

## **USTRANSCOM Personal Property Advisory #20-0095A**

**Date:** 21 July 2020

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

**To:** All Military Service Headquarters Representatives, Worldwide Personal Property Shipping Offices (PPSOs), Personal Property Processing Offices (PPPOs), and Department of Defense (DoD) Approved Transportation Service Providers (TSPs)

**Subject:** Notification Requirements of Positive COVID-19 Results - **Update with Listing of PPSOs Email Notification Addresses and Additional Phone Number for USMC HQ**

1. This advisory provides notification requirements to be followed by TSPs, PPPOs, and PPSOs if they become aware of a TSP representative (e.g. packer, surveyor, repair person, etc.) or DoD customer who tested positive of COVID-19.
2. To meet the DoD priorities of 'Protecting the Force' during personal property movements, immediate notification of a COVID-19 positive test result to DoD customers and all affected stakeholders is paramount to alert of potential exposure, mitigate the spread, and identify the possible need for medical attention.
3. Immediate notification must be made to USTRANSCOM and the Military Service Headquarters indicated in paragraph 7 following the procedures below.
4. If a TSP becomes aware of an employee(s) or company representative who tests positive for COVID-19 at any time, the following information must be immediately provided by phone and email to USTRANSCOM, the associated Military Service Headquarters, and servicing PPSO (**see attachment of PPSO email addresses**). Any delay may cause undue burden throughout the enterprise. The same notification requirements apply in cases where a DOD Customer tests positive and the TSP is advised by the Government.
  - 4.1. Date TSP became aware of TSP positive test (of employee or DoD customer)
  - 4.2. Unique Shipment Identifier (e.g. BL #, NTS Service Order #, DPM Confirmation #) for impacted DoD customer(s) who came into contact with TSP representative(s) who tested positive; including shipments they serviced within two weeks of the positive test.
  - 4.3. List of all shipments handled by servicing Agent/Driver handled within 14 days of potential exposure.
  - 4.4. Names and addresses of all TSP/Agent facilities affected and those that may be affected.
  - 4.5. Status of the affected party or parties (e.g. asymptomatic in self-quarantine, symptomatic and under medical care, etc.). NOTE: Do NOT provide names to avoid disclosure of protected health information IAW the Health Insurance Portability and Accountability Act (HIPAA) laws.
5. If a PPPO/PPSO becomes aware of a DoD Customer or family member who tests positive for COVID-19 at any time, the following information must be immediately provided by phone and email to USTRANSCOM, the associated Military Service Headquarters, and responsible TSP. Any delay may cause undue burden throughout the enterprise.

- 5.1. Date PPO/PPSO became aware of DOD Customer positive test
  - 5.2. Unique Shipment identifier(s) (e.g. BL #, NTS Service Order #, DPM Confirmation Order #) for the COVID-positive DoD customer so TSP can identify any representative(s) that had contact with the COVID-positive DOD customer.
  - 5.3. Current location and destination(s) of the affected shipments (e.g. important if test found at origin and shipment is in transit)
  - 5.4. Status of the affected party or parties (e.g. asymptomatic in self-quarantine, symptomatic, or under medical care, etc.). NOTE: Do NOT provide names to avoid disclosure of protected health information IAW the Health Insurance Portability and Accountability Act (HIPAA) laws.
- 6. DoD Customer Notification:** Notification to the DOD Customer will be made **in a timely manner** by a DOD representative at the servicing PPSO. The DOD representative must immediately (**e.g. same day**) inform the customer telephonically, and immediately follow up by electronic means, once they become aware of the positive result. The servicing PPSO must inform/advise the DoD customer of the following information:
- a. Name and contact information of TSP involved with COVID-19 positive result
  - b. Date TSP became aware of COVID-19 positive test
  - c. Resources on the CDC website, including information on potential warning signs for COVID-19 symptoms and the need to seek emergency medical attention as required by the Center for Disease and Prevention (CDC) guidance at <https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html>.
  - d. If no internet access, advised to call their medical provider for any other symptoms that are severe or concerning to them, and to call 911 or call ahead to your local emergency facility to notify the operator that they are seeking care for someone who has or may have COVID-19.

NOTE: After successful contact with the DoD customer, the servicing PPSO will follow up with USTRANSCOM TCJ9 and Service Headquarters with the same information. In the event, the servicing PPSO cannot locate the DoD customer, immediate contact and request for assistance should be made to Service Headquarters with notification to USTRANSCOM TCJ9.

**7. Points of contact for USTRANSCOM and Military Services Headquarters POCs:**

- 7.1. USTRANSCOM: TCJ9-OH Operations & Quality Team at [transcom.scott.tcj9.mbx.pp-ops@mail.mil](mailto:transcom.scott.tcj9.mbx.pp-ops@mail.mil) or Commercial: (618) 220-5479/5448 or DSN 770-5479/5448
- 7.2. HQ Army: [usarmy.ria.asc.list.ild-personal-property@mail.mil](mailto:usarmy.ria.asc.list.ild-personal-property@mail.mil); [usarmy.belvoir.asc.mbx.jpssoma-apple@mail.mil](mailto:usarmy.belvoir.asc.mbx.jpssoma-apple@mail.mil); 1-800-762-7186
- 7.3. HQ Navy: [NAVSUPHQHHGS.fct@navy.mil](mailto:NAVSUPHQHHGS.fct@navy.mil)
- 7.4. HQ Marine Corps: [usmcpersonalproperty@usmc.mil](mailto:usmcpersonalproperty@usmc.mil); Commercial telephone: 703-695-7765, DSN: 225-7765, **Commercial telephone: 703-483-0820**
- 7.5. HQ Air Force: [ppahq.ppec.customerservice@us.af.mil](mailto:ppahq.ppec.customerservice@us.af.mil); Commercial telephone: 210-652-3357, DSN: 487-3357

7.6. HQ Coast Guard: [hqs-dg-lst-cg-1332-travel@uscg.mil](mailto:hqs-dg-lst-cg-1332-travel@uscg.mil); Commercial telephone: 202-475-5393

**8.** Information on reporting confirmed cases of COVID-19 by Health Departments can be found at <https://www.cdc.gov/coronavirus/2019-ncov/php/reporting-pui.html>. Also, the CDC information on clinical and home care guidance is located at <https://www.cdc.gov/coronavirus/2019-ncov/hcp/clinical-care.html>.

**9.** Questions/concerns reference this advisory: TCJ9 Operations & Quality Team at [transcom.scott.tcj9.mbx.pp-ops@mail.mil](mailto:transcom.scott.tcj9.mbx.pp-ops@mail.mil) or Commercial: (618) 220-5479/5448 or DSN 770-5479/5448.

**10.** This message was approved for release by the Deputy Director for Operations, Defense Personal Property Program, (TCJ9-O).