

# Positive COVID-19 Results Notification Flow



Together, we deliver.

TSP

TSP becomes aware of an employee(s) or company representative who test positive for COVID-19 at any time



Required information must be provided for all DoD Customers who were potentially exposed or impacted to:

- TRANSCOM
- Military Service HQ
- PPSO



INFORMATION INLCUDES:

- Date became aware of positive test
- Unique Shipment identifier
- Number of shipments handled by servicing Agent/Driver
- Names/Addresses of all TSP/Agent facilities affected and may be affected.
- Status of affected party/parties **(DO NOT provide NAMES)**

DOD CUSTOMER NOTIFICATION

Servicing PPSO notifies and alerts DoD Customer of potential exposure



Required information must be provided to DoD Customers:

- Name/Contact of TSP Involved
- Date TSP became aware
- Monitor symptoms for COVID-19
- Seek medical attention as required



Notify the following after successful DoD customer contact:

- TRANSCOM
- Military Service HQ

PPPO/PPSO

PPPO/PPSO or TSP becomes aware of a COVID-19 positive test result of a DoD Customer or family member



Required information must be provided for all DoD Customers who were potentially exposed or impacted to:

- USTRANSCOM
- Military Service HQ
- TSP



INFORMATION INLCUDES:

- Date became aware of DoD Customer positive test
- Unique Shipment identifier
- Current location and destination of affected shipments
- Status of affected party/parties **(DO NOT provide NAMES)**

USTRANSCOM/SERVICE HQs NOTIFICATION POCs:

- USTRANSCOM TCJ9-OH: [transcom.scott.tcj9.mbx.pp-ops@mail.mil](mailto:transcom.scott.tcj9.mbx.pp-ops@mail.mil); Comm: 618-220-5479/5448, DSN: 770-5479
- HQ ARMY: [usarmy.ria.asc.list.ild-personal-property@mail.mil](mailto:usarmy.ria.asc.list.ild-personal-property@mail.mil) ; [usarmy.belvoir.asc.mbx.jpjsoma-apple@mail.mil](mailto:usarmy.belvoir.asc.mbx.jpjsoma-apple@mail.mil) ; 1-800-762-7186
- HQ NAVY: [NAVSUPHQHHGS.fct@navy.mil](mailto:NAVSUPHQHHGS.fct@navy.mil)
- HQ MARINE CORPS: [usmcpersonalproperty@usmc.mil](mailto:usmcpersonalproperty@usmc.mil) ; Comm: 703-695-7765, DSN: 225-7765
- HQ AIR FORCE: [ppahq.ppec.customerservice@us.af.mil](mailto:ppahq.ppec.customerservice@us.af.mil) ; Comm: 210-652-3357, DSN: 487-3357
- HQ COAST GUARD: [hqs-dg-lst-cg-1332-travel@uscg.mil](mailto:hqs-dg-lst-cg-1332-travel@uscg.mil) ; Comm: 202-475-5393

Useful Sites

Information on symptoms for COVID-19 and when to seek medical attention:

- <https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html>

Information on reporting confirmed cases of COVID-19 by Health Departments:

- <https://www.cdc.gov/coronavirus/2019-ncov/php/reporting-pui.html>

Center for Disease Control and Prevention information on clinical/home care guidance:

- <https://www.cdc.gov/coronavirus/2019-ncov/hcp/clinical-care.html>