

DOD Customer Frequently Asked Questions on Travel Restrictions – Conditions Based Movement in a COVID Environment

1. Q: The DoD has migrated from a stop move order to a conditions-based movement approach. How does this change impact me and my family? Do I still need an Exception to Policy from my service to move?

A: The DoD revised policy enables unrestricted movement between locations that meet two overarching criteria. 1) The White House's Opening Up America Again guidelines and 2) Installation-level assessments. An installation or location that meets all of the following criteria will be considered for unrestricted movement:

- Removal of local travel restrictions;
- Availability of essential services (e.g. schools, childcare, moving services);
- Quality control/assurance capability for household goods packing and moving; and
- Favorable health protection conditions (below HPCON C).

If you're moving between installations that meet these criteria, waivers are not required. If conditions in a state or country don't allow for unrestricted movement, service members will need to seek a waiver thru their chain of command (as with previous policies). Your status may also determine if you need a waiver or not – certain personnel do not require a waiver in any case! If you are concerned or have questions, talk to your chain of command or local personal property office! *See question 20 for Exception to Policy guidance from each Service.*

Additional guidance regarding the conditions-based movement can be found in the Secretary of Defense Memorandum, dated 22 May 2020, Subject: Transition to Conditions-based Phased Approach to Coronavirus Disease 2019 Personnel Movement and Travel Restrictions, found at <https://www.defense.gov/Explore/Spotlight/Coronavirus/Latest-DOD-Guidance/> located under Travel Restrictions.

2. Q. Since the DoD Stop Movement restrictions have lifted, when will everyone begin moving?

A. DoD is working with the Services to determine prioritization and balance the needs of individual service members, their families, and to maintain operational readiness.

3. Q: I submitted my counseling record/request into the Defense Personal Property System several weeks ago, but have not heard back. What should I do?

A: If you have not been contacted regarding the delayed scheduling of your move, postponed due to the COVID-19 environment, contact your nearest personal property office and/or chain of command immediately!

4. Q: All of my belongings have been packed up, I've already moved out of my residence, and now I'm not traveling to my destination as planned. My family is in limbo--what should I do?

A: Contact your chain of command immediately! Your chain of command can answer questions regarding entitlements (like lodging) that apply to you and your specific situation.

5. Q: What is the DoD doing to ensure moving personnel are not putting my family and I in a health risk and compromised situation?

A: USTRANSCOM has directed moving companies to screen their personnel-consistent with CDC guidelines-before showing up at a family's residence. TSPs will provide certification in writing that this screening has taken place upon arrival. We've also directed that moving companies follow common-sense protocols. Simple, but effective measures, like using smaller crews to enable distances, wearing face coverings, cleaning commonly touched surfaces, and simply practicing good hand hygiene are health protocols that are required of the moving personnel that come to your home.

At the same time, you and your family must comply with CDC protocols and installation guidelines for your own-and the movers-protection. Notify your transportation office or moving company to reschedule your move if you-or anyone in your family-is ill or has been directed to self-quarantine.

6. Q: Are moving personnel required to wear cloth face coverings during pack-out date / deliveries?

A: Yes, all individuals supporting any type of shipment pickup and delivery, on and off military installations, will wear cloth face coverings while servicing a customer's residence as the residence now transitions to a workplace in accordance with CDC guidelines. Moving crews are only allowed to remove the face coverings when greater than 50 feet from the member's residence, and 10 feet from the member's property or equipment used to transport the property. Moving crews may remove their mask when in the cab of the truck, as long as, the above distance parameters are met.

7. Q: Can I "waive" the mover face mask protocol due to heat, etc.?

A: No, established protocols must be followed in all cases.

8. Q: Am I and my family members required to wear cloth face coverings during a pack-out date / delivery?

A: DoD customers and family members, on and off military installations must wear face coverings during the servicing of their pack-out / delivery as the customer's residence now transitions to a workplace in accordance with CDC guidelines.

9. Q: Are my family members allowed to be present during the pack-out/delivery of my HHG?

A: Yes, however, to reduce risk, any family member not required to supervise TSP activities are encouraged to vacate the residence during the pack-out / delivery process. If this is not possible, customers should prepare a dedicated room where family members must stay while TSPs personnel are working.

10. Q: What guidance is there for me or my family to follow when moving personnel are inside my residence for pack-outs or delivery?

A: Customers should follow guidance from the CDC, which recommends prop open frequently used doors, cleaning door knobs and surfaces touched by all parties frequently, and using social distancing and face coverings to help ensure a safer environment. More information can be found at <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/disinfecting-your-home.html>.

11. Q: After pickup or delivery, what do I do if someone in my family tests positive for COVID-19?

A: First, contact your medical provider for medical guidance immediately. Next, contact your local transportation office so that they may notify potentially exposed moving company personnel to help minimize any additional exposure.

12. Q: I have a delivery scheduled, but do not feel comfortable accepting it (i.e. having moving personnel in my home) due to health status and CDC recommendation, what should I do?

A: Customers who do not feel comfortable with moving company personnel working in their homes for delivery and unpacking of shipments, should contact their local personal property office to reschedule the delivery.

13. Q: My household goods were picked up and then the Stop Movement Order was put into effect and our property was placed into storage. Should we anticipate any delays in the delivery of our property?

A: During peak season, moving companies are very busy and they are authorized up to five Government business days (GBD) (may take up to ten GBD or longer during peak season: 15 Jun – 15 Aug) from the date you request your property to be delivered to the date that your property is released from storage. Customers should contact their responsible TSP and transportation office when they are cleared to receive their property at destination; noting that due to the increase in both pickups and deliveries, it may take additional time to have your household goods released from storage and delivered.

If your household goods were put into storage at origin (where you are moving from), it will also take time for the shipment to travel to your new location. The transportation office will issue a bill of lading correction notice and establish a new required delivery date for property releasing from storage at origin. Moving companies who fail to meet the updated required delivery date are subject to payment of an inconvenience claims, if they are at fault for the missed pick-up or delayed delivery.

14. Q: Which VPC is closest one to my current location? Where can I find a list of all VPC facilities in the U.S. and overseas?

A: You can find VPC listings on our Move.mil web page or by going to the POV contractor's website, "PCSMYPOV" at <http://www.pcsmypov.com/>. The Defense Transportation Regulation 4500.9-R Part IV (DTR IV), Attachments K3 and K4, also has valuable information you can reference when shipping or storing your vehicle.

15. Q: I have an upcoming appointment to drop my car off at the Vehicle Processing Center (VPC). What should I do?

A: If you're not sure whether you can ship your vehicle for any reason, contact your chain of command. We also recommend calling your VPC to confirm office hours before showing up for your appointment. Our VPC personnel can point you to the right branch of Service contact if you need extra help. Make sure you wear a cloth face covering when you check in for your appointment, regardless of which VPC you are visiting.

16. Q: I need to pick up or drop off my POV at a Vehicle Processing Center (VPC). What safety measures do I need to be aware of regarding COVID-19?

A: All VPC employees have been directed to wear face coverings and you'll need to do the same. VPC staff are cleaning and disinfecting surfaces after customers leave the facility. Employees are also following the mandated social distancing guidance to stay at least six feet away from customers as an additional safety precaution.

17. Q: Will I be asked any health questions when I visit a VPC?

A: Yes. The questions are posted on VPC entryways. If you answer affirmative to any questions that put you in a high risk category, VPC staff will reschedule your appointment as necessary. Remember to bring a face covering and wear it during your appointment.

18. Q: I've already dropped my POV off, but my PCS has been delayed. Can I get my car back?

A: It depends. You won't be able to retrieve your vehicle if it's on the way to a water port or a POV storage facility. If you're interested in retrieving your vehicle, immediately contact your drop-off VPC. VPC staff can help you make or cancel an appointment, retrieve your vehicle, and answer any other POV-related questions you have.

19. Q: I still have questions regarding my Personal Property shipments. Who can assist?

A: Customers can contact their local Personal Property Office for advice on their specific shipment. Customers can also go to the Move.mil website, click on the Customer Service page for contact information for their Service, or call our 24/7 customer service number: (833) MIL-MOVE, (833) 645-6683.

20. Q: How do I get an exception to policy?

A: Each Services has identified procedures for their personnel to request exception-to-policy. If approved, Personal Property Offices will award customer shipments to moving companies. Service Members should use information below and following procedures outlined by their respective service.

21. Is it an acceptable excuse, due to COVID, if my mover fails to honor my agreed upon pack and pick up dates?

A: We routinely reiterate to industry they should only accept and service shipments they are

confident can be handled in a safe manner. The TSPs inability to send a crew who is screened and equipped to meet the health protection protocols may cause requests for flexibility or assignment of a new agent. A moving company should never unilaterally change service dates. If a moving company notifies a customer that they cannot meet assigned dates, the customer should contact the Shipping Office for assistance.

22. FAQ 3. Are movers required to make an offer on, pay or deny a claim within the 60-day timeline even if inspectors are delayed due to COVID?

A: Yes. TSPs must comply with claims timelines and many are using virtual inspectors as needed. Customers experiencing delays should reach out to their Transportation Office so they can take appropriate action to correct. The customer always has the right to transfer a claim to an MCO after 30 calendar days have passed since filing the initial claim.

- **The below Military Branch of Service guidance was provided on May 20. Updated guidance with new and/or additional Service procedures regarding the recent change to a conditions based environment will be provided soon.**

ARMY PROCEDURES (Updated May 20)

Personal Property Shipping Offices are directed to take the following action on all HHG, UB, and POV shipments affected by the respective stop movement order:

Army shipments in the queue that have not been awarded to a TSP should not be awarded unless the date the soldier or civilian departs their home station is after the expiration of the stop-movement order or unless the appropriate approval authority grants an exception to policy allowing the soldier to proceed on a permanent change of station move (see current Secretary of the Army delegation memo).

HHG shipments shall not be scheduled more than 30 days before the departure date for moves within CONUS/intratheater or more than 60 days before the departure date for moves to and from OCONUS.

HHGs and UB shipments that have been awarded to a TSP but have not yet been serviced (e.g. packing has not begun) should have pickup dates changed, unless the date the soldier or civilian departs the home station is after the expiration of the stop-movement order or the appropriate approval authority (see current Secretary of the Army delegation memo) grants an exception to policy allowing the Soldier to proceed on a permanent change of station move.

HHG shipments shall not be scheduled more than 30 days before the departure date for moves within conus/intratheater or more than 60 days before the departure date for moves to and from OCONUA.

Exemptions:

Customers requiring shipments to be packed out and picked up due to termination of rental lease agreement, home sale, or termination of government / privatized housing in order to place shipment into storage at origin do not require an exception. Customers pending approved personal safety moves, dependents needing to vacate housing on student travel orders, BLUEBARK, shipments and personnel on retirement and separation orders do not require an

exception. These situations shall be supported by appropriate documentation, e.g., fully executed contract for home sale, landlord supported lease agreement termination, retirement or separation orders. Further, HHG are authorized to be shipped if Soldier or Civilian has signed in at the gaining location.

Reserve component soldiers on a self-terminating Active Duty For Operational Support (ADOS) order require no ETP documentation and should proceed with Release From Active Duty (REFRAD) as planned. Similar to retirements and separations, Reserve component soldiers who REFRAD are permitted to move their HHG and UB, IAW their orders, without an ETP. Individuals whose Annual Training (AT)/ADOS orders end, terminating title 10 status, while the stop order is in effect, are authorized to return home. Soldiers on 12301H orders who have completed their medical care and are programmed for REFRAD while the stop order is in effect are authorized to return home. REFRAD will include eligible HHG shipment, IAW the active duty order.

Initial Military Training (IMT) is exempt from travel restrictions in accordance with Annex PPP and soldiers do not require a travel ETP to attend. IMT is defined as Basic Combat Training (BCT), One Station Unit Training (OSUT), Advanced Individual Training (AIT), Basic Officer Leader Course (BOLC A/B), and Direct Commissioning Programs.

Soldiers planning to ship household goods (including vehicles) to/from a foreign country who have not already contracted with a TSP for a move or are already in transit will delay shipment until after the expiration of the stop-movement order or the appropriate approval authority (see current Secretary of the Army delegation memo) grants an exception to policy allowing the Soldier to proceed on a permanent change of station move.

Approval of HHGs and/or UB shipment IAW the above paragraphs constitutes approval to ship a POV.

HHG shipments shall not be scheduled more than 30 days before the departure date for moves within CONUS/intratheater or more than 60 days before the departure date for moves to and from OCONUS.

For POVs, no exception is required if the (sponsor) has signed in at gaining location or vehicle is placed in storage if not permitted due to the country, area, U.S. laws, regulations or require extensive modifications.

For questions regarding the guidance outlined in this advisory contact:

Primary: usarmy.ria.asc.list.ild-personal-property@mail.mil

Alternate: usarmy.belvoir.asc.mbx.jppsoma-apple@mail.mil

Alternate: HQDA DCS G-4, Transportation, Mr. Gene Thomas, gene.thomas32.civ@mail.mil;

Alternate: Mr. Derrick M. Candler, Chief Transportation Policy, derrick.m.candler.civ@mail.mil.

NAVY PROCEDURES (Updated May 20)

For situational awareness, NAVADMIN **116/20 (212136Z APR 20)** provides guidance for Service members and Navy civilians for PCS orders.

For all Navy military and civilian PCS moves, Household Goods (HHGs) processes will continue under normal operations.

Any Navy request submitted from today forward will be processed as normal.

Any Navy request that is currently in the queue for processing should be booked in accordance with the member's requested timeline (whether that is before or after 22 May, the new expiration of the stop movement order).

Any Navy request that has been awarded does not need to be reassessed and will continue on the planned timeline.

For questions regarding this advisory, contact:

Primary: NAVSUPHQHHGS.fct@navy.mil

AIR FORCE PROCEDURES (Updated May 20)

Air Force military, civilian personnel, and dependent CONUS and OCONUS PCS moves (government contract and Personally Procured Moves (PPMs) are at an All Stop until 22 May 2020, IAW SECDEF's Stop Movement Order, dated 22 May 2020. There are eleven (11) exemptions authorized to continue:

- Personal Property pack outs that are already started
- Shipments for travelers whose non-GFM TDY or Leave ends while this directive is in effect are authorized to return to their permanent duty station
- Shipments for patients, as well as their authorized escorts and attendants, and medical providers for purposes of medical treatment
 - Patient status indicated by: Block 3 (SAFSC/CAFSC) of the 899 reflects 9P000 for Enlisted or 93P0 for Officers. "AAN" in Block 19 reflects all 1's (i.e. 111111111)
- Shipments for TRANSCOM Joint Deployment and Distribution Enterprise missions
- Shipments for Retirees/Separatees/BLUEBARK.
- Shipments for Casualty and Mortuary Affairs programs
- Shipments associated with personnel recruiting and accessions activities
- Shipments for students and instructors supporting AETC training and academic programs Joint / Sister Service, and healthprofession training and academic programs
- Shipments for Evacuations
- Shipments for Global Force Management activities (GFM)
- Shipments for members with a GO/Flag Officer/SES-authorized waiver to PCS where the travel is: (1) determined to be mission essential; (2) necessary for humanitarian reasons; (3) warranted due to extreme hardship
- Shipments with orders & MPF Memo-In-Lieu-of Amendment based on timeline in memo (2- months prior to report date originating from OCONUS; 1 month originating CONUS)

For all other exceptions, the following applies:

Members must stop personal property movement actions unless they meet the following conditions, which include, but are not limited to: expired lease, home sale, termination of government / privatized housing, financial hardship, best interest of the Service or member, etc. In this case, the authorization to continue personal property must be approved by the Squadron Commander, First Sergeant or equivalent for staff positions. Given many PCSs are being cancelled and report dates are being delayed, verification of the member's PCS status is absolutely critical since this HHG movement exception is not intended to place members and their families in a hardship resulting from extended separation of members from their household goods, nor is it intended to drive a GO hardship letter authorizing personnel movement or enable extension of per diem entitlements. Request utmost scrutiny of situations / circumstances warranting personal property movement prior to Stop Movement end.

Members that do not meet the aforementioned criteria and current exceptions, will reschedule personal property moves with their local shipping office (PPSO or TMO), but may not request a personal property packing date before 15 May 2020 for PCS within CONUS, 1 July 2020 for PCS to/from OCONUS, or whenever the stop movement order

expires.

(Important Note) Shipping Offices should only proceed with movements upon receipt of documented approval as required above.

Question regarding definition of exemptions see AFPC's website:

https://mypers.af.mil/app/answers/detail/a_id/46624

Questions regarding movement of Air Force Personal Property or POVs or the guidance outlined in this advisory contact:

Primary: ppahq.ppec.customerservice@us.af.mil

Primary: Commercial telephone: 210-652-3357, DSN: 487-3357

Alternate: Col Craig Punches @ craig.punches@us.af.mil

MARINE CORPS PROCEDURES (Updated May 20)

Only Excepted PCS Travel or PCS Travel approved by the first General Officer/Senior Executive Service member in the Marine's Chain of Command is authorized per MARADMIN 254/20, located at this link:

<https://www.marines.mil/News/Messages/Messages-Display/Article/2159123/update-7-us-marine-corps-disease-containment-preparedness-planning-guidance-for/> Paragraph 3.c.2. of MARADMIN 254/20 states: "This MARADMIN applies to all official travel, including temporary duty (TDY) travel, government-funded leave travel, permanent duty travel, including Permanent Change of Station (PCS) travel, and travel related to Authorized and Ordered Departures issued by the Department of State (reference I)."

For Marine Corps HHG or UB shipments in the queue during the Stop Movement period, the serving Joint Personal Property Shipping Office (JPPSO), with assistance of the losing station DMO PPPO as required, will contact the Marine to verify if he/she wishes to retain their current Transportation requirements. Marines should contact their Monitor to validate any future changes to their orders before confirming their requirements to execute the movement/storage options for transportation of their Personal Property/Household goods only.

Marines with orders that have an Estimated Detachment Date (EDD) outside the current stop movement period (22 May and beyond) are authorized to execute the Transportation allowances for the Shipment/Storage of Household Goods, Unaccompanied Baggage, Privately Owned Vehicles not more than 45 days (CONUS) and not more than 60 days (OCONUS) prior to the EDD without an Exception to Policy (ETP). Personal Property Offices/Shipping Offices are authorized to utilize the appropriate approval for SIT @ destination. SIT @ Origin requests require justification to be approved by the Personal Property Officer on a case by case basis.

Marines who are outside the required EDD timeframe identified above or who wish to keep their existing move dates based upon unique circumstances, including but NOT limited to the pending sale/purchase of home, termination of lease or privatized housing contract, or other issue directly related to COVID-19 Stop Movement must get an ETP that authorizes the Transportation allowances for HHGs shipment/storage to be executed. The ETP endorsement must come from the Detaching Commander or Officer in Charge (O-5 or above) and is required to document the Marine's justification for executing the

Transportation allowances as well as to indicate that the Marine has a sound plan in place regarding the HHG shipment. This document will be placed in the Marine's shipment file.

For questions regarding the guidance outlined in this advisory contact:

Primary: Contact your local Distribution Management Office (DMO) Alternate: usmcpersonalproperty@usmc.mil
Primary: Commercial telephone: 703-695-7765, DSN: 225-7765 Alternate: After Hours US EST: Cell 703-483-0820

COAST GUARD PROCEDURES (Updated May 20)

For situational awareness, ALCOAST 147/20 (221311 APR 20) provides guidance regarding PCS and shipping household goods.

For all Coast Guard military and civilian PCS moves, Household Goods (HHGs) and POVs will continue to be processed under normal operations. Previous guidance requiring an ETP is rescinded, units have been directed not to issue orders unless the members are authorized to ship goods.

Any Coast Guard requests currently in the queue for processing should be booked in accordance with the member's requested timeline (whether that is before or after 22 MAY, the new expiration of the stop movement order).

Any Coast Guard request that has been awarded, does not need to be reassessed and will continue on the planned timeline.

For questions regarding this advisory, contact:

Primary: hqs-dg-1st-cg-1332-Travel@uscg.mil
Alternate: Commercial telephone: 202-475-5393

COCOM ASSIGNED PERSONNEL PROCEDURES - Personnel assigned to Combatant Command Headquarters will follow COCOM specific guidance.

DEPARTMENT OF STATE ASSIGNED PROCEDURES (Updated May 20)

Department of Defense shipments eligible for movement by Department of State are exempt from the requirements in this advisory. The State Department can initiate shipments IAW State Department establish procedures and approval authorities for all DOD uniformed and civilian personnel and their sponsored family members who are under the responsibility of a U.S. Chief of Mission. These shipments should continue to be counseled and sent to the DOS IAW the DP3 International Tender, Chapter 12 procedures.

Questions regarding whether or not a shipment is eligible to be moved via DOS should be referred to the DOS Transportation Management Division:

U.S. Department of State Transportation Management Division Phone:
(800) 424-2947 or (202) 472-8480/8481
Fax: (202) 472-8451
e-mail: DoDPP@state.gov