

## Global Household Goods Contract (GHC) Program Overview

### How To Use This Document:

- This document features a summary about GHC and how key changes will impact moves.
- It is designed for Defense Personal Property Program Personnel and Relocation Assistance Program Managers to use while engaging with customers.
- DOD personnel are encouraged to use this document when:
  - delivering briefings/presentations
  - conducting personal property counseling sessions
  - hosting informational events
  - creating communication products
- For a fact sheet version of this information, [click here](#).

### Overview:

- The Global Household Goods Contract (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 and addresses long-standing limitations that exist within the legacy program.
- Under GHC, HomeSafe Alliance will serve as the “single move manager” responsible for the packing, shipping, storage-in-transit warehouse services, delivery and unpacking of household goods throughout the world. Shipments in and out of non-temporary storage will also be included under GHC in the future. To accomplish this, HomeSafe will utilize a network of commercial moving companies to handle your belongings.
  - HomeSafe will be your primary contact for scheduling and managing moves under GHC.
  - The DOD will oversee HomeSafe’s performance, and your local transportation office will remain your primary DOD contact to ensure quality service.
- Customer can expect to see numerous improvements under GHC, including:
  - **Enhanced communication support** with dedicated customer care representatives serving as a single point-of-contact available 24 hours, seven days a week.
  - **Two new information technology systems** - DOD’s MilMove and HomeSafe Alliance’s HomeSafe Connect - offering modern, digital management capabilities.
  - **More streamlined processes for filing and settling claims** including easy-to-read, electronic inventories with photos of your belongings.
  - **Greater utilization of resources** such as trucks, storage and routes resulting in more scheduling options, shorter transit times, and increased on-time pickups and deliveries.
- The implementation of GHC is estimated to span several years. Shipments will begin with a gradual phase-in of all domestic (CONUS) moves, followed by a gradual phase-in of all international (OCONUS) moves.
  - Current plans propose that each installation will begin their phase-in to GHC with a small number of select shipments, followed by a gradual increase of shipment volume and type until eventually all inbound and outbound moves are serviced under GHC.
  - Because of this gradual phase-in of installations and shipments, not everyone will immediately move under GHC. Shipments not selected for GHC will continue to move under the legacy program.
- Visit the GHC Information Page at [www.MilitaryOneSource.mil/GHC](http://www.MilitaryOneSource.mil/GHC) to learn more about the new program and access a variety of resources such as fact sheets, frequently asked questions, phase-in updates, and more. Customers can also check with their local transportation office for updates on when GHC shipments will begin at their installation.