

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



The coronavirus disease 2019 (COVID-19) continues to present significant risk to our force as the DOD considers domestic and overseas personnel travel. These movements present a threat of spreading COVID-19 within our ranks and communities; as such, DOD implemented a Stop Movement Order as a means to protect Service Members and their Families.

As you have been directed or authorized to relocate during the Stop Movement period, the Department is committed to delivering safe, quality moving and storage services to you and your family.

### Safety

The relocation process is intrusive, with moving professionals working in your home alongside you and your family. The Department has directed that industry personnel handling your move, adhere to Centers for Disease Control protocols regarding health protection while working in your residence.

These measures include:

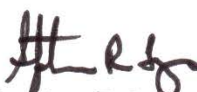
- wearing face coverings
- minimizing crew size to enable social distancing
- routinely cleaning frequently touched surfaces and practice good hand hygiene

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**  
 Toll-Free: (800) 762-7186  
 Comm: (703) 806-4900
  - 
**Marine Corps**  
 Contact your local Distribution Management Office (DMO) or  
 Comm: (703) 483-0820
  - 
**Navy**  
 Toll-Free: (855) 444-6683
  - 
**Air Force**  
 Comm: (210) 652-3357
  - 
**Coast Guard**  
 Toll-Free: (833) 551-0887
- 3. USTRANSCOM Customer Support Center (Open 24 hrs):**  
 Toll-Free: (833) MIL-MOVE [645-6683]



## NEWS RELEASE

FOR IMMEDIATE RELEASE

Monday, May 4, 2020

U.S. Transportation Command Public Affairs

(618) 220-4999

[transcom-pa@mail.mil](mailto:transcom-pa@mail.mil)

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### **USTRANSCOM takes action to protect military families moving during COVID-19**

SCOTT AIR FORCE BASE, Ill. – U.S. Transportation Command announced increased safety measures designed to protect Department of Defense members and their families during household goods moves taking place during the global outbreak of coronavirus infectious disease 2019 (COVID-19) that will go into effect immediately.

Secretary of Defense Mark Esper directed implementation of these measures.

Moving industry personnel will be required to adhere to the Centers for Disease Control and Prevention COVID-19 health protection protocols while in the service member's residence. That means moving personnel must wear face coverings, clean frequently touched surfaces and sanitize their hands often. They must also minimize the number of personnel at the member's residence in order to meet social distancing requirements.

USTRANSCOM is also requiring moving companies to provide certification that moving personnel have been screened for illness in accordance with COVID-19 CDC guidelines for businesses and employers. Moving companies will provide the member written certification of this screening upon arrival.

Under the new safety measures, the member can deny entry to moving personnel or question them about adhering to health protection protocols. And they can terminate the move entirely if they feel the moving crew is compromising their safety. The move would be rescheduled at a later date.

“Moving is always stressful, and COVID only adds stress and uncertainty to the process. It's important DoD families know they are empowered to make decisions on the spot and that they have a voice in the process. Families also have resources available to them – the military services are leaning forward to verify protocols are followed, and take action on behalf of families if issues arise. Protecting the health of DoD personnel and their families is paramount,” said Rick Marsh, director of the Defense Personal Property Program at USTRANSCOM.

The military services (U.S. Army, Navy, Marines Corps, Air Force and Coast Guard) are required to verify with 100% of their service members that moving companies are complying with these safety measures during their moves.

Visit [move.mil](http://move.mil) to read the latest guidance for Defense Personal Property Program customers.

**PROTECTING DEFENSE PERSONAL PROPERTY PROGRAM (DP3) CUSTOMERS:**

**Transportation Service Provider Certification of Health Protection Protocols**

**Responsible TSP:**

**Bill of Lading/Order # (NTS or DPM):**

**Customer Name:**

**Date of Service:**

**Assigned Crew Members:**

**I certify** the aforementioned crew members assigned to your move have been screened—consistent with Centers for Disease Controls (CDC) guidelines—for COVID-19. I routinely monitor CDC information (<https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html>) to ensure these screenings account for the most up-to-date guidance.

I have also screened these crew members for symptoms commonly associated with other illnesses that are easily transmissible while working in the confines of a residence (common cold, flu, etc.)

**I certify** the aforementioned crew members will adhere to all guidelines issued by U.S. Transportation Command. Specifically, the crew:

- Is equipped with—and will wear—face coverings per CDC guidelines
- Is equipped and prepared to clean surfaces they touched in your residence (though they will seek your permission before using any cleaning products on your property)
- Represents the smallest crew required to service your move, and will adhere to social distancing guidelines
- Has been instructed and equipped to maintain good hand-hygiene

**I acknowledge** this is your residence, and you are empowered to decide who works (or does not work) in your residence. I further acknowledge your right to question my personnel on adherence to these protocols, and to stop and reschedule your move as you deem necessary. Your safety and security are paramount.

**I appreciate** that you will implement similar protocols to ensure the safety of these crew members. Please let me know if you—or anyone in your home—has COVID-19 symptoms or has been directed to self- quarantine.

**I welcome** your feedback on our adherence to these protocols. Please contact me or a member of my company at the below number. I similarly invite a DoD representative to contact me on your behalf.

**TSP / Agent Signature**  
**TSP / Agent Signature**  
**Block TSP / Agent Contact**  
**Information**

**This form must be completed and presented to DP3 customers before work begins at the residence**



# PERSONAL PROPERTY QUICK REFERENCE GUIDE

PREPARING FOR YOUR MOVE	MOVING DAY	DELIVERY DAY
<p><b>Expect your mover to:</b></p> <ul style="list-style-type: none"> <li>• Call within three business days after shipment award</li> <li>• Conduct a pre-move survey with you no later than three business days prior to pick-up date</li> <li>• Provide point of contact in case you have questions or changes to your move</li> </ul>	<p><b>Expect your mover to:</b></p> <ul style="list-style-type: none"> <li>• Arrive at your residence between 8:00 AM to 5:00 PM and not begin any work that cannot be completed by 9:00 PM without your prior approval</li> <li>• Disassemble items to ensure safe transport</li> <li>• Prepare an accurate, legible HHG Descriptive Inventory</li> <li>• Allow you to identify, in writing, your high-risk or high value items</li> </ul>	<p><b>Expect your mover to:</b></p> <ul style="list-style-type: none"> <li>• Provide 24-hour notice for delivery, and make two attempts to contact you to schedule your delivery date</li> <li>• Obtain your approval BEFORE placing your household goods into temporary storage</li> <li>• Unpack all items with one time placement, reassemble items that were disassembled at origin, and remove all packing materials on the day of delivery</li> </ul>
<p><b>I will:</b></p> <ul style="list-style-type: none"> <li>• Segregate anything I do not want packed (e.g., important documents, jewelry, unaccompanied baggage items, etc.)</li> <li>• Disassemble all outdoor items (e.g. swing set, shed)</li> <li>• Update my contact information in the DPS</li> <li>• Ensure my residence or pickup location is tidy</li> <li>• Know my weight entitlement and request a reweigh if I feel my shipment is close to or over my max weight allowance</li> <li>• Remove property from my attic, crawl space, or storage area and have those items available for packing</li> <li>• Understand, I can take pictures, get appraisals on expensive items/antiques, and give the mover a copy of my appraisal</li> <li>• Request unpacking on delivery day if I want it</li> </ul>	<p><b>I will:</b></p> <ul style="list-style-type: none"> <li>• Ensure the inventory form shows the true condition of my property and note inaccuracies on the form BEFORE signing</li> <li>• Verify my inventory is correct BEFORE my household goods are loaded on the truck or placed into wooden crates</li> <li>• Inspect every area (rooms, attic, basement, yard, etc.) BEFORE the movers leave my residence to ensure all items are packed</li> <li>• Keep all hand-carried items out of sight so they don't get packed (e.g., car keys, cash, mobile phones, etc.)</li> <li>• Protect all documents containing personal information (e.g., ID cards, orders, move paperwork, passports, etc.)</li> </ul>	<p><b>I will:</b></p> <ul style="list-style-type: none"> <li>• If requested, verify a reweigh was done BEFORE my shipment is offloaded from the truck</li> <li>• Check-off each tag number from the inventory prepared at origin as each item is offloaded from the truck</li> <li>• Document obvious loss and damage on the Notification of Loss or Damage At Delivery form while movers are at my residence</li> <li>• Specify the items I want my mover to unpack</li> <li>• Understand, I can waive the unpacking; however, my movers are not obligated to return to pick up any debris</li> <li>• Understand, I can file an inconvenience claim directly with my mover if the company misses a pickup or delivery date</li> </ul>

**Do not sign any document you do not understand or agree with!**

Contact your local transportation office if you have questions or experience problems during your move

WHO TO CALL FOR HELP	PROVIDE FEEDBACK	FILE YOUR CLAIM
<p><b>1. Local Transportation Office (TO):</b>  <a href="https://www.move.mil/resources/locator-maps">https://www.move.mil/resources/locator-maps</a></p> <p><b>2. Branch of Service Customer Service:</b></p> <ul style="list-style-type: none"> <li> <b>Army</b> Toll-Free: (800) 762-7186 Comm: (703) 806-4900</li> <li> <b>Marine Corps</b> Contact your local Distribution Management Office (DMO)</li> <li> <b>Navy</b> Toll-Free: (855) 444-6683</li> <li> <b>Air Force</b> Comm: (210) 652-3357</li> <li> <b>Coast Guard</b> Toll-Free: (833) 551-0887</li> </ul> <p><b>3. USTRANSCOM Customer Support Center (Open 24 hrs)</b> Toll Free: (833) MIL-MOVE [645-6683]</p>	<p><b>Customer Satisfaction Survey:</b> Eight questions and a few minutes of your time helps keep the best companies moving the Department of Defense! <b>Complete your survey:</b></p> <p><b>Online:</b> Log into the DPS, select the "Customer Satisfaction Survey" tab in DPS</p> <p><b>Telephone:</b> Contact System Response Center (SRC) at (800) 462-2176, Option 2, then Option 1</p> <p><b>For more information and resources, to include POV and Non-temporary Storage, scan code below or visit <a href="http://www.move.mil">www.move.mil</a></b></p> <div style="display: flex; justify-content: center; align-items: center;">   </div>	<p>• Submit your Notification Loss and Damage Report within 75 calendar days after delivery. For shipments moving on or after 15 May 2020, you have 180 calendar days after delivery to submit. There's no need to submit this form if you file your claim within the 75-or 180-day window, whichever timeline applies for your move.</p> <p>• File your claim as soon as possible, but no later than nine months after delivery for full replacement value benefits (or within two years from your delivery date for depreciated value).</p> <p>• Contact your Service's Military Claims Office (MCO) for expert advice and help with negotiating a claim with your mover.</p> <div style="display: flex; justify-content: space-between;"> <div style="text-align: center;"> <p><b>Air Force</b> Toll-Free: (877) 754-1212 Commercial: (937) 656-8044</p> </div> <div style="text-align: center;"> <p><b>Navy and Marine Corps</b> Toll-Free: (888) 897-8217 Commercial: (757) 440-6315</p> </div> </div> <div style="display: flex; justify-content: space-between; margin-top: 10px;"> <div style="text-align: center;"> <p><b>Army</b> Commercial: (502) 626-3000</p> </div> <div style="text-align: center;"> <p><b>Coast Guard</b> Commercial: (757) 628-4212</p> </div> </div>

## 5

## Measures to Protect Your Health While Moving in a COVID-19 Environment



28 Apr 2020

1

**You are empowered to make decisions! Work with your chain of command and transportation office to reschedule your pack-out or delivery if you are not comfortable at any point of your move.**

- Visit <https://www.move.mil/customer-service> to find the contact info for your local shipping office.

2

**Know the symptoms! If you (or anyone in your family) is ill, contact your transportation office to reschedule your shipment. 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.**

- A current list of symptoms from the CDC can be found at <https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html>

3

**Limit the number of family members in the residence to those needed to supervise your move.**

- If this is not possible, prepare a dedicated room where family members can stay while personnel are working.
- Moving companies have been directed to bring the minimum number of personnel required to handle the shipment.

4

**Wear cloth face coverings. Anyone in your home during your move, whether on or off a military installation, should follow CDC guidelines on the use of face coverings.**

- All moving companies have been directed to wear face coverings per CDC guidelines while at your residence.
- CDC guidance on use and instructions for homemade face coverings can be found at <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html>.

5

**Routinely clean frequently touched surfaces.**

- Moving companies will be equipped and prepared to clean surfaces they frequently touched (they will seek your permission first).

## Questions and Answers

### **Q1. When did DoD implement these safety measures to protect DoD members and their families who are directed to move during COVID-19?**

A1. In early April 2020, mitigation measures were implemented that included steps DoD members should take to protect themselves during a move. On May 1, 2020, DoD began requiring Transportation Service Providers (TSPs) provide the DoD Member with written certification that CDC guidelines for health screenings are being followed and DoD representatives began verifying TSPs are following all safety protocols. DoD will continually review and refine guidance to stay in line with CDC recommendations and feedback from DoD Families.

### **Q2. How will service members receive information on how DoD moves will be conducted during COVID-19?**

A2. DoD members authorized to move will receive key information from transportation offices to schedule their moves (see Enclosure C). They will also receive an e-mail from USTRANSCOM about DoD safety measures regarding COVID-19. DoD members will also be contacted by their assigned moving company to finalize moving information and answer any questions. DoD members and families can also visit [www.move.mil](http://www.move.mil) for Stop Movement and COVID-19 health and safety measures. DoD will continually review and refine guidance to stay in line with CDC recommendations and feedback from DoD Families.

### **Q3. Who is responsible for ensuring that moving companies comply with the directive to adhere to CDC COVID-19 health protocols?**

A3. The burden is not on DoD members or their families to ensure moving companies are adhering to CDC COVID-19 health protocols. The moving companies are responsible for adhering to CDC COVID-19 health protocols and DoD through the certification process. DoD will conduct compliance checks (either in-person or remotely) on 100% of moves during the Stop Movement period. When issues are identified, the representative will take responsibility—on behalf of the DoD Member—to notify the appropriate office to resolve the issue. Quality control inspectors are poised to respond with swift corrective actions if a moving company employee is non-compliant, unqualified, or not following appropriate guidelines on any move.

### **Q4. What responsibilities do DoD members and their families have during directed or authorized moves during the global outbreak of coronavirus?**

A4. DoD members and their families are receiving local, installation and DoD Force Health Protection (FHP) guidance during the COVID-19 outbreak. While the Stop Movement order is the most effective mitigation measure, DoD recognizes some members will need to move during this period. DoD members and their families have been provided specific guidelines for conducting moves during COVID-19 such as preparing for the move by limiting the number of family members in the residence or designating a room where family members can stay while moving company personnel are in the home, and wearing face coverings. DoD members and families also have a responsibility to notify their transportation office and the moving company to reschedule a move if any member is ill or has been directed to self-quarantine.



**(Questions and Answers - continued)**

**Q5. What should the DoD Member do if moving company personnel arrive at their residence without adequate CDC COVID-19 health protections?**

A5. DoD members should immediately call their local call their local transportation office or Service headquarters for help (numbers have been provided on the “Moving in a COVID-19 Environment document at Encl X). DoD members and their families have the right to tell the moving company to ‘stop’ until an issue is resolved—even if that means the moving company coming back another day.

**Q6. How will the moving industry be notified of the requirement to wear face coverings, clean frequently touched surfaces, minimize the number of crew at the Service Member's residence in order to enable social distancing and frequently sanitize their hands.**

A6. All moving industry companies were notified, via USTRANSCOM Advisories, on required health protection and safety measures. Moving companies will pre-screen all personnel for COVID-19 symptoms—consistent with CDC guidelines—before they begin work at a residence. Moving companies will provide written verification of these screenings to DoD members and their families, and certify that personnel are trained and equipped to follow all stated protocols. The verification also acknowledges the DoD Member’s rights during the process.

**Q7. What role did the Military Services play in developing DP3 safety measures? How were the personal property offices and local transportation offices notified?**

A7. USTRANSCOM, in coordination with the Military Services, worked through safety and health requirements instituted to mitigate COVID-19. In parallel, all Personal Property Offices and local transportation offices were notified, via USTRANSCOM Advisories, of these new measures to ensure compliance.

**Q8. Where else will announcements be made and on what date?**

A8. DP3 information and announcements are being shared and posted on Service and USTRANSCOM public websites. DoD Public Affairs teams are utilizing social media outlets to inform DoD members authorized to move of their right to a safe move. The DP3 team has participated in multiple round tables and town halls with the Military Services and the moving industry and moving industry associations to address Stop Movement and COVID-19 concerns.

**Q9. Who will designate the "DoD representative" to contact the Service Member in the relocation process to verify safety protocols are being followed?**

A9. The Services—in coordination with their regionally-aligned personal property offices around the globe—will designate the ‘DoD representative.’

**Q10. If safety protocols are not being followed, what's an example of "swift corrective action" when needed?**

A10. There are a range of corrective actions ‘at the curb’, from simple on-the-spot corrections to ensure personnel are properly wearing face coverings to removing personnel who do not follow protocols. Companies that cannot consistently follow protocols may be suspended from the program. While the DoD will take swift action when required, it’s worth noting that industry has been a superb partner in establishing and implementing these common-sense protocols.