

## **Information for DP3 Customers Impacted by DoD Stop Movement Order**

**Q: My PCS is rapidly approaching--how do I know if my planned move is covered by this order?**

**A:** Customers should contact their chain of command immediately for latest guidance on PCS actions! Shipments for retirees and separates are exempt from the Stop Movement Orders. Customers who reside on government installations should be aware of any changes to their local installation access procedures.

**Q: I've confirmed that my PCS is impacted by a stop movement order, but I have already submitted my movement request to the Personal Property Office. What will they do with my shipment?**

**A:** It depends.

- If your Household Goods and/or Unaccompanied Baggage shipments have been *submitted* for processing *but are not yet awarded* to a moving company, the responsible Personal Property office will award those shipments with requested pickup dates on/after 30 June 2020.
- If your Household Goods and/or Unaccompanied Baggage shipments *has been awarded* to a moving company but no physical action has been taken (i.e. not packed-out / picked up from the residence), the responsible Personal Property Office will contact you to share that no action will be taken on your shipment without
  - 1) An approved Service Specific exception-to-policy request. Personnel assigned to Combatant Command Headquarters will follow COCOM specific guidance.
  - 2) A revision or rescission to the DOD's Stop Movement Order

**Q: How do I get an exception to policy?**

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.

### **ARMY PROCEDURES**

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.

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](mailto:usarmy.ria.asc.list.ild-personal-property@mail.mil)

Alternate: [usarmy.belvoir.asc.mbx.jppsoma-apple@mail.mil](mailto:usarmy.belvoir.asc.mbx.jppsoma-apple@mail.mil)

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

Alternate: Mr. Derrick M. Candler, Chief Transportation Policy, [derrick.m.candler.civ@mail.mil](mailto:derrick.m.candler.civ@mail.mil).

## NAVY PROCEDURES

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 30 JUN, 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](mailto:NAVSUPHQHHGS.fct@navy.mil)

## AIR FORCE PROCEDURES

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 30 June 2020, IAW SECDEF's Stop Movement Order, dated 20 April 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
- 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

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, etc. In this case, the authorization to continue personal property must be approved by the Squadron Commander, First Sergeant or equivalent for staff positions.

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](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](mailto:ppahq.ppec.customerservice@us.af.mil)  
Primary: Commercial telephone: 210-652-3357, DSN: 487-3357  
Alternate: Col Craig Punches @ [craig.punches@us.af.mil](mailto:craig.punches@us.af.mil)

## **MARINE CORPS PROCEDURES**

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 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.

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 only. Once confirmed, an endorsement from the Detaching Commander or Officer in Charge (O-5 or above) is required to document the Marine's justification for executing the transportation/storage of their personal property associated with their current PCS orders during the Stop Movement period and 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](mailto:usmcpersonalproperty@usmc.mil)  
Primary: Commercial telephone: 703-695-7765, DSN: 225-  
7765 Alternate: After Hours US EST: Cell 703-483-0820

## **COAST GUARD PROCEDURES**

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 25 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](mailto: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**

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](mailto:DoDPP@state.gov)

**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.

**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.

**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, should 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.

**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.

**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 or 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>.

**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.

**Q. When the DoD Stop Movement restrictions lift, will everyone begin moving?**

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

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

**A: Confirm with your** chain of command the status of your relocation. Customer should call their serving VPC at least 24 hours prior to scheduled appointment to verify the appointment will proceed as planned. Some customers will need an exception-to-policy letter to drop off a vehicle for shipping, especially for overseas/OCONUS locations. VPC staff can share Service contact information to answer any questions. Customers and VPC employees must comply with CDC recommendations to wear a cloth face covering.

**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 COVID19?**

**A:** All VPC employees have been directed to wear face coverings / masks. VPC are cleaning and disinfecting surfaces after customer engagements. Employees are also following the mandated 6 feet apart social distancing guidance from customers as additive safety health measure.

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

**A:** Signs are posted as you enter the VPCs with questions customers should expect to be asked when entering a site. Customers and VPC employees must comply with CDC recommendations to wear a cloth face covering.

**Q: I'm not sure which Vehicle Processing Center is the 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 the 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.

**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 are postured to assist customers with changing appointments, vehicle retrieval, and answering any other POV-related questions you have.

**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 click on the Customer Service page for contact information for their Service, or for contact USTRANSCOM's 24-hour hotline Toll Free: (833) MIL-MOVE, (833) 645-6683