ATTACHMENT K3
SHIPPING YOUR POV

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A. INTRODUCTION

This attachment provides you 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, DoD Pay and Allowances Policy and Procedures as PDTATAC Case 090628.

B. MILITARY SERVICE INSTRUCTIONS

In addition to instructions contained in this brochure, the shippers and Service TOs are governed by instructions established by the sponsoring Service, the Joint Travel Regulations (JTR). This brochure 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

You 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 Department of Defense (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 PDS.

3. For POV transportation upon retirement or separation, 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://www.move.mil/sme 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 proof of ownership (e.g., vehicle title, lienholder letter, or a certificate of release from the title holder) AND a current vehicle registration. The countries listed below have additional documentation requirements that must be provided before shipping a POV.

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

<table>
<thead>
<tr>
<th>COUNTRY</th>
<th>UNIQUE DOCUMENT REQUIREMENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Australia</td>
<td>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.)</td>
</tr>
<tr>
<td>Burkina Faso</td>
<td>Pre-owned/used vehicles require a certificate of origin.</td>
</tr>
<tr>
<td>Chad</td>
<td>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.</td>
</tr>
<tr>
<td>Dominican Republic</td>
<td>Before shipping, members must provide a written statement that they will cover vehicle taxes, duties, and registration fees.</td>
</tr>
<tr>
<td>East Timor</td>
<td>Members must complete an import permit and send it to the Timor-Leste Department of Land Transportation. See the PPCIG for more details.</td>
</tr>
<tr>
<td>India</td>
<td>A Euro-3 or Euro-4 emission certification is required from the vehicle’s manufacturer for vehicles made after 01 April 2005.</td>
</tr>
<tr>
<td>Nepal</td>
<td>Member must provide a conformity of production (COP) certificate indicating the vehicle meets or exceeds Euro-3 emission standards.</td>
</tr>
<tr>
<td>Oman</td>
<td>“No objection certificate” required. See the PPCIG for more details.</td>
</tr>
<tr>
<td>Samoa</td>
<td>Vehicle export requires a permit from the Central Bank of Samoa in Apia, Samoa. See the PPCIG for more details.</td>
</tr>
<tr>
<td>South Africa</td>
<td>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.</td>
</tr>
<tr>
<td>Venezuela</td>
<td>Obtain and provide written approval from the General Services Office to import or export a vehicle. See the PPCIG for more details.</td>
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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. United States. 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 is allowed if the OCONUS area CDR or your commanding officer certifies the vehicle is necessary in performance of official duties.

**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
   d. Has four or more wheels or, at the member’s/employee’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:** In the case of a leased vehicle, the customer must provide written authority from the leasing company to have the vehicle transported to the new PDS, designated place, or other authorized destination. All requirements stated in the lease are the responsibility of the customer. (See Paragraph J.)

**NOTE 2:** A trailer, airplane, or any vehicle intended for commercial use is not a POV.

**J. LEASED POVS**

If your POV is leased, or a recorded lien exists and you plan to export the vehicle from the United States to a foreign country, you must provide written approval from the “third-party-in-interest” (leasing company or lien-holder), which provides that the vehicle may be exported. This written approval must be on the leasing company’s or lien-holder's letterhead paper, and contain a complete description of the vehicle, including the Vehicle Identification Number (VIN), the name of the owner or lien-holder of the leased vehicle, and the telephone numbers at which that owner or lien-holder may be contacted. The writing must bear an original signature of an official of the leasing companies or lien-holder, and state the date it was signed. The written approval must include the leasing company or lien-holder's acknowledgements that return shipment prior to the next PCS is a private matter between the leasing company or lien-holder and you. All requirements stated in the lease agreement are your responsibility.
NOTE: “United States” means the continental United States, Alaska, Hawaii, Puerto Rico, Guam, the Virgin Islands of the United States, and the Commonwealth of the Northern Mariana Islands.

K. NON-CONFORMING POVS


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 barbecues, 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://www.move.mil/sme 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 which may contain PII to be shared with parties outside the DoD. To protect your PII, visit http://www.move.mil/, select “Moving Guide”, click on “Overseas Moves (OCONUS)”, and download the “Vessel Manifest Confidentiality Request Form”. Once completed, send the form to the email address identified on the form. An approval 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. Have valid sets of orders/amendments.

c. Ensure you have sufficient funds available in the event of unexpected delays/expenses to, from, or at the VPC.

d. Provide written approval from leasing or lien-holder Company authorizing export outside the Customs Territory of the United States, which is the United States, District of Columbia, and Puerto Rico. This written approval must be on the leasing company’s or lienholder’s letterhead paper, and contain a complete description of the vehicle, including the Vehicle Identification Number, the name of the owner or lienholder of the leased vehicle, the telephone numbers at which that owner of lienholder may be contacted, and the date it was signed.

e. Have in your possession Government/State issued identification.

f. Ensure your POV contains no more than one-fourth tank of fuel (gasoline or diesel).

g. Have in your possession proof of vehicle ownership (title or 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.

h. Contact the VPC prior to shipment if the PCS is to a remote area that may have limited shipping capability.

i. 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.

j. Turn off or otherwise disconnect installed auto alarm or anti-theft device prior to turn-in.

k. A certified Power of Attorney (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.”

l. Ensure your designated agent has proper Government/State-issued identification and all other documentation required to ship your POV.

m. 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 leaks will not be accepted for shipment IAW CFR Title 49. POV brakes must function properly to include the parking brake.

n. Make sure your POV is clean. Dry-vacuum only. The VPC will not accept a POV laden with dirt, soil, mud, water or similar matter, to include the undercarriage. Empty all pockets and compartments.

o. Provide a destination address, phone number, and/or electronic mail 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.

p. 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.)

q. 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, Private Vehicle Shipping Document for Automobile, Figure K3-1, or commercial equivalent.

r. 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.

s. 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 responsibility of the entitled member/employee 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 entitled member/employee’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 entitled member/employee does not meet this requirement, their POV may be subject to conversion to an entitled member/employee account, the POV may be disposed of, and/or the entitled member/employee 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:

   (1) Proper Government/State-issued identification (i.e., military ID, driver’s license).

   (2) Your copy of the DD Form 788 or VPC provided commercial equivalent of the DD Form 788.

   (3) A complete set of keys.

   (4) 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.

   (5) 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 and pay up to $1,500 (presented in the form of a check) prior to customer’s departure.
   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.

**Q. 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. Ensure all motorcycles are crated for delivery to the destination VPC.
   g. 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.
   h. 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 entitled member/employee at either the RDD or the date a POV is available for pickup, whichever is later.

(2) Provide a second verifiable notification to the entitled member/employee that the POV is available for pickup 10 calendar days after POV is available for pickup or after RDD at the destination, whichever is later.

(3) Provide a third verifiable notification to the entitled member/employee that POV is available for pickup 21 calendar days after POV is available for pickup or after RDD at the destination, whichever is later.

(4) Provide a fourth and final verifiable notification to the entitled member/employee that POV is available for pickup 45 calendar days after POV is available for pickup or after RDD at the destination, whichever is later.

b. Notify the customer by telephone, electronic mail, and/or preferred communication means provided by the entitled member/employee 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: TCJ4-H
1 Soldier Way, Building 1900 West
S. POV PROCESSING CENTER INFORMATION

The remainder of this brochure 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 brochure. Address your comments to:

USTRANSCOM
ATTN: TCJ4-H
1 Soldier Way, Building 1900 West
Scott AFB, IL 62225

T. WHERE IS MY POV

Customers can obtain information online regarding the status of their POVs by visiting the website [http://www.pcsmypov.com/](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 entitled member/employee has not responded or has signed authorizing disposal, USTRANSCOM will notify services and proceed with POV abandonment/disposal. Legally declared abandoned POVs will no longer be maintained, and may be removed from the enclosed storage facility (if applicable) to a secured outdoor holding area until vehicle is disposed of.
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.

<table>
<thead>
<tr>
<th>Location</th>
<th>Address</th>
<th>Phone</th>
<th>Toll Free</th>
<th>E-mail</th>
</tr>
</thead>
<tbody>
<tr>
<td>Atlanta</td>
<td>2579 Campbell Boulevard</td>
<td>404-425-9177</td>
<td>855-389-9499</td>
<td><a href="mailto:Atlanta.VPC@ialpov.us">Atlanta.VPC@ialpov.us</a></td>
</tr>
<tr>
<td>Charleston</td>
<td>3601 Meeting Street Rd</td>
<td>843-647-6635</td>
<td>855-389-9499</td>
<td><a href="mailto:Charleston.VPC@ialpov.us">Charleston.VPC@ialpov.us</a></td>
</tr>
<tr>
<td>Denver, CO</td>
<td>14777 E. 35th Place</td>
<td>(303) 835-7461</td>
<td>855-389-9499</td>
<td><a href="mailto:Denver.VPC@ialpov.us">Denver.VPC@ialpov.us</a></td>
</tr>
<tr>
<td>Jacksonville (Blount Island)</td>
<td>8998 Blount Island</td>
<td>904-751-1845</td>
<td></td>
<td><a href="mailto:athornton@portus-us.com">athornton@portus-us.com</a></td>
</tr>
<tr>
<td>Los Angeles</td>
<td>14611 South Broadway St</td>
<td>424-488-7696</td>
<td>855-389-9499</td>
<td><a href="mailto:LosAngeles.VPC@ialpov.us">LosAngeles.VPC@ialpov.us</a></td>
</tr>
<tr>
<td>Norfolk</td>
<td>1215 Executive Blvd</td>
<td>757-320-4254</td>
<td>855-389-9499</td>
<td><a href="mailto:Norfolk.VPC@ialpov.us">Norfolk.VPC@ialpov.us</a></td>
</tr>
<tr>
<td>NY/NJ Metro</td>
<td>45 Kilmer Dr</td>
<td>(732) 289-3095</td>
<td>855-389-9499</td>
<td><a href="mailto:Newjersey.VPC@ialpov.us">Newjersey.VPC@ialpov.us</a></td>
</tr>
<tr>
<td>Orlando, FL</td>
<td>11262 Boggy Creek Rd</td>
<td>(407) 374-0587</td>
<td>855-389-9499</td>
<td><a href="mailto:Orlando.VPC@ialpov.us">Orlando.VPC@ialpov.us</a></td>
</tr>
</tbody>
</table>
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.

<table>
<thead>
<tr>
<th>Location</th>
<th>Address</th>
<th>Phone</th>
<th>Toll Free</th>
<th>Fax</th>
<th>E-mail</th>
</tr>
</thead>
<tbody>
<tr>
<td>San Diego</td>
<td>1655 N. Magnolia Ave El Cajon, CA 92020</td>
<td>559-483-9955</td>
<td>855-389-9499</td>
<td>619-956-0975</td>
<td><a href="mailto:SanDiego.VPC@ialpov.us">SanDiego.VPC@ialpov.us</a></td>
</tr>
<tr>
<td>Seattle</td>
<td>7855 S. 212th St, Kent, WA 98032</td>
<td>253-948-3488</td>
<td>855-389-9499</td>
<td><a href="mailto:Seattle.VPC@ialpov.us">Seattle.VPC@ialpov.us</a></td>
<td></td>
</tr>
<tr>
<td>St. Louis</td>
<td>4236 Crescent Industrial Dr. El Cajon, IL 62040</td>
<td>314-326-4153</td>
<td>855-389-9499</td>
<td><a href="mailto:StLouis.VPC@ialpov.us">StLouis.VPC@ialpov.us</a></td>
<td></td>
</tr>
</tbody>
</table>

- **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](mailto: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](mailto: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](mailto: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
  Email: [Chievres.vpc@ialpov.us](mailto:Chievres.vpc@ialpov.us)

- **Brunssum - Netherlands**
  *POV Processing Hours 0800–1600
  Brunssum 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](mailto:Brunssum.VPC@ialpov.us)

- **Germany – Ansbach**
  *POV Processing Hours 0800–1600.
  Ansbach Vehicle Processing Center
  Meinhardswindener Strasse 25
  Barton Barracks; Building 5259
  Ansbach, Bavaria, Germany, 91522
  Local: +49 981 97781159
  Email: [Ansbach.VPC@ialpov.us](mailto:Ansbach.VPC@ialpov.us)
<table>
<thead>
<tr>
<th>Location</th>
<th>Processing Hours</th>
<th>Address/Postal Code</th>
<th>Phone/Fax</th>
<th>Email Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Germany – Baumholder</td>
<td>*POV Processing Hours 0800–1600.</td>
<td>Baumholder Vehicle Processing Center, Clinic Barracks, Gate 15 on L 169 Street, Building 8751, Baumholder, Germany, 55774</td>
<td>0049 6783-9008476</td>
<td><a href="mailto:Baumholder.VPC@ialpov.us">Baumholder.VPC@ialpov.us</a></td>
</tr>
<tr>
<td>Germany – Boeblingen</td>
<td>*POV Processing Hours 0800–1600.</td>
<td>Boeblingen Vehicle Processing Center, Panzerkaserne, Building 2931, Boeblingen, BW, Germany, 71032</td>
<td>0049 7031 7334749</td>
<td><a href="mailto:Boeblingen.VPC@ialpov.us">Boeblingen.VPC@ialpov.us</a></td>
</tr>
<tr>
<td>Germany – Grafenwoehr</td>
<td>*POV Processing Hours 0800–1600.</td>
<td>Grafenwoehr Vehicle Processing Center, U.S. Grafenwoehr Base, 322 Shiloh Avenue, Grafenwoehr, BY, Germany, 92655</td>
<td>0049 631-9260061</td>
<td><a href="mailto:Ansbach.VPC@ialpov.us">Ansbach.VPC@ialpov.us</a></td>
</tr>
<tr>
<td>Germany – Kaiserslautern</td>
<td>*POV Processing Hours 0800–1600.</td>
<td>Kaiserslautern Vehicle Processing Center, Kapaun Air Station Building 2806, Kaiserslautern, RP, Germany, 67661</td>
<td>0049 631-3579088</td>
<td><a href="mailto:Kaiserslautern.vpc@ialpov.us">Kaiserslautern.vpc@ialpov.us</a></td>
</tr>
<tr>
<td>Germany – Spangdahlem</td>
<td>*POV Processing Hours 0800–1600.</td>
<td>Spangdahlem Vehicle Processing Center, Spangdahlem Air Base, Building 222, Spangdahlem, RP, Germany, 54529</td>
<td>0049 6565 9558009</td>
<td><a href="mailto:Spangdahlem.vpc@ialpov.us">Spangdahlem.vpc@ialpov.us</a></td>
</tr>
<tr>
<td>Germany – Wiesbaden</td>
<td>*POV Processing Hours 0800–1600.</td>
<td>Wiesbaden Vehicle Processing Center, Naval Activities Branch, Building 3179, Santa Rita, GU, Guam, 96915 3134</td>
<td>671-339-2205</td>
<td><a href="mailto:Guam.VPC@ialpov.us">Guam.VPC@ialpov.us</a></td>
</tr>
<tr>
<td>Hawaii</td>
<td>*POV Processing Hours 0700–1500.</td>
<td>Honolulu Vehicle Processing Center, Honolulu Harbor Pier 1, Fort Armstrong, Forrest Avenue, Honolulu, HI, 96813</td>
<td>808-670-3095</td>
<td><a href="mailto:Honolulu.VPC@ialpov.us">Honolulu.VPC@ialpov.us</a></td>
</tr>
<tr>
<td>Italy – Aviano</td>
<td>*POV Processing Hours 0800–1600.</td>
<td>Aviano Vehicle Processing Center, Via dei Longobardi 49, San Quirino, Italy, 33080</td>
<td>0039 0434-919625</td>
<td><a href="mailto:Aviano.vpc@ialpov.us">Aviano.vpc@ialpov.us</a></td>
</tr>
<tr>
<td>Italy – Livorno</td>
<td>*POV Processing Hours 0800–1600.</td>
<td>Livorno Vehicle Processing Center, Leghorn Army Depot, Gate 27, Building 5138, Depot Via Aurelia Tombolo Pisa, Livorno, Italy, 56128</td>
<td>0039 050-989200</td>
<td><a href="mailto:Livorno.vpc@ialpov.us">Livorno.vpc@ialpov.us</a></td>
</tr>
<tr>
<td>Italy – Naples</td>
<td>*POV Processing Hours 0800–1600.</td>
<td>Naples Vehicle Processing Center, U.S. Navy Support Site, Building 2081, Contrada Boscariello, Gricignano di Aversa, Campania, Italy, 81030</td>
<td>0039 081-8116522</td>
<td><a href="mailto:Naples.vpc@ialpov.us">Naples.vpc@ialpov.us</a></td>
</tr>
<tr>
<td>Italy – Sigonella</td>
<td>*POV Processing Hours 0800–1600.</td>
<td>Sigonella Vehicle Processing Center, Base Navale USA/NAS II, Building 724, Strada Statale 417 Catania-Gela, 95030 Piano d’Arci/Sigonella, Sicilia (CT), Italy</td>
<td>0039 095-865529</td>
<td><a href="mailto:Sigonella.vpc@ialpov.us">Sigonella.vpc@ialpov.us</a></td>
</tr>
</tbody>
</table>

Note: *POV Processing Hours refer to the hours of operation for the Vehicle Processing Centers, which may vary by location.
### Italy – Vicenza

*POV Processing Hours 0800–1600.

Vicenza Vehicle Processing Center
Via Strada Della Pelose
Building 928, Entrance 8,
Torr di Quartesolo Vizenza, Veneto, Italy 36040
Phone: 0039 0444-380262
E-mail: [Vicenza.vpc@ialpov.us](mailto:Vicenza.vpc@ialpov.us)

### Puerto Rico

*POV Processing Hours 0800–1600

Victoria Industrial Group
Bo Martin González, Lote 2-C, Calle 3
Carolina, PR 00987
Phone: (787) 979-6888
Toll Free: 1 (855) 389-9499
Fax: (787) 776-7878
E-mail: [PuertoRico.VPC@ialpov.us](mailto:PuertoRico.VPC@ialpov.us)

### South Korea – Daegu

*POV Processing Hours 0800–1600.

Daegu Vehicle Processing Center
Area IV Support Activity
Daegu Camp Henry, Building 1415
Daegu, South Korea 96218
Phone: 82-53-470-3326
Fax: 82-53-470-8113
E-mail: [Daegu.VPC@ialpov.us](mailto:Daegu.VPC@ialpov.us)

### South Korea – Pyongtaek

*POV Processing Hours 0800–1600.

Pyongtaek Vehicle Processing Center
Building 7040, Indian Head Avenue 11th Street,
Camp Humphrey, Pyongtaek South Korea
APO AP 96271
Phone: 82-02-798-7032
Fax: 82-02-798-7033
E-mail: [pyeongtaek.vpc@ialpov.us](mailto:pyeongtaek.vpc@ialpov.us)

### Spain

*POV Processing Hours 0800–1300/1400–1600.

Rota Vehicle Processing Center
C/Inventor Pedro Cawley 10, Poligono Ind.
Las Salinas del Levante,
El Puerto de Santa María, AL, Spain, 11500
Phone: +34 956 852 034
Toll Free: 900 321 321
E-mail: [Rota.vpc@ialpov.us](mailto:Rota.vpc@ialpov.us)

### Turkey – Incirlik

*POV Processing Hours 0800–1600.

Incirlik Vehicle Processing Center
Delta Shipping and Trading Inc. Co.
Yenimahalle 33 Sokak No. 31 ,Incirlik
Adana, Turkey 01340
Phone: +90 322 332 78 50
E-mail: [Incirlik.VPC@ialpov.us](mailto:Incirlik.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](mailto:Izmir.vpc@ialpov.us)

### United Kingdom

*POV Processing Hours 0800–1600.

Brandon Vehicle Processing Center
Field Road (beside ESSO station), Mildenhall,
Suffolk, Great Britain, IP28 7AL
Phone: 0044 1638 515 714
E-mail: [Brandon.vpc@ialpov.us](mailto:Brandon.vpc@ialpov.us)
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 (2) 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 Person's Act, as amended, and 10 USC Section 2834(a).

4. That failure of the owner to provide sufficient permanent type antifreeze to protect the cooling system to minus 20 degrees F (or lower if determined to be necessary by the shipping office) relieves the Government of any liability for damage due to freezing.

This Certificate constitutes authority for the placing in available storage chosen by the port, at the complete expense of the owner and at no cost whatever to the Government, the vehicle herein property of above named owner, (1) by the port of embarkation in the event that shipment of privately-owned vehicles therefrom is suspended or terminated because of a national emergency, and (2) by the port of debarkation in the event that the automobile is not picked up by the owner or his agent within forty-five (45) days after dispatch of the notification of its arrival.

I further understand that should the vehicle be placed in such storage, the Government, thenceforth, would not be responsible for its release or return to the owner or agent.

### 37. DELIVERY RECEIPT

<table>
<thead>
<tr>
<th>a. EXCEPTIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>1) BY OWNER</td>
</tr>
<tr>
<td>2) VERIFICATION OR DISAGREEMENT WITH REASONS</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>b. TERMINAL SERVICE - PICKUP (X as applicable. If unsatisfactory, specify.)</th>
</tr>
</thead>
<tbody>
<tr>
<td>SATISFACTORY</td>
</tr>
<tr>
<td>UNSATISFACTORY</td>
</tr>
</tbody>
</table>

### 38. MISCELLANEOUS INFORMATION

### 39. I HEREBY ACKNOWLEDGE RECEIPT OF MY VEHICLE IN THE CONDITION IN WHICH I TURNED IT IN TO THE U.S. GOVERNMENT REPRESENTATIVE FOR TRANSPORTMENT, EXCEPT AS NOTED ABOVE.

<table>
<thead>
<tr>
<th>a. SIGNATURE OF OWNER OR AGENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>b. DATE (YYYY/MM/DD)</td>
</tr>
</tbody>
</table>

### 40. SIGNATURE OF VERIFYING U.S. GOVERNMENT REPRESENTATIVE

### 41. NAME OF PORT

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