

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, unless gender-specific terms for services/groups are appropriate.
- 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 to/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, may or might	will or are
often or generally	always
tend to	usually
partner, spouse	husband, wife

Definitions

Term	Definition
allowances and pays	<p>There are various types of pay. Basic pay is received by all service members and is the main component of a service member's salary. Other pays, often referred to as special and incentive pays, are for specific qualifications or events. Allowances are moneys provided for specific needs, such as food or housing.</p> <p>Note: Specific 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.</p>
Basic Allowance for Housing	<p>Military pay for service members within the United States not living in government-owned housing. Also known as BAH.</p> <p>Note: Specific 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.</p>

Term	Definition
Basic Allowance for Subsistence	<p>Basic Allowance for Subsistence is a tax-free monthly allowance that helps offset a portion of the cost of meals and food for service members. This allowance is not intended to offset the costs of meals for family members. Also known as BAS.</p> <p>Note: 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.</p>
CONUS (continental United States)	<p>The 48 contiguous states and District of Columbia. May be abbreviated on first use.</p>
Defense Personal Property System	<p>The Defense Personal Property System is the online system service members use to upload orders and create moving shipment(s) (e.g., household goods, unaccompanied baggage, nontemporary storage, personally procured move, etc.). Also known as DPS.</p>
Defense Travel Management Office	<p>The Defense Travel Management Office website offers current allowance tables, per diem rates and other tools to help service members and families plan a move. Also known as DTMO.</p>
Dislocation Allowance	<p>Allowance intended to help with miscellaneous moving costs and generally paid once per permanent change of station. Also known as DLA.</p> <p>Note: 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.</p>

Term	Definition
eSponsorship Application & Training	The eSponsorship Application & 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. Also known as eSAT.
Exceptional Family Member Program	The Exceptional Family Member Program supports military families with special needs through identification and enrollment, assignment coordination and family support. There are Exceptional Family Member Program offices on all military installations. Also known as EFMP.
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 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	<p>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.</p> <p>Note: 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.</p>
government housing	Housing, owned or leased, operated and maintained by the Defense Department.

Term	Definition
HOMES.mil	An online service designed to connect service members and their families with community housing rental listings near U.S. military bases. It provides contact information for a service member’s current or prospective housing office. Service members can also list their own rental properties.
household goods move	A household goods move is a move completed by a government-furnished moving company, also called a transportation service provider. During a household goods move, a transportation service provider is responsible for packing all of a service member’s belongings and transporting them to the service member’s new location. Also known as HHG.
housing office/government housing	An office on military installations that oversees military housing waitlists and referrals for housing on the installation.
inconvenience claim	Request for compensation from a transportation service provider for any out-of-pocket expenses incurred as result of the transportation service provider 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 the transportation service provider not being able to deliver items out of storage within specified times.
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 and Family Services, Navy Fleet and Family Support Center, and Military and Family Readiness Center.
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 counseling service or the individual counselors, lowercase.

Term	Definition
military and family life counselor	Master’s or doctorate-level mental health clinicians who are 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 Defense Department 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 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 Defense Department 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. Also known as MHPI.
MilitaryINSTALLATIONS	The Defense Department 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 installation relocation assistance providers.
Monetary Allowance in Lieu of Transportation	<p>An amount paid to a service member for mileage when a service member drives to a new duty station. Also known as MALT.</p> <p>Note: 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.</p>

Term	Definition
Move-In Housing Allowance	<p>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.</p> <p>Note: 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.</p>
Move.mil	<p>Former Defense Department website that helped service members and families manage a move. As of September 2021, all Move.mil content migrated to the Military OneSource website.</p>
moving allowance	<p>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.</p>
OCONUS (outside the continental United States)	<p>Refers to any place outside of the 48 continental, or contiguous, states and the District of Columbia. It includes Alaska and Hawaii.</p>
Overseas Housing Allowance	<p>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.</p> <p>Note: 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.</p>
PCSMYPOV.com	<p>An online resource for service members moving or storing their privately owned vehicles during a permanent change of station.</p>

Term	Definition
permanent change of station	Military orders for a permanent transfer from one duty station to another. Also known as PCS. The PCS abbreviation can be used on first reference.
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 the Defense Personal Property System.
personal property office	<p>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.</p> <p>On MilitaryINSTALLATIONS, the personal property office is listed as Household Goods/Transportation (inbound) and Household Goods/Transportation (outbound).</p>
personally procured move	A personally procured move 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 to 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. Also known as PPM.

Term	Definition
Plan My Move	This Defense Department 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	A privately owned vehicle 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 member or a service member’s dependents. A privately owned vehicle can have four or more wheels, like a car or truck, and must be self-propelled, licensed to travel on public highways, and designed to carry passengers or household goods. Service members may have an entitlement to ship or store one privately owned vehicle 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. Also known as POV.
quarters	A term for living area or sleeping accommodations. Use lowercase. Example: bachelor quarters.
quick claim settlement	Request for compensation of minor loss or damage of household goods (not to exceed \$1,500) that service members can work out directly with a transportation service provider without filing a claim in the Defense Personal Property System. 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.

Term	Definition
	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.
Reserve Component Family Program sites	Facility or office located on or off a military installation with the resources to deliver reserve component family support programs. May be called Family Assistance Center, Reserve Family Programs site.
school liaison	School liaisons are located at each installation and are the central point of contact for commanders, military families and local school systems on school-related matters for grades pre-K-12. School liaisons advocate, advise and build alliances to help address education concerns, challenges or issues of the Total Force and offer a network to educate and provide information or referral for both military families and school districts. School liaisons help with transition support before and after a PCS and can connect parents to the Exceptional Family Member Program and their school's special education department, as well as help parents navigate their new school district's special education program. School liaisons can provide information on school districts and boundaries, assist with transfer of credits and class registration, help locate after-school and extracurricular programs, set up tutoring and youth sponsorship referrals, and help with college, career and military readiness.
7-Day Spread Window policy	Seven calendar days within which a transportation service provider must pick up a service member's household goods shipment.
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.

Term	Definition
Temporary Lodging Allowance	<p>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.</p> <p>Note: 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.</p>
Temporary Lodging Expense	<p>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.</p> <p>Note: 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.</p>
transportation service provider	<p>A government-furnished moving company. Also known as TSP.</p>
unaccompanied baggage	<p>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.</p>
unaccompanied housing	<p>Term for barracks, dormitories, bachelor quarters or other housing for single service members or service members not accompanied by family. Also known as UH.</p>
unaccompanied tour	<p>A permanent duty assignment in which the service member's dependents are not command-sponsored. Also known as UT.</p>
weight allowance	<p>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.</p>