

NOTE: On 1 May 2014, a new contractor, International Auto Logistics (IAL) became the new Global POV provider in charge of receiving, preparing, and shipping members' vehicles all across the globe. IAL has encountered many challenges in assuming the contract and as a result are adding improvements in tracking, direct phone lines, training, and shipping members' vehicles. Due to the delays encountered in some shipments, members may be able to rent vehicles to cover the time frame between the contracted delivery and the actual delivery date.

The following information is provided to assist personnel to address delays and any possible reimbursement for inconveniences suffered in taking possession of their privately owned vehicles (POV) that were shipped in conjunction with permanent change of station (PCS) orders.

Q1- When will my vehicle be ready to pick up?

A- As per the instructions located at pcsmypov.com, the contractor provides a required delivery date (RDD) to the member and instructs the member to await word from the vehicle processing center (VPC) that their vehicle has arrived, has been inspected, and is cleared for release. Members will receive an email notice when their vehicle is ready for pickup. **Do not travel to the VPC to pick up your vehicle unless you receive this notice or you have contacted the VPC by phone to confirm your vehicle is ready.** Understand that even though your vehicle has arrived in the port via the IAL Vehicle Tracking system, your vehicle is not ready for pickup until it has completed all inspections.

Q2- Should I travel to the VPC by the required delivery date (RDD)?

A- No, although the vehicle is contracted to arrive by the RDD there are some circumstances that may delay the shipment. The member must wait to hear from the VPC that their vehicle is ready to pickup.

Q3- If I arrive by the RDD and my vehicle is not ready will they reimburse me for the hotel stay?

A- No, members must wait until contacted by the VPC that their vehicle is ready to pickup.

Q4- What if I do not receive a delivery confirmation email?

A- Members should contact the destination VPC (see the pcsmypov.com VPC location web site for the phone number). If you need further assistance contact IAL directly at 1-855-389-9499. Members should also alert their chain of command to contact their nearest CG transportation office (TO) to contact Surface Distribution and Deployment Command (SDDC) at (618) 220-5449 to make them aware of the situation.

Q5- What happens if I arrive as told and the vehicle is not ready for pickup?

A- The member may file an inconvenience claim with the carrier submitting all the documentation that they were told their vehicle was ready for pickup and could not be delivered before close of business that day.

Q6- I was told my vehicle would be ready by a certain date and now it will be delayed, what am I suppose to do?

A- You may rent a similar vehicle for your transportation needs. The Government will reimburse you up to \$30 dollars a day for up to seven (7) days, not to exceed a total reimbursement of \$210.

Q7- What if I rent a vehicle as soon as I arrive at my new duty station?

A- If your vehicle is not ready by your RDD, the government will reimburse you up to \$30 dollars a day for up to seven (7) days, not to exceed a total reimbursement of \$210, from the day after your RDD.

Q8- What if my rental vehicle costs more than \$30 a day?

A- You may file an inconvenience claim with the contractor for any costs that you were not reimbursed from the government.

Q9- What happens if I rent a vehicle and my shipped vehicle is delayed more than seven (7) days?

A- You will be required to file a travel claim with the Coast Guard for the first seven (7) days and you may file an inconvenience claim with the contractor to cover any additional expenses that you were not reimbursed.

Q10- The VPC is located over 400 miles away from my new duty station. How do I cover travel expenses to pickup my vehicle?

A- Travel to the VPC from your new permanent duty station is considered official travel. You will be reimbursed round trip transportation at the TDY automobile mileage rate of 56 cents per mile. (i.e., 427 miles times two (roundtrip) times 56 cents per mile = \$478.24 which covers gas and can be used for lodging and meals if needed.)

Q11- What if I travel from a different location to the VPC?

A- Your reimbursement will be limited to the reconstructed cost of travel from your new permanent duty station to the VPC.

Q12- How do I get reimbursed for the travel?

A- Add this information to your PCS travel claim or file a supplemental claim using the same TONO.

Q13- How do I file the inconvenience claim for the additional costs that the government does not cover?

A- Coast Guard members should file a POV Inconvenience Claim with the contractor, IAL, for any additional out-of-pocket expenses incurred "beyond" the rental car expenses reimbursed by the Government (i.e., \$30/day for days 1-7) and any reasonable lodging expenses not covered by authorized travel. Members must keep all original receipts and forward legible copies with their completed claim forms.

Q14- What do I need to include in the claim?

A- Include a copy of the PCS orders; documents showing the date your POV was dropped off and the location of the VPC; documents showing the POV Required Delivery Date (RDD) and the Actual Delivery Date; GBL/BL; your vehicle inspection and shipping form and any other paperwork helpful to resolve your POV inconvenience claim.

Q15- Where do I get the inconvenience claim forms?

A- The inconvenience claim form and instructions are found in the claims package you will receive at the Vehicle Processing Center.

Q- Where do I send the completed inconvenience claim?

A- If you have access to a scanner, copy all the forms and receipts and email the package to the contractor, IAL at claims@ialpov.us or you may mail the documents to the Claims Control Department, International Auto Logistics, LLC, 1 Joe Frank Harris Blvd, Brunswick, GA 31523. The IAL Claims Team phone number is 1-855-389-9499, option 2.