

FAQs on USTRANSCOM Advisory 20-0081 (Health Protection Screenings)

1. How will Service Members receive information advising them on how to conduct a move during COVID-19?

RESPONSE: USTRANSCOM encourages that ALL DOD personnel to receive counseling. Counseling should include sufficient details for the DOD Customer to understand the health protection protocols we have directed industry to implement to keep Families safe, as well as the new 2020 business rules to improve quality at the curb. Members can also visit move.mil for additional information

2. 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.

RESPONSE: Industry has been notified via USTRANSCOM Advisories 20-0073 and 20-0081, as well as during several weekly phone calls conducted with Industry associations and TSPs in the Defense Personal Property Program. These communications provide detail on what is required to ensure the safety and well-being of both DOD Customers and TSP crews. We've also worked with OSD PA to publish Public Affairs Guidance to get the word out across the force. This includes a published story, and responses to routine media inquiries on this topic. Additional information will be provided in FAQs, Move.Mil, and USTRANSCOM advisories.

2a. Is it implied/understood that the moving crews will supply their own hand sanitizer and cleaning supplies for touched surfaces or is that explicit in guidance provided to the moving industry by USTRANSCOM?

RESPONSE: The guidance specifies that industry is responsible to ensure they meet the requirements to ensure the safety/well-being of customers and crews.

3. What role do the Military Services play in these safety measures and how were the service personal property offices/local transportation offices notified?

RESPONSE: Services are responsible for ensuring compliance. Measures were coordinated with Service HQs, and communicated to Processing and Shipping Offices through formal advisories, weekly calls with USTRANSCOM J9, and in correspondence from their Service HQs.

4. Who is the designated "DOD representative" who will verify safety protocols are being followed and who can contact the TSP on the Service Member's behalf?

RESPONSE: The Services are responsible for arranging the manpower needed to conduct 100% checks (either virtually or in person) and to ensure that safety protocols are being followed. These are not traditional QA/QC inspections and these personnel may come from Counseling or Shipping Offices, but may also be sourced from other areas as needed to attain the SECDEF's intent that protocols are being followed. Any DOD representative can contact the TSP on the member's behalf.

4a. This implies that a phone call will be made to the member during the move - is that correct?

RESPONSE: Both phone calls or physical inspections will allow for verification. Services will allocate resources needed to ensure that TSPs are following protocols.

4b. If safety protocols are not being followed, what's an example of "swift corrective action" when needed?

RESPONSE: Corrective action could range from simply reminding a moving crew to wear a face covering, to removing an employee, to stopping the move altogether. While safety protocols are not part of a traditional personal property quality assurance inspection, quality control inspectors are authorized by the DTR Part IV Roles and Responsibilities, Appendix P, and Chapter 405 to stop a move or ask a TSP to remove an employee who is non-compliant, unqualified, or not following appropriate guidelines on any move. This can also result in the issuance of a DD1814 Letter of warning or Suspension for the responsible TSP.

5. There are several individuals that would need to enter a member's home (surveyor, packers, loaders, driver). Would each of the service provider need to complete this form?

- Example: Shipment to pack and load on 5/18. Surveyor scheduled to perform in-home survey on 5/11. On 5/11 the OA will not know which packers will be there on 5/18 to pack. They usually don't know until a few days before which packers they will be sending out. If the driver and loaders are from another agency, and they are not assigned to the shipment until 5/15 to load 5/18. Would they need to complete the form as well? Would you expect 3 separate documents (surveyor, packers, driver/helpers)?

RESPONSE: Yes, we expect 3 separate documents in this example. The TSP/Agent must provide the document each time they arrive at the customer's residence during the pre-move-survey, packing, pickup, for all crew members for each day.

6. What does USTRANSCOM want us to do with this form? Do we need to send in with the origin paperwork to the origin base?

RESPONSE: Present the form to the customer prior to beginning work each day and have the form available each day for inspection. TSPs are not required to turn in the document with origin paperwork and Shipping Offices should not request this form from the TSP at any other point during the move other than the day of service. TSPs must provide the form to the customer but are encouraged to maintain a copy for their records in the rare event of a dispute with a DOD Customer over compliance.

7. Would packers/drivers need this form in order to enter the gate?

RESPONSE: Not necessarily, TSP/Agents must adhere to individual base guidelines.

8. Are members required to sign the form as proof it was provided?

RESPONSE: No, members are not required to sign the document, but the document does provide the TSP an opportunity to advise the customer that "...they will implement similar protocols to ensure the safety of crew members." It also provides the opportunity for them

to ask the customer to “let the TSP know if the customer—or anyone in the customer’s home—has COVID-19 symptoms or has been directed to self-quarantine.”

9. How can an international TSP **certify** that a worker in Italy, Japan, Korea, etc., hired and employed by an agent, complies with your requirement?

RESPONSE: The workers in OCONUS locations are selected by the responsible TSP through their partner arrangements. In the same manner that the TSP is responsible for the shipment (including selection of subs, etc.), they are therefore also responsible with ensuring compliance with the requirement. We acknowledge that the TSPs agent may complete the form on behalf of the TSP.

10. What assurances can the military member provide to the crew members' entering their residence, to certify their residence and they are entering into a safe environment? That the military member and their families will adhere to the CDC Guidelines as well?

RESPONSE: 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 TSPs are servicing a customer's residence. This is part of the reason we created the form, to ensure protection of all parties. TSPs should contact the local PPPO if they have concerns with a family / work environment.

11. Will they and their family, including children, be wearing face coverings and practice social distancing, etc.?

RESPONSE: Yes, to the extent they can while overseeing their packout, customers have been asked to follow CDC and installation guidelines, practice social distancing, and ensure family members not required to supervise TSP activities vacate the residence during the pack-out / delivery process. If this is not possible, customers have been asked to prepare a dedicated room where family members must stay while TSPs personnel are working.

12. How is it possible for a TSP or Service Agent to stockpile enough supplies to comply during a Nationwide shortage of cleaning products?

RESPONSE: Industry is responsible to ensure they meet the requirements to ensure the safety/well-being of customers and crews. In doing so, we’re not asking industry to perform a deep cleaning of the residence. Instead TSPs must simply be equipped to clean surfaces they frequently touched during the course of a pack-out / delivery (door handles, counter-tops, etc.). TSPs should always seek permission before using any cleaning product in a family’s home.

13. As cleaning the member’s property is not in the tender, will there be scope to charge extra for that service “3rd party service”?

RESPONSE: No additional revision is forthcoming. This requirement simply documents common sense protections already mandated at state and local levels, and being implemented in the commercial sector, and focuses on simple screening and clean up to ensure surfaces frequently touched during the course of a pack-out / delivery (door handles, counter-tops, etc.) are cleaned. A revision to the 400NG for Stop Movement was

already made (2019 Change 4, 2020 Change 2). Additional revisions are not planned to account for cleaning materials or labor for cleaning of the customers HHG or residence.

14. Which forms are needed starting May 1st?

RESPONSE: The form at <http://move.mil/sites/default/files/2020-04/TSP%20DP3%20Certification%20of%20Health%20Protection%20Protocols%20Document%2029%20Apr%202020.pdf> and any subsequent revisions on move.mil/SME

15. Can you use the form if you have not been tested.

RESPONSE: The form must be used for all days of service. Note, testing is not required.

16. Is a simple visual observation of symptoms (or lack of) adequate? Take temperature with IR thermometer? Can we do this ourselves?

RESPONSE: USTRANSCOM is not prescribing any specific mechanism for compliance beyond the requirement that crews have been screened—consistent with Centers for Disease Controls (CDC) guidelines—for COVID-19 in line with CDC information (<https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html>).

17. Do we follow CDC guideline for PRE SCREEN screening employees by taking their temperature daily or must they be screened and verified OK by a health professional to be able to go to a member's location?

RESPONSE: See #16 above.

18. What legal ramifications does the mover now face when we are signing documents like this?

RESPONSE: TSPs with any concerns should consult with their legal representatives

19. Will we be paid attempted pickup and/or delivery charges if the member decides that they do not want to allow our crew inside the home?

RESPONSE: Although attempted pickup was removed from the 400NG years ago (because it is the responsibility of the TSP to coordinate pack/pickup dates with the customer), we acknowledge there may be circumstances, through no fault of the TSP, where a customer may nevertheless refuse service. In these rare circumstances, personal property offices should investigate and, as applicable, choose to provide waiting time or labor to address any such delay. Note, the document is intended to further increase communication and avoid any pickup or delivery day confusion, and we expect additional charges will typically NOT be applied unless the refusal to allow the TSP/Agent into their residence is deemed unreasonable and no fault of the TSP. Contact the responsible Shipping Office for assistance.

20. When the crew delivers HHG's, (sofas, mattresses, clothes, dishes, books, etc.,) are they required to clean everything they touch? What do we mean by "wipe down surfaces?" Just door knobs?

RESPONSE: No, they are only required to clean frequently contacted surfaces such as tables, doorknobs, light switches, countertops, handles, etc. This applies to all surfaces exposed and touched by crewmembers.

21. Does this apply to NTS and DPM contractors?

RESPONSE: Yes.

22. Should we expect to see a revision to the 400ng prior to 1 May 2020 to account for performing a maid service?

RESPONSE: No additional revision is forthcoming. This requirement simply documents common sense protections already mandated at state and local levels, and being implemented in the commercial sector, and focuses on simple screening and clean up to ensure surfaces frequently touched during the course of a pack-out / delivery (door handles, counter-tops, etc.) are cleaned. A revision to the 400NG for Stop Movement was already made (2019 Change 4, 2020 Change 2).

23. Are we emailing forms to member or are we to present forms to members before entering their doors?

RESPONSE: TSPs can decide how to ensure that the forms are complete and/or presented in person to the customers by the TSP/Agent PRIOR to entering the customer's residence.

24. Does our agent sign at time of pick up? Does this apply to deliveries too?

RESPONSE: TSPs can decide how to ensure that the forms are complete and/or presented in person to the customers by the TSP/Agent PRIOR to entering the customer's residence. The requirement exists at pack/pickup and delivery, and to all TSP representative visits (e.g. premove survey, third party service).

25. Does the member need to sign this document to acknowledge receiving? Or, is this filled out document just given to the member, with no copy retained by the TSP?

RESPONSE: The customers/shipper is not required to sign the document but it must be presented before work begins at the residence so the customer can review and keep the form each day of a visit (pre-survey, packing, pickup, premove survey). The TSP must allow DOD representatives to review these forms during inspections, if requested. As such, TSPs are encouraged to retain an electronic copy of the form; however, Shipping Offices are not expected to request after the day of the actual job.

26. Does a copy of this document need to be included with the other completed documents that are submitted to Shipping Office at the end of the job?

RESPONSE: No, this document does not need to be provided to the Shipping Office after the move. As indicated in USTRANSCOM Advisory 20-0081 "DOD representatives may review these forms during inspections" and in order to comply, TSPs are encouraged to retain a copy of the document for their records. Note, electronic copies (e.g. picture) are acceptable.

27. Can the Agents ask the member to wear a mask?

RESPONSE: As indicated in Advisory 20-0073, 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 is considered a workplace in accordance with CDC guidelines. For the health and safety of everyone, customers and their family members should be wearing mask and washing their hands frequently in conjunction with sanitizing their hands during the pack/pickup.

28. Are gloves required?

RESPONSE: Gloves are not required at this time, but TSPs must follow any local guidance and the latest CDC guidance.

29. What is expected of the customer? How will TSP crews know they are safe?

RESPONSE: Customers are expected to implement similar protocols to ensure the safety of crew members. They must let the TSP know, as indicated on the form, if anyone in your home has COVID-19 symptoms or has been directed to self-quarantine, before the TSP can start a job. In addition, on move.mil we have a document (see <https://move.mil/sites/default/files/inline-files/DP3%20COVID-19%20Customer%20Guidance%2017%20Apr%202020.pdf>) that provides DOD customer information on protecting themselves that includes a requirement that they wear face coverings and to limit the number of family members in the residence to those needed to supervise the move, and to follow CDC cleaning guidelines to help keep a safe environment. TSPs should contact the local transportation office in the even they feel unsafe for any reason.

30. When either party (DOD Customer or TSP representative) cannot agree to service due to virus fears, is the member compensated for an inconvenience claim?

RESPONSE: A missed pickup is grounds for an inconvenience claim; however, the responsible Shipping Office will adjudicate any disagreement on this. For example, if the TSP isn't following business rules (e.g. has no face coverings, has a visibly ill employee, etc.), and cannot accommodate to meet the pickup then yes they are liable for an inconvenience claim; however, if a TSP is prepared to follow business rules but the member is simply worried, then they would not be liable for an inconvenience claim. TSPs can always appeal the Shipping Office decision to USTRANSCOM. Each situation will be reviewed on a case by case basis.

31. Although this is the responsibility of the TSP to have this form it is ultimately our Local Agents who have to comply. Without a Service Member or Customer signature block on the form how can they prove that this was provided and acknowledged by the Service Member or Customer.

RESPONSE: Customers must be presented with the form for review, but are not required to sign the document. TSPs are required to complete the form prior to commencing service, each time they visit (pre move survey, packing, pickup), and proof of completion must be available for review by government inspectors.

32. Local agents are asking if they can put carbon paper between 2 copies and have them initial...this shouldn't be their only recourse and possibly the form could be amended to include a signature block for the shipper.

RESPONSE: Customers are not required to sign or initial the document. Customers must be presented with the form for review and given the form. TSPs may choose to use carbon paper to retain a copy.

33. Who is liable for damages to the Real Property should a cleaner or disinfectant that the local agents utilizes harms the surfaces it was sprayed on even though the homeowner requested and gives permission for them to use said cleaner?

RESPONSE: IAW the TOS, TSPs are responsible for real property damage caused by them. They must advise the customer that they have five (5) GBDs to notify the responsible TSP of the damage. The customer may request a claim and seek recovery/restitution directly from the responsible TSP. The TSP must allow the customer to file a claim for any damages to Real Property, with the responsible TSP.

34. Is this going to be an added or accessorial charge they can request through the preapproval queue in DPS?

RESPONSE: No, this will not be added as an accessorial charge.

35. Who is supposed to sign the form at residence?

RESPONSE: TSPs can decide how to ensure that the forms are complete and/or presented in person to the customers by the TSP/Agent PRIOR to entering the customer's residence. All TSP/Agent representatives entering the customers home must be listed and accounted for in the completed form.

36. If a Move Manager is the TSP, but the driver is from a different Van Line, the driver signs, but what agent contact info goes on the form? The local agency that the driver got his labor from? The agency he drives for? Or the Move Manager?

RESPONSE: The contact information for the responsible TSP and/or for the TSP representative (e.g. agent, driver, surveyor) must be provided on the form and all representatives working at the home must be listed and accounted for in the completed form PRIOR to entering the customer's residence.

37. Can the member "waive" the protocol due to heat, etc.?

RESPONSE: No, protocols must be followed in all cases.

38. When is it acceptable for moving company personnel to remove face coverings?

RESPONSE: Face coverings must be worn while on a customer's property, within a customer's residence, while interacting with customers, while handling a customer's personal property, and while within the proximity (10 ft) of equipment used to transport property into/out of a residence. Equipment means dollies, hand trucks, ets which directly touches the HHGs while it's being moved into or out of the residence. Face coverings can be removed while on breaks; similar to guidelines on smoking, breaks should be taken 50 ft. from a customer's residence and of the customer's personal property, and not in the proximity (10 ft) of personal property or of equipment used to transport property. No mask is required in cabs or cabins of the tractor or moving truck.