



GLOBAL HOUSEHOLD GOODS CONTRACT

IMPROVING THE RELOCATION PROCESS FOR YOU

FEBRUARY 2025

The Global Household Goods Contract (GHC) provides the DOD with a new model for moving personal property. This new program aims to fix long-standing limitations and improve the relocation experience for Defense Department and Coast Guard personnel, and their families.

WHO WILL SERVICE SHIPMENTS UNDER GHC?

HomeSafe Alliance serves as the “single move manager” responsible for the packing, shipping, storage, delivery and unpacking of household goods throughout the world. To accomplish this, HomeSafe will utilize commercial moving companies to handle your belongings.

- HomeSafe will be your primary contact for scheduling and managing your move.
- The DOD will oversee HomeSafe’s performance and your local transportation office will remain your primary DOD contact to ensure quality service.

Note: GHC does not affect the movement of privately owned vehicles (POV).



WHEN WILL GHC BEGIN?

The transition to GHC will span several years, taking a deliberate crawl-walk-run approach. Shipments began in April 2024 with a gradual phase-in of all domestic moves followed by a phase-in of all international moves.

SPRING - SUMMER 2024

ABOUT 1% OF DOMESTIC

FALL 2024 - SPRING 2025

1 - 100% OF DOMESTIC

NO EARLIER THAN FALL 2025

INTERNATIONAL

HOW WILL GHC BENEFIT ME?

Some customer benefits you can expect to see under GHC include:



Enhanced Communication

- Single point of contact for managing your shipment from scheduling to settling claims.
- 24/7 customer support available to provide updates or answer questions.



Modern, Digital Management Systems

- Mobile application that’s secure and easy to use for coordinating all phases of a move.
- Shipment in-transit information with status updates via your mobile device including arrival, departure and estimated delivery times.



Simplified Claims Process

- Electronic inventories with photos of your belongings, making it easier to identify and share information in the event of loss or damage.
- Streamlined process for inconvenience claims compensation.



Greater Utilization of Resources (trucks, storage & routes)

- More scheduling options for your pack out, pick-up and delivery.
- Shorter transit times with increased on-time pick-ups and deliveries.



Increased Provider Standards

- High quality moving employees must meet SCA standards.
- Full training and background checks required.



For more details, visit:

www.MilitaryOneSource.mil/GHC