



Customer Bill of Rights

AS A CUSTOMER OF IAL YOU HAVE THE RIGHT TO:

1. Be treated with **respect, integrity**, and have **professional, courteous, and helpful service** throughout the entire transportation process.
2. Receive **prompt, timely responses** regarding the delivery and handling of your vehicle either through the website ITV or through any of our VPC locations.
3. Receive an **explanation of the overall transportation process** your vehicle will take from the time that you check into our Origin Vehicle Processing Center, to when you pick up at the Destination Vehicle Processing Center.
4. **Receive the following documentation** regarding the shipment of your vehicle:
 - Signed IAL Vehicle Inspection Form
 - Customer Claims Instruction Letter
 - Copy of IAL Packing list regarding the shipment of any loose items in your vehicle
 - Customer Comment Card
 - Destination VPC information including:
 - * Contact Information
 - * Directions to the Destination VPC
 - * Estimated RDD Information
 - * www.PCSMyPOV.com



K-3: Shipping Your POV

http://www.ustranscom.mil/dtr/part-iv/dtr_part_iv_app_k_3.pdf

K-4: Storing Your POV

http://www.ustranscom.mil/dtr/part-iv/dtr_part_iv_app_k_4.pdf

PPCIG: Personal Property Consignment Instruction Guide

<https://tops.ppcigweb.sddc.army.mil/ppcig/menu/query/country.do>

IAL VPC Location & Specific Requirements

<https://www.pcsmypov.com/locations>

IAL WEBSITE Detailed Information & Links

www.PCSMyPOV.com

CUSTOMER SERVICE

customerservice@ialpov.us



GLOBAL PRIVATELY OWNED VEHICLE CONTRACT III (GPC III)

PICKING UP YOUR POV *OCONUS*



Thank you for your service!

Pick Up of Your POV from Your Destination VPC

- ⇒ Ensure that you have visited the Installation Management Office (IMO) or Base Registration Office to register, license and plate your vehicle.
- ⇒ Your most up-to-date information on these processes can be found on the Personal Property Consignment Instruction Guide (PPCIG) website. See back page or visit the website of your new local Duty Station or your local Transportation Office.
- ⇒ **As soon as your POV has been received at the local VPC**, you will receive an email from IAL that your car is available for pick-up.
- ⇒ Scheduling an appointment for pick-up is not necessary.
- ⇒ Sign in upon arrival at the Destination VPC
- ⇒ Present a valid photo ID (license, CAC, etc.)
- ⇒ Representatives picking up your vehicle on your behalf require a **Power of Attorney** or **Notarized Letter** and proper ID to pick up your POV
- ⇒ Present your copy of the Vehicle Inspection Form (VIF), completed when you turned in your vehicle at Origin VPC
- ⇒ Inspect your POV to determine if there is any change of condition since turn-in
- ⇒ Document any change of condition to your POV on the reverse side of the Vehicle Inspection Form (VIF)
- ⇒ If there is any change in condition identified, follow the claims instructions provided by the Origin VPC or the Claims instruction posted / displayed at every VPC
- ⇒ Complete a comment card
- ⇒ Sign out

Pick Up Your POV in a Timely Manner

- ⇒ IAL will notify you primarily via email when your POV has arrived at the Destination VPC and is ready for pick up.
- ⇒ Notify the Destination VPC of any changes to your contact information.
- ⇒ Please make every effort to pick up your POV when you are notified of the arrival at the Destination VPC, as the VPCs are not designed for storage.
- ⇒ It is important that you notify the Destination VPC of any mitigating circumstances that will delay timely pickup.
- ⇒ If you fail to pick up your POV within 21 days of notification by IAL, IAL will notify you again via email and certified mail.
- ⇒ If you fail to pick up your vehicle within 45 days after notification, IAL will notify you again via email and certified mail and you may be held financially responsible for continued storage of the POV at the Destination VPC
- ⇒ At the end of 90 days, unrecovered POVs will be referred to the US Government through the local command for abandonment processing



License Plates, Temporary Plates and Vehicle Registration

- ⇒ Please check with your IMO (Installation Management Office) or Base Registration Office for information on registration, licensing, insurance and vehicle license plate, as well as all associated information.
- ⇒ The Service Member is responsible for all vehicle registration, licensing, insurance, taxes and fees, as applicable.
- ⇒ The most up-to-date information regarding Destination licensing, registration, safety inspection and all other local specific requirements, can be found in the **Personal Property Consignment Instruction Guide (PPCIG)**. (See link on the reverse side of this pamphlet)

