

March 2025

BLUF

The Global Household Goods Contract (GHC) was implemented by U.S. Transportation Command (USTRANSCOM) to improve the relocation process for military personnel, civilian employees, and their families. However, recent performance metrics indicate challenges in execution, including missed pickups, delayed deliveries, and claims processing.

Adjustments are being made to address these issues and ensure a smoother transition.

Who needs to know?

- Military and civilian personnel relocating under the GHC
- Transportation and logistics officers
- Service members and families planning a move

What you need to know – key points

- Transition and Oversight: GHC consolidates moving services under HomeSafe Alliance, LLC, replacing the previous system of multiple providers.
- Current Performance Issues: 2,265 missed pickups, 58.8% of shipments delayed beyond Required Delivery Date (RDD), and over 2,034 claims filed within the first quarter of 2025.
- **Adjustments to Implementation: USTRANSCOM paused activation of 21 remaining CONUS GHC sites and redirected ~11,000 zip codes back to the legacy Tender of Service (TOS) contract.**
- Personally Procured Moves (PPMs): 75% of PPM shipments will now be handled under TOS, with the remaining 25% under GHC.
- Service Member Benefits: The contract aims to improve communication, reduce wait times, provide mobile tracking, and ensure accountability in the moving process.
- **Government Oversight: GAO is currently assessing the GHC's effectiveness, with findings expected by April 2025.**

Learn More – Join Our Webinars!

Stay informed about your moving entitlements and process through NAVSUP HHG's webinar series.

Webinar Schedule (March – May 2025):

- Tuesdays: Moving Entitlements
- Wednesdays: Personally Procured Move (PPM)
- Thursdays: Retiree/Separatee Information



How to Join: Visit: www.navsup.navy.mil/household

Morning webinars at 0900: Via MS Teams or if computer unavailable: 858/980-0000, passcode: 260 772 874#

Afternoon webinars at 1600: Via MS Teams or if computer unavailable: 858/980-0000, passcode: 542 474 127#

FAQs

Q: How does GHC improve the moving experience?

A: GHC introduces a single move manager for end-to-end service, better communication tools, and streamlined claims processing.

Q: What should I do if my move is delayed?

A: Contact NAVSUP HHG for assistance and information on available options, including claims processing.

Q: Where can I track my shipment?

A: The HomeSafe mobile application provides real-time shipment tracking and status updates.

For more information, visit www.navsup.navy.mil/household.

