

SDDC-PP Advisory 14-0098

DATE: 11 August 2014

FROM: SDDC-PP SCOTT AFB, IL

TO: Military Service Headquarters Representatives and Worldwide Personal Property Shipping Offices (PPSO)

SUBJECT: GLOBAL POV CONTRACT III (GPC III) IMPLEMENTATION UPDATE, INCONVENIENCE CLAIMS

1. This advisory provides information for all DoD Service members, civilian employees, Service Headquarters and Transportation Offices. The purpose of this advisory is to supplement information originally published in SDDC-PP Advisory 14-0096 dated 7 August 2014. Ensure widest dissemination.

2. Rental Expenses. The service member/dependent is authorized government reimbursement for rental car expense for up to 7 days if the POV transported at Government expense does not arrive at the authorized destination by the required delivery date (RDD) IAW JFTR, paragraph U5456. Reimbursement to eligible travelers is limited to \$30/day with a maximum reimbursement of \$210. The authority expires on the date the POV becomes available for pick-up at destination. See paragraph U5456-E for reimbursement examples. Rental car reimbursement for the first 7 days should be filed through the local finance/disbursement office and is payable by the Government to the entitled service member. If a member requires a rental car as the result of a missed RDD beyond the initial 7-day period described above, the member may file an inconvenience claim directly with IAL for the additional period of time for which a rental car is required. Civilian employees do not have entitlement for rental car expenses from the government for the first seven days. Civilian employees may file an inconvenience claim for rental car expenses with IAL beginning the first day after the RDD is missed.

3. Direct Bill Rental Cars. Members may make a request for a direct bill rental vehicle arranged by IAL to be considered on a case-by-case basis dependent on the individual need of the service member. Requests for direct bill rental cars should be directed to Mr. Mike Todd or Ms. Karen Olsen (contact information below) and should include the entitled member's first and last name, shipping instruction number, and the zip code where the rental car is being requested for pick up.

4. Points of Contact. Requests for Inconvenience Claims should be sent to IAL at [claims@ialpov.us](mailto:claims@ialpov.us), Mr. Mike Todd at [Mike.Todd@ialpov.us](mailto:Mike.Todd@ialpov.us), and Ms. Karen Olsen at [Karen.Olsen@ialpov.us](mailto:Karen.Olsen@ialpov.us). Customers may also call IAL's Claims Team at 1-855-389-9499, option 3. The address is:

Claims Control Department  
International Auto Logistics, LLC

1 Joe Frank Harris Blvd  
Brunswick, GA 31523