

## 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. Exceptions for to award shipments or continued movement may include 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. Individuals pending approved personal safety moves, dependents needing to vacate housing on student travel orders, bluebark,

retirement and separation during this period do not require an exception. 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**

All Navy military and civilian PCS moves are at an All Stop until 11 May 2020, per NAVADMIN 065/20, dated 14 March 2020. There are two current exceptions: personal property pack outs that are already started are authorized to continue and shipments for Retirees/Separatees. For all other exceptions, the following applies:

Military: Per CNO guidance NAVADMIN 065/20 dated 14 March 2020, Navy Personnel Command (PERS-4) is authorized to approve or deny Stop Movement exceptions for PCS travel.

Approvals of exception requests will be made via message traffic and will specify whether dependents are authorized to accompany the service member. Detaching Command endorsement is required. Upon receipt of an approved exception, transaction service center or personnel support detachment/personnel offices will process the service member for transfer to the gaining command. All exception requests will be sent to [PERS451@NAVY.MIL](mailto:PERS451@NAVY.MIL) with the subject line PCS Exception Request. Exception request formats will be provided by PERS-4 and posted on MyNavy portal. Service members who are granted an exception will receive guidance from NPC concerning Navy component commander pre-and post- travel medical screening and reception procedures. Service Members with questions regarding entitlements for PCS travel should contact MyNavy Career Center (1-833-330-6622) or email [ASKMNCC@NAVY.MIL](mailto:ASKMNCC@NAVY.MIL).

Civilian: The first Flag Officer or SES in the chain of command of the BSO paying for the move is authorized to approve or deny stop movement exceptions for PCS travel for Navy civilians.

Navy civilians with questions regarding entitlements for PCS travel should contact their command/BSO Lead Defense Travel Administrator (LDTA).

All approvals must be granted in writing. Shipping Offices should only proceed with movement upon receipt of documented approval as required above. 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)

## **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 with a GO authorized waiver to PCS due to mission requirements
- Shipments for Retirees/Separatees. 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.

## **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 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.