

ATTACHMENT K3 SHIPPING YOUR POV











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A. INTRODUCTION

This attachment provides you, the entitlement holder or customer, with information on shipping your privately owned vehicle (POV) under the Global POV Contract (GPC). The successful movement of your POV is not a matter of chance. It is a result of advance preparation and planning. It is your POV. Ask questions. Be involved. Read what you sign. Contact your local Transportation Office (TO) or Personal Property Shipping Office (PPSO) prior to making any plans to ship a POV. This attachment has been reviewed by the Per Diem, Travel and Transportation Allowance Committee in accordance with (IAW) Department of Defense Directive 5154.29, <u>DoD Pay and Allowances Policy and Procedures</u> as PDTATAC Case 090628.

B. MILITARY SERVICE INSTRUCTIONS

In addition to instructions contained in this attachment, the shippers and Service TOs are governed by instructions established by the sponsoring Service, the Joint Travel Regulations (JTR). This attachment does not apply to United States (U.S.) Coast Guard civilian employees as their allowances are governed by the Federal Travel Regulation and Department of Homeland Security regulations.

C. WHO CAN SHIP A POV – ENTITLEMENT

Uniformed Service members and Department of Defense (DoD) civilian employees are considered "entitlement holders" when a permanent change of station order is issued to that member or employee. An entitlement holder may be authorized to ship a POV if:

- 1. You are a Uniformed Service Member and:
 - a. Have been ordered to make a Permanent Change of Station (PCS) to, from, or between Outside Continental United States (OCONUS) Permanent Duty Stations (PDS),
 - b. A change in a ship's home port is authorized, or
 - c. Specific conditions are met dealing with the Continental United States (CONUS)-to-CONUS transportation of a POV.
- 2. You are a DoD civilian employee and:
 - a. Have been transferred in the government's interest;
 - b. Are a new appointee; or
 - c. Are a student trainee assigned to your first permanent duty station PDS.
- 3. When retiring/separating to or from OCONUS locations where POV transportation is authorized, the time limit for shipping a POV is the same as for travel and household goods transportation limits, 1 year from the date of retirement/separation with severance pay or 180 days from the date of separation. See JTR Chapter 5, Paragraph 0530, Shipment of a POV.

NOTE: Members electing to retire/separate in the overseas area are subject to the import/customs fees of the host Government. Some fees have been known to be extremely high. Contact your local PPSO/Personal Property Processing Office (PPPO) for additional information.

D. RESTRICTIONS

- 1. Only one POV owned or leased by you or your dependent and for your personal use may be shipped to your new duty station at government expense.
- 2. Transportation of one POV at government expense is not to exceed 20 measurement tons (MTON). To calculate the MTONs of your POV, multiply the length times the width times the

- height (all in inches), divide by 1728 (this gives you the cubic feet of your POV), and then divide by 40 to obtain your POV MTONs (L x W x H/1728 = Cubic Feet/40 = MTONs). Any excess for shipping a POV over 20 MTONs will be collected IAW Component publications.
- 3. If you desire to make your own arrangements to ship an additional POV commercially, consult your sponsor and TO/PPSO for any restrictions. You may have to pay an import duty on a second POV. Contact your local TO for specific details.
- 4. There may be restrictions/prohibitions to importing POVs into the country to which you are moving. These restrictions/prohibitions can range from vehicle type to color and/or condition. You must review the Personal Property Consignment Instruction Guide (PPCIG) at https://dps.move.mil/cust and determine whether any restriction/prohibitions exist. You may also check with your local PPSO/PPPO regarding these restrictions/prohibitions.
- 5. At a minimum, shipping a POV to, from, or between the United States, U.S. territories, and countries requires one proof of ownership document (e.g., vehicle title in the entitlement holder's name; lienholder letter containing the entitlement holder's name; or, in instances where the vehicle is titled or leased under the name of someone other than the member or a dependent named on the entitlement holder's orders, a letter of authorization from the title or lien holder(s) authorizing the member to ship a vehicle owned by a third party), AND a current vehicle registration. The countries listed below have additional documentation requirements that must be provided before shipping a POV.
- 6. Lienholder release letters for financed/leased POVs are not required for POVs being transported to/from/between the United States and its territories, EXCEPT for shipments to Puerto Rico and the U.S. Virgin Islands (USVI). See <u>Paragraph D.6.a</u> for additional information.
 - a. Shipments to Puerto Rico and the USVI from the U.S. or one of its other territories require a lienholder release letter to complete the local Hacienda process and register the vehicle upon arrival.
 - b. Members will not need a lienholder release letter for financed or leased POVs being shipped to/from/between the following locations: the "lower 48" CONUS states, Alaska, Hawaii, and U.S. territories: Guam/Northern Mariana Islands; American Samoa; Midway, Palmyra, and Johnston Atolls; Baker Howland, Jarvis, Wake, and Navassa Islands; and Kingman Reef.

NOTE: This list does not replace the information contained in the PPCIG. Your local personal property office can provide assistance as needed.

COUNTRY	UNIQUE DOCUMENT REQUIREMENTS				
Australia	SOFA (status of forces agreement) personnel require vehicle import approval and an asbestos declaration (a formal letter from the manufacturer stating the vehicle was made with asbestos-free parts.)				
Burkina Faso	Pre-owned/used vehicles require a certificate of origin.				
Chad	Vehicle registration, title or certificate of lien release, chassis number, and cost of vehicle must be listed on the invoice. Forward a copy of the invoice to Central African Logistics Office (CALO) and United States Defense Attaché Office (USDAO) Cameroon 4 weeks prior to vehicle's estimated arrival date.				
Dominican Republic	Before shipping, members must provide a written statement that they will cover vehicle taxes, duties, and registration fees.				
East Timor	Members must complete an import permit and send it to the Timor-Leste Department of Land Transportation. See the PPCIG for more details.				

COUNTRY	UNIQUE DOCUMENT REQUIREMENTS					
India	A Euro-3 or Euro-4 emission certification is required from the vehicle's manufacturer for vehicles made after 01 April 2005.					
Nepal	Member must provide a conformity of production (COP) certificate indicating the vehicle meets or exceeds Euro-3 emission standards.					
Oman	"No objection certificate" required. See the PPCIG for more details.					
Samoa	Vehicle export requires a permit from the Central Bank of Samoa in Apia, Samoa. See the PPCIG for more details.					
South Africa	Members must apply for a "Letter of Authority" from the South African Bureau of Standards when importing a vehicle. Forward the original bill of lading with vehicle information to the General Services Office.					
Venezuela	Obtain and provide written approval from the General Services Office to import or export a vehicle. See the PPCIG for more details.					

E. COMBINING POV WEIGHT LIMITATIONS FOR SERVICE MEMBER MARRIED TO SERVICE MEMBER

- 1. The 20-MTON limitation in the JTR may be combined to transport one larger POV at government expense in lieu of transporting two POVs for an eligible member-married-to-member couple during the transfer of both members, each under a PCS authorization/order.
- 2. The cost for transporting the vehicle may not exceed the total cost the government would have incurred if each member had transported a vehicle of 20 MTONs through the designated POV loading port/Vehicle Processing Center (VPC).

F. TRANSPORTATION METHODS

- 1. Government/Commercial Transportation:
 - a. Transportation of a POV may be by government/commercial means as authorized by law. A member traveling with the vehicle via ferry is covered in the JTR.
 - b. The government determines the transportation mode.
 - **NOTE**: Transportation of a POV by air is not authorized at government expense.
- 2. Personally Procured Transportation (Civilian Employees Only):
 - a. If POV transportation is authorized at government expense and the employee personally arranges transportation, reimbursement is limited to the employees' actual expenses, not to exceed the POV transportation cost from port/VPC serving the authorized origin point to port/VPC serving the authorized destination (see JTR Paragraph 054703, Shipment Methods) in the CONUS. Travelers who personally arrange for POV transportation (i.e., contract directly for the POV to be moved) are entirely responsible for all issues related to (e.g., the Status of Forces Agreement, Import/export processes, tariffs, customs, and use of U.S. carriers under the Voluntary Inter-modal Sealift Agreement Program), when required.

G. INSURANCE AND LICENSING

1. <u>United States</u>. Insurance and licensing, if required, will be the responsibility of the customer. In some states, armed forces or Host Nation (HN) vehicle registrations, license plates, and licenses either are not valid or are valid for only a very short time. Arrange to obtain these items prior to taking delivery of your POV. Most state motor vehicle divisions will accept registrations of

POVs by mail. If you are returning from overseas, make arrangements prior to leaving your old duty station for the CONUS. You should insure your POV before taking delivery. Coverage must meet the minimum requirements prescribed by the state where your next duty station is located. Prior arrangements may save you money, as you will be able to compare prices offered by various insurance companies.

- 2. CONUS Vehicle Registration Requirements. The Department of Motor Vehicles (DMV) for most states will only issue a certificate of title or a registration for an imported vehicle when the applicant submits proof that the vehicle properly entered the United States through U.S. Customs and Border Protection (CBP). The Global POV contractor normally uses CBP Form 7501, Entry Summary, to import DoD POVs into the CONUS. Additional forms that may be required are available at the VPC at the time you pick up your POV. To save time when registering your vehicle with the state, please ensure you have the applicable forms before you leave the VPC.
- 3. Overseas. Insurance, taxes, and licensing vary from country to country. The best sources of information are your local TO and your overseas sponsor. Remember, you are responsible for obtaining insurance and licenses and paying any taxes. Be sure to check on these items well in advance of making your shipment. Insurance is often much more expensive overseas; research this matter carefully prior to making your shipment.

H. WHEN TO SHIP YOUR POV

- 1. For Air Force personnel:
 - a. POVs will be accepted for shipment if delivered to the port within 90 days after the customer or dependent has departed for an overseas tour of more than 1 year or within 30 days after the departure of the customer on an overseas tour of duty of 1 year or less.
 - b. For OCONUS tours of more than 1 year, when delivery to the port is delayed beyond 90 days and/or less than a year remains on the current tour, the POV may be shipped only with the approval of the OCONUS Commander (CDR).
- 2. For Army, Marine Corps, Navy, and Coast Guard personnel:
 - a. POVs will be accepted when at least 12 months remain to be served at their current OCONUS duty station at the time the vehicle is delivered to the loading port. An exception must be approved through the Secretarial Process.

I. TYPES OF POVS YOU MAY SHIP

The definition of a POV is:

- 1. Any motor vehicle owned by, or on a long-term lease (12 or more months) to, a customer or a dependent of the customer for the primary purpose of providing personal transportation that:
 - a. Is self-propelled;
 - b. Is licensed to travel on the public highways;
 - c. Is designed to carry passengers or household goods; and
 - d. Has four or more wheels or, at the entitlement holder's option, is a motorcycle or moped (applicable if the customer does not ship a vehicle with four or more wheels on the same authorization/order).

NOTE 1: For leased vehicle or financed vehicles, the customers must provide written approval from the leasing or financing company to have the vehicle transported to the new PDS, designated place, or other authorized destination. See Paragraph D.6 for exceptions. Entitlement

holders are responsible for meeting all requirements recorded in the lease or finance company's agreement. (See Paragraph J.)

NOTE 2: A trailer, camper, recreational vehicle, mobile home or dwelling, airplane, or any vehicle intended for commercial use is not a POV. The full definition of a POV is contained in JTR Appendix A, Definitions and Acronyms, "Privately Owned Vehicle (POV)".

J. LIENHOLDER (LEASED OR FINANCED) POVS

If your POV is leased, financed, or has a recorded lien and you plan to export the vehicle from the United States to a foreign country or to the U.S. Territories of Puerto Rico or the U.S. Virgin Islands, you must provide written approval from the lienholder -- a lender or institution that legally has an interest in your property until you pay it off in full. The written approval must be on the lienholder's letterhead and contain a complete description of the vehicle, including the Vehicle Identification Number (VIN), the owner or lienholder name, and the lienholder's telephone number. The writing must bear the lienholder official's original signature, the date it was signed, and the lienholder's acknowledgement that shipping the POV back to the United States before your next PCS order is a private matter between you and the lienholder.

NOTE: "United States" in this section means the continental United States, Alaska, Hawaii, and its territories of Guam/Northern Mariana Islands; American Samoa; Midway, Palmyra, and Johnston Atolls; Baker Howland, Jarvis, Wake, and Navassa Islands; and Kingman Reef.

K. NON-CONFORMING POVS

- POVs imported to the United States are subject to safety standards under the Motor Vehicle Safety Act of 1966, revised under the <u>Imported Vehicle Safety Compliance Act of 1988</u>, recodified at 49 United States Code (U.S.C.) 301; bumper standards under the <u>Motor Vehicle Information and Cost Act of 1972</u> (which became effective in 1978), re-codified at 49 U.S.C. 325; and air pollution control standards promulgated by the Environmental Protection Agency (EPA) under the <u>Clean Air Act of 1968</u>, as amended in 1977 and 1990.
- 2. These laws and regulations apply to importing POVs to any state of the United States, the District of Columbia, Puerto Rico, the Northern Mariana Islands, Guam, American Samoa, and the Virgin Islands. Modifications required for nonconforming POVs to comply with U.S. safety and environmental standards are performed by registered importers and independent commercial importers. As a general rule, all POVs less than 25 years old must comply with all applicable federal motor vehicle safety standards, and all POVs less than 21 years old must comply with federal emissions standards. Fulfillment of federal requirements does not relieve the member from fulfilling requirements of a state or district of the United States. For information regarding registration or operation of an imported vehicle in a specific state, contact the DMV or other appropriate agency. Vehicles manufactured to meet the federal motor vehicle safety standards have a certification label affixed by the original manufacturer in the area of the driver-side door. Vehicles manufactured to meet the federal motor vehicle emissions standards have an emissions label affixed in the engine compartment stating that the vehicle meets U.S. EPA emissions standards. Vehicles lacking these certification labels are nonconforming and must be brought into compliance.
- 3. Prior to turn-in of a non-conforming POV for shipment to the United States, the customer must have in their possession a signed contract with an Independent Commercial Importer (ICI) and/or a Registered Importer (RI) to accomplish required vehicle modifications upon arrival. The POV will not be released for pickup until the ICI/RI has issued the appropriate entry authorization for the United States. The customer is responsible for any additional costs (including required bonded transport) associated with the import of a non-conforming POV.

4. Additional information on importing/converting vehicles to U.S. specifications may be obtained from www.nhtsa.dot.gov/cars/rules/import/. If your e-mail does not recognize the URL as a link, copy the entire URL and paste it into your Web browser.

L. PROPANE TANKS

Vehicles with propane tanks are only accepted when the propane tank is an integral part of the vehicle used to power the engine. If the propane tank is for other purposes and requires considerable cost for removal, the tank must be purged and certified before the POV is turned in at the VPC. A label should be affixed or tagged to the tank. The person turning in the vehicle must produce written authority that the tank is empty or has been purged. The certification must come from an individual or firm authorized to purge propane tanks. New tanks are considered to have met these requirements. Loose tanks that are readily accessible for removal, such as those used for gas stoves or barbeques, are not accepted.

M. WHAT YOU MAY SHIP IN YOUR POV

- 1. Vehicle tools, not to exceed \$200 in value.
- 2. Items such as jacks tire irons, tire chains, fire extinguishers, nonflammable tire inflators, first aid kits, jumper cables, and warning triangle/trouble lights.
- 3. One spare tire and two snow tires with wheels (either mounted or un-mounted).
- 4. Portable cribs, children's car seats, and strollers.
- 5. Luggage racks and supports.
- 6. Small items such as thermos bottles, bottle warmers, and car cushions will be packed for transportation by the VPC. Speakers and audio/video equipment in POV or trunk must be bolted down or permanently fixed as part of the POV.
- 7. Catalytic converters, catalyst components (pellets), oxygen sensors, or pipe segments used to replace converters in overseas areas.

N. WHAT YOU MAY NOT SHIP IN YOUR POV

- 1. TVs and DVD/VCRs, except factory or permanently installed.
- 2. Household items and camping equipment.
- 3. Radios and CD/tape decks not installed as permanent equipment.
- 4. Accessories not permanently installed.
- 5. Flammables or hazardous substances (e.g., waxes, oils, paints, solvents, polishes).
- 6. Any pressurized cans.
- 7. Citizen Band (CB) radios unless specifically authorized/listed in the PPCIG. Failure to comply with any restrictions may result in your POV being held at the port of discharge until such equipment has been removed and shipped out of the country. All costs associated with removing your CB radio from your POV and shipping will be at your expense.
- 8. Consumables and spare vehicle parts will not be accepted for transportation.

O. CUSTOMER RESPONSIBILITIES

Following these rules will make shipping your POV overseas much easier. Failure to follow these rules may result in your POV not meeting the standards for shipment. If you choose to ship out of an

alternate port, you may incur an alternate port charge. Contact your local PPSO/PPPO for further assistance.

NOTE 1: You must review the PPCIG at https://dps.move.mil/cust and determine whether restrictions/prohibitions exist for importing your POV/motorcycle into the country you're moving to.

NOTE 2: Protecting Your Personally Identifiable Information (PII) on International Shipments. Public Law allows for certain data elements on ocean vessel manifests that may contain PII to be shared with parties outside the DoD. To protect your PII, visit https://www.cbp.gov/trade/automated/electronic-vessel-manifest-confidentiality, select "Electronic Vessel Manifest Confidentiality Online Application". Complete and submit the form online. Approvals can take up to 90 days to process, but once approved, it is good for 2 years.

1. POV Turn-In at Origin:

- a. Ensure the vehicle does not have an unresolved "Recall Notice". You can check the recall status of your POV by referencing the following website: https://vinrcl.safercar.gov/vin/. The VPC can refuse to accept a vehicle for shipment if the vehicle presents a safety hazard to a VPC employee or its facilities and or equipment. Documentation from a certified mechanic/dealership authorized to perform "Recall Notice" repairs may be required. If a recall cannot be corrected due to lack of parts from the original manufacturer or due to a lack of mechanical ability in the geographical area, the customer should contact their servicing VPC for assistance.
- b. You must have a complete set of orders, all modifications and amendments, and (if applicable) a power of attorney (POA)/letter of authorization.
 - (1) A POA or letter of authorization is required if the entitlement holder is turning in a vehicle that is titled in someone else's name, including a spouse or other dependent's name.
- c. A copy of your marriage certificate is required if your spouse is turning in a POV on your behalf and any of the following situations apply:
 - (1) The entitlement holder's name is not listed on the vehicle's title or lienholder release letter;
 - (2) The spouse's surname (i.e., last name or family name) is not the same as the entitlement holder's surname:
 - (3) The spouse's name is not listed in the change of station orders; and/or
 - (4) The spouse is the legal owner of the vehicle.
- d. Ensure you have sufficient funds available in the event of unexpected delays/expenses to, from, or at the VPC.
- e. Provide written approval from leasing or lienholder Company authorizing shipment, if required (see Paragraph J).
- f. Have in your possession Government/State issued photo identification.
- g. Ensure your POV contains no more than one-fourth tank of fuel (gasoline or diesel).
- h. Have in your possession proof of ownership (e.g., vehicle title in the entitlement holder's name; lienholder letter; or, in instances where the vehicle is titled in the name of someone other than the member or a dependent named on the member's orders, a letter of authorization from the title holder(s) authorizing the member to ship a vehicle owned by a third party using their entitlement) AND a current vehicle registration.

NOTE: For import into the United States, the vehicle must have a Department of Transportation (DOT) sticker and the Environmental (EPA) sticker attached in the original position. For POVs that do not have the required DOT/EPA identifications, refer to Paragraph K, Non-Conforming POV, of this attachment. For additional information, please contact your local VPC for assistance.

- i. Contact the VPC prior to shipment if the PCS is to a remote area that may have limited shipping capability.
- j. Have in your possession a complete set of keys, to include gas cap and wheel lock keys upon delivery to the VPC. Retain a complete set of duplicate keys and have them with you when you pick up your POV. Valet keys will not be accepted.
- k. Turn off or otherwise disconnect installed auto alarm or anti-theft device prior to turn-in.
- 1. A POA or letter of authorization designating someone to act on your behalf. These options do not apply to a spouse who is identified on your official travel orders and shipping a POV to the authorized duty location stated on the orders. Here is an acceptable example: "I hereby appoint (name of agent) as my agent for the delivery of my privately owned vehicle (make, mode, VIN) to the appointed Vehicle Processing Center, and I appoint him/her my attorney-in-fact to sign all documents required for the delivery of my vehicle for overseas shipment."
- m. Ensure your designated agent has proper Government/State-issued identification and all other documentation required to ship your POV.
- n. Make sure your POV is in a safe and operable condition when you turn it in at the VPC. Inoperable POVs will not be accepted. POVs with major cracks in the windshield will not be accepted. POVs with leaks will not be accepted for shipment IAW Code of Federal Regulations Title 49. POV brakes must function properly to include the parking brake.
- o. Make sure your POV is clean. Dry-vacuum only. To avoid mold growth during shipment and ensure compliance with local agricultural import restrictions, the VPC will not accept a POV with dirt, soil, mud, water or similar matter on its exterior or interior surfaces, to include the undercarriage. Empty all debris and personal items from the vehicle's interior pockets and compartments before turn-in.
- p. Provide a destination address, phone number, and/or email address where you may be notified that vehicle is ready for pickup. Make sure your POV meets any HN emission control and safety standards. Discuss HN requirements with your sponsor and local TO before departing. You may be required to make some modifications prior to shipping your vehicle.
- q. Since your POV may be exposed to freezing temperatures during shipment or during storage at the destination terminal, safeguard the cooling system with a permanent-type antifreeze solution. An anti-freeze testing to minus -20 degrees Fahrenheit or lower should be used. (For Arctic areas, contact your sponsor or TO to determine whether additional protection is necessary.)
- r. An inspector will conduct a joint inspection of the POV with you. When the inspection is completed, you and the inspector will sign the DD Form 788, <u>Private Vehicle Shipping</u> Document for Automobile, Figure K3-1, or commercial equivalent.
- s. You will be provided a legible copy of the DD Form 788 or commercial equivalent as a receipt for your POV. Make sure you read the liability statements on the reverse of the DD Form 788, or commercial equivalent POV inspection and shipping form. Keep for your records and in case you need to file a claim.

t. For shipments to Turkey, the customer will be required to provide a vehicle engine number.

2. POV Pickup at Destination:

- a. The customer will receive notification(s) that their vehicle is available for pickup. It is the entitlement holder's responsibility to arrange for pickup procedures of their POV. Customers must pick up their POV at the destination or arrange pickup by an assigned representative within a reasonable time. The Military Services IAW with DTR have determined that 45 calendar days is a reasonable time to arrange for POV pickup. It is the entitlement holder's responsibility to arrange for POV pickup and coordinate actions with the contractor, government contracting officer representative, or TO within this 45 day period. If the entitlement holder does not meet this requirement, their POV may be subject to conversion to the owner's expense, the POV may be disposed of, and/or the entitlement holder may be held liable for additional processing charges.
- b. When you or your designated agent picks up your POV at the destination VPC, you must have:
 - (5) Proper Government/State-issued identification (i.e., military ID, driver's license).
 - (6) Your copy of the DD Form 788 or VPC provided commercial equivalent of the DD Form 788.
 - (7) A complete set of keys.
 - (8) A certified POA or letter of authorization designating someone to act on your behalf must be provided to the VPC at the time of pickup. These options do not apply to a spouse who is identified on your official travel orders.
 - (9) For, OCONUS to CONUS, a valid U.S. street address is required to clear U.S. Customs. Each customer is required to present this address at destination prior to receipt of POV by the VPC.

3. Loss and Damage.

When picking up your POV:

- a. Carefully inspect the exterior and interior to determine whether there is any new damage.
- b. Ensure items left in the POV at the origin VPC or port terminal are still there.
- c. Carefully and completely list any loss and or damage to your POV on your vehicle shipping document, DD Form 788, or commercial equivalent. Failure to do this may result in no payment for this damage.

P. CONTRACTOR LIABILITY

- 1. For vehicles shipped to the United States, fair market value for the vehicle and its accessories will be determined by reference to the retail value in the National Automobile Dealers Association (NADA) Official Used Car Guide for the region in which the customer will file his or her claim.
- 2. For vehicles shipped to destinations outside the United States, the fair market value will be the retail value according to the same publication at the U.S. port from which the vehicle was shipped. If the POV is not in the NADA Official Used Car Guide, the fair market value will be the clean retail value for the most comparable POV appearing in the guide.
- 3. Claims should be filed with one of the following within 2 years of delivery:
 - a. POV contractor

- b. Military Claims Office.
- 4. On-site settlements are handled as follows:
 - a. At the time of delivery, the POV contractor has the capability to immediately settle a claim through direct deposit.
 - b. The customer retains the right to file a subsequent claim for loss and/or damage to the vehicle discovered after departing the VPC.
 - c. The contractor can have the customer sign a partial release of liability for loss and/or damages that are settled directly with the customer. All readily visible loss and/or damage will be noted on the DD Form 788, or commercial equivalent, prior to the customer leaving the VPC. However, the mere fact that loss and/or damage are not noted on the DD Form 788 at the time of delivery back to the customer will not be a valid basis for denial of a claim. The customer may file claims for loss and/or damage discovered that is not on the DD Form 788, provided the customer can prove that the loss and/or damage occurred due to the negligence of or while in the care, custody, or control of the contractor or any of its subcontractors.
- 5. In some cases, an inconvenience claim may be made. An inconvenience claim is a claim for compensation that is above and beyond the customer's legal entitlement. Government reimbursement for members and their dependents for rental car expenses when a POV is delivered after the required delivery date is an authorized entitlement. Government reimbursement to members under this entitlement will not exceed 7 days at \$30 a day (maximum entitlement \$210) and will expire on the date the vehicle becomes available for pickup at the destination. The POV contractor will only consider reimbursement for amounts that exceed the claimant's entitlement. This entitlement (7 days/\$30 a day) does not apply to civilian employees. Civilian employees may file for inconvenience claim when their POV is delivered after the required delivery date. Examples of inconvenience claims include, but are not limited to, requests for reimbursement of rental car expenses and requests for reimbursement of temporary lodging expenses. In the event of an inconvenience caused through the fault or negligence of the contractor (e.g., the POV does not arrive as scheduled), the contractor will review and consider each claim on a case-by-case basis and, based on the circumstances, pay, decline, or make a firm settlement offer in writing to the claimant within 45 calendar days.

O. CONTRACTOR RESPONSIBILITIES

- 1. Vehicle Turn-In Process. The contractor must:
 - a. Process the POV within 1 hour of sign-in.
 - b. Counsel the customer/agent on the vehicle movement process and complete all the documentation required for movement.
 - c. Joint Vehicle Inspection:
 - (1) Participate in the joint inspection of the vehicle with the customer to record the physical condition of the vehicle. The customer may take exception to the inspector's recording of the physical condition of the vehicle and annotate discrepancies on the reverse side of the vehicle inspection form. Only the person turning in the POV is allowed in the inspection area.
 - (2) Inform the customer of the opportunity to provide comments regarding service received on the DD Form 788 or the United States Transportation Command (USTRANSCOM)-approved commercial equivalent vehicle inspection form.

- (3) Pack and inventory personal contents that will remain in the POV in the 24"x16"x16" accessory box provided by the contractor. Provide a copy of the inventory to the customer, tape the box closed, and have the customer sign the tape to ensure security of the contents.
- (4) Provide the customer with a legible copy of the DD Form 788, or USTRANSCOM-approved commercial equivalent, upon acceptance of the vehicle.
- (5) Transport the vehicle to the destination even if it becomes disabled while in transit.

NOTE: It is important that the customer retain this document and have it in his/her possession at the time of pickup to compare the condition of the vehicle with that recorded at turn-in.

- d. Attach an identification label on the vehicle to identify delivery location/VPC.
- e. Ensure no unsafe, inoperable, or vehicles with leaks are accepted for shipment.
- f. Vehicle Acceptance. After acceptance of the vehicle for the shipment:
 - (1) Use battery booster cables to start the vehicle if necessary.
 - (2) Repair or replace flat tires before delivery of vehicle. If necessary, replace the damaged tire(s) with a comparable make and value.
- g. Advise the customer on the loss and damage claims procedures.
- 2. Vehicle Pickup Process. The contractor must:
 - a. Perform the following notification procedures:
 - (1) Provide verifiable notification to the entitlement holder at either the RDD or the date a POV is available for pickup, whichever is later.
 - (2) Provide a second verifiable notification to the entitlement holder that the POV is available for pickup 21 calendar days after POV is available for pickup or after RDD at the destination, whichever is later.
 - (3) Provide a third and final verifiable notification to the entitlement holder that the POV is available for pickup and abandonment procedures will be initiated 45 calendar days after the POV is available for pickup or after RDD at the destination, whichever is later.
 - b. Notify the customer by telephone, email, and/or preferred communication means provided by the entitlement holder if the POV is inoperable or damaged.
 - c. Process the POV within 1 hour of sign-in.
 - d. Perform a joint inspection with the customer documenting the physical condition of the POV on the DD Form or commercial equivalent.
 - e. Advise the customer on the loss and damage claims procedures.
- 3. Oversized Vehicles. The contractor must:
 - a. Advise the customer/agent that the government's maximum obligation (entitlement) cannot exceed the cost to ship a vehicle equal in size to 20 MTONs, unless approved through the Secretarial Process for medical reasons. To calculate the POV's MTONs, multiply the L x W x H of the POV in inches, divide by 1728, and then divide by 40.
 - b. Recommend ways for the customer to downsize the vehicle (e.g., remove ladder, external spare tire, and luggage racks and fold or remove side-view mirrors).

c. Calculate the charges for any excess costs for the shipment of an oversized vehicle. Collection of this excess cost will be IAW DoD Component Publications.

R. CUSTOMER FEEDBACK

- 1. USTRANSCOM depends on the customer to provide information on the contractor's performance. The VPC will encourage all customers to complete "Customer Feedback." This is the only means of ensuring a quality move and taking action to correct deficiencies if they occur. This is also the opportunity for the customer to provide input to improve the POV movement process.
- 2. Only the government representative has access to the "Customer Feedback" box. Although it is preferred the card be turned in at the VPC, the customer has the option to complete the card and mail it to:

USTRANSCOM ATTN: DPMO (TCJ9-0P) 508 Scott Drive, Building 1900W Scott, AFB, IL 62225-5357

S. POV PROCESSING CENTER INFORMATION

The remainder of this attachment provides information unique to each VPC. Consult your local TO to determine the proper VPC from which to ship your POV.

NOTE: Hours of operation for each VPC are listed in the applicable section and are strictly adhered to. VPCs are not open on weekends or holidays. Please plan your trip accordingly.

While every effort is made to provide up-to-date information on the POV program, it is important that you consult with your local TO for any recent changes. We welcome written recommendations to correct or improve this attachment. Address your comments to:

USTRANSCOM ATTN: DPMO (TCJ9-OP) 508 Scott Drive, Building 1900W Scott, AFB, IL 62225-5357

T. WHERE IS MY POV

Customers can obtain information online regarding the status of their POVs by visiting the website http://www.pcsmypov.com/. In addition to the individual locations listed below, a customer desiring to ship a POV or make an appointment at a VPC should call:

For U.S. domestic appointments: 1-855-389-9499 For appointments in Germany: +800-02277447 For any other locations: 00800-227-7447

This information includes:

- 1. Turning In/Picking Up a POV
- 2. Shipping/Storing services
- 3. VPC Locations (CONUS/OCONUS)
- 4. Required Documentation
- 5. Frequently Asked Questions.

U. ABANDONED POVS

If all required notification procedures have been met and the entitlement holder has not responded or has signed authorizing disposal, USTRANSCOM will notify Services and proceed with POV abandonment/disposal.

V. GENERAL VPC INFORMATION

POVs must be turned in and picked up at a VPC. Customers can obtain information online by visiting http://www.pcsmypov.com/.

1. CONUS VPC Information.

POV processing hours of operation are **Monday through Friday**, 0800 to 1600. VPCs are closed on weekends and Federal holidays. It is highly recommended you arrive at the VPC by 1500 hours to ensure processing is completed on time. During inclement weather, a VPC may open later or close earlier than the scheduled time. Please call the servicing VPC to confirm the hours of operation.

Atlanta 2579 Campbell Boulevard Ellenwood, Georgia 30294 Phone: 404-425-9177 Toll Free: 855-389-9499 E-mail: Atlanta.VPC@ialpov.us	Baltimore 2940 Waterview Ave Baltimore, MD 21230 Phone: 667-401-0770 Toll Free: 855-389-9499 E-mail: Baltimore.VPC@ialpov.us
Charleston 3601 Meeting Street Rd North Charleston, SC 29405 Phone: 843-647-6635 Toll Free: 855-389-9499 E-mail: Charleston.VPC@ialpov.us	Dallas 1717 W. Airfield Drive Grapevine, TX 75261 Phone: 469-203-8629 Toll Free: 855-389-9499 Fax: 972-639-3976 E-mail: Dallas.VPC@ialpov.us
Denver, CO 14777 E. 35th Place Aurora, CO 80011 Phone: (303) 835-7461 Toll Free: 855-389-9499 Email: Denver.VPC@ialpov.us	Jacksonville (Blount Island) NOTE: Use of Blount Island is for personnel assigned to/from Guantanamo Bay, Cuba ONLY. The website http://www.pcsmypov.com/ cannot be used to track shipments to/from this location. Appointment Required TransAtlantic Line 8998 Blount Island Jacksonville, FL 32226 Phone: 904-751-1845 E-mail: athornton@portus-us.com
Los Angeles 5440 W Century Blvd. Los Angeles, CA 90045 Phone: 424-488-7696 Toll Free: 855-389-9499 Fax: 310-697-4565 E-mail: Los Angeles. VPC@ialpov.us	Norfolk 1215 Executive Blvd Chesapeake, VA 23320 Phone: 757-320-4254 Toll Free: 855-389-9499 E-mail: Norfolk.VPC@ialpov.us

NY/NJ Metro 47 Kilmer Drive Edison NJ 08817 Phone: (732) 289-3095 Toll Free: 855-389-9499 Email: Newjersey.VPC@ialpov.us	Orlando, FL 11262 Boggy Creek Rd Orlando FL 32824 Phone: (407) 374-0587 Toll Free: 855-389-9499 Email: Orlando.VPC@ialpov.us
San Diego 1655 N. Magnolia Ave El Cajon, CA 92020 Phone: 559-483-9955 Toll Free: 855-389-9499 Fax: 619-956-0975 E-mail: SanDiego.VPC@ialpov.us	Seattle 7855 S. 212 th St, Kent, WA 98032 Phone: 253-948-3488 Toll Free: 855-389-9499 E-mail: Seattle.VPC@jalpov.us
St. Louis 4236 Crescent Industrial Dr. Pontoon Beach, IL 62040 Phone: 314-326-4153 Toll Free: 855-389-9499 E-mail: StLouis.VPC@ialpov.us	

2. OCONUS VPC Information.

POV processing hours vary (see table). OCONUS VPCs are closed on Saturday, Sunday, U.S. Federal holidays, and Host Nation holidays. It is highly recommended you call in advance to confirm operating hours and arrive at the VPC by 1500 hours to ensure processing is completed on time.

Alaska – Anchorage *POV Processing Hours 0800–1600. Anchorage Vehicle Processing Center 300 LaTouche St, Anchorage, AK 99501 Phone: 907-891-8496 Toll Free: 855-389-9499 Fax: 907-227-1201 E-mail: Anchorage.VPC@ialpov.us	Alaska – Fairbanks *POV Processing Hours 0800–1600. Fairbanks Vehicle Processing Center 5250 Airport Industrial Rd Fairbanks, AK 99709 Phone: 907-891-8499 Toll Free: 855-389-9499 Fax: 907-459-5591 E-mail: Fairbanks.VPC@ialpov.us
Bahrain *POV Processing Hours 0800–1600. Open Sunday through Thursday Closed Friday and Saturday Bahrain Vehicle Processing Center Office 11, Bldg 1988, Road 1527, Block 115 Bahrain Investment Wharf, Hidd Tel:+973-69992417; Fax: +973-69991406 E-mail: Bahrain.vpc@ialpov.us	Belgium – Chievres *POV Processing Hours 0800–1600. Chievres Vehicle Processing Center 80th Asg Chievres Air Base, Building 46 Chievres, Walloon Region, Belgium, 7950 Phone: 0032 68 331 980 E-mail: Chievres.vpc@ialpov.us

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Brunssum - Netherlands	Germany – Ansbach
*POV Processing Hours 0800–1600	*POV Processing Hours 0800–1600.
Brunssum Vehicle Processing Center	Ansbach Vehicle Processing Center
USAG Benelux – Brunssum Kranenpool 3, Building 7, 6443 VA Brunssum, Netherlands Phone: +31-45-2100 400 Fax: +31-45-2100 402 E-mail: Brunssum.VPC@ialpov.us	Meinhardswindener Strasse 25 Barton Barracks; Building 5259 Ansbach, Bavaria, Germany, 91522 Local: +49 981 97781159 Email: Ansbach.VPC@ialpov.us
Germany - Baumholder	Germany - Boeblingen
*POV Processing Hours 0800–1600.	*POV Processing Hours 0800–1600.
Baumholder Vehicle Processing Center	Boeblingen Vehicle Processing Center
Clinic Barracks, Gate 15 on L 169 Street, Building 8751 Baumholder, Germany, 55774 Phone: 0049 6783-9008476 E-mail: Baumholder.VPC@ialpov.us	Panzerkaserne Building 2931 Boeblingen, BW, Germany, 71032 Phone: 0049 7031 7334749 E-mail: Boeblingen.VPC@ialpov.us
<u>Germany – Grafenwoehr</u>	Germany – Kaiserslautern
*POV Processing Hours 0800–1600.	*POV Processing Hours 0800–1600.
Grafenwoehr Vehicle Processing Center	Kaiserslautern Vehicle Processing Center
U.S. Grafenwoehr Base 322 Shiloh Avenue Grafenwöhr, BY, Germany, 92655 Phone: 0049 9641 9260061 E-mail: Ansbach.VPC@ialpov.us	Kapaun Air Station Building 2806 Kaiserslautern, RP, Germany, 67661 Phone: 0049 631-35790088 E-mail: Kaiserslautern.vpc@ialpov.us
Germany - Spangdahlem	Germany – Wiesbaden
*POV Processing Hours 0800–1600.	*POV Processing Hours 0800–1600.
Spangdahlem Vehicle Processing Center	Wiesbaden Vehicle Processing Center
Spangdahlem Air Base	Mainz-Kastel Station, Building 4013,
Building 222 Spangdahlem, RP, Germany, 54529 Phone: 0049 6565 9558009	Mainz Kastel, HE, Germany, 55252 Phone: 0049 6134 6019144
E-mail: Spangdahlem.vpc@ialpov.us	Fax: 0049-6134-5679774 E-mail: <u>Wiesbaden.vpc@ialpov.us</u>
Guam	<u>Hawaii</u>
*POV Processing Hours 0800–1600.	*POV Processing Hours 0700–1500.
Guam Vehicle Processing Center	Honolulu Vehicle Processing Center
Naval Activities Branch Building 3179 Santa Rita, GU, Guam 96915 3134 Phone: 671-339-2205 Toll Free: 877-716-7702 Fax: 671-564-2105	Honolulu Harbor Pier 1 Fort Armstrong, Forrest Avenue Honolulu, HI 96813 Phone: 808-670-3095 Toll Free: 855-389-9499 Fax: 808-439-6847
E-mail: Guam.VPC@ialpov.us	E-mail: Honolulu.VPC@ialpov.us

Italy - Aviano Italy - Livorno *POV Processing Hours 0800-1600. *POV Processing Hours 0800-1600. **Aviano Vehicle Processing Center Livorno Vehicle Processing Center** Leghorn Army Depot, Gate 27, Building 5138 Via Monte Tremol no. 20. Aviano, Italy 33081 Depot Via Aurelia Tombolo Pisa, Phone: 0039 0434 -651106 Livorno, Italy 56128 Phone: 0039 050-989200 E-mail: Livorno.vpc@ialpov.us E-mail: Aviano.vpc@ialpov.us Italy - Naples Italy - Sigonella *POV Processing Hours 0800-1600. *POV Processing Hours 0800-1600. **Naples Vehicle Processing Center** Sigonella Vehicle Processing Center Base Navale USA/NAS II. Building 724. **U.S. Navy Support Site** Strada Statale 417 Catania-Gela, 95030 Piano d' **Building 2081, Contrada Boscariello** Arci/Signonella, Sicilia (CT), Italy Gricignano di Aversa, Campania, Italy 81030 Phone: 0039 095-865529 Phone: 0039 081-8116522 Fax: 0039-095-86-5413 E-mail: Naples.vpc@ialpov.us E-mail: Sigonella.vpc@ialpov.us Puerto Rico Italy - Vicenza *POV Processing Hours 0800-1600. *POV Processing Hours 0800-1600 Vicenza Vehicle Processing Center **Victoria Industrial Group** Bo Martín González, Lote 2-C, Calle 3 Via Strada Della Pelose Building 928, Entrance 8, Carolina, PR 00987 Torri di Quartesolo Vizenca, Veneto, Italy 36040 Phone: (787) 979-6888 Phone: 0039 0444-380262 Toll Free: 1 (855) 389-9499 E-mail: Vicenza.vpc@ialpov.us Fax: (787) 776-7878 E-mail: PuertoRico.VPC@ialpov.us South Korea - Daegu South Korea - Pyongtaek *POV Processing Hours 0800-1600. *POV Processing Hours 0800-1600. **Daegu Vehicle Processing Center Pyongtaek Vehicle Processing Center Area IV Support Activity** Building 7040, Indian Head Avenue 11th Street, Daegu Camp Henry, Building 1415 Camp Humphrey, Pyongtaek South Korea Daegu, South Korea 96218 **APO AP 96271** Phone: 82-53-470-3326 Phone: 82-02-798-7032 Fax: 82-53-470-8113 Fax: 82-02-798-7033 E-mail: <u>Daegu.VPC@ialpov.us</u> E-mail: pyeongtaek.vpc@ialpov.us Turkey - Incirlik Spain *POV Processing Hours 0800-1600. *POV Processing Hours 0800-1300/1400-1600. **Incirlik Vehicle Processing Center Rota Vehicle Processing Center** C/Inventor Pedro Cawley 10, Polígono Ind. Delta Shipping and Trading Inc. Co. Las Salinas del Levante, Yenimahalle 33 Sokak No. 31 ,Incirlik Adana, Turkey 01340 El Puerto de Santa María, AL, Spain, 11500 Phone: +90 322 332 78 50 Phone: +34 956 852 034 E-mail: Incirlik.VPC@ialpov.us Toll Free: 900 321 321 E-mail: Rota.vpc@ialpov.us

Turkey - Izmir

*POV Processing Hours 0800–1600. Izmir Vehicle Processing Center

Delta Shipping and Trading Inc. Co. Doganlar Mah. 1417 Sokak , Bornova,

Izmir, Turkey 35040 Phone: 0090 232 479 1929 E-mail: Izmir.vpc@ialpov.us

United Kingdom

*POV Processing Hours 0800–1600.
Mildenhall Vehicle Processing Center

Field Road (beside ESSO station), Mildenhall,

Suffolk, Great Britain, IP28 7AL Phone: 0044 1638 562752 E-mail: Mildenhall.vpc@ialpov.us

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Figure K3-1. DD Form 788, Private Vehicle Shipping Document for Automobile

CONDITIONS GOVERNING SHIPMENT							
I UNDERSTAND AND ACCEPT THE TERMS UNDER WHICH THIS VEHICLE WILL BE TRANSPORTED OVERSEAS AS SET FORTH IN EXISTING							
REGULATION, i.e.: 1. That only one (1) privately-owned vehicle is being transported overseas under permanent change of station orders for the owner and/or his family as personal property, and that it is free of any legal encumbrance that would preclude its shipment and is not intended for resale. Owner must also retain a second (extra) set of keys. 2. That this vehicle contains no personal property in excess of that authorized in regulations of the Service concerned. I further understand that personal property shipped will only include those items that can fit in the container normally provided for vehicular tools and accessories. (3) That no land transportation is authorized at Government expense except as specified in Section 12 of the Missing Persons Act, as amended, and 10 USC Section 2634(a).	ant low the sto and pro the sus (2) not aft	iffeeze to protect the cooling rer if determined to be necess. Government of any liability ! IS CERTIFICATE constitutes : rage chosen by the port, at t d at no cost whatsoever to the porty of above named owner event that shipment of prive spended or terminated becaus by the port of debarkation in picked up by the owner or er dispatch of the notification I further understand that she	authority for the placing in available he complete expense of the owner he Government, the vehicle herein (, 11) by the port of embarkation in tely-owned vehicles therefrom is se of a national emergency, and the event that the automobile is is agent within forty-five (45) days of its arrival be placed in such eforth, would not be responsible for eforth, would not be responsible for				
	<u> </u>						
37. DELIVERY RECEIPT							
a. EXCEPTIONS							
(1) BY OWNER	(2) V	ERIFICATION OR DISAGREEMEN	F WITH REASONS				
b. TERMINAL SERVICE - PICKUP (X as applicable. If unsatisfactory, specify.)	\Box	SATISFACTORY	UNSATISFACTORY				
38. MISCELLANEOUS INFORMATION							
			·				
39. I HEREBY ACKNOWLEDGE RECEIPT OF MY VEHICLE IN THE CON	DITIO	N IN WHICH I TURNED IT IN	TO THE U.S. GOVERNMENT				
REPRESENTATIVE FOR TRANSSHIPMENT, EXCEPT AS NOTED AS							
a. SIGNATURE OF OWNER OR AGENT			b. DATE (YYYYMMDD)				
			<u> </u>				
40. SIGNATURE OF VERIFYING U.S. GOVERNMENT REPRESENTATIVE	E	41. NAME OF PORT					

DD FORM 788 (BACK). SEP 1998

Figure K3-1. DD Form 788, Private Vehicle Shipping Document for Automobile (Cont'd)