



7<sup>th</sup> JMTTC Claims Information

## Time to pick up your vehicle? What you need to know now...

**Schedule your pick-up wisely!** Inspecting your vehicle requires time, attention-to-detail, and focus. Being in a rush may cause you to overlook any damage that must be noted right away. Failure to properly document any loss or damage AT PICK-UP on the backside of the Vehicle Inspection Shipping Form (VISF) may result in a denied claim!

1. **Allow for enough time** for a thorough inspection of the interior and exterior of the vehicle, keeping in mind wait time. Do not schedule pick-up on a day packed with errands or time constraints.
2. **Coordinate with the weather forecast.** Any damage is better noticed in sunny weather rather than cloudy or rainy weather.
3. **Stay away from closing times.** If, for some reason, you discover damage after leaving the VPC, you must return immediately! Returning any later than the date of pick-up may result in a denied claim. Describe the damage in detail on the backside of the VISF, including the reason for the delayed discovery. Remember to sign and date the VISF.

**Prepare for inspection! Pay attention to detail when thoroughly inspecting the interior and exterior of your POV!** Failure to properly document any loss or damage AT PICK-UP on the backside of the Vehicle Inspection Shipping Form (VISF) may result in a denied claim!

1. **Inspect a clean car or spot-clean to inspect.** Ask your VPC for a free car wash (varies by location); return immediately after the car wash. In case this option is not available, bring a clean rag and bottle/spray-bottle of water to better inspect potential damage.
2. **Think ahead.** Are there any special features to your car? Built-in navigation systems, blue-tooth, or LCD screens? Identify what you will be looking for before the inspection.
3. **Take date-stamped photos** with your camera or camera phone. Ensure you have enough battery and memory ahead of time.
4. **Eliminate distractions.** Arrange for child care, and turn your cell phone to silent during inspections.
5. Who knows more about vehicles in your family? **Designate this person to be present during the inspection.** Having a “trained eye” during inspection can save you trouble down the road.

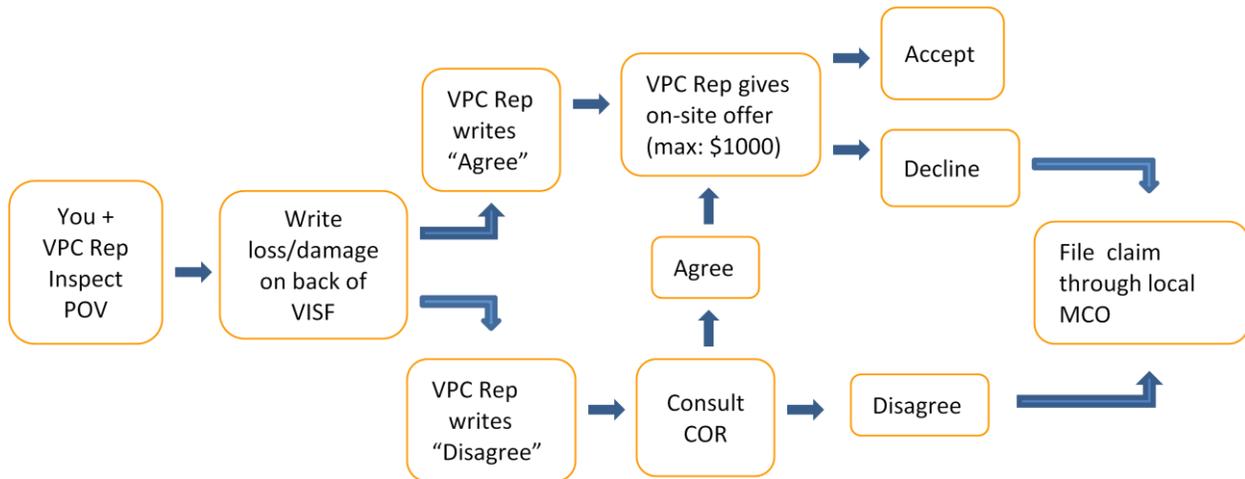
**It's your vehicle -- take your time and use it wisely!**

# What you need to know now before picking up your POV (Con't)...

## Know the process!

1. Upon picking up your Privately Owned Vehicle (POV), you and the Vehicle Processing Center's (VPC) representative (who works for American Auto Logistics, the company that ships your vehicle) will conduct a joint inspection of the interior and exterior of your POV.
2. Write any loss or damage on the backside of the Vehicle Inspection Shipping Form (VISF), on the left side under "By Owner." The VPC's representative will write "Agree" or "Disagree" in response. If "Disagree" is written, ask to speak with the Contracting Officer's Representative (COR), a government employee who will resolve the dispute. The VISF is not your claim. However, failure to properly document any loss or damage AT PICK-UP on the backside of the Vehicle Inspection Shipping Form (VISF) may result in a denied claim!
3. If you and the VPC representative agree on the loss/or damage, the VPC representative may elect to present you an on-site offer (max: \$1000). Only accept the offer if you are knowledgeable about how much the repair would cost on the economy. Accepting an offer precludes you from filing a further claim for the claimed loss/damage.
4. If you decline the on-site offer, you have the option of filing a claim through your local Military Claims Office (MCO). If filing through your MCO, bring a copy of your orders, VISF, vehicle registration, and a copy of your insurance coverage policy. You must file a claim within 2 years from the date of pick-up.

## Picking Up Your POV at the VPC



ACRYONYMS  
POV Privately Owned Vehicle  
VPC Vehicle Processing Center  
VISF Vehicle Inspection  
Shipping Form  
COR Contracting Officer's  
Representative  
MCO Military Claims Office

## REMEMBER:

**Document, document, document!**

**When in doubt, write it out before you sign on the line!**