

SDDC-PP Advisory 16-0094

Date: 15 April 2016

From: AMSSD-PP Scott AFB, IL 62225

To: All Military Service Headquarters Representatives, Worldwide Personal Property Shipping Offices (PPSOs) and Personal Property Processing Offices (PPPOs) - Widest dissemination requested

SUBJECT: "Update" Peak Season Shipment and Storage of Privately-Owned Vehicles (POVs) Under the Global POV Contract III (GPC III)

1. This advisory provides all PPSOs/PPPOs with information necessary for planning the shipment and storage of a POV during 2016 Peak Season for counseling Service Members, and DoD civilian employees.
2. Peak Season is extremely busy, with higher than normal volumes of POV shipments occurring between the months of May and September.
3. Diligent planning, attention to detail, and flexibility are key elements to reducing the stress of a peak season move. Being an informed customer is always wise before utilizing any service provider. Based on previous peak season lessons learned, the following is recommended:
 - a. Upon receipt of orders, customers should immediately begin planning their move.
 - b. The PPSO/PPPO should counsel customers and provide guidance on POV shipments and authorized Vehicle Processing Centers (VPCs) locations for turn-in and pick-up in accordance with DTR Part IV, Attachment K3 and POV Storage (DTR Part IV, Attachment K4).
4. The following will aid customers in planning, shipping/tracking POVs and contacting the Global POV contractor, International Auto Logistics (IAL):

- a. Customers can obtain detailed contact information regarding the shipment and storage of their POV from the IAL website at: <https://www.pcsmypov.com>
- b. In accordance with Joint Travel Regulations, Chapter 5, Paragraph 5350, POVs can be turned in at the closest VPC to the member's duty station or to any VPC between the old and new duty stations. Locations/contact information for contractor operated VPCs is located at <https://www.pcsmypov.com/locations>.
- c. POV Turn-In Procedures: IAL does not require an appointment to accept the turn-in of a POV at the VPC. However to avoid lengthy peak season wait times, IAL recommends the use of appointments which can be scheduled by calling the VPC or through the IAL website at <https://www.pcsmypov.com/turnin>.
- d. Hawaii Customers: In an effort to improve overall customer service and curtail lengthy wait times, International Auto Logistics (IAL) has executed an "appointment only" plan to steer the Honolulu Customers to an appointment based process while minimizing the walk-ins at the VPC. IAL has set aside 80% of their capacity for scheduled appointments while reserving 20% of the workload for walk-ins to capture emergency or short notice contingencies. We ask your assistance with ensuring customers minimize "no shows" and arrive at or before prescribed appointment times.
- e. Vehicle Processing: Customer are required to provide a valid email address which must be accessible 24/7. IAL's webpage provides additional information to assist in the smooth processing of a customer's POV, to include all necessary documentation for POV turn-in and shipment. Printing, completing and bringing the "IAL Shipping Instruction Form" with you to the VPC will expedite the turn-in process.
- f. Vehicle Recalls: Vehicles with active safety/operational recalls may or may not be accepted for shipment or storage. Vehicle Owners can verify if their vehicles have a recall notice at the following link: <https://vinrcl.safercar.gov/vin/>. Service members can also contact their servicing VPC to determine if their particular vehicle will be accepted for shipment or storage. If there's a recall on a vehicle, owners must provide

documented proof of repair by a certified mechanic/dealership (authorized by the manufacturer).

g. Diversions: In an effort to avoid mis-shipment of vehicles or unnecessary cost, post shipment diversions must be minimized. Once vehicles have been turned into the VPC with a destination confirmed by PCS/travel orders and the customer, the POV shipment destinations will not be changed without a new or amended set of PCS/travel orders.

h. Hard Lift Shipments: SDDC PP has identified the need for a single point of contact for service members/customers for the duration of the hard lift shipment process. In order to facilitate that single POC, the following guidance applies: For vehicles departing from a location with a COR to a hard lift location, that origin COR will act as the single POC. For vehicles departing from hard lift locations, the destination COR will act as the single POC. In both cases, COR contact information will be provided at the time of turn-in and CORs will coordinate with BDEs, SDDC HQ and IAL to address issues/concerns and track vehicle status. As a reminder, all hard lift shipments have a standard required delivery date (RDD) of 90 days from the date of turn in regardless of the method of vessel scheduling. Delays attributed to the government preclude inconvenience claims against IAL. Inconvenience claims for government delays can only be made through travel vouchers up to \$30/day for the first 7 days, not to exceed \$210.

i. Tracking POVs: Customers may check the status of their POV by selecting "ITV Lookup" from the IAL Homepage at <https://www.pcsmypov.com>.

Customers must enter their Shipping Instruction Number. The Vehicle Tracking screen will provide transit information, including the RDD.

j. POV Pick-Up Procedures: To ensure the POV is available for pick-up, customers must have received a notification from the VPC and/or contacted the VPC and received confirmation that the vehicle is available for pickup. Procedures for picking up a POV are also found on IAL's website under the "Pick Up" tab.

k. POV Storage Procedures: All pertinent information for POV storage may be found at <https://www.pcsmypov.com/storage>.

Additionally, customers are asked to review the requirements of the DTR, Part IV, Attachment K4, Storing Your POV, Section H, "Member Responsibilities".

1. IAL's Customer Service toll free number is 855-389-9499. Customers can also contact the VPC locations directly by calling the phone numbers provided on IAL's website, www.pcsmypov.com.

5. During the processing of a POV (both at drop off and pick up), customers are highly encouraged to complete an IAL Customer Comment Card. Customer feedback is vital to the program, helps assess the quality of the services provided, and identifies opportunities for improvement.

6. Issue Resolution: Customers should address questions and concerns with the IAL VPC Manager or IAL Customer Service, toll free at (855) 389-9499.

7. This is a coordinated SDDC and IAL advisory and is approved for release by Lt Col Todd M. Jensen, Director Personal Property, HQ SDDC.