

## 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 24 May 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) a revision to the DOD's Stop Movement Orders or 2) an approved Service Specific exception-to-policy request. Personnel assigned to Combatant Command Headquarters will follow COCOM specific guidance.

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

Each of the Services have identified their procedures for personnel to request exception-to-policies, listed below. If approved, Personal Property Offices will award those shipments to moving companies. Service Members should use the following procedures outlined by their respective service.

### ARMY PROCEDURES

Army shipments in the queue that have not been awarded to a TSP should not be awarded unless movement of HHG and UB is approved by a GO/SES. Similarly, HHG and UB shipments that have been awarded to a TSP but that have NOT yet been serviced (e.g. packing has not begun) should have pickup dates changed unless approved by a GO/SES.

Personal Property Processing Offices and Personal Property Shipping Offices **DO NOT** require approval/an exception-to-policy for the following situations:

Customers requiring shipments to be picked due to termination of rental lease agreement, home sale, or termination of government / privatized housing in order to place into storage at origin. Also, individuals 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 has signed in at the gaining location.

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.jpssoma-apple@mail.mil](mailto:usarmy.belvoir.asc.mbx.jpssoma-apple@mail.mil)

Alternate: HQDA DCS G-4, Transportation, Mr. Gene Thomas, (703) 614-1029, [gene.thomas32.civ@mail.mil](mailto:gene.thomas32.civ@mail.mil);

Alternate: Mr. Derrick M. Candler, Chief Transportation Policy, (703) 614-4173, [derrick.m.candler.civ@mail.mil](mailto:derrick.m.candler.civ@mail.mil).

## **NAVY PROCEDURES**

For situational awareness, NAVADMIN 080/20 (212007Z MAR 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 25 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](mailto:NAVSUPHQHHGS.fct@navy.mil)

1st Alternate: Mr. Suten "Tomas" Thomas, [suten.thomas@navy.mil](mailto:suten.thomas@navy.mil)

2nd Alternate: Mr. Dan Wolfert, [daniel.wolfert@navy.mil](mailto:daniel.wolfert@navy.mil)

OPNAV POC: Ms. Jo Policastro, [jo.policastro@navy.mil](mailto:jo.policastro@navy.mil)

## **AIR FORCE PROCEDURES**

All Air Force military and civilian PCS moves are at an All Stop until 11 May 2020, IAW SECDEF's Stop Movement Order, dated 13 March 2020. Stop Movement of all international travel is in effect until 24 May 2020, IAW SECDEF's MOD 01 TO REVISION 01, dated 24 Mar 2020. There are Four (4) current exceptions that are authorized to continue:

- Personal Property pack outs that are already started
- Shipments for Global Force Management activities with Joint Staff Director of Operations (DJ-3) waiver
- 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 for Retirees/Separatees/BLUEBARK.

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, 24 May 2020 for PCS to/from OCONUS, or whenever the stop movement order expires.

Shipping Offices should only proceed with movements upon receipt of documented approval as required above. 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**

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 sale of home, termination of lease or privatized housing, or other issue directly related to COVID - 19 Stop Movement Detaching Commander or Officer in Charge (O-5 or above) endorsement is required for pickup and storage/shipment in order to document the member's justification for executing the transportation allowances that are only associated with their current PCS orders during Stop Movement period and will be placed in the Marine's shipment file. TSPs will be notified by notes in DPS per this advisory attachment. Personal property pack outs that are already started are authorized to continue as well as all shipments for Accession Marines to their first Permanent Duty Station, Retirees and Separatees, Deceased Marines and when Marines are approved for an Exception to Policy to Travel by the first General Officer or member of the Senior Executive Service in their command. Detaching Commander or Officer in Charge (O-5 or above) endorsement is also required when storing/shipping a POV. 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 98/20 (202055Z MAR 20) provides guidance for Service members and Coast Guard civilians regarding travel. Specific guidance regarding PCS and shipping household goods including POVs is forthcoming.

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-lst-cg-1332-Travel@uscg.mil](mailto:hqs-dg-lst-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.

**Q: My shipment has already been picked up by the moving company. What will happen to it now?**

**A:** Contact your Shipping Office to determine your shipment's status. Depending on when it was picked up, it may be in storage in the local area, en route to your planned destination, or in storage near your destination.

**Q: What about my POV? 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 if the stop movement order applies to you or your family, contact your chain of command. We also recommend calling your VPC to confirm their office hours before showing up for your appointment. Some customers will need an exception-to-policy letter to drop off a vehicle for shipping, especially for overseas/OCONUS locations. Our VPC personnel can point you to the right branch of Service contact if you need extra help.

**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:** If you're interested in retrieving your vehicle, immediately contact your drop-off VPC. You won't be able to retrieve your vehicle if it's on the way to a water port or a POV storage facility.

**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: What if I have a delivery scheduled, but do not feel comfortable accepting it (i.e. having moving personnel in my home) due to health status or CDC recommendation?**

**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: This website is helpful, but 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.