

## **Global Household Goods Contract (GHC) Frequently Asked Questions**

### **How To Use This Document:**

- This document features frequently asked questions posed by customers regarding shipments under GHC and how key changes will impact future moves.
- It is designed for Defense Personal Property Program Personnel and Relocation Assistance Program Managers to use while engaging with customers.

### **Program Overview:**

GHC is focused on improving the relocation process for Defense Department and Coast Guard personnel and their families. It provides the Defense Personal Property Program (DP3) a new model for moving household goods. A company called HomeSafe Alliance will serve as the single move manager responsible for packing, shipping, storing, delivering, and unpacking of household goods worldwide.

### **Frequently Asked Questions:**

#### **Q1: Why did the DOD decide to implement GHC?**

**A1:** The purpose of GHC is to improve the overall moving experience by addressing long-standing limitations that exist within the legacy program. Under the legacy program, also known as the Tender of Service program, numerous commercial moving companies throughout the world manage the household goods shipment needs for the Defense Department. This model makes it difficult for the government to hold industry accountable in a meaningful way for individual performance failures. This generates friction, frustration and capacity challenges, which many customers endure during the relocation process.

GHC provides a solution by having a single company manage all moves worldwide through a contract overseen by the Defense Department at the installation, service and joint levels. GHC institutes formally defined standards, oversight responsibilities, incentives and consequences to improve accountability and service. The government holds the single company accountable to the terms laid out in the contract.

Improvements include:

- **Long-term stability and consistent business** to provide industry with the confidence and rationale to make lasting capital investments and relationships with trusted suppliers to meet DOD's moving needs.
- **Centralized demand planning** with a single entity to improve utilization of available industry capacity, enhance the management of commercial carriers to meet peak demand and better define accountability and responsibilities of commercial carriers.
- **Improved communication through modern, digital management systems** for customers and the moving industry to streamline the scheduling and claims process while increasing shipment visibility and support options.
- A robust **quality assurance surveillance plan** enabled and executed through the DOD's MilMove System and Data Warehouse Advana, providing meaningful oversight and accountability.

**Q2: What are some of the key benefits GHC will provide customers?**

**A2:** Some of the major improvements under GHC include:

- **Enhanced communication:**
  - A HomeSafe customer care representative will be assigned to your account to serve as a single point-of-contact for any questions or concerns throughout your moving experience.
  - You can also expect increased support hours (24 hours a day, seven days a week) and decreased wait times when calling (four minutes or less).
- **Modern, digital management systems:**
  - You will find easy-to-use, secure, mobile-device friendly systems to coordinate all phases of your move right from a cell phone or tablet.
  - You can expect in-transit information about your shipments, which includes real-time location tracking once the moving truck is within 10 miles of your residence.
- **Simplified claims process:**
  - Thanks to online, easy-to-read, electronic inventories with photos of your belongings, you will have a much easier and quicker time identifying and sharing information about any loss or damage to your belongings.
  - In instances of late pick-ups or missed delivery dates, you can work directly with HomeSafe for a more streamlined inconvenience claims process with compensation based on all individuals on your relocation order.
- **Greater utilization of resources:**
  - The single move manager model means HomeSafe will be able to utilize trucks, storage and routes more effectively, resulting in:
    - More options for scheduling your pack out, pick-up and delivery.
    - Shorter transit times with increased on-time pick-ups and deliveries.

**Q3: How do I know if my shipment will be moved under GHC?**

**A3:** To schedule a shipment, you will start by visiting [MilitaryOneSource.mil/personalproperty](https://MilitaryOneSource.mil/personalproperty) and clicking on the Defense Personal Property System (DPS) link. When the phase-in officially begins, you will be presented with a series of questions on the DPS landing page to determine if your new shipment request will be carried out under GHC or the legacy program.

If your shipment is selected to move under GHC, you will be directed to use two new online systems – DOD’s MilMove and HomeSafe Alliance’s HomeSafe Connect – in place of DPS. These user-friendly systems will provide you the opportunity to oversee your move in a new way, making it easier than ever to request, track and manage your shipments. Unlike DPS, both systems can be accessed via a desktop or hand-held device, making them much more convenient to access and use at any time.

See the “Scheduling a GHC Shipment Fact Sheet” available at [www.MilitaryOneSource.mil/GHC](https://www.MilitaryOneSource.mil/GHC) to learn more about using these two new systems.

**Q4: Are there any moving services that will not be impacted by GHC?**

**A4:** Currently, GHC focuses on providing services associated with household goods shipments, unaccompanied baggage shipments, and storage-in-transit warehouse services. In the future, GHC will also support the movement of household goods to and from non-temporary storage (NTS) warehouses. GHC does not affect the movement of privately owned vehicles (POV).

For full or partial Personally Procured Moves (PPM), you will continue to work with your service branch. In the future, the service branches plan to use MilMove to request and submit information for PPMs, but for now you will continue to use DPS.

**Q5: Will HomeSafe use local moving companies to pack and transfer my belongings?**

**A5:** Under GHC, HomeSafe Alliance will serve as the “single move manager” responsible for the packing, shipping, storage, delivery and unpacking of household goods throughout the world. To accomplish this, HomeSafe has formed, and will continue to form, a network of commercial moving companies to service shipments, many of which will be small, local businesses (e.g., agents, packers, truckers).

**Q6: Will the DOD still be involved in the moving process?**

**A6:** The DOD continues to be a part of the moving process conducting numerous roles under GHC. A dedicated team of personal property experts and acquisition professionals at United States Transportation Command, in coordination with DOD’s existing network of personal property offices operating around the globe, provide contract oversight and compliance. For instance, specific DOD personnel are responsible for:

- Reviewing and approving shipment requests
- Sharing information through entitlement counseling
- Monitoring HomeSafe’s performance
- Helping resolve issues

You are encouraged to reach out to your local transportation office if you have questions or need assistance during your move.

**Q7: How will the DOD monitor HomeSafe’s performance?**

**A7:** The DOD will use new tools, such as MilMove and DOD analytical tools to serve as platforms for government personnel to monitor and ensure HomeSafe is providing customers with the required services specified in the contract. Specific DOD roles are responsible for reviewing HomeSafe’s performance daily and will use data captured in MilMove to monitor HomeSafe’s overall performance. For instance, quality assurance surveillance personnel will use MilMove to document if HomeSafe is picking up shipments during a customer’s requested seven-day window. From there, the individual evaluation reports captured in MilMove will be aggregated into overall monthly performance assessments for review by United States Transportation Command.

**Q8: How do I share feedback about my moving experience under GHC?**

**A8:** The DOD will continue to utilize customer satisfaction surveys to gather feedback on the support you receive from HomeSafe. Surveys will also assess the support you receive from U.S. Government offices involved in the management of your personal property.

You are encouraged to complete all your surveys in a timely manner and reach out immediately to either your HomeSafe Customer Care Representative or local transportation office if you are experiencing a problem at any point during your move.

**Q9: Where can I find more information about GHC and how it might impact my upcoming move?**

**A9:** You can visit the Global Household Goods Contract information page at [www.MilitaryOneSource.mil/GHC](http://www.MilitaryOneSource.mil/GHC). It offers fact sheets, a full list of frequently asked questions, phase-in updates, and more.