

Relocation Program Content Guide

The following established style guidelines reflect the longstanding practices of developers and editors of content for the Relocation Program area. They are consistent with rules and guidance outlined in the Associated Press Stylebook and reflective of Office of Military Community and Family Policy style and usage preferences.

Do

- Pay attention to the overall organization and flow of an article. Information and ideas should be logically organized and there should be some sense of continuity or flow from one idea to the next.
- Avoid redundancy.
- Write in gender-neutral terms, except if appropriate (for example, gender-specific services/groups).
- Write in relationship-neutral terms, such as “partner” or “couple.”
- Flesh out and clarify statements and ideas.
- Ensure that subheads reflect the content of the following text.
- Focus on the positive side of content as much as possible.
- Keep the wide audience range in mind.

Do Not

- Make assumptions.
- Tell people how they feel.
- Tell people what they should/need to/must/ought/can't/won't do.
- Tell people what they always/never do.

Formatting

- “Less is more” — be concise.
- Use bulleted formatting for clarity when appropriate.

Preferred Terms

Preferred	As opposed to
military life	military lifestyle
some or many	most or all
can or may or might	will or are
often or generally	always
tend to	usually
partner, spouse	husband, wife

Definitions

Term	Definition
Allowances and pays	Allowances and pays should be capitalized when written out in running text, tables and social media posts. Examples: Basic Allowance for Housing, Temporary Lodging Allowance, Overseas Housing Allowance, etc.
Basic Allowance for Housing	Military pay for service members within the United States not living in government-owned housing. Also known as BAH.
Basic Allowance for Subsistence	A non-taxable allowance intended to offset the cost of subsistence for active duty members, including reservists on active duty for training. Pays for the cost of a military member's meals when dining at their permanent duty station. Also known as BAS.

Term	Definition
CONUS, (continental United States)	The 48 contiguous states and District of Columbia. Maybe be abbreviated on first use.
Defense Personal Property System, or DPS	DPS is the online system service members use to upload orders and create moving shipment(s) (e.g. household goods, unaccompanied baggage, non-temporary storage, personally procured move, etc.).
Defense Travel Management Office	The DTMO website offers current allowance tables, per diem rates and other tools to help service members and families plan a move.
Dislocation Allowance	Allowance intended to help with miscellaneous moving costs and generally paid once per permanent change of station.
eSponsorship Application & Training or eSAT	The eSponsorship Application and Training is an online interactive course available on MilLife Learning that provides military sponsors the tools and resources needed to help guide service members and families arriving at a new duty station.
Exceptional Family Member Program, or EFMP	The Exceptional Family Member Program supports military families with special needs through identification and enrollment, assignment coordination and family support. There are EFMP offices on all military installations.

Term	Definition
EFMP&Me	An online tool to provide families with special needs 24/7 access to information and resources. It also gives service providers and military leaders an additional information source to use and to recommend to families.
Entitlements	When relocating, service members are given a list of the amount and type of items they are allowed to move. This is generally referred to as their entitlements.
Family member	Individual whose relationship to the military sponsor leads to entitlements, benefits or privileges by the military services.
Family Separation Allowance	An allowance that may be authorized when a service member's family cannot live at or near the permanent duty station. Also known as FSA.
Government housing	Housing that is owned or leased, operated and maintained by the Department of Defense.
HOMES.mil	An online service designed to connect service members and their families with community housing rental listings located near U.S. military bases. It provides contact information for service member's current or prospective housing office. Service members can also list their own rental properties.

Term	Definition
Household goods move	A household goods move, or HHG, is a move completed by a government-furnished moving company, also called a transportation service provider, or TSP. During a HHG move, a TSP is responsible for packing all of a service member’s belongings and transporting them to the service member’s new location.
Household Goods/Transportation office (inbound and outbound)	Installation offices where service members can get moving logistics assistance and information, such as household goods weight allowances, different types of shipments, entitlements, how to file claims and expenses and more. Also known as personal property office, or PPO.
Housing Office/Government Housing	An office on military installations that oversees military housing waitlists and referrals for housing on the installation.
Housing Referral Office/Housing Privatization	An office on military installations that oversees military housing referrals for DOD privatized housing. Service members living in military privatized housing, are entitled to Basic Allowance for Housing, or BAH.
Inconvenience claim	Request for compensation from transportation service provider for any out-of-pocket expenses incurred as result of transportation service provider, or TSP, not picking up or delivering household goods at the contractually specified time, for putting household goods into storage without notifying the service member, or for TSP not being able to deliver items out of storage within specified times.

Term	Definition
Military and Family Support Center	Facility on a military installation with the resources and expertise to deliver military family support programs. May be called Army Community Service, Marine Corps Community Services, Navy Fleet and Family Support Center, Airman and Family Readiness Center, and RC Family Programs (for reserve component).
Military and Family Life Counseling Program	The Military and Family Life Counseling Program assists service members, their families and survivors with flexible non-medical counseling when and where needed. Use this complete term and capitalize as shown when referring to the program. When referring to the service or the individual counselors, lowercase.
Military and family life counselor	Master’s or doctorate-level mental health clinicians, licensed to practice and provide non-medical counseling independently.
Military Claims Office	Service branch specific representatives that help service members settle personal property claims resulting from a move. Also known as MCO.
Military Family Readiness System	A network of programs and services operated by the DOD and other federal, state and community-based agencies and organizations to enhance military family readiness and resilience, and promote military family well-being.
Military housing privatization	Congress passed the Military Housing Privatization Initiative, or MHPI, in 1996 to help the military improve the quality of life for service members by improving the condition of their housing. This act allows the DOD to work with the private sector to build, renovate and sustain military housing. Service members living in military privatized housing, are entitled to Basic Allowance for Housing, or BAH.

Term	Definition
MilitaryINSTALLATIONS	The DOD online source for comprehensive, up-to-date information for installations worldwide. It provides essential details about programs and services, base and community information, and state resources. Content is certified quarterly by relocation assistance providers.
Monetary Allowance in Lieu of Transportation	An amount paid to a service member for mileage when a service member drives to a new duty station. Also known as MALT.
Move In Housing Allowance	An allowance paid to help cover miscellaneous moving costs, such as appliances or lease taxes, for an off-installation move made outside the continental United States. Also known as MIHA.
Move.mil	Former DOD website that helped service members and families manage a move. As of September, 2021, all Move.mil content migrated to the Military OneSource website.
Moving allowance	Moving allowance generally refers to the overall weight of a service member's household goods. Moving allowances are determined by rank, dependency status and move type, and generally increase as rank increases.
OCONUS (outside the continental U.S.)	Refers to any place outside of the 48 continental, or contiguous, states and the District of Columbia. It includes Alaska and Hawaii.

Term	Definition
Overseas Housing Allowance	A military allowance paid to service members living outside the continental United States to offset the cost of housing when living off-installation. Also known as OHA.
PCSMYPOV.com	An online resource for service members moving or storing their privately owned vehicles during a permanent change of station.
Permanent change of station, or PCS	Military orders for a permanent transfer from one duty station to another. Can be abbreviated on first use.
Permanent change of station lodging	Quality lodging facilities and services to meet the needs of active-duty members and their families who are in a permanent change of station status. Lodging facilities normally include kitchens.
Personal property claim	Request for compensation from transportation service providers for any household goods that are lost, damaged or destroyed during the moving process. Also known as “loss or damage” claims, personal property/loss or damage claims must be filed in DPS.
Personal property office	An installation office where service members can get moving logistics assistance and information, such as household goods weight allowances, different types of shipments, entitlements, how to file claims and expenses and more. Also known as PPO. On MilitaryINSTALLATIONS, the personal property office is listed as Household Goods/Transportation (inbound) and Household Goods/Transportation (outbound).

Term	Definition
Personally procured move, or PPM	A personally procured move, or PPM, is a do-it-yourself move within the military. Service members are responsible for either packing/unpacking and transporting their belongings to their new location or hiring their own commercial moving company. As an incentive do a PPM, the government will pay service members 100% of the government’s constructed “best value” cost to hire a moving company. For most service branches, service members can receive an advance payment of up to 60% of the incentive value.
Plan My Move	This DOD online application helps service members and families prepare for a move by creating a custom checklist filled with information about relevant tasks and how to complete them. Checklists are tailored to the user’s unique needs, and can be downloaded, as well as saved for use with future moves.
Privately owned vehicle, or POV	<p>A POV is any motor vehicle that provides personal transportation and is owned by, or on a long-term lease to (12 or more months), a service members or a service member’s dependents. A POV can have four or more wheels, like a car or truck. The POV must be self-propelled, licensed to travel on public highways, and designed to carry passengers or household goods</p> <p>Service members may have an entitlement to ship or store one POV at government expense when they receive permanent change of station orders. Policies differ for CONUS and OCONUS moves, so service members are encouraged to check with their local transportation office to confirm eligibility.</p>
Quarters	A term for living area or sleeping accommodations. Use lower case. Example: bachelor quarters.

Term	Definition
Quick claim settlement	Request for compensation of minor loss or damage of household goods (not to exceed \$1,000) that service members can work out directly with a transportation service provider, without filing a claim in DPS. Service members who receive quick claim settlements may NOT file a claim in DPS for the same lost or damaged items.
Relocation Assistance Program	A service wide program that provides information, education, and referrals related to destination area preparation and settling-in, with emphasis on: moving costs; household goods shipments; loan closets; housing, child care and school options; special needs information; community demographics and resources; newcomer briefings; youth sponsorship; immigration information and referrals; cultural adaption; and financial, employment, personal and family life readiness. Most services are offered through installation Military and Family Support Centers.
Renter’s insurance	A form of property insurance for renters. This type of insurance protects a policyholder’s belongings.
School liaison	School liaisons are located at each installation and are the main contact for military families, local school systems and installation leadership for school-related matters pre-K through 12. School liaisons are experienced professionals who advocate, advise and build partnerships with the civilian and military community to help address common education challenges of military families. School liaison support is free of charge and open to all DOD identification card holders, educators who serve military students and community partners involved with pre-K-12 education.
7-Day Spread Window policy	Seven calendar days within which a moving company must pick up a service member’s household goods shipment.

Term	Definition
Sponsors	Sponsors are trained service members who help newcomers settle into a new duty station. Typically of a similar rank and family status, sponsors are available to all military families, no matter where they are moving to.
Sponsorship and You; Sponsorship Awareness Course	The Sponsorship & You: Sponsorship Awareness course is a magazine-style format course available on MilLife Learning that highlights resources to help service members and families prepare for a move. It allows users to choose topics and articles that are relevant to them, such as tips for filing taxes, navigating healthcare changes, connecting to local services and more.
Temporary Lodging Allowance	Financial compensation meant to offset the cost of lodging and meals when a service member relocates either to or from a location outside the continental United States. Also known as TLA.
Temporary Lodging Expense	Financial compensation meant to offset the cost of meals and lodging when a service member relocates within the continental United States. Also known as TLE.
Transportation service provider	A government-furnished moving company. Also known as TSP.
Unaccompanied baggage	Personal property shipment sent by air for service members relocating to a location outside the continental United States with items the service member might need immediately. Also known as UB.

Term	Definition
Unaccompanied housing	Term for barracks, dormitories, bachelor quarters or other housing for single service members or service members not accompanied by family.
Unaccompanied tour	A permanent duty assignment in which the service member's dependents are not command-sponsored.
Weight allowance	The amount of household goods a service member is allowed to move. The average weight allowances are based on rank, dependency status and move type. Sometimes referred to as moving allowance.