

## SHIPPED VEHICLE CLAIMS

**WHEN YOU PICK UP YOUR VEHICLE AT THE PORT/VEHICLE PROCESSING CENTER (VPC), YOU SHOULD ALLOW PLENTY OF TIME TO THOROUGHLY INSPECT IT FOR DAMAGE AND YOU SHOULD CAREFULLY NOTE ALL DAMAGE ON THE VEHICLE INSPECTION AND SHIPPING FORM (VISF) OR THE (PRIVATE VEHICLE SHIPPING DOCUMENT) DD FORM 788**

1. Take your time to inspect your vehicle. Do not allow the inspector at the port/VPC to rush you. It is your responsibility to note specific new damage on the back of the VISF form or the back of the DD Form 788. These forms are critical documents for filing a POV claim. You must annotate all damage at the port/VPC that is readily observable. You should also start the vehicle to ensure that it operable. Start the vehicle and engage the gears to be sure that engine and power train are functioning. Turn on wipers, lights, sound systems, air conditioner and heater to be sure that those systems work. **All visible damage must be noted at the time of pick-up.**

**Note:** You may want to have a flashlight.

2. If you and the inspector do not agree on the damages that you have identified on your vehicle, ask to speak to the Vehicle Processing Center Agent. These disputes can involve the type of damage, the location, the severity, pre-existing damage, etc. The VPC agent is present to settle any disputes however, if the dispute is not settled the VPC agent will annotate on the form that they do not agree to specific damages noted or all of the damage noted. You (owner of POV) and the agent will sign and date the back of the form whether you agree or not. The left side documents the damage you noted and the right side is where the VPC agent annotates that they agree or disagree. You will file your claim directly with International Auto Logistics (IAL), or the liable Transportation Service Provider (TSP) if your POV was shipped under a Government Bill of Lading (GBL). If you cannot resolve your claim with the carrier, you should contact the Military Claims Office at (757) 366-6507 or (757) 366-6505. We will act as a liaison on your behalf in attempt to resolve your claim with the carrier prior to having you file your claim with our office.

3. If you discover any hidden damage after driving away from the port/Vehicle Processing Center (VPC) and it is possible for you to return to the VPC, go back and have it annotated. If not, report it to them within 24 hours of delivery and pickup to the Vehicle Processing Center and to the Military Claims Office as soon as possible for documentation. **Do not delay.** The liability of the TSP/Carrier for any hidden damage that is not reported promptly may be diminished. You will not be compensated for damages that are not reported in a timely manner.

4. **CAUTION:** If you accept an on-site settlement for certain item(s) (damage to the hood, antenna, radio, etc.), it will bar you from further recovery with the government for that same damaged item. Be aware of the local cost to repair items prior to accepting an on-site payment.

5. **PRIVATE INSURANCE.** You **DO NOT HAVE TO FILE** claim with your private insurance company **IF** your claim is for loss/ damage to your POV **while it was being shipped or stored at government expense.** However, you should consider the fact that your private insurance may pay you for items for which the government cannot pay. Furthermore, the government has limits on both the total amount that we can pay for your POV and on how much we can pay for certain types of property stored in your vehicle.

6. Again, if you are not satisfied with IAL's offer, you may contact the USCG Military Claims Office (MCO) for assistance. You may contact the MCO at (757) 366-6507 or (757) 366-6505. The Points of Contact are listed on the HHG Claims main page.

### **INCONVENIENCE CLAIMS FOR SHIPPED POVS**

**IN THE EVENT A MEMBER/EMPLOYEE DOES NOT RECEIVE THEIR POV ON THE REQUESTED DELIVERY DATE (RDD), THEY MAY BE ENTITLED TO BE COMPENSATED BY FILING AN INCONVENIENCE CLAIM DIRECTLY WITH INTERNATIONAL AUTO LOGISTICS (IAL).**

**IF A MEMBER/EMPLOYEE IS INCONVENIENCED DUE TO A MISSED RDD, TEMPORARY LODGING AND RENTAL CAR EXPENSES WILL BE CONSIDERED BY IAL FOR REIMBURSEMENT FOR AMOUNTS EXCEEDING THEIR ENTITLEMENT. SUBMITTED CLAIMS WILL BE REVIEWED, PROCESSED, AND RETURNED NO LATER THAN NINETY (90) DAYS FROM THE DATE OF RECEIPT.**

**THERE ARE DIFFERENT INCONVENIENCE CLAIM PROCESSES AND ENTITLEMENTS 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 by the owner.

**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](mailto: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](mailto:claims@ialpov.us). Civilian employees may also call the IAL Claims Team at 1-855-389-9499, and select Option 3.

3. 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](mailto:usarmy.scott.sddc.mbx.ppty@mail.mil), using the Subject Line "POV Inconvenience Claims".

[Inconvenience Claims Process IAL](#)

[IAL Inconvenience Claim Form](#)