SDDC-PP Advisory 14-0083

DATE: 25 June 2014

FROM: SDDC-PP SCOTT AFB, IL

TO: Military Service Headquarters Representatives and Worldwide Personal Property Shipping Offices (PPSO)

SUBJECT: GLOBAL POV CONTRACT III (GPC III) IMPLEMENTATION UPDATE, MISSED REQUIRED DELIVERY DATES (RDDs), AND INCONVENIENCE CLAIMS

1. This advisory provides information for all DoD Service members, civilian employees, Service Headquarters and Transportation Offices regarding GPC III, forecasted information regarding missed RDDs, and amplifying information on the processing and entitlement of inconvenience claims.

2. Effective 1 May 2014, International Auto Logistics (IAL) became the new Global POV provider. IAL is only the second POV contractor. The incumbent provided service for the past 15 years under GPC's I & II. Due to legal and administrative proceedings, contract implementation was delayed by five months to 1 May 2014, which is the beginning of peak season. IAL agreed to this date although it was earlier than their contractual requirement. As a result of an accelerated start date, there were a variety of challenges to overcome, including the securing or re-securing leased properties, installation of communication & data lines, information management system start up, and the hiring and training of personnel. Although IAL encountered many challenges, they have now received 13,500 vehicles and shipped over 8,000 vehicles across 35 Vehicle Processing Centers (VPCs) world-wide. They added improvements in tracking, direct phone lines, training, shipping, and EDI. The purpose of this advisory is to provide instructions for members' use in filing inconvenience claims due to missed RDDs.

3. Missed RDDs/Inconvenience Claims

A. A member may rent a car at Government expense for up to seven days if arrival of his/her POV, transported under the member's PCS orders, is delayed (IAW JFTR, par. U5461). Government reimbursement to members under this entitlement will not exceed seven days at $30 per day (maximum entitlement $210), and will expire on the date the vehicle becomes available for pick up at destination.

B. If a customer is inconvenienced due to a missed RDD, all temporary lodging expenses and car rentals beyond the initial seven day period will be considered by IAL for reimbursement for amounts that exceed the member's entitlement. IAL will review and consider each claim on a case-by-case basis, and based upon the circumstances, reimburse the member. Requests for inconvenience claims should be sent to IAL at claims@ialpov.us. Members may also call IAL's Claims Team at 1-855-389-9499,

option 2. The address is: Claims Control Department, International Auto Logistics, LLC, 1 Joe Frank Harris Blvd, Brunswick, GA 31523, Mike.Todd@ialpov.us, (912) 602-6386.

4. Members are reminded to access IAL's website for all POV shipment information at www.pscmypov.com or call 1-855-389-9499. The website provides instructions, tracking tools (now updated twice daily), shipping tips, and VPC specific contact information. The majority of our domestic VPC's and many of our Pacific VPC's have direct phone lines. The remaining domestic VPC's as well as our European sites are expected to have hard phone lines and dedicated numbers by the middle of July.

5. This message is approved for release by CAPT Aaron Stanley, Director Personal Property, HQ SDDC, usarmy.scott.sddc.mbx.ppty@mail.mil .