

Military POV Shipping

What the Customer Should Expect ...

1 POV Turn-in Procedures

The contractor, International Auto Logistics (IAL), does not require an appointment for privately owned vehicle (POV) turn-in at its Vehicle Processing Centers (VPCs). The contractor is required to complete POV turn-in processing within one hour or less of the customer signing in at the VPC. If desired, an appointment can be made using IAL's website at www.pcsmypov.com.

2 Tracking Your Vehicle

The easiest way to check the status of a POV is through www.pcsmypov.com by entering the shipping instruction number provided by IAL. The vehicle tracking screen will provide transit information, including estimated arrival (same as RDD). If the customer does not have a shipping instruction number, or has additional questions, IAL Customer Service can be reached at **1-855-389-9499, option 2**, or via e-mail at customerservice@ialpov.us.

3 POV Pick-Up

Procedures for picking up your POV are found on the IAL website at www.pcsmypov.com, under the "Pick Up" tab at the top of the page. To ensure your POV is ready to pick up, customers need to contact the destination VPC, or call IAL Customer Service at **1-855-389-9499, option 2**. The IAL website provides more information, including an instructional video.

4 Missed Delivery

The military customer is authorized reimbursement by the government for rental car expenses for up to seven days if the POV, transported at government expense, does not arrive at the authorized destination by the required delivery date (RDD). Military customers should seek reimbursement through their local finance office. If, as the result of a missed RDD, a member requires a rental car beyond the initial seven-day period, they may file an inconvenience claim directly with IAL. Civilian employees are not entitled to rental car expenses from the government for the first seven days. However, civilian employees may file an inconvenience claim through IAL for rental car expenses beginning the first day after the RDD is missed.

5 Issue Resolution

Members are reminded to access the IAL website for all POV shipment information at www.pcsmypov.com or call **1-855-389-9499**. The website provides instructions, tracking tools, shipping tips, and VPC-specific contact information. If members cannot resolve their issue through IAL channels, each VPC has an assigned Contract Officer's Representative (COR). The CORs can be contacted via e-mail at: usarmy.scott.sddc.mbx.pp-global-pov-ial@mail.mil.



IAL 24x7 Customer Support: Call 855-389-9499 (Option 2), or e-mail customerservice@ialpov.us

IAL Claims: Call 855-389-9499, or e-mail claims@ialpov.us

Contact Your VPC Military Representative:
usarmy.scott.sddc.mbx.pp-global-pov-ial@mail.mil