

## **TMO Personal Property**

As a result of the USTRANSCOM Personal Property Advisory #20-0058, the TMO Personal Property Office will be limiting physical interaction with customers from 13 March 2020 – 12 May 2020. They will be utilizing phone and email as the primary means of communication.

**Comm/DSN:** 813-828-2600/968-2600

**Email:** [tmo1@us.af.mil](mailto:tmo1@us.af.mil)

### **1. I'm scheduled for a face-to-face Personal Property briefing, will the appointment stand or be cancelled?**

If you're currently scheduled for a face-to-face briefing, your appointment will remain the same. TMO will conduct over the phone briefings until the stop movement is lifted.

### **2. If my Personal Property shipment is scheduled to be picked up within the next 60 days what should I do?**

If my HHG or UB shipments has been awarded to a Transportation Service Provider (TSP), but has NOT yet been serviced, (e.g. packing has not begun) coordinate with your TSP/TMO to reschedule your pick-up after the stop-movement is lifted. Contact TMO Personal Property for further questions.

### **3. What do I do if I need to schedule a Personal Property shipment, but I'm separating or retiring within the next 60 days?**

Shipments for retirees and separates are exempt from the stop movement and customers should proceed as planned. It is recommend for customers to contact TMO Personal Property to coordinate movement.

### **4. I'm an Army member whose shipment has been submitted to the Personal Property Office, but it has not been booked. What is the next step to get my shipment booked?**

Army shipments that have been submitted to the Personal Property Office and have not been awarded to a TSP, should not be awarded unless movement of HHG and UB is approved by a General Officer/Senior Executive Service employee. Contact TMO Personal Property for further questions.

### **5. I'm moving from off-base to on-base, does the stop movement affect my move?**

Local moves will continue as planned. Contact the TSP to confirm your pick-up date. If you are given conflicting information by the TSP, contact TMO Personal Property.

### **6. Is my POV shipment affected by the stop movement?**

Cancel or reschedule your POV shipment through the servicing Vehicle Processing Center. The VPC's contact information can be found at <https://pcsmypov.com/Locations>.

**7. I just sold my house or terminated my rental agreement, can I still proceed with my scheduled personal property pick-up date?**

Customers who require shipments to be picked up due to termination of a rental lease agreement, home sale, or termination of government/privatized housing will continue as scheduled and will be placed in Storage at Origin until the stop movement is lifted. Contact TMO Personal Property for further questions.

## **TMO Passenger Travel**

As a result of the USTRANSCOM Personal Property Advisory #20-0058, the TMO Personal Property Office will be limiting physical interaction with customers from 13 March 2020 – 12 May 2020. They will be utilizing phone and email as the primary means of communication.

**Comm/DSN:** 813-828-2483/968-2483

Email: [6lrs.lgrdap.paxtrvl@us.af.mil](mailto:6lrs.lgrdap.paxtrvl@us.af.mil)

### **1. I submitted a travel request in the Defense Travel System (DTS) for approval, why was it returned?**

All travel after 13 March 2020 is halted due the Stop Movement for all Domestic Travel for DoD Components in Response to Coronavirus Disease 2019 memo, dated 13 March 2020.

### **2. If travel is determined to be “mission essential, necessary for humanitarian reasons, or warranted due to extreme hardship,” will air travel still be available to me?**

Yes, following review of an approved written exemption letter from the member’s first general officer, flag officer, or member of the Senior Executive Service in their chain of command. The written exemption is required to be uploaded into the “substantiating documents” screen in DTS

### **3. I’m currently on TDY status, am I authorized to return to my home duty station?**

Yes, all members currently TDY are authorized to return to their home duty station.

### **4. If my unit/Approving Official approves use of a Foreign Flag Carrier for my travel, am I able to use that carrier?**

Foreign Flag carriers will not be authorized. Contact the Passenger Travel Office for further questions.

### **5. How will customers be updated on travel changes?**

Stay tuned to the Wing Facebook Page, Public Service Announcements, MacDill.af.mil Public Site and contact TMO Passenger Travel for updates on travel changes.

