQ>, and select Claims, then Inconvenience Claims. Requests for Inconvenience Claim reimbursement, along with supporting documentation, can be submitted at the delivery VPC or sent to claims@ialpov.us. Military members may also call the IAL Claims Team at 1-855-389-9499, and select Option 3.

CIVILIAN EMPLOYEE ENTITLEMENT:

1. Civilian employees must file their inconvenience claim reimbursement directly with IAL, and are eligible beginning the first day after the RDD is missed.
2. Civilian employees should complete an IAL Inconvenience Claim Form, found on the IAL website at <https://www.pcsmypov.com/FAQ>, and select Claims, then Inconvenience Claims. Requests for inconvenience claim reimbursement, along with supporting documentation, should be sent to IAL at claims@ialpov.us. Civilian employees may also call the IAL Claims Team at 1-855-389-9499, and select Option 3.
4. Issue Resolution: Customers must attempt to resolve all Claims issues through IAL. Assistance with disputed Inconvenience Claims may be submitted, along with supporting documentation, to the SDDC POV Program Management Office, at usarmy.scott.sddc.mbx.ppty@mail.mil, using the Subject Line "POV Inconvenience Claims".
5. This is a coordinated SDDC, USTC, and IAL advisory and is approved for release by CAPT Aaron K. Stanley, Director, Personal Property, HQ SDDC.