

## **USTRANSCOM Personal Property Advisory #20-0073**

**Date:** 13 April 2020

**From:** USTRANSCOM Personal Property Program Directorate (TCJ9), Scott AFB, IL 62225

**To:** Department of Defense (DoD) Customers, Military Service Headquarters Representatives, Worldwide Personal Property Shipping Offices (PPSO), Personal Property Processing Offices (PPPO), and DoD-Approved Personal Property Transportation Service Providers (TSP)

**Subject:** Protecting the Force During Personal Property Shipments

**1.** Any DOD customer not comfortable with movers entering their home, should work with the chain of command and shipping office to reschedule their pack-out or delivery. Personal Property Offices and TSPs shall contact customers to ensure all parties are comfortable with QA and commercial moving personnel conducting packing, pick-up, or deliveries inside a resident's home.

**2.** Before beginning any work in a residence, DoD customers and TSPs must discuss health-related concerns and should use the following questions as a framework for the discussion:

**2.1. Have you (or anyone in your party) had a fever of 100.4 or greater in the last 72-hrs?**

**2.2. Do you (or anyone in your party) have a cough?**

**2.3. Are you (or anyone in your party) experiencing shortness of breath or difficulty breathing?**

**2.4. Have you (or anyone in your party) had any EXPOSURE to or CONTACT with a POSITIVE or SUSPECTED COVID-19 person?**

**NOTE:** If the answer to any of these questions is 'YES,' the pack-out / delivery should not proceed as scheduled. The TSPs' personnel must not be allowed to enter the customer's residence and relevant health-care providers should be immediately notified, as should the Shipping Office in order to reschedule the service.

**2.5.** As an additional risk reduction 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 TSPs personnel are working.

**2.6.** Similarly, TSPs should bring the minimum number of personnel required to handle the shipment.

**2.7.** Customers should prop open frequently used doors and clean door knobs and surfaces touched by all parties frequently to help ensure a safer environment IAW CDC cleaning guidance at <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/disinfecting-your-home.html>.

**3.** As our understanding of COVID-19 continues to evolve, we now know a significant proportion of individuals with COVID-19 are asymptomatic and can transmit the virus before showing symptoms. As a result, the Centers for Disease Control and Prevention (CDC) now recommends wearing cloth face coverings in public settings where social distancing is difficult to maintain (e.g., grocery stores and

workplaces). Cloth face coverings will slow the spread of COVID-19 by reducing transmission from people who do not realize they are infected.

- 3.1.** Effective immediately, DoD customers, family members, and all individuals supporting any type of shipment pickup and delivery, on and off military installations, will wear cloth face coverings while servicing a customer's residence as the residence now transitions to a workplace in accordance with CDC guidelines.
  - 3.2.** A cloth face covering shall extend above the nose without interfering with eyewear, and below the chin to cover the mouth and nostrils completely. It shall fit snugly but comfortably against the sides of the face and be secured (e.g., by being tied in place or with ear-loops).
  - 3.3.** Individuals may fashion face coverings from household items or common materials, such as clean t-shirts or other clean clothes that can "cover the nose and mouth area." CDC guidance on use and instructions for homemade face coverings (including no-sew options using common household items) may be found here: <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html>.
- 4.** For POVs Shipments: Counselors shall inform all DoD customers of the following if they plan to ship a vehicle:
- 4.1.** Customers must make an appointment because Vehicle Processing Centers (VPC) are not currently taking walk-ins.
  - 4.2.** Customers shall call their serving VPC at least 24 hours prior to their scheduled appointment to verify the appointment will proceed as planned.
  - 4.3.** Customers and VPC employees must comply with CDC recommendations to wear a cloth face covering to protect themselves and the VPC employees.
- 5.** Installations are updating local access procedures based on current COVID-19 results. TSPs should contact local Transportation Offices prior to dispatching crews and vehicles to installations for latest information.
- 6.** Any questions/concerns can be emailed to the Special Requirements and Rates Team at: [transcom.scott.tcj9.mbx.pp-ops@mail.mil](mailto:transcom.scott.tcj9.mbx.pp-ops@mail.mil).
- 7.** This message was approved for release by the Deputy Director for Operations, Defense Personal Property Program, TCJ9-O.