



Comptroller Squadron COVID-19 FAQs

(CAO: 15 July, 2020)

Question: How do I get in contact with 9RW CPTS?

Answer: Customer Service Hours: M-F 0900-1500

Customer Service Line: 634-2218

CivPay Service Line: 634-2208

Customer Service Org Box: 9cpts.fm@us.af.mil

Comptroller Services Portal:

<https://usaf.dps.mil/teams/SAFFMCSP/portal/SitePages/Home.aspx>

Q: What entitlements are authorized to Service members and dependents on Permanent Change of Station (PCS) orders to a Level 3 COVID-19 designated location who already *out-processed*, but were ordered to remain in place at their last Duty Station (PDS) due to Stop Movement provisions effective 13 Mar 2020?

A: Service members and their dependents under this situation may be authorized per diem in accordance with JTR Chapter 5, Part A. Service members and their dependents may be placed in an “awaiting transportation” status effective the date stop movement was implemented (13 Mar 2020) until the stop movement order is terminated and travel is directed to resume. The MPF will issue PCS amendments to reflect “The service member and dependents are awaiting transportation due to COVID-19 Stop movement” to ensure proper payment. **Note: If dependents do not remain in-place awaiting transportation, then per diem is not authorized.**

Q: What entitlements are authorized to Service Members and dependents on Permanent Change of Station (PCS) orders to a Level 3 COVID-19 designated location who *did not out-process*, but no longer occupy permanent quarters *and/or* Household goods were already pick-up and were ordered to remain in place at their last Duty Station (PDS) due to Stop Movement provisions effective 13 Mar 2020?

A: Service members and their dependents under this situation may be authorized per diem in accordance with JTR Chapter 5, Part A. Service members and their dependents may be placed in an “awaiting transportation” status effective the date stop movement was implemented (13 Mar 2020) until the stop movement order is terminated and travel is directed to resume. The MPF will issue PCS amendments to reflect “The service member and dependents are awaiting transportation due to COVID-19 Stop movement” to ensure proper payment. **Note: If dependents do not remain in-place awaiting transportation, then per diem is not authorized.**

Q: What entitlements are authorized for dependents on a Service Member’s Permanent Change of Station (PCS) order who has an assignment to an



OCONUS Level 2 COVID-19 designated location and are delayed from traveling concurrently with the Service Member due to Concurrent Travel restrictions effective 13 Mar 2020?

A: The dependents may be authorized standard PCS allowances from the location where notified of the delay to the projected Permanent Change of Station (PCS), in accordance with JTR, Chapter 5, Part A. To be authorized these entitlements, dependents may be placed in an “awaiting transportation” status beginning the date stop movement was implemented (**13 Mar 2020**) until the stop movement order is terminated and travel is directed to resume. The MPF will issue PCS amendments to reflect “The dependents are awaiting transportation due to COVID-19 Stop movement” to ensure proper payment of travel claim. ****Note: If dependents do not remain in-place awaiting transportation, then per diem is not authorized.****

Q: What entitlements are authorized to Service Members and dependents on Permanent Change of Station (PCS) orders who are ordered to *temporarily return to the last duty station* when stop movement was implemented?

A: Service members may be placed in a TDY status and may be authorized travel and transportation allowances in accordance with JTR, Chapter 2, effective the date stop movement was implemented until the date stop movement order is terminated and service members are directed to travel. The Service member’s dependents who returned with the service member may be authorized standard PCS allowances from the location where they were notified of the delay in accordance with JTR, Chapter 5, Part A. The dependent’s standard PCS allowances will be terminated when stop movement is terminated and when the dependents are authorized to resume travel or remain permanently. The MPF will issue PCS amendments to reflect “The Service member was ordered to temporarily return to the last duty station and dependents accompanied the member to the last duty station due to COVID-19 Stop movement” to ensure proper payment of travel claim.

Q: What entitlements are authorized to Service Members and dependents on Permanent Change of Station (PCS) orders who after arrival at the new Permanent Duty Station (PDS) and before Temporary Lodging Expenses or Temporary Lodging Allowance begins, *And* were directed by a public health official, medical official, or authorizing/order issuing official to isolate or quarantine?

A: Service members and their dependents under this situation may be authorized per diem in accordance with JTR Chapter 5, Part A. Such per diem will terminate when self-monitoring, isolation or quarantine is complete, or when Temporary Lodging Expense or Temporary Lodging Allowance (TLA) is authorized for members residing with dependents, whichever is earlier. If lodging in kind or meals in kind are provided then per diem is not payable. If dependents refuse to isolate or quarantine, then per diem is not authorized. If service member and dependents are authorized per diem, the MPF will issue amendment orders to reflect the following in the remarks section, “Service members and dependents were directed by a public health official, medical official, or authorizing/order issuing official to isolate or quarantine effective (date) through (date).”



Q: What entitlements are authorized to Service Members ordered by their command to restriction of movement for self-monitoring due to exposure or suspected exposure to COVID-19 or travel to, from, or through a Centers for Disease Control and Prevention (CDC) Level 3 Travel Health Notice country, and that are directed to do so at a facility that is neither provided by the U.S. Government nor is their personal residence at the Member's permanent duty station (PDS)?

A: Service members under this situation maybe be paid Hardship Duty Pay-Restriction of Movement (HDP-ROM) in the amount of \$100 per day not to exceed \$1,500 per month, if they are required to pay for the cost of their lodging without full or partial reimbursement. The combination of HDP-ROM and other assignment and special duty pays may not exceed \$5,000 per month. Commanders with service members meeting this criteria will issue a signed memo authorizing the pay. The memo will be processed through the base Finance Office through the Defense Finance and Accounting Service (DFAS) for payment.

Q: What entitlements are authorized to Service Members on *Personal Leave* who are directed by a public health official, medical official, or authorizing/order issuing official to isolate or quarantine or remain in-place before proceeding to the Permanent Duty Station (PDS)?

A: Service members returning from *Personal Leave* are not authorized travel and transportation allowances, however, if placed on TDY orders Away from their Permanent Duty Station (PDS), may receive standard travel and transportation allowances (i.e. per diem) in accordance with JTR, Table 3-20, rule 3. The service member's commander may issue TDY orders and reflect the following in the remarks section, "Service Member was directed by a public health official, medical official, or authorizing/order issuing official to isolate, quarantine or remain in-place effective (enter date) through (enter date)." If lodging in kind or meals in kind are provided then per diem is not payable.