

Personal Property Office — U.S. TRANSCOM

Program Content Guide

The following established style guidelines reflect the longstanding practices of developers and editors of content for the USTRANSCOM 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
transportation office	personal property office

Definitions

Term	Definition
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>
Basic Allowance for Subsistence	<p>Part of military pay that offsets the cost of a service member’s meals. Also known as BAS.</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>
commercial move	A service member’s personal property shipment transported by a commercial shipper during a move.
CONUS (continental United States)	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 Defense Department’s relocation needs.

Term	Definition
Defense Personal Property System	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.
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	<p>Allowance intended to help with miscellaneous moving costs and generally paid once per PCS. Also known as DLA.</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>
eSponsorship Application and 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.
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: 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>
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, owned or leased, operated and maintained by the Defense Department.
household goods	Tangible and movable personal property goods and products used within households. Also known as HHG.

Term	Definition
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	An office on military installations that oversees military housing waitlists and referrals for housing off the installation.
inconvenience claims	Request for compensation from a transportation service provider for any out-of-pocket expenses incurred by a Defense Department customer 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.
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 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, Military 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.
military claims office	Service branch-specific representatives that help service members settle personal property claims resulting from a PCS move. Also known as MCO.

Term	Definition
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 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 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	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. Information includes program and service 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	<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: 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>
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 the tool for scheduling and tracking personal property shipments.
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: 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
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 (outside the continental United States)	Hawaii, Alaska and all international locations outside the continental United States. Acceptable to use abbreviation on first use.
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: 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>
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.
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. Also known as PCS lodging.
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 instead of using a Defense Department transportation service provider. As an incentive to do a personally procured move, 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 a PPM move.
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. This includes items that have been transported via move types such as household goods, unaccompanied baggage, non-temporary storage and direct procurement method. Personal property/loss or damage claims must be filed in the Defense Personal Property System.

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.
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	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.
privately owned vehicle claim	Claim filed for reimbursement for loss or damage to a privately owned vehicle. Also known as POV claim.
privately owned vehicle inconvenience claim	Claim filed for reimbursement for rental car and lodging expenses if a POV is not available for pick up on the required delivery date. Also known as POV inconvenience claim.
quarters	A military 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.
real property damage	Damages (both interior and exterior) made to the residence during the move process.
Relocation Assistance Program	A service-wide program that provides information, education and referrals related to destination area preparation and settling-in, with

Term	Definition
	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 adaptation; 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.
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.
residential damage claim or real property damage claim	Claim filed for reimbursement for any damage caused by the TSP to a home or residence.
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	<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: 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>
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: Specific allowances and pays should be capitalized when written out in running text, tables and social media posts. Examples:</p>

Term	Definition
	Basic Allowance for Housing, Temporary Lodging Allowance, Overseas Housing Allowance, etc.
transportation office	An office designated to provide service members/Defense Department employees a local point of contact for the purpose of counseling and processing personal property shipment applications.
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. Also known as UH.
unaccompanied tour	A permanent duty assignment in which the service member's dependents are not command-sponsored. Also known as UT.
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	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.