

## **Information for DP3 Customers Impacted by ‘Recent Stop Movement’**

**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!

**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 shipment has not yet been awarded to a moving company, it will be put in a hold status pending further guidance (e.g. either the stop movement order is rescinded or you receive approval from your chain of command to continue with your move).
- If your shipment has been awarded to a moving company, but has not yet been serviced (e.g. packing has not begun), please contact your servicing Shipping Office. They will work with you to change your pickup dates to a future date in coordination with your mover and in line with DOD 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 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. If the stop movement order does not apply to your PCS—or your chain of command has approved an exception to the order—proceed to the VPC as planned.

**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:** 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.