



Misc Claim Processes & Notice of Loss or Damage POV Shipment



<http://8tharmy.korea.army.mil/sja/claim-services/>

1: Filing an Inconvenience Claim for Delay in Delivery of your DOD Sponsored Privately Owned Vehicle (POV) Shipment:

It is International Auto Logistics' (IAL) responsibility to deliver POV shipments on the agreed dates as annotated on the DD Form 788 (Private Vehicle Shipping Document for Automobile), or Vehicle Processing Center (VPC) provided commercial equivalent form. Failure to do so can cause serious inconvenience to the DOD customer and family, and can result in the expenditure of funds by the customer for a rental vehicle. If you encounter a delay in delivery of POV, you may file an inconvenience claim, directly with the Military Finance Office (military members only) for limited rental car expense, and/or directly with IAL (both military members and DOD civilian employees) for rental car expense if IAL's negligence cause the delay. If there is a dispute between a customer and IAL, the PPSO must ensure IAL has met its obligations. If IAL fails to comply with the requirements set forth, the PPSO may forward the complete inconvenience claim details package with a recommendation to HQ SDDC for resolution.

 **An inconvenience claim for delay in delivery of your POV is not a claim with the MCO**, and assisting customers with inconvenience claims falls under the responsibility of the local PPSO. The following information regarding an inconvenience claim is provided by the MCO as a courtesy, and any additional questions or concerns should be addressed directly with the local PPSO:

◀ **Instructions for completing and submitting an inconvenience claim are attached in the on-line version of this handout (see left column attachment listing)**

Filing an inconvenience claim under the Joint Travel Regulation (JTR) with the local Military Finance Office:

- **Military members** may file a voucher with their local Military Finance Office. Reimbursement, by law, may not exceed \$30 per day beginning the day a member first rents a motor vehicle after the designated delivery date, and runs for seven (7) days or until the date the member's POV is available for pick up by the member, whichever occurs first. **The maximum reimbursement is \$210.**
- **DOD employees**, there is no authority for rental car reimbursement while awaiting POV arrival. Employees should check to see if the POV shipping contract contains rental provisions.

Filing an inconvenience claim with International Auto Logistics (IAL):

- Form and information for filing an inconvenience claim are available at <https://www.pcsmypov.com/FAQ>

 In addition to any authorized rental car expense beyond seven (7) days, military members receiving payment under the JTR for less than the actual rental car expense during the initial seven (7) day period should file directly with IAL for daily rental car costs in excess of what was reimbursed under the JTR.

References:

- [The Joint Travel Regulations, Chapter 5, Paragraph 5358](#) (for military members)
- [The Joint Travel Regulations, Chapter 5, Paragraph 5730](#) (for DOD employees)
- [Defense Transportation Regulation 4500.9-R, Attachment K3, Paragraph P5](#)

2: Providing Notice of Loss and/or Damage at Delivery (DD Form 788) for your Privately Owned Vehicle (POV) Shipment:

On the day of pick up of your POV, the local Vehicle Processing Center (VPC) will have you complete and sign a DD Form 788 (Private Vehicle Shipping Document for Automobile), or Vehicle Processing Center (VPC) provided commercial equivalent form.



You are required at a minimum to:

- Carefully inspect the exterior and interior to determine whether there is any new damage.
- Ensure items left in the POV at the origin VPC or port terminal are still there.
- 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.

You should properly describe and annotate any missing items or new shipping damage on the reverse side of the form in Block 37a(1). The local VPC will provide you a copy of the signed document (which is your proof of notice of loss or damage at delivery). You will need to maintain and provide a copy of this completed form when filing your claim. **Please note, PROVIDING NOTICE OF LOSS OR DAMAGE AT DELIVERY IS NOT A CLAIM.**



NOTES:

- 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.**
- Do not add any additional loss or damage to the DD Form 788 after the local VPC provides you a signed copy.

References:

- [Defense Transportation Regulation 4500.9-R, Part IV, Chapter 401, Paragraph G4d\(2\)](#)
- [Defense Transportation Regulation 4500.9-R, Attachment K1, Paragraph X3a\(2\)](#) (for military members)
- [Defense Transportation Regulation 4500.9-R, Attachment K2, Paragraph W3a\(2\)](#) (for DOD employees)

3: On-Site Claim Settlement at Delivery for your DOD Sponsored POV Shipment Damage:

The VPC may establish an on-site claim settlement procedure to quickly resolve and pay claims for minor loss or damage discovered at the time of deliver. On-site claims settlement cover **payment for up to \$1,000 (Seoul VPC has advised us that this amount has increased to \$2,500) with payment made by check prior to the customer's departure.** The process of settling and paying such claims will be left to the discretion of the VPC.



NOTE:

- The customer retains the right to file a subsequent claim for loss and/or damage to the vehicle discovered after departing the VPC, **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.**

Reference:

- [Defense Transportation Regulation 4500.9-R, Attachment K3, Paragraph P4](#)



PLEASE STOP BY YOUR MILITARY CLAIMS OFFICE IF YOU NEED FURTHER ASSISTANCE

