

## POV TRANSPORTATION AND STORAGE

### ...Frequently Asked Questions

#### Where do I go for counseling?

The Personal Property Shipping Office at the servicing installation provides counseling on the movement or storage of POVs.

#### Where can I get the pamphlets, 'Shipping or Storing Your POV'?

The pamphlets, 'Shipping Your POV' and 'Storing Your POV' provide information and tips that are useful for planning the movement or storage of your POV. They are available at your nearest Personal Property Shipping Office, Vehicle Processing Center, or on-line at [www.sddc.army.mil](http://www.sddc.army.mil) Under Personal Property.

#### Who is eligible to ship their privately owned vehicle (POV)?

The entitlement to ship a single POV is limited to a permanent change of station to, from, or between places overseas; or upon official change in homeport of the vessel to which you are assigned. The transportation office will determine your entitlement based on your PCS orders.

#### How many cars can I ship overseas?

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.

#### How well will my car be taken care of while in storage?

The contractor is required to store your vehicle in accordance with manufacturer's recommendations. In addition, fuel stabilizer will be added, and your vehicle will be moved once a month to prevent flat spots on the tires and to recycle the AC/Heat.

#### Why should I fill out the Customer Comment Card at the VPC?

Your comments are an important part of measuring overall customer satisfaction and contractor performance.

# SDDC Shipping & Storing Your PRIVATELY OWNED VEHICLE



For more information on SDDC and the Privately Owned Vehicle (POV) program, please contact us at:

(703) 428-3277/78

DSN 328-3277/78

[sddc-pa@sddc.army.mil](mailto:sddc-pa@sddc.army.mil)

or visit our website at:

[www.sddc.army.mil](http://www.sddc.army.mil)

Under Personal Property



## SDDC Privately Owned Vehicles

DOD'S PERSONAL PROPERTY PROGRAM - POV

# DOD's Safe & Secure Solution to Moving & Storing Privately Owned Vehicles





# SDDC IS YOUR QUALITY OF LIFE ORGANIZATION

## PROVIDE THE BEST SERVICE...

...Retain the Best People

SDDC provides transportation services for the movement and storage of approximately 75,000 privately owned vehicles (POV) annually. Transportation service is provided to uniformed service members and DoD civilian employees moving to/from duty stations outside of the continental United States (OCONUS). Storage service is provided to uniformed service members moving to OCONUS duty stations where the movement of a POV is restricted or prohibited.

POVs are handled by a 'Global POV Contract' that has been awarded to a single contractor responsible for most POV shipments from beginning to end. The current 'Global POV Contract' assures superior customer satisfaction by rewarding better performance by the contractor. One company takes responsibility for all aspects of your POV move.

**PLEASE COMPLETE THE CUSTOMER COMMENT CARD...IT'S YOUR VOICE!**

## WHAT THE SINGLE-SOURCE 'GLOBAL POV CONTRACT' MEANS TO YOU...

- Improved transit times
- Improved Customer Service
- 1 hour processing without appointment
- On-site claims settlement up to \$1,000
- Improved vehicle processing facilities
- Customer notification that vehicle is available for delivery is mailed within 5 days of arrival at delivery sites
- Toll free telephone numbers for customer inquiries
- Contractor is limited to driving the POV no more than 20 miles during movement (origin to destination) and/or 0.5 miles each month while in storage
- In-transit visibility is available on-line at [www.whereismypov.com](http://www.whereismypov.com) or by contacting the Vehicle Processing Center (VPC)
- Each Vehicle Processing Center has a Government representative available to assist you

**OUR CUSTOMERS ARE 100% SATISFIED AND OUR SHIPMENTS ARE 99% ON TIME!**

## VEHICLE PROCESSING CENTERS NEAR YOU...

There are multiple Vehicle Processing Centers located worldwide where military service members can ship their vehicle to destination duty stations. Guidelines are provided in the pamphlets 'Shipping Your POV' and 'Storing Your POV' available at your nearest Personal Property Shipping Office, Vehicle Processing Center, or on-line at: [www.sddc.army.mil](http://www.sddc.army.mil) Under Personal Property.

### CONUS LOCATIONS



OOL = Quality of Life site for pickup and delivery service only