

MARADMIN: 207/21

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SUBJ/2021 PEAK MOVING SEASON PREPARATIONS//

REF/A/MSGID/MARADMIN 059-21/CMC WASHINGTON DC MRA MP/R051543Z FEB 21//

REF/B/DOCID/USTRANSCOM PERSONAL PROPERTY ADVISORY #21-0012//

REF/C/WEBID/CDC PERSONAL HEALTH PROTECTIONS//

NARR/REF A IS MARADMIN 059-21 SUPPLEMENTAL MESSAGE TO MARADMIN 333-20 TO INCORPORATE FORCE HEALTH PROTECTION GUIDANCE (SUPPLEMENT 14) DIRECTIONS. REF B IS US TRANSPORTATION COMMAND (USTRANSCOM) PERSONAL PROPERTY ADVISORY 21-0012 PROTECTING THE FORCE FROM COVID-19. REF C IS CENTER FOR DISEASE CONTROL AND PREVENTION WEBSITE FOR PERSONAL HEALTH PROTECTIONS.//

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GENTEXT/REMARKS/1. The purpose of this MARADMIN is to provide Marines, Civilian Marines, and their Families conducting a Permanent Change of Station (PCS) move in a COVID-19 Environment during the peak moving season (15 May through 31 August 2021) with direction and information on how to ship and store their personal property, also known as household goods (HHGs), unaccompanied baggage (UB), mobile homes and privately owned vehicles (POVs). Included are force health protection requirements such as wearing a suitable mask while performing pre-move surveys, packing, loading, unloading and unpacking operations, using a Personally Procured Move (PPM) to help reduce the demand on the transportation industry's capacity and the importance of completing the Customer Satisfaction Survey (CSS) for each shipment made during the PCS completes the personal property contents. Paragraphs 8, 9 and 10 provide the requirement for 72-hour pre-travel testing for COVID-19 for all international travel per the references, the transportation of pets as members of the Marine Family aboard Air Mobility Command-Patriot Express (AMC-PE) flights and the importance of contacting the local Passenger Travel Office (PTO) located within the Distribution Management Office (DMO), or Installation Transportation Office (ITO) at non-Marine Corps installations, to make pet transportation arrangements as early as possible.

2. Situation.

2.a. Pursuant to references (a) through (c), all personnel, including Marines, Civilian Marines, their family members (for simplicity, the term Marines encompasses Marines, Civilian Marines, and their families) and Transportation Service Provider (TSP, the moving company) Crewmembers and Drivers are required to take effective health protection measures while executing personal property operations, regardless of location, to include the wearing of a proper cloth mask, and continuing to perform other safeguards throughout the

move. Any Department of Defense (DoD) customer not comfortable with the movers entering their home should work with their chain of command and shipping office to reschedule their pack-out or delivery. Personal Property Shipping Offices (PPSOs) and TSPs shall contact customers to ensure all parties are comfortable with Quality Assurance and commercial moving personnel conducting packing, pickup, or deliveries inside a resident's home. As an additional risk mitigation measure, any family member not required to supervise TSP activities should vacate the residence during the pack-out/delivery process. If this is not possible, customers should prepare a dedicated room where family members must stay while TSP Crewmembers and Drivers are working. The TSP Certification of Health Protection Protocols document assures DoD customers that industry personnel working in their homes were screened for illness in accordance with Centers for Disease Control (CDC) guidelines and equipped to follow basic health protection protocols. TSPs are required to present the completed TSP Certification of Health Protection Protocols document to the customer BEFORE beginning any work in a residence. These procedures will remain in effect unless/until the DoD issues new policies regarding Force Health Protection Protocols. Refer any questions on Force Health Protection to the local Personal Property Office.

2.b. Personal Property Shipment and Storage Requirements. Once notification is received that PCS Orders are forthcoming or the Orders are actually in hand, Marines should visit website www.move.mil and create or update an account in the Defense Personal Property System (DPS). The Tutorials tab provides a wide range of subjects and information associated with the shipment and storage of personal property: starting place for Marines to learn how the move process works, locate the nearest Personal Property Office (PPO), determine the weight of household goods, receive initial personal property entitlement and allowance information, review POV shipment and storage instructions, review instructions on claim filing, and so much more.

2.c. Marines conducting their first move and Marines who are separating or retiring must receive additional counseling from the local PPO prior to submission of their shipment application using DPS.

2.d. POV Shipment and Storage. Marines conducting a PCS move to, from or between locations Outside of the Continental U.S. (OCONUS) may be entitled to move or store one POV at government expense. Contact the local PPO for information regarding POV entitlements based on the OCONUS destination and prepare required documents needed to ship or store the POV. Marines must use www.pcsmypov.com to make an appointment for POV drop-off or pick-up. For information on how to prepare POV's for shipment or storage, review the documents Shipping Your POV, Appendix K3 and Storing Your POV, Appendix K4 of the Defense Transportation Regulation at www.ustranscom.mil/dtr/dtrp4.cfm. Marines must also be able to prove that all safety recall repairs have been performed on the POV prior to turning the POV in to a Vehicle Processing Center.

3. Counseling.

3.a. Marines perform self-counseling in DPS. Marines are encouraged to take notes on entitlements, allowances and procedures during counseling. Upon completion, upload the required documents such as PCS Orders and endorsements, and note any questions not covered by DPS Counseling. Contact or visit the nearest installation

Personal Property Office to receive targeted counseling on questions noted during DPS counseling. Submit any additional documents, including documents for a Personally Procured Move (PPM, also formerly known as Do It Yourself or DITY move), that are required to complete shipment and/or storage applications.

3.b. The 7 Day Spread for Routine Shipments. Under the new 2021 Business Rules, for shipments picking up on or after 15 May 2021, Marines will provide only one requested pickup date. Then, when the shipment is awarded to a TSP, the TSP may select the requested pickup date as the confirmed pickup date or the TSP may select one of the next six (6) calendar days after the requested pickup date to pick up the shipment. The TSP must provide the confirmed pickup date to the Marine within three calendar days from the date the shipment was awarded. Marines and TSPs may negotiate the pickup date; however, the TSPs must accommodate a pickup date within the spread-date window. Once established, pickup dates cannot change without Marines' approval. Note that weekends and holidays may be part of the next six (6) calendar days but these days are not normally used for routine shipment pickup dates, unless Marines want to be picked up on a weekend/holiday date. Weekend/holiday pickup dates must be approved by Marines, the TSPs and the shipping offices that awarded the shipments to the TSPs. There may not be Government Quality Assurance personnel available on weekends or holidays so Marines should confirm support with their local Personal Property Offices. Again, the confirmed pickup date must be either the requested pickup date or any one of the six (6) calendar days following the requested pickup date minus weekends and holidays thus equaling a total of seven days for the spread of dates. This new 7 Day Spread rule ensures the TSP has time to arrange for capacity (includes resources such as trucks, packing material, space in the warehouse, personnel needed for packing and loading and driver personnel) and is more of a guaranteed pickup date than in previous years, meaning that once the TSP has provided the pickup date, the date cannot be changed by the TSP. If Marines cannot support the pickup date selected by the TSP, Marines must contact their shipping office to explain why that date is not supportable. For additional details on the 7 Day Spread for Routine Shipments, Marines are encouraged to contact the local Personal Property Office. Note: 5,000 pounds of HHG weight equals one day of packing. Therefore, 16,500 pounds of HHG weight equals up to four pack days immediately before the confirmed pick up date, unless those days are weekend or holiday, which must be agreed to by the Marine, the TSP and the shipping office that awarded the shipment to the TSP. Note: Short Fuse, Nontemporary Storage, Direct Procurement Method, One Time Only and local move shipments are not eligible for the 7 Day Spread and will be processed per current procedures. A Short Fuse shipment is a very short notice shipment when the Marine receives PCS Orders with a very limited time between the orders issuance date and the Estimated Departure Date, such as "10 day orders" and orders issued for various schools based on promotion dates, etc. When these short notice situations arise, it is understandable that coordinating all the elements necessary to prepare a PCS move can be overwhelming. There are several checklist tools available for Marines requiring immediate support and commands are encouraged to allow the necessary time to make arrangements to complete the planning

process. Plan the move as soon as possible and complete the counseling process accordingly. In the event circumstances prevent an early submission of the shipment application(s), contact the local Personal Property Office and inform them of the issues associated with the delay in submitting the application(s). Confirmed pickup date(s) should drive all other dates needed to clear quarters and other requirements to execute the move. Short Fuse shipments are not routine and support only emergent requirements beyond the control of the Marine. Marines must not wait until the last minute to submit their shipment applications since capacity may not be available or lesser quality moving companies may be the only service available for that shipment.

3.c. Additional Counseling and Contact Information. The official Marine Corps Facebook Page for Personal Property is located at www.facebook.com/usmchouseholdgoods. LPD-2's Public Page for PCS Move Information related to Passenger Travel and Personal Property Shipment and Storage is located at the website provided in paragraph 12 of this MARADMIN. Sailors assigned to Marine Corps units should access the Navy Household Goods and Personal Property website at www.navsup.navy.mil/public/navsup/hhg/home/. This website is another great source of information for all DoD service members and civilian employees.

4. Planning, Executing and After the Move.

4.a. Planning the Move Dates. Marines MUST complete their DPS counseling and submit their requested/estimated pickup date as soon as possible after receipt of their orders but not less than 90 days before their requested/estimated pickup date. The most popular peak season pickup dates (the peak of the peak season) immediately follow the Memorial Day weekend through mid-July. HHG moves in this 45 day window are difficult to schedule, so the sooner an application is submitted, the sooner the requested/estimated pickup date can be considered. Also, the first two days and last two days of every month are difficult to schedule due to timing on rental and lease agreements. Requested pickup dates are not confirmed until the TSP representative contacts the Marine in writing with the confirmed pickup date per paragraph 3.c. in this MARADMIN for the 7 Day Spread for Routine Shipments. Should unexpected circumstances require a change to pickup or delivery dates, Marines should be aware that new pickup or delivery dates may not be available during peak season. Marines MUST contact the shipping office Outbound Shipment Section/Shipment Management Section immediately to attempt to schedule new pickup and or delivery dates. Note: PCS Marines with OCONUS orders may have multiple shipments and a different moving company usually is assigned to each shipment. Do not overlap multiple shipment pickup and delivery dates because it increases the risk of the wrong items being packed and placed in the wrong shipment. In the event items are placed in the wrong shipment, these shipment "break-ins" will be charged to the individual Marine, so to avoid those costs schedule requested pickup and delivery dates accordingly.

4.b. Move Application Processing and Follow-Up Actions. Marine Corps PPOs are Front Office operations and perform duties such as Counseling and Quality Assurance Inspections. Back Office operations, such as shipment awarding and management, invoice management and selected Quality Assurance actions are performed by

regional Joint Personal Property Shipping Offices (JPPSOs, also called the shipping office). A shipping office representative may contact Marines to confirm certain elements of a particular shipment prior to awarding the shipment to a TSP.

4.c. Executing the Move. The residence or other pickup location must be ready for the packers to begin their work. Pre-move preparations are fully explained at this website: www.move.mil/moving-guide/tips. At origin, Marines may need to contact the origin Personal Property Office Quality Assurance Section, the TSP or the TSP's local agent responsible for packing and picking up the shipment, to resolve an issue with the TSP Crewmembers, Loaders or Drivers. At destination, Marines may need to contact the destination Personal Property Office Quality Assurance Section. Origin Counselors will annotate the contact phone numbers of the Origin and Destination Quality Assurance Sections in the Remarks Block of the DD1299, Application for Shipment and/or Storage of Personal Property. In the event the DD1299 is misplaced, Marines may use www.move.mil/resources/locator-maps to locate the nearest Quality Assurance Section phone numbers.

4.d. PPM. BE IN CONTROL OF THE MOVE. There are several benefits to executing a PPM, especially during peak season: (1) Marines can choose who, when and how to move their HHG, (2) money in the Marine's pocket based on how much they do themselves, (3) no delays in receiving the HHG at destination, (4) MARINES ARE IN CHARGE OF CARING FOR THEIR OWN HHGs. Note that Marines can receive 100% of the Government's cost to move the same weight from authorized origin to authorized destination (authorized means the PCS Orders from and to Duty Stations). Marines executing a PPM inside the Continental United States (CONUS) or to Hawaii, Alaska and U.S. territories and possessions MUST be counseled and documents properly prepared BEFORE the move is performed. Marines must use their Government Travel Charge Card (GTCC) for all expenses related to a PPM and must notify their AO to change the status of the card to "mission critical" status at least 10 days prior to departure to ensure the Marine has a maximum amount of time to submit and settle their PPM Claim. For those Marines who do not possess a GTCC, an Advance Operating Allowance (AOA) of up to 60% of the expected cost to move the estimated weight may be requested during counseling. Further, Marines receiving an AOA are required to accommodate a Quality Assurance Inspector's request to verify the items listed on the weight estimator to ensure overpayment of an AOA does not occur. Marines who are using only their POV(s) to execute a PPM will not receive an AOA. Review the PPM website at: www.logcom.marines.mil/Capabilities/Personally-Procured-Move/ for the latest information on how to prepare and submit a PPM Claim and the estimated processing time and payment dates for settled PPM Claims.

4.e. After the Move (Completing the Customer Satisfaction Survey). Marines must complete the Customer Satisfaction Survey seven (7) days after the delivery is complete for each shipment executed during the PCS. The ratings, comments and scores given to each TSP directly contributes toward eliminating poor performers from the Defense Personal Property Program and ensures only the best moving companies get the most shipments. To improve the quality of EVERY MOVE, Marines must make their voices heard by completing the Customer

Satisfaction Survey. It DOES make a difference.

5. Overseas Moves.

5.a. Overseas Suitability Screening and OCONUS counseling. Upon receipt of PCS orders to OCONUS locations, dependents authorized to accompany Marines MUST initiate suitability screening through the Military Medical Treatment Facility to ensure suitability for OCONUS assignments. Marines MUST make an appointment as soon as possible since the process may take an extended time period. In the meantime, Marines should continue to plan to execute their shipment pickup dates while this process is ongoing. In the event the orders are modified or canceled, Marines MUST notify the Personal Property Office immediately for further instructions. Additional OCONUS counseling information is also available at www.move.mil/moving-guide/oconus.

5.b. Marines Traveling to Japan Accompanied With Dependents.

5.b.(1). Marine Corps PCS Family Advocates prepared a very detailed checklist for Marines executing a PCS to Japan with dependents that covers everything from travel and passports to scheduling moves and settling claims, plus many additional steps needed to execute a PCS. The Checklist can be downloaded by visiting the LPD-2 Public Page website listed in paragraph 12 of this MARADMIN. Look for the filename CONUS to JAPAN PCS Checklist under the Resources For PCS Checklists section. Another checklist for CONUS to Hawaii PCS Moves will also be published in this section in the future.

5.b.(2). Coordinate with the command-designated sponsor and the Housing Office to determine availability of on-base housing. The housing modernization project on Okinawa will impact availability through Fiscal Year 2023. To obtain the latest status of available housing, contact Housing directly at DSN 315-634-0582 or kadenahousing.customerservice@us.af.mil.

6. Claims.

6.a. Loss and Damage Claims. For DPS shipment claims, please visit the guide located at www.move.mil/moving-guide/claims. For non-DPS claims such as contracted moves called Direct Procurement Method moves, or if Marines still have questions on their DPS claims, Marines should contact the Navy Personnel Claims Unit at (888) 897-8217, (757) 440-6315 (DSN 564) or email NorfolkClaims@navy.mil. Calendar Year 2020 Business Rules provided a change that was effective on 15 May 2020 so that Marines have up to 180 days from the delivery of each shipment to identify additional loss or damages to the personal property using the AFTER DELIVERY form. The previous time limit was 75 days for all shipments. 180 days passes quickly so Marines are encouraged to complete their check of all delivered items as soon as possible to ensure every item that is lost or damaged is clearly identified and filed with the delivery TSP within 180 days. The nine months from date of delivery deadline for filing the actual claim in DPS has not changed. Note this does NOT apply to shipments delivered from Nontemporary Storage or Direct Procurement Method (DPM, also called contracted moves) shipments. The 75 days from delivery date rule still applies to these shipments, however it is expected that NTS shipments with a pickup date on/after 1 June 2021 will fall under the 180 day rule upon publication of the new

Tender of Service.

6.b. Inconvenience Claims. When HHG are not picked up or delivered on the agreed upon dates, Marines may qualify to file an Inconvenience Claim with the TSP. The Inconvenience Claim process has been significantly modified over the past several months so getting the latest information is vital to filing a correct Inconvenience Claim. Download the latest Inconvenience Claim form from the LPD-2 Public Page website in paragraph 12 of this MARADMIN.

6.c. Real Property Damage Claims: When TSPs damage the residence in any way, Marines may be able to submit a Real Property Damage Claim. Recommend the Marine and the Lead Crewmember perform a walk-around of the residence before packing begins and take photographs of those areas that may become damaged by the crewmembers such as the yard, driveway, floors, walls, corner joints, and countertops. Photographic evidence of the condition of the residence before and after the move is important when settling any real property damage claim. Common damages include gouges to walls on staircases, deep scratches on wood floors and stains on carpets plus damage to door jambs and cracking concrete driveways and sidewalks in addition to truck ruts in the yard. There is a very short time limit to submit a real property damage claim so do not delay in preparing and submitting a claim. Download the latest Real Property Damage Claim Form from the LPD-2 Public Page website in paragraph 12 of this MARADMIN.

7. Professional Books, Papers and Equipment (PBP and E, or Pro Gear). The net weight limit for Pro Gear for Marines regardless of rank is 2,000 pounds. Marines may request an additional weight allowance up to 500 pounds for Spouse Pro Gear required for employment or community service for their spouse. All Pro Gear requests MUST be submitted to the local PPO for consideration BEFORE the move. Ensure inventory items that are Pro Gear are weighed separately on bathroom scales if necessary to obtain a weight on each item and M-PRO for the Service member or S-PRO for the spouse of the Service member is annotated on all Pro Gear inventory items.

8. Pre-travel COVID-19 Testing Requirements for International Travelers. Ref (a) requires all international travelers to obtain a negative COVID-19 test not more than three (3) days prior to the departure date from the airport for a commercial flight or from the Aerial Port of Embarkation for AMC-PE flights. Marines are required to maintain a hard copy of the test results at all times while traveling. A copy of the orders are necessary to have any DoD Military Medical Treatment Facility administer the test. For Marines not near a DoD installation/Medical Treatment Facility, reimbursement of the test cost from a commercial medical or drug store may be available when settling the Travel Claim. Marines should contact their supporting Installation Personnel Administration Center or Disbursing Office for more information and Civilian Marines should contact their supporting Human Resources Office to confirm reimbursement.

9. Excess Baggage on AMC-PE Flights. Marines often travel with excess baggage and as a result many have to pay out of pocket expenses to have the excess baggage on the same flight. Excess baggage also affects the

maximum payload to be reached before all the seats are filled. To ensure all passengers can board the aircraft, Marines are authorized to have not more than two bags weighing 70 pounds each not to exceed 62 linear inches (sum of length plus width plus height) plus a small carry-on per reserved seat. For further information, contact the local PTO or see the AMC-PE Travel Page identified in paragraph 10.c. below.

10. Transporting Pets.

10.a. The key to a successful pet move is early planning and constant follow-through. Marines who are made aware of assignments transferring to, from or between OCONUS locations are encouraged to immediately visit their local PTO located within the DMO to establish transportation requirements for pets. Be aware it may take up to six months to complete all the requirements for ensuring pet(s) can be imported to an OCONUS location.

10.b. PCS orders are NOT required to submit for pet space (dogs and cats only) on AMC-PE. Because pet reservations will be apportioned on a first come/first served basis, pet transportation needs should be identified to the local PTO as soon as the Marine has a general idea of the required departure month. Reservations will be finalized when USTRANSCOM schedules the flight o/a 90 days prior to flight departure date. At that time, pet space requests will be submitted by the PTO. However, because the limited space on the AMC-PE is available to members of all Services, there is no guarantee of a reservation no matter how early a Marine registers a pet movement requirement. Once the Marine completes the PCS Outbound Interview, follow up with the PTO is required to finalize all travel arrangements.

10.c. The government contracted AMC-PE rotator flights offer a discounted rate (ranging from 125 dollars to 375 dollars depending on pet weight) to transport pets, however, the number of pet spaces per flight is very limited. The maximum weight allowed for combined pet and kennel is 150 pounds. Marines are responsible for obtaining an authorized kennel/carrier bolted with metal nuts/bolts that provides adequate ventilation and ample space for safe pet movement. Soft-sided pet kennels/carriers may be accepted for in-cabin movement only. See the AMC Pet Travel Information Page at www.amc.af.mil/Home/AMC-Travel-Site then click on AMC Pet Travel Page.

10.d. Emotional Support Animals and Service Animals. On 10 December 2020, the U.S. Department of Transportation (DOT) issued a final ruling to amend the DOT's Air Carrier Access Act, Title 14, Code of Federal Regulations Part 382 on the transport of Service Animals by air. This final rule is intended to ensure that the air transportation system is safe for the traveling public and accessible to individuals with disabilities. The rule, effective 11 January 2021, defines a Service Animal as a dog, regardless of breed or type, that is individually trained to do work or perform tasks for the benefit of a qualified individual with a disability, including certain mental disabilities. It allows airlines to recognize Emotional Support Animals (ESAs) as pets, rather than Service Animals and permits airlines to limit the number of Service Animals that one passenger can bring onboard an aircraft to two Service Animals. Finally, it ensures the safety of passengers and crewmembers by allowing carriers to require that Service Animals are harnessed, leashed, or otherwise tethered onboard an aircraft. DoD is

currently developing policy for movement of Service Animals aboard AMC-PE aircraft. Review the procedures for Emotional Service Animals and Service Animals currently posted on the AMC Travel Page at the link provided in paragraph 10.c. above, or contact the local PTO for the current policy related to ESAs and AMC-PE transportation.

10.e. Other options for moving pets include services offered by regularly scheduled commercial airlines, both US and Foreign Flag-carriers, and dedicated pet relocation services. Regardless of the method used for moving pets, all dogs and cats going to or returning from overseas require a health certificate from a certified veterinarian. The animal health screening process may include several visits to the veterinarian, a quarantine period, and shots which may take at least six months prior to the expected travel date to complete.

10.f. The following website provides helpful information (to include information concerning pets) for those Marines and Sailors executing PCS travel to Okinawa, Japan: www.mccsokinawa.com/welcomeaboard.

10.g. For pet transportation assistance, contact your local PTO, located in the DMO at Marine Corps installations, and within Installation Transportation Offices DoD-wide, or visit the official Marine Corps Passenger Travel Facebook page at www.facebook.com/usmcpassengertravel and the LPD-2 Public Page in paragraph 12 of this MARADMIN.

11. Questions/concerns from Marines and Civilian Marines not located near Marine Corps installation Personal Property Offices should be addressed to the Navy/Marine Corps Household Goods Helpline at (855) HHG-MOVE, or (855) 444-6683 or send an email to usmcpersonalproperty@usmc.mil.

12. All move reference documents, Helpful Links, Marine Minutes and other tutorials supporting PCS Moves, COVID-19 documents, Marine Corps PCS Family Advocates CONUS and OCONUS Facebook Page links, and Personally Procured Move briefs/links are located on the LPD-2 Public Page

at: www.iandl.marines.mil/Divisions/Logistics-Plans-Policies-Strategic-Mobility-LP/Logistics-Distribution-Policy-Branch-LPD/PCS2/

13. Keys to Success. Early counseling, planning, preparation, flexibility, and communication are the keys to executing a successful peak season PCS move. Contact the local Personal Property Office or Passenger Travel Office for additional information, training and support.

14. Release authorized by BGen Adam L. Chalkley, Assistant Deputy Commandant, Installations and Logistics (LP).//