

Beginning in 2023, the Defense Personal Property Program (DP3) will initiate a phased implementation of the Global Household Goods Contract (GHC), designed to enhance the moving experience for Defense Department and Coast Guard personnel and their families. HomeSafe Alliance (HomeSafe) is the GHC program's contracted company for managing household goods, unaccompanied baggage, and storage-in-transit warehouse services. In addition to increased performance standards under GHC, new online systems will provide the opportunity to oversee your move in a whole new way, making it easier than ever before to manage your shipments.

READY TO REQUEST A SHIPMENT?

MilMove and HomeSafe Connect are the two new online systems you will use in place of the Defense Personal Property System (DPS) for shipments under GHC. Both systems can be accessed using a desktop or handheld device.

Note: Because shipments will be phased-in gradually over the course of the next few years, not everyone will immediately use these new systems and move under GHC.

1 CREATE A CUSTOMER ACCOUNT IN MILMOVE

Visit MilitaryOneSource.mil/personalproperty after receiving your PCS orders and click on the DPS link. When the GHC phase-in begins, you will be presented with a series of questions on screen to determine if your new move will be carried out under GHC or the legacy program. If your new shipment qualifies to move under GHC, you will be automatically directed to **DOD's new system – MilMove**.

You will use MilMove to submit your initial shipment requests. After creating an account and importing your information, you will see a confirmation page with details about your request, including a Move Code assigned to your shipment. You will also receive confirmation emails with your Move Code and further directions for next steps in the moving process such as conducting counseling and making shipment arrangements.

2 MANAGE YOUR SHIPMENT IN HOMESAFE CONNECT

Next, a DP3 representative will verify your information in MilMove, and you will receive emails about additional steps in the moving process, such as conducting counseling with either your local transportation office or HomeSafe. You will also receive a welcome email inviting you to use **HomeSafe's new system – HomeSafe Connect**, to manage your shipment(s) through completion.

All the information entered in MilMove will automatically populate into your HomeSafe Connect account. A HomeSafe Customer Care Representative will be assigned to serve as your single point-of-contact for any questions or concerns throughout your moving experience. You may also reach out to the HomeSafe Contact Center, which is available 24/7. You can find all this contact information via HomeSafe Connect and your welcome email.

Note: Your local transportation office is always available to help if issues arise.



USE MILMOVE TO...

- Upload your PCS orders
- Share your contact information
- Enter your shipment details & requested pickup date
- Discover your weight allowance
- Receive follow-on directions about entitlement counseling

USE HOMESAFE CONNECT TO...

- View your shipping entitlements
- Confirm/request changes to shipping dates & locations
- Schedule & partake in a pre-move survey
- Get a weight estimate for your shipment
- Meet your packing & delivery crews
- View an online inventory with photos
- Find shipment status updates
- See real-time tracking within 10 miles of your home
- File loss or damage claims
- Communicate with Customer Care Reps

Questions?

Looking for more information about personal property shipments under GHC?
Visit www.militaryonesource.mil/GHC for updates, resources, contacts, and links.