



POV SHIPMENT & CLAIMS

The Netherlands Law Center



Shipping your POV

Before shipment IAL will take pictures of vehicles. During shipment, various individuals will operate your POV during loading and unloading operations and will have access to any property left in your POV. Bearing this in mind, you may decide to ship some auto accessories in your household goods, or to purchase private insurance.

What to ship in your POV

The governing claims regulation states that a POV is not a proper storage place and therefore claims for items left in a POV (e.g., a laptop computer) are usually denied. However, it is permissible to keep certain items in a POV when you ship it. Claims for loss of or damage to the following items during shipment are normally paid:

- Normal vehicle accessories such as jacks, tire irons, tire chains, fire extinguishers, tire inflators, first aid kits, jumper cables, warning triangle/trouble lights, and basic hand tools provided by the auto manufacturer.
- Personal tools and a tool box, provided they are suitable for emergency road repair. This does not include power tools.
- One spare tire and two snow tires (either mounted or unmounted).
- Cribs and children's seats, whether permanent or removable, used for the movement of children to or from the port.
- Comfort and convenience items for motor trips to and from the port, such as luggage racks, thermos bottles, bottle warmers, vehicle cushions, and a blanket.

- Audio equipment, provided it is permanently bolted to the vehicle.

Maximum allowable payment limits apply

Even though the items listed above are deemed payable, the claims regulation establishes limits on what can be paid for certain items. These are known as "max allowable" limits:

- \$20,000 for loss or damage to the vehicle.
- \$1,000 for all audio equipment. This is a very restrictive limitation. It includes all motor vehicle radios, CD and tape players, speakers, amplifiers, antennas, telephones, auto alarms, televisions, computers, GPS, keyless entry remotes, and all accessories.
- \$200 for tools and tool box.

Customization and beautification accessories also may not be awarded full replacement value. Congress did not intend the Personnel Claims Act to be used to fully compensate claimants for highly individualized and expensive personal tastes. The statute is intended to provide compensation for items that are "reasonable and useful." You may want to remove very expensive accessories and equipment and include these items in your household goods shipment, which is normally more secure.

Items not payable

The claims regulation prohibits any payment for:

- Radar detectors (these are not considered "reasonable or useful").
- CB radios, not authorized by the SDDC for shipment in POVs.

- "Theft proof" audio products, if the claimant failed to take actions that would have deterred theft (e.g., removing the faceplate from a radio equipped with a removable faceplate).
- Audio equipment mounted on a slide for portable use. Claims Service policy requires that such equipment be permanently mounted to the POV.
- Cellular telephones, CDs, DVDs, and audio cassettes; leaving such "easily pilferable" items in a POV during shipment poses an unreasonable risk of theft / loss.
- Flammable or hazardous materials, to include flares, waxes, solvents, oils, and polishes.
- Any household goods / items or camping equipment.



Picking up your POV

Upon arrival at the Vehicle Processing Center (VPC), you will be met by the contractor's agent. You and the contractor's agent will jointly inspect your POV to note any loss or damage that occurred during shipment.

Your responsibilities at the VPC are:

- Vehiclefully and completely list any loss and all interior/exterior damages to

your vehicle on the back of your Vehicle Inspection & Shipping Form (VISF), left column. The contractor's agent will record his agreement or disagreement in the right column.

- Do not rely on the contractor's agent who shipped your vehicle to list loss or damage for you. Make sure you have listed all losses, damages, or destruction to your vehicle **before** you leave the VPC.
- Verify your mileage on your odometer. Understand that someone will drive your POV on and off the vessel; however, note any unusual mileage increase and report it to the Contracting Officer's Representative (COR).
- Vehiclefully inventory items that were shipped in the POV.
- Check your tires to ensure they were not damaged by improper tie down.

When you sign on the bottom of the back of the VISF, you acknowledge that this is the true condition of the POV when you received it.

If you feel the contractor's agent has interfered, or somehow frustrated your ability to enter exceptions on the VISF, then immediately report the matter to the COR at the VPC. **DO NOT DEPART THE VPC!** The COR is a Government employee who manages the VPC and is responsible for the POV shipment program in your community. If you depart the VPC, then the COR cannot resolve your problem with the contractor's agent on the spot. Waiting until you get to the claims office to report the damage could/will result in denial of your claim.

If you discover damage after you leave the VPC, **YOU MUST IMMEDIATELY NOTIFY THE CLAIMS OFFICE AND COMPANY THAT SHIPPED YOUR VEHICLE IN WRITING!**

Be sure to describe in detail the damage discovered and why it was not discovered at the final inspection at the pickup point. Failure to do this may result in no payment for this damage. Following these simple rules will greatly facilitate our ability to process your claim.



Where do you find us?

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Hours of operation:
Mon-Thu 0900-1145 and 1300-1600
Friday by appointment only

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