Employee Relocation Glossary

This glossary is adapted from Federal Travel Regulation (FTR), GSA Office of Government-wide Policy's "Federal Civilian Relocation Glossary", and GSA Schedule SIN 531 Statement of Work.

Acceptance Period: See "*Offer Period.*"

Accompanied Baggage: Government and personal property necessary for official travel by a government employee.

Acquisition Direct Costs: Shall mean the costs incurred by Contractor during the offer period. These costs include but may not be limited to; appraisals, home inspections and title work.

Agency: A department, agency, and independent establishment in the executive branch of the Government as defined in 5 USC 101 et seq., and a wholly-owned Government corporation as defined in 31 USC 9101(3). Includes organizations authorized by GSA pursuant to statute or regulation to use GSA as a source of supply.

Agency Move Coordinator (AMC): An individual within each Government agency designated as the primary liaison between that ordering agency and the Contractor. The Coordinator shall act within the scope of the contract and may not amend or modify the contract. The Coordinator shall be the contact point in settling disputes between the employee and the Contractor.

Allowance for Overseas Tour Renewal Travel: A reimbursement for roundtrip travel and transportation expenses between an overseas post of duty and the relocating employee's actual place of residence in the U.S.

Amend from Zero Transaction: The type of homesale transaction that occurs when the relocating employee receives a Bona Fide Offer from a qualified buyer before the employee has received an Appraised Value Offer from the Contractor.

Amended Offer: An offer extended to a relocating employee from the Contractor to purchase the employee's property based upon a Bona Fide Offer from a qualified outside buyer that provides an equal to or greater than net cash return than the Appraised Value Offer would provide. The Offer is amended to reflect an equal or higher net offer amount.

Amended Value Sale: The type of homesale transaction that occurs when the relocating employee receives a Bona Fide Offer from a qualified buyer before the employee has accepted an Appraised Value Offer from the Contractor. The Contractor amends its offer to match the outside sale price.

Anticipated Sales Price: The price at which a property most probably would sell if exposed to the market for a reasonable time with payment to be made in cash or its equivalent. For purposes of this contract, anticipated sales price shall mean the price the property would command in an "as is" condition, except that adjustments may be made to reflect any repairs and inspections required to bring the property into conformance with applicable laws, ordinances and codes.

Application Fee: A fee charged by a lender for accepting a loan application and initiating the loan review process.

Appraisal: The process by which the Anticipated Sales Price of a residential housing unit, using the market data approach to value, is established. Also, it shall mean the form on which the Anticipated Sales Price is reported. The purpose of the appraisal is to establish the Anticipated Sales Price for a relocated employee's residence and assumes an arm's length transaction. This is done in accordance with the procedures outlined in the Worldwide ERC© Appraisal Guidelines, using the Worldwide ERC appraisal form.

Appraisal Guidelines: Appraisals are to be conducted by Designated Certified Appraisers in accordance with current Uniform Standard of Professional Appraisal Practice (USPAP) as published by the Appraisal Foundation Organization and industry-accepted guidelines, such as the Worldwide ERC© Appraisal Guidelines. Where USPAP and/or Worldwide ERC© guidelines conflict with contract requirements, the contract shall prevail.

Appraised Value Offer: An offer made by a Relocation Services Company (RSC) to a relocating employee to purchase the relocating employee's property based on the average of a specific number of appraisals conducted by Designated Certified Appraisers.

Appraised Value Transaction: A type of homesale transaction in which the Relocation Services Company (RSC) purchases the relocating employee's property based upon the average of a specific number of appraisals.

As-is Condition: The property "as-is" on the date of the appraisal (inspection) with adjustments made to reflect reactions from a typical buyer's point of view. These adjustments should reflect the comparative differences between the subject property and similar properties in that market.

Authorization: When an agency informs the contracted Relocation Services Company (RSC) in writing or electronically that a relocating employee is eligible to receive contracted services.

Bill of Lading: An accountable shipping document used for the acquisition of authorized transportation and related services from commercial TSPs for the movement of GSA sponsored household goods shipments. Sometimes referred to as a commercial bill of lading, but includes a Government bill of lading (GBL). Bill of Lading also means the document used as a receipt of goods, a contract of carriage, and documentary evidence of title. See Federal Management Regulations, Code of Federal Regulations (CFR) 41 CFR 102-117 Transportation Management, 41 CFR 102-118 Transportation Payment and Audit, and the U.S. Government Freight Transportation Handbook for GBL terms and conditions applicable to Federal Government shipments.

Bona Fide Offer: An offer from an able and willing buyer, not contingent upon the sale of the potential buyer's home and can reasonably be expected to go to settlement at its original terms and conditions within 60 days of execution of the offer agreement. The offer must not contain any contingencies except those providing that the purchaser must qualify for financing under terms or conditions generally prevailing in the marketplace at the time the offer is made and those providing that the seller must convey marketable and insurable title.

Broker: An individual, licensed in a state, who acts as an agent for someone else in negotiating sales or purchases in return for a fee or commission.

Broker's Commission: A payment made to a real estate broker for services rendered in performance of a contractual agreement.

Broker Market Analysis (BMA)/Broker Price Opinion (BPO): A broker's written market analysis of recent comparable sales and listings with suggestions for marketing strategies.

Broom Clean Condition: The condition that the property is left, when vacated by the employee and family, or tenant. The property shall be in substantially the same condition as appraised and all major components in acceptable working order, with the interior, exterior and out-buildings free of debris, paint cans, tools and other belongings. The Contractor's realtor representative is required to perform a walk-through within two (2) days of formal acquisition or employee's vacate date, whichever is the later, prior to final equity disbursement. The agent/broker is to confirm to Contractor that the property is broom clean with no debris or personal property left behind. Contractor is required to notify agency and employee of any problems within one (1) day of the receipt of the agent/broker inspection report

Buyer Value Option Transaction: A variation of the amended value transaction in which no appraisals are obtained and no initial offer is made by the Contractor, to the employee. Although these transactions are sometimes referred to as "amend-from-zero" or "offers prior to appraisal," there is no initial appraised value offer to "amend." Rather, the only unconditional offer is made at the "buyer value," that is, the fair market value as determined by a Bona Fide offer from a potential buyer.

Carrier: See Transportation Services Provider (TSP).

Carrying Costs: All costs and charges related to holding a property in inventory. This could include insurance, utilities, mortgage interest, condominium dues, taxes, homeowner association dues, maintenance expenses, assessments, and repairs. All costs of holding and operating a property during the inventory or marketing period should be charged to this category.

Centralized Household Goods Traffic Management Program (CHAMP): General Services Administration's tender-based personal property shipment and storage program for transportation of household goods, unaccompanied air baggage, and privately owned vehicle(s).

Closing: The closing is the final step in executing a real estate transaction. It is the last step in purchasing and financing a property. On the closing day, ownership of the property is transferred from the seller to the buyer. In relocation, all or parts of a closing may be handled by mail, email or a combination of both, between the purchaser (Relocation Services Company) and the relocating employee.

Closing Costs: Expenses paid by parties in the buying and selling of real estate in addition to the price of the property, that may include loan, title, and appraisal fees.

Closing (Settlement) Statement: A settlement statement is a document summarizing all costs owed by or credits due to the homebuyer and seller. The document is called a Closing Disclosure and is a five-page form that provides final details about the mortgage loan and includes the loan terms, the projected monthly payments, and how much is paid in fees and other costs.

Comparable Property Criteria: The comparable properties selected by the appraisers or offered by the employee for consideration. The comparables must be in the same neighborhood, development, subdivision or complex unless there are not sufficient comparable sales, in which case the appraisers may use comparables from the general market areas as they deem appropriate.

Contract Price: The price at which the Contractor agrees to purchase the employee's home, whether as an Appraised Value Offer, Amended Offer, Amend-from-Zero Offer, or Buyer Value Option Offer.

Contract of Sale: A contract the buyer initiates which details the purchase price and conditions of the transaction and is accepted by the seller. Also known as an Agreement of Purchase.

Contracting Officer (CO): A federal employee who has authorization to issue and change a contract. The CO has the authority to make final determinations on matters of dispute regarding th3 Requirements document of this contract.

Contractor: Shall mean a third party provider of relocation services where services are purchased by the Government under the terms of this Requirements document. Also known as a Relocation Services Company (RSC).

CONUS Move: see "*Domestic/CONUS Household Goods Move.*"

Days in Inventory: The time period that begins on the date the Relocation Services Company's offer to the relocating employee is executed and ends on the resale closing date.

Deed-in-Blank: A document that transfers a property's title from the relocating employee to the Relocation Services Company (RSC) but does not place the RSC's name on the deed. This happens when the RSC has yet to sell the property to an outside buyer when the relocating employee executes the sale. Usually, the relocating employee will give the RSC power of attorney to place an outside buyer's name on the deed once the property is sold.

Delayed Appraisal: A process where an agency has designated a specific period of time allocated for the Contractor to provide listing and marketing assistance in accordance with the agency guidelines before the appraisals are ordered. The time allotted is designated at the BPA or task order level.

Designated Certified Appraiser: An individual who meets all the requirements of applicable laws to practice as an appraiser and/or be certified in states and/or localities that have certification and/or licensing requirements for appraisers. Specific criteria for a designated certified appraiser are detailed in the homesale Requirements Document.

Destination Services: A wide array of services to agencies, their relocating employees, and relocating employees' families at the destination location. These may include: home-finding assistance, area counseling, mortgage financial counseling, rental assistance, temporary housing assistance, employment assistance for the spouse, home inspection, etc. Some services may have associated fees.

Direct Reimbursement of Homesale Expenses: the reimbursements provided to an employee who has been authorized for relocation expenses and is entitled to reimbursement of homesale expenses under the FTR §302-11.200. Relocation Services Company may provide home marketing services designed explicitly for direct-reimbursement Homesale efforts.

Disclosure Statement: A statement made available to potential buyers that lists known information or defects relevant to the home. A local state disclosure statement may be required in addition to the disclosure statement from Worldwide ERC.

Domestic/CONUS Household Goods Move: The movement of a relocated Government employee's household goods between points in the United States (U.S.) (including the District of Columbia and Alaska but excluding Hawaii) and between points in the U.S. (including the District of Columbia and Alaska but excluding Hawaii) and points in Canada. A CONUS move usually consists of one shipment of household goods and personal effects. It may also contain the employee's vehicle if authorized by the agency. The CHAMP program considers Canadian Territories to be CONUS.

Domestic Partnership: A committed relationship between two adults of the same sex, in which they:

a. Are each other's sole domestic partner and intend to remain so indefinitely;
b. Maintain a common residence, and intend to continue to do so (or would maintain a common residence but for an assignment abroad or other employment-related, financial, or similar obstacle);
c. Are at least 18 years of age and mentally competent to consent to contract;
d. Share responsibility for a significant measure of each other's financial obligations;
e. Are not married or joined in a civil union to anyone else;
f. Are not a domestic partner of anyone else;
g. Are not related in a way that, if they were of opposite sex, would prohibit legal marriage in the U.S. jurisdiction in which the domestic partnership was formed;
h. Are willing to certify, if required by the agency, that they understand that willful falsification of any documentation required to establish that an individual is in a domestic partnership may lead to disciplinary action and the recovery of the cost of benefits received related to such falsification, as well as constitute a criminal violation under 18

U.S.C. 1001, and that the method for securing such certification, if required, shall be determined by the agency;

i. Are willing promptly to disclose, if required by the agency, any dissolution or material change in the status of the domestic partnership; and
j. Certify that they would marry but for the failure of their state or other jurisdiction (or foreign country) of residence to permit same-sex marriage.

Double-Deed Recording Fees: Some states do not permit the use of Deed-in-Blank. These states require that a deed be recorded each time a title is transferred. This means that the employee or agency may have to pay additional fees when a Relocation Services Company (RSC) buys the relocating employee's home without having an outside buyer lined up.

Effective Date: The date on the Notification of Personnel Action when the relocating employee is scheduled to report for work at the new official station. See also: *Report Date*.

Employee: Shall mean an eligible Federal civilian.

Employee's Immediate Family: As defined in Federal Travel Regulation 300-3.1.

Expiration Date: Shall mean the date by which the employee must accept or reject the offer for participation in the homesale program at the end of the Offer Period (as defined herein). Contractor will clearly identify the expiration date on the offer and will communicate the date verbally to both the ordering agency and employee. Expiration dates can only be extended with the agreement of the ordering agency, Contractor and employee and any costs incurred for updating of appraisals or inspections shall be borne by the Contractor.

Extended Storage (EXT): Service for long-term storage, other than storage-in-transit, of personal property at the Owner's Government's expense. Also known as permanent storage or non-temporary storage.

Federal Management Regulation (FMR) Subchapter D Part 102-117: Transportation Management, addresses shipping freight and household goods worldwide. Household goods are not Government property, but are employees' personal property entrusted to the Government for shipment.

Federal Management Regulation (FMR) Subchapter D Part 102-118: Transportation Payment and Audit interprets statutes and other policies that assure that payment and payment mechanisms for agency transportation services are uniform and appropriate. This part communicates the policies to agencies and Transportation Service Providers (TSPs).

Federal Travel Regulation (FTR): The Federal Travel Regulation (FTR) (41 CFR Chapters 300-304) that governs travel and transportation allowances for Federal civilian employees. Chapter 302 of the FTR governs relocation allowances and is available for review at www.gsa.gov/ftr.

Fixed Appraised Value Fee: A charge to an agency by a Relocation Services Company (RSC) to purchase a relocating employee's home. Usually expressed as a percentage of appraised value and generally includes expenses for direct costs, resale loss, overhead, and profit opportunity.

Forecasting: The process of analyzing historical trends and current factors as the basis for anticipating housing market trends. (In order to reflect any impact these trends will have on the subject property's marketing time and sales price, a forecasting adjustment must be consistently applied to each comparable sale).

Foreclosure: The legal process reserved by a lender to terminate the borrower`s interest in a property after a loan has been defaulted. When the process is completed, the lender may sell the property and keep the proceeds to satisfy its mortgage and any legal costs. Foreclosed primary residences may or may not be eligible for the homesale program depending on how far along in the foreclosure process. Contractor is responsible for alerting the agency immediately upon knowledge of foreclosure, or default.

Gross-up: The extra personal income tax withholding provided by an agency to a relocating employee. Meant to offset additional personal income tax liability when an agency reimburses a relocating employee for relocation expenses.

GSA Tariff: The GSA tariff (a.k.a. GSA500A) serves as the principal domestic tariff that governs the transportation of household goods (HHG), personal effects, property and other similarly defined articles between points in the United States (U.S.) (including the District of Columbia and Alaska but excluding Hawaii) and between points in the U.S. (including District of Columbia and Alaska but excluding Hawaii) and points in Canada for the account of the U.S. Government – GSA – in accordance with the terms and conditions of GSA's Centralized Household Goods Traffic Management Program (CHAMP). This tariff is published and maintained by GSA

Home: A completed residential dwelling, including a condominium or townhome, that is used as the employee's principal residence and is the address from which the employee commutes to their permanent duty station on a regular basis, including land customarily considered part of a residential lot as well as all personal property normally sold with a residence according to local custom, and that is owned by the employee, and/or the employee's Immediate Family, as described under FTR.

Home Marketing Assistance: Proactive marketing assistance designed to help the relocating employee market the primary residence by designing a customized marketing strategy and assisting with offer negotiations. This assistance may be provided by a Relocation Services Company (RSC) independently or in conjunction with the homesale program.

Home Marketing Incentive Payment (HMIP): An amount of money an agency offers to a relocating employee for actively marketing his/her home and selling it during the marketing period (See 41 CFR 302-14).

Home Marketing Period: Time during which the relocating employee tries to sell the home in the original location. This period may run throughout the appraisal process and/or appraised offer's acceptance period. Some agencies require a mandatory marketing period before the relocating employee is eligible to accept the Appraised Value Offer.

Home Not Insurable: A home that does not meet applicable industry criteria for the issuance of a standard form homeowners insurance policy at standard market rates as determined by a reputable insurance company authorized to conduct business in the area or a home in which the employee does not hold insurable title, as determined by a reputable abstract or title company authorized to conduct business in the area.

Homesale Program: The part of an agency's relocation policy designed to facilitate a relatively fast, convenient means by which a relocating employee may sell his/her home with minimum time and effort. Usually accomplished through a Relocation Services Company (RSC), by Appraised Value, Amended Value, or Buyer Value Option Sale.

Home Selling Expenses: Expenses arising from the sale of real estate such as brokers commission, transfer taxes, attorney and inspection fees, deed and recording fees, escrow or abstract fees, mortgage prepayment penalties, and incentives paid by the seller.

Home That Cannot Be Financed: A home that does not meet generally applicable industry criteria for a mortgage loan at standard market rates, as determined by a reputable institutional lender, e.g., bank, savings bank or Mortgage Company authorized to conduct business in the area, including local lenders. Criteria for mortgage loans shall not be limited to particular types of loans, such as FHA, VA or loans eligible for repurchase under guidelines established by organizations such as "Fannie Mae" and "Freddie Mac."

Household Goods (HHG): Unless specifically excluded, property associated with the home and all personal effects belonging to a relocating employee and immediate family members on the date they received notice of transfer. In terms of household goods shipments, includes only what may legally be accepted and transported by a commercial HHG carrier.

Household Goods Move Management Services: The end-to-end process of moving a relocating employee's personal property. Move Management Services can also include entitlement and pre-move counseling, carrier selection (if requested), bill of lading preparation, shipment booking, service performance and prepayment audits, claims preparation, and on-site quality control.

Household Goods Tender of Service (HTOS): The HTOS specifies the Centralized Household Goods Traffic Management Program's (CHAMP's) standards for transportation, additional services, and storage-in-transit of the personal effects and property of federal employees relocating to another duty station. It establishes documentation and reporting requirements and defines duties, rights, and responsibilities of the CHAMP Transportation Service Provider, the Government agency procuring services, the relocating employee, and GSA. It provides guidance for the resolution of problems.

House-hunting Trip (HHT): A trip made by the relocating employee and/or spouse to the new official work site locality to find permanent living quarters to rent or purchase. May be referred to as "home-finding trip."

Industrial Funding Fee (IFF): GSA's contracting and management fee that is built into the supplier's price for the services contracted under the Multiple Award Schedule. Contract prices charged to ordering activities include the industrial funding fee (IFF).

Immediate Family: Any of the following named members of the employee's household at the time they reports for duty at the new permanent duty station or performs other authorized travel involving family members:

a. Spouse;
b. Domestic partner;
c. Children of the employee, of the employee's spouse, or of the employee's domestic partner, who are unmarried and under 21 years of age or who, regardless of age, are physically or mentally incapable of self-support. (The term "children" shall include natural offspring; stepchildren; adopted children; grandchildren, legal minor wards or other dependent children who are under legal guardianship of the employee, of the employee's spouse, or of the domestic partner; and an unborn child(ren) born and moved after the employee's effective date of transfer.);
d. Dependent parents (including step and legally adoptive parents) of the employee, of the employee's spouse, or of the employee's domestic partner; and
e. Dependent brothers and sisters (including step and legally adoptive brothers and sisters) of the employee, of the employee's spouse, or of the employee's domestic partner, who are unmarried and under 21 years of age or who, regardless of age, are physically or mentally incapable of self-support.

Incidental Expenses: Fees and tips paid to porters, baggage carriers, bellhops, hotel housekeeping staff, and for transportation between places of lodging/business, where meals are taken, and postage to submit travel vouchers.

Initiation: The point at which the relocating employee is authorized to receive relocation services and the services are implemented. This includes creating files and records necessary for reporting and tracking.

Inspections: Shall mean a professional examination of a home`s major components which may include exterior, foundation, framing, plumbing, septic, electrical system, heating, air conditioning, fireplace, kitchen, bathroom, roofing and interior. Additionally, inspections may be performed to identify evidence of infestation or contamination or other conditions.

International/OCONUS Household Goods Move: A move where the origin location and/or the destination location is located outside the Continental United States (OCONUS). OCONUS also refers to moves to/from the states of Alaska and Hawaii, the Commonwealths of Puerto Rico and the Northern Mariana Islands, Guam, the U.S. Virgin Islands, and the territories and possessions of the United States. These are considered "non-foreign area" OCONUS moves. For the purposes of the Federal Travel Regulation, the former Trust Territories of the Pacific Islands are considered foreign areas. An OCONUS move usually consists of one shipment of household goods and personal effects, one or more shipments of unaccompanied air baggage (UAB), and one or more vehicles belonging to the relocating employee.

Inventory: A property that has been acquired by a Relocation Services Company (RSC) in fulfilment of a homesale program.

Joint Travel Regulation (JTR): The regulations in this document pertain to per diem, travel and transportation allowances, relocation allowances, and certain other allowances of Uniformed Service members (including regular and reserve components). The Joint Travel Regulations may be found at https://www.travel.dod.mil/Policy-Regulations/Joint-Travel-Regulations/

Line Haul Services: Transportation of a household goods shipment from the point of origin to its destination. Commercial or government tariffs govern the cost of these services.

Mandatory Marketing Period: The period of time during which an employee authorized for homesale services is required to make a good faith effort to market the home. Typically, during the Mandatory Marketing Period, the employee must market the home at a price not to exceed a specified percentage of the average of two Broker's Market Analyses (BMAs) or Appraisals.

Market Analysis: See *Broker's Market Analysis (BMA).*

Marketing Time: The average list-to-sell time for residential properties shall not exceed 120 calendar days.

Mileage Allowance: A rate per mile established by the Internal Revenue Service to reimburse federal employees for the use of a personally-owned vehicle (POV) in the course of official duty.

Miscellaneous Expenses: Costs associated with discontinuing the relocating employee's residence at the old official station, and/or establishing a residence at the new official station.

Mobile Home: A home designed with a frame for moving from one location to another. The basic design is the determining factor. Typically, behind the cosmetic work fitted at installation to hide the base, there are trailer frames, axles, wheels and /or tow-hitches. Additional factors include the presence of a HUD 1 sticker located on the structure, a permanent foundation, taxed as real property and financed with a FHA, VA or conventional mortgage. Modifications that may have been made to the structure after it was moved to a specific location are not relevant. Applicable state and local laws addressing the definition of mobile homes shall be considered in the interpretation of the contract. A mobile home may also be known as a manufactured home.

Mobility Agreement: Agreement between an employee and his/her agency requiring relocation to enhance career, development, and progression and/or to achieve mission effectiveness.

Modular Home: A home that is built in sections at a factory and transported to the building site on truck(s) then constructed together by licensed contractors. Modular homes are built to conform to all state, local or regional building codes at their destinations.

Mortgage Payoff: The Contractor will make full payment of all monies due to the employee's mortgage lender(s) at time of employee Equity Payment on an Amend-from-Zero, Buyer Value Option or Appraised Value transaction. Contractor is responsible for ensuring that all mortgage liens are released by lenders and no further obligations of any kind are held by employee. Mortgage payoff requirement may be waived if at the time of closing with a third party buyer, if the third party buyer has assumed the employee's mortgage(s) with a full lender approved mortgage assumption.

Mortgage Servicing: In the context of relocation, the Contractor shall purchase the home from the employee subject to any existing mortgages of record. Contractor will have full responsibility for the timely payment of mortgage payments as well as the subsequent payoff of the mortgage(s) upon close of the resale of the property or when the circumstances surrounding the mortgage(s) dictate that the mortgage(s) be paid off sooner, such as the need to free up employee VA/FHA benefits or the mortgage lender initiates rights for any due on sale provisions.

Move Management Fee (MMF): The price the Government will pay the Relocation Services Company (RSC) for managing the employee's move.

Move Management Services: The end-to-end process of coordinating the transportation and storage of a relocating employee's personal property.

Negative Equity: A situation in which the market value of a mortgaged asset is below the amount of the loan or mortgage taken against it. This is also called deficit equity.

New Appointee: May include the following:

a. An individual who is employed with the federal government for the very first time (including an individual who has performed transition activities under section 3 of the Presidential Transition Act of 1963 (3 USC § 102 note), and is appointed in the same fiscal year as the Presidential inauguration);

b. A relocating employee who is returning to the Government after a break in service (except a relocating employee separated as a result of reduction in force or transfer of functions and is re-employed within one year after such action); or

c. A student trainee assigned to the Government upon completion of his/her college work.

Non-Temporary Storage: See "*Extended Storage.*"

OCONUS Move: See "*International/OCONUS Household Goods Move.*"

Off-List Supplier: A relocation home service supplier that is not in the Relocation Services Company's (RSC's) network of authorized suppliers. Such a supplier may be an appraiser, real estate agent, or inspector.

Offer Period (or Acceptance Period): Shall mean the period of time between the date Contractor extends the offer to the employee and the expiration date of the offer; typically 60 days but may be extended as specified by task order or Blanket Purchase Agreement between the ordering agency and Contractor.

Official Station: An official station is defined in Part 300-3 of CFR title 41, and may be either a CONUS or OCONUS location.

Overseas Tour of Duty: An assignment to a post of duty outside the United States or its territories, commonwealths, and possessions.

Overseas Tour Renewal Travel: Relocating employee and immediate family travel returning to a home in CONUS, Alaska, or Hawaii between overseas tours of duty. See FTR §302-3.222 for travel to an actual place of residence outside the United States.

Per Diem: A rate established by the General Services Administration for reimbursement of lodging, meals, and incidental expenses for federal civilian employees who are traveling for more than 12 hours on official business within CONUS. Similar rates for non-foreign overseas locations (e.g., Hawaii, Puerto Rico, Guam, etc.) are set by the DoD Per Diem, Travel, and Transportation Allowance Committee. The Department of State sets similar rates for foreign countries.

Permanent Change of Station (PCS): An assignment of a new appointee to an official station or the transfer of a relocating employee from one official station to another on a permanent basis.

Personal Property: The relocating employee's personal effects. Personal property may consist of one or all of the following: 1) household goods (HHG); 2) unaccompanied air baggage (UAB); and 3) privately owned vehicles (POV).

Prepayment Penalty: A monetary penalty imposed by a lender on a borrower who pays a loan off within a specific time parameter of the origination of the loan (typically specified in mortgage loan instrument). Prepayment penalty expenses are reimbursable under the FTR §302-11.200(f)(7). For details, see GSA Requirements Document.

Primary Residence: A residence which the relocating employee occupies as his/her principal residence.

Privately-Owned Vehicle (POV): Any motor vehicle owned by, or on a long-term lease (twelve (12) or more months), an employee or that employee's dependent for the primary purpose of providing personal transportation. Refer to the Federal Travel Regulation (FTR 41 CFR Part 302) for complete details).

Professional Books, Papers, and Equipment (PBP&E): Items that the employee uses in the performance of official duties. If identified and approved, these items are not charged against a relocating employee's authorized weight allowance.

Reevaluation Process: An opportunity afforded to the employee to contest the Appraised Value Offer made by the Contractor by providing additional objective information to be evaluated by the original appraisers which could result in a higher, equal, or lower offer for the employee's home.

Referral Fees: A portion of the broker's commission that is paid to another broker, pursuant to an agreement, who provided either a listing prospect or selling prospect. Also, any other fee or rebate paid to the purchaser (Relocation Services Company) for services rendered to the relocating employee, including payments from movers, title companies, carpet and paint suppliers, lenders, inspectors, appraisal firms, etc.

Relocation Incentive Bonus: A payment made to relocating employees, in accordance with Office of Personnel Management rules, as an inducement for accepting an assignment that requires a transfer.

Relocation Income Tax Allowance (RITA): The payment to the relocating employee to cover the difference between the WTA and the actual tax liability incurred as a result of his/her taxable relocation benefits; RITA is paid whenever the actual tax liability exceeds the WTA.

Relocation Services Company (RSC): a third party provider of relocation services where relocation services are purchased by the Government. The Relocation Services Company is also known as; Relocation Management Company, Home Purchase Company, Third-Party Relocation Company, Relocation Services Contractor or Move Manager.

Rental Management Fee: A fee paid to an independent firm to oversee rental or leasing of a property. Technically, it could be a fee to manage any aspect of a rental property.

Renters: Either relocating employees who rent their primary residence, or tenants who are leasing the relocating employee's residence.

Report Date: The date on the Notification of Personnel Action (SF-50) when the relocating employee is scheduled to report for work at the new official station. This date is normally the same as the “effective date” on the SF-50 unless the report date is delayed because the relocating employee is required to undertake a temporary duty assignment. In the event of a delayed report date, the allowed one year period for completing the relocation cannot exceed one year from the effective date on the SF-50 approving the relocation.

Request for Information (RFI): Before it purchases a product or service, the agency may issue a request for information seeking to gauge a market’s ability to meet the agency’s needs, identify potential suppliers, identify technical issues, identify potential risks, and seek guidance from the marketplace on how best to fulfill the agency’s needs.

Request for Offers (RFO): The RFO specifies the rules and restrictions for TSP’s participating in the Centralized Household Goods Traffic Management Program (CHAMP) to provide rate quotes.

Request for Proposal (RFP): Solicitations under negotiated procedures are called "Requests for Proposals." See also: *Solicitation*.

Service Agreement: A written agreement between a federal relocating employee and his/her agency, stating that they will remain in the service of the Government for a period of time—as specified in FTR §302-2.13—after being relocated.

Shipment: A single load of household goods, Unaccompanied Air Baggage or a Privately Owned Vehicle consigned to a TSP for movement from origin to destination on a single set of shipment documents.

Shipment Services: All move costs incurred by the Relocation Services Company (RSC) or household goods carrier in handling and moving a relocating employee’s personal property, including but not limited to auxiliary van moving service, transportation charges and self-storage warehouses.

Short Sale: A sale of real estate in which the proceeds from selling the property will fall short of the balance of debts secured by liens against the property and the property owner cannot afford to repay the liens' full amounts, whereby the lien holders agree to release their lien on the real estate and accept less than the amount owed on the debt. Short sale agreements do not necessarily release borrowers from their obligations to repay any deficiencies of the loans, unless specifically agreed to between the parties.

Solicitation: Any request to interested parties to submit offers or quotations to provide services or products to the Government.

Special Handling Transaction: Eligible homes otherwise permitted under the FTR but which are determined by the Contractor and the agency to be either especially difficult to sell or where the property value is especially difficult to determine. Prior agreement between the Contractor and agency would be required before a property would be handled in this manner. This determination and agreement should be made BEFORE the Contractor extends an offer to the employee. If a Contractor refers a home for Special Handling per the criteria described in this Requirements document and the agency does not agree, the agency may pull the home from the homesale program and reimburse the Contractor for actual expenses incurred to date for appraisals and/or inspections up to limits specified in this Requirements document or as specified in a BPA or task order. Agency BPAs and task orders should specify criteria and processes for referring homes for Special Handling transactions.

Spouse: Any individual who is lawfully married (unless legally separated), including an individual married to a person of the same sex, who was legally married in a state or other jurisdiction (including a foreign country), that recognizes such marriages, regardless of whether or not the individual’s state of residency recognizes such marriages. The term “spouse” does not include individuals in a formal relationship recognized by a state, which is other than lawful marriage; it also does not include individuals in a marriage in a jurisdiction outside the United States that is not recognized as a lawful marriage under United States law.

Storage-In-Transit (SIT): The temporary storage of a HHG shipment placed in a warehouse facility, other than extended storage of a HHG shipment incident to final delivery.

Tax Assistance: A payment by an agency to a relocating employee to cover "substantially all" of the tax liability incurred as a result of taxable relocation-related allowances. This payment, which is also taxable, may pay for all or part of the additional taxes incurred. See also *Relocation Income Tax Allowance (RITA)* and *Withholding Tax Allowance (WTA)*.

Temporary Change of Station (TCS): The relocation to a new official work site for a temporary period while performing a long-term assignment, and subsequent return to the previous official work site upon completion of that assignment.

Temporary Quarters: Lodging obtained from a private or commercial source for the purpose of temporary occupancy.

Temporary Quarters Subsistence Expenses (TQSE): Subsistence expenses incurred by a relocating employee and/or his/her immediate family while occupying temporary quarters.

Title: Any interest held by the employee in the home. For purposes of the homesale services, "title" shall mean any interest in real estate that is marketable and insurable under applicable state law. In addition to fee simple interests, "title" includes rights held under land contracts, recorded long-term ground leases with a minimum 50 years remaining on the time of the lease. For the purpose of the relocation programs, the title shall be clear and marketable in accordance acceptable real estate practice, as determined by a title search performed by the Contractor.

Transferee: An employee relocated for the purposes of the federal government. Also referred to as "relocating employee."

Transportation: The means of moving people or things (particularly household goods, in the context of relocation) from one place to another.

Transportation Management Services Solution 2.0 (TMSS 2.0): GSA's web-based system that allows Federal agencies to manage transportation from the time they book a shipment until payment is made. TMSS can perform the following tasks: acquire cost comparisons, book shipments and related services, generate bills of lading, track and trace services requested, view proof of delivery, pay for transportation, resolve billing disputes, file and settle loss and damage claims, and perform pre- and post-pay audits.

Transportation Services Provider (TSP): This term refers to a household goods carrier or forwarder and means a firm engaged in the transportation, for compensation or hire, of used household goods by means of motor vehicles being used in the transportation. TSPs possess the appropriate Federal and State operating authorities for the routes they serve. This term includes all of the TSP's agents and carriers it employs to perform the required services. TSPs must be approved in CHAMP and refers to the firm approved to file rates.

Unaccompanied Air Baggage (UAB): The necessary personal items that are taken to an owner's new duty station before his/her shipment of household goods arrives. The determination of items considered as UAB is at the discretion of each agency. Where gross weight of a UAB shipment exceeds its volume weight, the TSP must charge for gross weight.

Vacate Date: The date by which the relocating employee or relocating employee's tenant must leave the property and deliver the Home in broom clean condition. See also: "*Broom-Clean Condition.*"

Withholding Tax Allowance (WTA): The amount paid to the Internal Revenue Service by the agency as withholding of taxes for any taxable relocation allowance, reimbursement, or direct payment to vendors.

Work Days: Monday through Friday, exclusive of federal holidays. Also referred to as “business days.”