



# Global Household Goods Contract

Coming in 2024

March 2022

Improving the relocation process for you!

Visit <https://www.ustranscom.mil/cmd/ghc.cfm> for the latest info and news.

## What is the purpose of GHC?

The Global Household Goods Contract (GHC) is one aspect of a broader DOD reform plan to improve the relocation experience for service members, DOD civilian employees, and their families. It is expected to:

- Deliver quality, on-time packing, shipping, and delivery of personal property.
- Provide modern, digital tools to improve communication.
- Allow a quicker process for settling claims in the event of loss, damage, or inconvenience.
- Provide industry with the confidence and rationale to invest in capacity and relationships with trusted suppliers to meet DOD's moving demands.

## Who will manage moves under GHC?

Under the GHC, DOD has contracted a "single move manager" to integrate functions currently performed by hundreds of commercial moving companies to pack and ship personal property worldwide. This single move manager will be your primary contact for scheduling and managing your move. Your local transportation office will remain your primary DOD contact to ensure quality performance for your shipment.

## When will GHC begin?

The majority of moves under the GHC are expected to begin in the 2024 moving season.

## How will GHC benefit me?

The GHC focuses on improving the tasks associated with packing and moving household goods, storage-in-transit warehouse services, and unaccompanied baggage shipments. This contract does not replace the existing programs for long-term storage or the movement of personally owned vehicles. New benefits include:

- **Improved Communication:**  
You will communicate directly with an assigned move manager for the entire moving process from scheduling a shipment to settling claims.
- **Reduced Wait Times:**  
24-hour, 7-day per week customer support capability with a 10-minute or less wait time.
- **Mobile Application:**  
Easy to use, secure, mobile friendly system to coordinate all phases of your move.
- **Shipment In-Transit Visibility:**  
Detailed point-to-point status updates via your mobile device including arrival, departure and estimated delivery times.
- **Greater Utilization of Resources:**  
The move manager will be able to more effectively utilize trucks, storage and routes resulting in more options for scheduling a pack out, pick up and delivery; shorter transit times; and on-time deliveries.



## **For more information:**

You can learn more about GHC by visiting <https://www.ustranscom.mil/cmd/ghc.cfm>.