

FAQ Summer PCS Moves at U.S. Army Europe

This document provides the most current and updated information for Soldiers, civilians and family members during the 2020 summer PCS moving season with relation to the COVID-19 outbreak.

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A. General information

1. **Q: When can I expect the stop movement order to be lifted?**

A: The current stop move orders are in place for overseas moves until June 30, 2020. The decision to lift the stop move will be based on worldwide conditions. The DoD will assess the conditions of the stop move every 15 days to determine feasibility and will adjust as needed. If the stop move order is lifted we are preparing to begin PCS moves in July 2020.

2. **Q: What if the stop move order is extended? Will you seek exceptions to move certain categories of people?**

A: We sincerely hope the world is in a place that allows the Army to lift the stop movement order as currently scheduled. However, we are not going to speculate on what we might do if that doesn't happen. Our first priority is our people and their families and we will continue to do what is right for them to maintain their health security and our operational readiness within U.S. Army Europe.

3. **Q: Will PCS moves be canceled? What is the number of movements that will be delayed?**

A: DoD has not "canceled" any permanent change of station (PCS) moves. The first priority is protecting the health and welfare of our greatest assets – our Soldiers, Families and Department of the Army civilians. We anticipate that more than 2,500 Soldiers and Department of the Army Civilians plus their families in USAREUR who are scheduled for PCS could be delayed through 30 June 2020. As conditions change, we will continuously assess personnel movements and readiness.

4. **Q: Can I start making moving arrangements now?**

A: According to TRANSCOM Personal Property Advisory #20-0058D, Soldiers and DACs with report dates after the stop movement period can make moving arrangements for HHG shipments up to 60 days before the departure dates. Soldiers who already have pickup dates should have them changed unless the SM's departure date is after the expiration of the stop movement order. Anyone who has a report date during the stop movement period must have an exception to policy to PCS which includes verbiage allowing personal property shipments in order to make moving arrangements.

5. **Q: Are there any exceptions to the PCS Stop Movement directive?**

A: Those who have already begun PCS travel may continue on to their final destinations. Personnel scheduled to return to CONUS will complete their moves and, upon arrival, isolate or quarantine themselves at an approved location. Exceptions for personnel who have not begun their PCS travel may be granted if that travel is determined to be mission-essential, necessary for

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humanitarian reasons, or warranted due to extreme hardship. Exceptions will be considered on a case-by-case basis. Those with questions should contact their chain of command.

6. Q: What should I tell my new unit at my next duty station?

A: Tell them to refer to ALARACT 038/2020 for the exception to policy (ETP) procedures. If your gaining unit wishes for you to PCS there, they will have to initiate an ETP through their G1 to your unit's G1. They must obtain approval for you to move during the stop movement period.

7. Q: Will there be quarantine requirements when I arrive at my next duty station?

A: Yes. Soldiers who return to CONUS from a country with a CDC Threat Health Notice Level 2 or 3 for COVID-19 will isolate or quarantine at CONUS-approved locations. Right now, the entire world is a level 3 for COVID-19.

Department of the Army Civilian personnel are subject to movement restrictions (to include isolation or quarantine) under the authority and direction of civil public health authorities, or by commanders, if authorized IAW DODI 6200.03. Approved locations to be determined.

8. Q: Are intra-theater moves possible and do they require an exception?

A: Yes but there are exceptions. Full-cost moves are considered PCS moves and would require an ETP from both the gaining and losing commands. See the USAREUR CG's Delegation of Authority memorandum, dated 23 April 2020, for ETP approving officials. No-cost and Low-cost moves are the exception as long as they do not require the assistance of transportation.

9. Q: Will my family and I be able to stay in temporary lodging longer due to the extended PCS schedule?

A: Yes. IAW ALARACT 029/2020, you will be placed on "awaiting transportation" (TDY) status for the period during which you are in temporary lodging until the stop movement is lifted. You are still responsible for paying for your meals and your lodging bill but this will be reimbursed when you inprocess your gaining unit.

10. Q: If my Family can't PCS with me, will we receive Family Separation Housing (FSH) allowance?

A: Commanders may authorize Soldiers to receive FSH at the new PDS, as long as a Soldier qualifies for the allowance.

11. Q: Will I get BAS if ordered to restricted movement?

A: Your commander may authorize BAS or BAS-II if you do not reside in government quarters and consume food from a commercial source.

12. Q: Will my retirement or separation this summer be affected?

A: Travel for retirements or separations between now and 30 June 2020 are exempt from DOD travel restrictions.

13. Q: I have leave scheduled this summer, can I still take it?

A: All ordinary and emergency leave requests for Soldiers in countries with a CDC Threat Health Notice Level 2 or 3 for COVID-19 require General Officer (GO) or SES approval until further notice. Commands in countries with a CDC Threat Health Notice Level 2 or 3 for COVID-19 will follow combatant command directed intra-theater travel guidance for any leave conducted from that country to other OCONUS destinations. See paragraphs 3.C.38. and 3.C.39. of HQDA EXORD 144-20. Also review your local General Order #1 for more specific, local guidance.

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14. Q: What is the process if I have to go on emergency leave?

A: The process for emergency leave has not changed except for two differences: Emergency leave requires GO or SES approval and the leave period must include an applicable non-chargeable quarantine period both at the emergency leave location and at your permanent duty station. See HQDA EXORD 144-20, paragraphs 3.C.38. and 3.C.47.A.

15. Q: Can I get financial help for the extreme hardship caused by PCSing?

A: Soldiers may request a hardship Exception to Policy to continue movement. Reasons include, but are not limited to, shipment of HHG and POV and/or loss of housing due to selling homes or ending leases. In these cases, the Soldier will initiate the request for ETP via DA Form 4187. Route through the losing O-6 level commander and command G-1 for recommendation. Final approval authority is the gaining command G-1.

13. Q: I do not have sufficient funds, or a government travel card, or need to increase the limit on my government travel card, who can I contact for assistance?

A: To cover any expenses incurred due to travel delays, GTC credit limits have been raised for delayed Soldiers. Contact your losing unit or local finance office for further guidance.

14. Q: If a Soldier or family member is sick, what are the pass/leave rules?

A: Commanders with Soldiers who are sick may allow convalescent leave. When commanders observe Soldiers exhibiting medical symptoms, they can order Soldiers to seek medical attention. Travel by patients and medical providers for the purpose of medical treatment for DoD personnel and their Family members is authorized. Approval of emergency leave is done by the first General Officer (GO) or member of the Senior Executive Service (SES) in the chain of command.

15. Q: Will I get pass/leave if my close family member is required to self-monitor?

A: Commanders should apply leave and liberty policies liberally. Commanders may assign an alternate place of duty or telework for Soldiers.

16. Q: How do I contact my losing unit to coordinate movement in the event of an emergency?

A: Prior to Soldier's departure the losing command will ensure the member has provided accurate contact information to the losing command and received contact information for both the losing command and gaining command for any enroute travel emergencies. The losing command will coordinate with the servicing MPD to publish orders with any necessary amendments and travel arrangements.

17. Q: I am already enroute to/from an OCONUS PCS, what should I do?

A: If you signed out of your unit before 13 March 2020, you should continue on your PCS move. If you have not signed out of your unit/installation, stay in your current location and contact your losing unit to coordinate an exception to policy from the OCONUS command to proceed with travel.

18. Q: I am stuck in transit to my next duty location, what should I do?

A: If you signed out of your unit before 13 March 2020, you should continue on your PCS move. If you have not signed out of your unit/installation, stay in your current location and contact your losing unit to coordinate an exception to policy from the OCONUS command to proceed with travel.

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19. Q: Will you be extending individual DEROS to ease some of the pressure on future PCS moves?

A: HRC is considering adjusting all Soldiers' DEROS but aside from the first 60-day shift, no additional DEROSes have been adjusted. We expect to restore programmed personnel readiness by October 2020.

B. Transportation

1. Q: Am I (military or civilian employees) required to take the Patriot Express or can I book my own tickets?

A: Your orders will outline the authorization for transportation. Most RFOs currently being published include a requirement to utilize military transportation for your PCS move. That includes the Patriot Express. HQDA EXORD 144-20, paragraph 3.C.28.A.3. requires the transition to military or DoD contracted aircraft for DoD sponsored travelers coming from or going to CDC level 3 or level 2 designated areas to the greatest extent possible.

2. Q: What if there are no pet spaces available on the Patriot Express?

A: Patriot Express is increasing the number of pets allowed on their flights in the near future. If there are no spaces available on the Patriot Express, SATO will be able to schedule you for commercial flights. Remember that the EXORD requires transition to military or DoD contracted aircraft to the greatest extent possible. There are exceptions.

3. Q: Will I get reimbursed if I book my own flights?

A: Not likely. Refer to your RFO and orders for clauses that address that information. There are different rules for different situations.

4. Q: I need to cancel my flight, who do I need to contact?

A. Contact Scheduled Airline Ticket Office (SATO) / Transportation Management Office (TMO). Phone numbers for business hours and non-business hours are on the traveler's itinerary or they can call 1-800-296-9897, press option 3.

C. Household Goods/Vehicle Shipment

1. Q. What should Soldiers do who are planning HHG shipments?

A. Soldiers planning to ship household goods (including vehicles) to/from countries with a CDC Threat Health Notice Level 2 or 3 for COVID-19 who have not already contracted with transportation for a move may schedule personal property shipments up to 60 days prior to report date if their report date is after the expiration of the stop movement period or if they are in possession of an ETP allowing them to proceed during the stop movement period.

2. Q. My household goods were picked up, but I have not departed my location, what should I do?

A. Call servicing transportation office for assistance; contact regional office if needed (<https://www/move.mil> and select customer assistance for a list personnel property offices). You should also contact your losing unit to request an ETP to continue with your PCS move.

3. Q: When can I start scheduling my household goods/vehicle shipment?

A: You can start scheduling your HHGs/POV shipment as soon as you have orders or an approved ETP to move. Your orders will only work if your report date is after 30 June 2020, otherwise you need an ETP to proceed. Contact your losing unit for the ETP process if you need one.

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4. **Q: I need to sell one of my vehicles before I PCS, how am I able to do that if we're still on quarantine?**

A: So long as you can follow the guidelines directed in local General Order #1, proper facemask procedures, and applicable country guidance for social distancing, you can sell your vehicle. Contact your local vehicle registration office for specific details on how to transfer your title and registration.

5. **Q: Will shipments take longer to arrive to my next duty station?**

A: It is doubtful they will take longer to arrive. USTRANSCOM is coordinating with moving and shipping companies to move military shipments.

6. **Q: Will I be able to take my house hunting TDY?**

A: House hunting PTDY will only be allowed and granted by the gaining unit command. Losing units cannot approve PTDY for house hunting at this time.

7. **Q: What happens if personnel impacted by the Stop Movement have already shipped goods, terminated a lease or sold a home?**

A. Soldiers and civilians who have shipped HHG and are residing in a hotel with a previously denied ETP for hardship should re-submit their ETP to the servicing G-1 for processing. The Army will use all means available to assist personnel impacted by COVID-19. Depending on where they are in the transit process, individuals may be able to get household goods or personal vehicles returned by contacting their shipping office or vehicle processing center.

Approving officials may authorize Temporary Lodging Allowance (TLA) for those who no longer have a mortgage or lease agreement. Those needing TLA should contact their chain of command for assistance.

If a Soldier has already shipped HHG/POV and no longer has a mortgage or lease agreement and is residing in a hotel or lodging, their status will be changed to "awaiting transportation" and they should submit an ETP to continue to PCS.

D. Dependents Schools

1. **Q: My son/daughter is scheduled to start school this fall; is priority being given to ensure they can attend school on time?**

A: We take the education of our family members very seriously and will make every attempt to ensure those Soldiers and civilians with school-aged children are in place prior to the start of the school year. Every PCS move is unique and these situations are all being taken into account.

2. **Q: Are schools starting later here in Europe to accommodate families with school-age dependents coming from the U.S.?**

A: In the case of families moving to overseas locations in Europe, we are working with the Department of Defense Education Activity Europe to possibly extend the start date of the 2020/21 school year.

3. **Q: Will students attending DODEA schools have to continue their education through the summer to make up for lost school hours?**

A: Students attending DODEA schools are currently taking all of their courses online through distance learning. We don't anticipate any lost school hours.

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E. Soldiers Professional Military Education/Promotion Boards

1. **Q: Will I be able to attend my professional military education as scheduled?**

A: Soldiers scheduled to attend courses or schools in the United States less than six months in duration will postpone their schooling until further notice.

Soldiers scheduled to attend training in the United States for six months or longer will arrive 14 days early for screening and quarantine unless the course has been canceled. Some courses have been canceled and Soldiers are encouraged to contact the school and/or HRC branch managers to confirm if the course is ongoing or has been canceled. Additionally, Annex EEE of HQDA EXORD 144-20 lists all schools that have been canceled.

Soldiers currently in a CONUS-based TRADOC school may return to CDC-designated Alert Level 1 and Level 2 countries with approval from the first General Officer or SES in their chain of command and must follow local command guidance for isolation or quarantine.

2. **Q: Will promotion boards be postponed?**

A. Yes. Scheduled boards will be rescheduled to later months per MILPER Message 20-080 Centralized Selection Boards Postponement. The following boards have been postponed: CPT AMEDD PSB, SSC-JAGC, MAJ CH PSB/CH ILE, RC MAJ AMEDD PSB, RC CPT AMEDD PSB, CPT ARMY PSB, CW3/4/5 PSB, RA-USAR MSG, RC CPT APL PSB, LTC AMEDD PSB. Human Resources Command will release MILPERs detailing the specific updated eligibility criteria for each promotion board and will do everything possible to see that this shift in the timing of consideration does not adversely affect promotion, schooling or critical career development.

3. **Q: Will I lose my school slot and opportunity for promotion?**

A: No. HRC and TRADOC will reschedule courses when they are restarted. Promotion boards will take PME into consideration when considering Soldiers for promotion. NCOs who do not complete required PME prior to selection to the next grade must complete the required PME as soon as possible after their promotion date.

4. **Q: I'm assigned overseas and my DEROS is earlier than 30 June 2020. How is my enroute school affected by the stop movement?**

A. Most schools have been postponed. HRC will assist TRADOC with identifying Soldiers who require PME and the rescheduling of that PME. Soldiers who require school to assume a specific position, e.g. Drill Sergeant, will be scheduled as soon as possible to allow them to complete the course and report on time or as soon after the stop movement period as feasible.

5. **Q: If I am leaving Professional Military Education for my next duty assignment, what must I do?**

A. TRADOC will be compiling lists of Soldiers leaving PME and will provide those rosters to gaining commands to obtain approval to allow those Soldiers to leave the PME and report to their units.

6. **Q: How is Active Duty Operational Support (ADOS) affected?**

A. Individuals who are on a Title 10 at or ADOS orders that terminates while the stop order is in effect, are authorized to return home, unless further mobilized. Reserve component soldiers on a self-terminating active duty for operational support (ADOS) order require no exception-to-policy (ETP) documentation and should proceed with release from active duty (REFRAD) as planned. Similar to retirements and separations, reserve component soldiers who REFRAD are permitted

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to move their household goods (HHG) and unaccompanied baggage (UB), IAW their orders, without an ETP. Soldiers who have received an ADOS order with a future start date but have not initiated movement will have their orders amended or revoked. If revoked, the force requestor will generate another Tour of Duty (TOD) packet when the restriction of movement is lifted.

F. Civilian Moves

- 1. Q: If I am on the Priority Placement Program and get matched, I only have 45 days to move. Will that timeline be extended?**

A: Yes. Once the stop move restriction is lifted, PPP matches will continue movement soon after once a new EOD has been set.

- 2. Q: I was offered a position with promotion. Will I lose that opportunity or will I have priority to move and if not, will I be compensated for the promotion pay?**

A: Those receiving promotions are one of the categories in which we have identified movement right after the stop move is critical and will be provided new EODs as soon as possible following the lift.

- 3. Q: I'm a civilian with a report date earlier than 30 June 2020. Am I allowed to start at my new gaining job?**

A: Until current travel restrictions are lifted, DoD civilian personnel entrance on duty to positions in Level 2 and Level 3 designated locations are postponed for non-essential civilian personnel who have not yet begun travel. In addition, DoD components may only onboard civilian employees who are already within the local commuting area. Exceptions may be granted in writing for compelling cases where the travel is (1) determined to be mission-essential, (2) necessary for humanitarian reasons, or (3) warranted due to extreme hardship. Approval authority for these exceptions belongs to the combatant commander if the individual is assigned to a combatant command and the Secretary of the Army for all other personnel.

- 4. Q: I'm a Department of the Army Civilian (DAC) who suffered financial loss due to a curtailed or cancelled TDY. Will I be reimbursed?**

A: The commander may approve DACs reimbursement of nonrefundable deposits, prepaid rent, late and early departure fees, remaining lodging, and tax expenses that would have been paid.

- 5. Q: Will job hiring actions be postponed?**

A: Hiring actions have not been postponed and will continue through the process up until the point of setting an EOD.