

## OUR SUSTAINED COMMITMENT TO DP3 CUSTOMERS MOVING IN A COVID-19 ENVIRONMENT



The coronavirus disease 2019 (COVID-19) continues to present risk to our force. The DOD remains committed to protecting you and your family during the relocation process and to reducing the threat of spreading COVID-19 within our ranks and communities.

To these ends, the Department has implemented a series of protocols to protect you during the relocation process.

### *Safety*

The relocation process is admittedly intrusive, with moving professionals working in your home alongside you and your family. To protect you during this process, the Department continues to direct that industry personnel handling your move adhere to Centers for Disease Control protocols regarding health protection while working in your residence.

These measures include:

- wearing face coverings
- minimizing crew size to enable social distancing
- routinely cleaning frequently touched surfaces
- practicing good hand hygiene

Additionally, your moving company will verify to you in writing that their personnel have been screened for illness and will be properly equipped to work in your home.

You and your family must comply with CDC protocols and installation guidelines for your own protection. Notify your transportation office or moving company to reschedule your move if you or anyone in your family is ill or has been directed to self-quarantine.

### *Decision Making*

- You are empowered to decide who enters your residence.
- You are empowered to question moving company personnel on their adherence to the aforementioned protocols.
- You are empowered to say 'stop' at any point in the process.
- You are not required to compromise your safety for the sake of meeting a moving company's timeline; if needed, ask to reschedule your move.

  
Stephen R. Lyons  
General, U.S. Army  
Commanding

### *Resources*

You are empowered—but you are not alone. A DOD representative will contact you during the relocation process to verify that your service provider is following all safety protocols, and to take swift corrective action when needed.

If you are uncomfortable at any time during the household goods pack-out or delivery process, inform your service provider, contact your local transportation office, and if needed, your chain of command. Points of contact from your Service Headquarters and U.S. Transportation Command are listed below.

### WHO TO CALL FOR HELP

#### 1. Local Transportation Office (TO):

<https://www.move.mil/resources/locator-maps>

#### 2. Branch of Service Customer Service:



**Army**  
(800) 521-9959  
(253) 967-5093  
DSN: 312-357-5093



**Marine Corps**  
Local Distribution Management  
Office (DMO) or  
Call Center: (855) 444-6683



**Navy**  
Local Personal Property Office  
or Call Center: (855) 444-6683



**Air Force**  
Local Personal Property Office  
or Call Center: (210) 652-3357



**Coast Guard**  
PCS Assist Team: (833) 551-0887

#### 3. USTRANSCOM Customer Support Center (Open 24 hrs):

Toll-Free: (833) MIL-MOVE [645-6683]