

SHIPPED VEHICLE CLAIMS

WHEN YOU PICK UP YOUR VEHICLE AT THE PORT/VEHICLE PROCESSING CENTER (VPC), YOU SHOULD ALLOW PLENTY OF TIME TO THOROUGHLY INSPECT IT FOR DAMAGE AND YOU SHOULD CAREFULLY NOTE ALL DAMAGE WHAT SO EVER ON THE VEHICLE INSPECTION AND SHIPPING FORM (VISF) OR THE (PRIVATE VEHICLE SHIPPING DOCUMENT) DD FORM 788

1. Take your time to inspect your vehicle. Do not allow the inspector at the port/VPC to rush you. It is your responsibility to note specific new damage on the back of the VISF form or the back of the DD Form 788. These forms are critical documents for filing a POV claim. You must annotate all damage at the port/VPC that is readily observable. You should also start the vehicle to ensure that it operable. All visible damage must be noted at the time of pick-up.
2. If you and the inspector do not agree on the damages that you have identified on your vehicle, ask to speak to the Vehicle Processing Center Agent. These disputes can involve the type of damage, the location, the severity, pre-existing damage, etc. The VPC agent is present to settle any disputes however, if the dispute is not settled the VPC agent will annotate on the form that they do not agree to specific damages noted or all of the damage noted. You (owner of POV) and the agent will sign and date the back of the form whether you agree or not. The left side documents the damage you noted and the right side is where the VPC agent annotates that (he or she) agrees or disagrees. You will file your claim directly with the liable TSP/Carrier or the Military Claims Office.
3. If you discover any hidden damage after driving away from the port/Vehicle Processing Center (VPC) and it is possible for you to return to the VPC, go back and have it annotated. If not, report it to them within 24 hours of delivery and pickup to the Vehicle Processing Center and to the Military Claims Office as soon as possible for documentation. Do not delay. The liability of the TSP/Carrier for any hidden damage that is not reported promptly may be diminished. You will not be compensated for damages that are not reported in a timely manner.
4. **CAUTION:** If you accept an on site settlement for certain item(s) (damage to the hood, antenna, radio, etc.), it will bar you from further recovery with the government for that same item. Be aware of the local cost to repair items prior to accepting an on-site payment.

Note: You may want to have a flashlight.