

# Personal Property Office- U.S. TRANSCOM Program Content Guide

The following established style guidelines reflect the practices of developers and editors of content for the Defense Personal Property Management Office/USTRANSCOM. 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
transportation office	personal property office

## Definitions:

Term	Definition
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	Part of military pay that offsets the cost of a service member's meals. Also known as BAS.
Commercial move	A service member's personal property shipment transported by a commercial shipper during a move.
CONUS	The 48 contiguous United States and District of Columbia. Acceptable to use abbreviation on first use.
Defense Personal Property Program	Operates as an integrated, department-wide program to generate the year-round quality capacity and accountability required to meet the Department of Defense's relocation needs.
Defense Personal Property System	Online move scheduling system where you upload your orders and create a shipment(s) (e.g., house hold goods, unaccompanied baggage, non-temporary storage, personally procured move, etc.). Also known as DPS.
Direct procurement method	A moving method in which the government manages the shipment of household goods throughout every phase of the move. All moving related services are obtained from commercial firms under a contractual arrangement or by the use of government facilities and employees. Also known as DPM.
Dislocation Allowance	Allowance intended to help with miscellaneous moving costs and generally paid once per PCS.
eSponsorship Application and Training	Standardized sponsorship training for all unit sponsors, regardless of service. Also known as eSAT.
Family member	Individual whose relationship to the military sponsor leads to entitlements, benefits or privileges by the military services.

Term	Definition
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 Bill of Lading number	Number assigned to each separate shipment of household goods in a move. Also known as GBL number.
Government housing	Housing that is owned or leased, operated and maintained by the Department of Defense.
Household goods	Tangible and movable personal property goods and products used within households. Also known as HHG.
Household goods move	A move completed by a government-furnished moving company, or transportation service provider, to transport personal property goods and products. Also known as an HHG move.
Housing office	An office on military installations that oversees military housing waitlists and referrals for housing off the installation.
Inconvenience claims	Payments made to a Department of Defense customer to account for inconveniences associated with a mover's inability to meet the agreed to and/or required pickup and delivery dates.
International Auto Logistics claims	Claims filed with the automotive transportation service, International Auto Logistics, Inc., during a PCS move. Also known as IAL claims.
Loss and Damage Report	Written notice to the transportation service provider, or TSP, that some items were missing or damaged during the move process and that the customer intends to file a claim.
MilFam 101	A series of online courses designed for relocation assistance providers and available through MilLife Learning. It promotes the Military Family Readiness System and core competencies relevant to relocation and deployment services.
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 counselors	Master’s or doctorate-level mental health clinicians, licensed to practice and provide non-medical counseling independently.

Term	Definition
Military Claims Office	Service office that handles moving claims and helps resolve service member disagreements with the moving company after a PCS move. Also known as MCO.
Military family housing offices	Military housing offices are located on installations around the world and assist military families in acquiring housing on and off the installation.
Military Family Readiness System	The network of programs, services, people and agencies, and the collaboration among them, that promotes the readiness and quality of life of service members and their families.
Military OneSource	Website that houses all Move.mil resources, helping service members and their families manage a move, including scheduling and tracking their household goods.
MilitaryINSTALLATIONS	Website that provides an overview of military installations and state programs, including information on programs and services with contact information (telephone, fax, emails and website), articles of interest specific to the installation or state, photo galleries and listings of major units.
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.mil	A Department of Defense website that hosts information and announcements to help service members and their families manage a move. The website includes a link to the Defense Personal Property System or DPS, which is tool for scheduling and tracking personal property shipments.
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.
Non-temporary storage	Long-term storage of your belongings used generally instead of shipping your items to your new duty station. Also known as NTS.
OCONUS	Hawaii, Alaska and all international locations outside the continental United States. Acceptable to use abbreviation on first use.
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.
Permanent change of station	Assignment to a location for 20+ weeks, regardless of whether the assignment pertains to training or a new job. Also known as PCS. Acceptable to use abbreviation on first use.

Term	Definition
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.
Transportation Office	An office designated to provide service members/DOD employees a local point of contact for the purpose of counseling and processing personal property shipment applications.
Personally procured move	A move that is performed by the service member/civilian employee instead of using a DOD transportation service provider or TSP. Also known as a PPM move.
Plan My Move	An online application or tool to help service members, family members and loved ones when relocating. The site offers information, resources and a customizable task checklist to help users create a unique personal moving plan.
Pre-move survey	Survey conducted by a moving company (to be conducted at least three business days before a household goods pickup) to assess the condition of items, give a weight estimation, and annotate any special items that require specific packing to prevent damage during transportation.
Privately owned vehicle	Any motor vehicle that provides personal transportation and is owned by, or on a long-term lease (12 or more months) to, a customer member or a customer'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. Also known as POV.
Quarters	A military term for living area or sleeping accommodations.
Quick claim settlement	Claim option that may be offered on delivery day by your moving company or transportation service provider. A customer may file paperwork in person with the TSP to promptly resolve minor loss or damage.
Real property damage	Damages (both interior and exterior) made to the residence during the move process.
Relocation Assistance Program	A service branch program providing comprehensive services and support related to relocation.
Renter's insurance	A form of property insurance for renters. This type of insurance protects a policyholder's belongings.

Term	Definition
Required delivery date	The date that a moving company must arrive at the destination and complete unloading; calculated delivery date of household goods to new duty station. Also known as RDD.
Sponsor	Someone from the service member’s new unit who is assigned to assist him or her with settling into the new location. Sponsors are assigned through the member’s unit and can also be requested through the installation Relocation Assistance Program at the Military and Family Support Center. Many installations also offer a youth sponsorship program to help children and youth meet others in their new community and make a smooth transition.
Temporary Duty	Duty in which the service member is temporarily assigned to a new location for an extended period of time (over 31 days) but generally less than 20 weeks. Also known as TDY.
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	Any moving carrier/company that provides freight, household goods or passenger transportation during a move. Also known as TSP.
Unaccompanied baggage	An option for shipments where a small subset of your household goods are expedited to your new location, typically while you wait for the rest of your belongings to arrive at a later date. Also known as UB.
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.
Vehicle processing center	Location where a service member picks up a privately owned vehicle after transport during a move. Also known as VPC.
Weight allowance	A calculation for how much household goods a service member can move to the new duty station. Weight allowances are tied to rank. As rank increases, so does the moving or weight allowance.

**Personal property claims**

Official report filed with a TSP requesting full replacement/repair value of household goods items that are lost, damaged or destroyed during the moving process. This includes items that have been transported via move types such as household goods or HHG, unaccompanied baggage or UB, non-temporary storage or NTS, and direct procurement method or DPM.

**Residential damage claims or real property damage claims**

Claim filed for reimbursement for any damage caused by the TSP to a home or residence.

**Privately owned vehicle, or POV, claims**

Claim filed for reimbursement for loss or damage to a privately owned vehicle.

**POV inconvenience claims**

Claim filed for reimbursement for rental car and lodging expenses if a POV is not available for pick up on the required delivery date.