

## **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:** Contact your chain of command immediately! Shipments for retirees and separates are exempt from the Stop Movement Orders. Additionally, there are no restrictions to the delivery of in-transit shipments. Customers who reside on government installations should be aware of any changes to their local 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 15 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?**

Commanders can approve exceptions for moves to proceed due to mission need, or for situations such as an expired lease or home sale. 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 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, BLUE BARK, 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.

For questions regarding this advisory, contact:

Primary: [NAVSUPHQHHGS.fct@navy.mil](mailto:NAVSUPHQHHGS.fct@navy.mil)

1st Alternate: Mr. Suttan "Tomas" Thomas, [suttan.thomas@navy.mil](mailto:suttan.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. There are three current exceptions that are authorized to continue:

- Personal Property pack outs that are already started
- Shipments for members traveling from CONUS (includes Hawaii/Alaska and US territories) to OCONUS Centers for Disease Control (CDC) Travel Health Notices Level 2 (COVID-19) designated locations
- Shipments for members traveling from OCONUS CDC Travel Health Notices Level 2 (COVID-19) designated locations to CONUS (includes Hawaii/Alaska and US territories)
- Shipments for members traveling from CDC Travel Health Notices Level 2 (COVID-19) designated locations to CDC Travel Health Notices Level 2 (COVID-19) designated locations
- 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/Blue Bark. For all other exceptions, the following applies:

Members that are not already physically packing HHGs must stop HHG movement actions unless they meet the following conditions, which include, but are not limited to: humanitarian situations, expired lease, home sale, etc. In this case, the authorization to continue to move HHGs must be approved by the Squadron Commander, First Sergeant or equivalent for staff positions. Members will reschedule HHG moves with their local shipping office (PPSO or TMO), but may not request a HHG packing date before 15 May 2020, 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 if they wish to change their dates. Detaching Commander or Officer in Charge (O-5 or above) endorsement is required documenting the member's justification and potential risks to execute PCS move during Stop Movement period and will be placed in the Marine's shipment file. TSPs will be notified by notes in DPS, email, or phone call. Personal property pack outs that are already started are authorized to continue as well as all shipments for Retirees/Separatees. 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**

Coast Guard HHGs, POVs, and UB will only be shipped with an approved Exception to Policy (ETP) granted by Coast Guard Headquarters (CG-133, CG-13, or CG-1). All ETPs will be issued in writing via memo to the member concerned. If dependents are not authorized to accompany the service member that will be specifically stated in the memo. Retirees/Separatees require no ETP or other documentation and should be processed as normal. All ETP requests will

be sent to: [hqs-dg-lst-cg-1332-travel@uscg.mil](mailto:hqs-dg-lst-cg-1332-travel@uscg.mil) with the subject of "HHG/POV ETP REQUEST". Questions regarding movement of Coast Guard Personal Property or POVs or the guidance outlined in 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

**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 are unsure if the stop movement order applies to you, contact your chain of command. DOD customers should contact the Vehicle Processing Center (VPC) to confirm office hours and seek an exception-to-policy prior to dropping off their vehicle at a Vehicle Processing Center (VPC) for shipment. This applies to all shipments to/from all locations worldwide.

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

**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.