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 guidlines 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]