

USTRANSCOM, Personal Property Advisory #18-0026

Date: 12 December 2017

From: USTRANSCOM, Personal Property Division (TCJ4-H), Scott AFB, IL 62225

To: All Military Service Headquarters Representatives, Personal Property Shipping Offices (PPSOs) and Personal Property Processing Offices (PPPOs)

Subject: <https://www.move.mil/> Advisory

1. On 1 December 2017, USTRANSCOM executed a soft launch of an enhanced <https://www.move.mil/> web site. A collaborative effort between USTRANSCOM and Air Force Digital Services, the new web site is customer focused and provides critical move-related information to Service Members, DoD Civilians and their families in preparation for a Permanent Change of Station move. Among other sources, site content is based on focus groups and other feedback mechanisms with actual Service Members and families. The site's new format is intended to improve accessibility to key messages through straight forward language instead of military/transportation-centric lingo that can be difficult for many users to understand. Additionally, the enhanced user interface enables quick access to office locators, shipment calculators, FAQs and other valuable tools to start moves off on the right foot.
2. We anticipate a "hard launch" of the new site in conjunction with the annual PCS Week informational campaign early in the spring. Until then, USTRANSCOM will release new content and capabilities to further assist families in preparing for their moves. If there is information from the legacy site that is still needed, a link to that site can be found in the banner on the top of the new site. We ask for your help in ensuring accurate/relevant content for [https://www.move.mil.](https://www.move.mil/) This includes updating contact information for Military Service customer service functions as well as letting us know of opportunities to correct or improve the information on the site. One of our upcoming features is to include a feedback link so that all site users have an opportunity to shape the product. In the meantime, inputs can be sent to USTRANSCOM at [army.sddc.safb.pops@mail.mil](mailto:army.sddc.safb.pops@mail.mil)
3. Thank you in advance for your assistance in creating the best possible product for our Service Members, DoD Civilians and families.
4. This message is approved for release by the Chief of Operations, Defense Personal Property Program, TCJ4-H.