

**From:** [TRANSCOM Scott AFB TCJ9 Mailbox PPCF](#)  
**Subject:** [External] USTRANSCOM PP Advisory #24-0026 GHC Update to Industry  
**Date:** Thursday, December 07, 2023 11:56:14 AM  
**Attachments:** [Final USTRANSCOM PP Advisory #24-0026 GHC Update to Industry.pdf](#)

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Dear Defense Personal Property Program (DP3) Stakeholders,

As a valued member of our DP3 Enterprise, we are committed to keeping you updated on the progress of our transition to the Global Household Goods Contract (GHC). Please find attached an advisory about USTRANSCOM's decision to delay the start of GHC shipments to accommodate additional information technology systems testing. The advisory includes additional links to read more about the announcements and other information regarding GHC.

We appreciate you and your organization's continued support and commitment in championing this change and transitioning to GHC with us.

V/r,

USTRANSCOM Defense Personal Property Management Office (DPMO), TCJ9-S  
"Together, we deliver."

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## ADVISORY

USTRANSCOM Personal Property Advisory #24-0026

Date: 7 December 2023

From: USTRANSCOM Defense Personal Property Management Office, Scott AFB, IL 62225

To: Department of Defense (DOD) Affiliated Transportation Service Providers (TSPs)

Subject: Global Household Goods Contract (GHC) shipment phase-in delayed to support additional information technology testing needed to ensure an optimal customer experience

1. The Defense Personal Property Management Office (DPMO) at U.S. Transportation Command (USTRANSCOM) announced today the decision to delay the implementation of GHC from a date on a calendar to a deliberate, conditions based, phased transition. This delay will allow the Defense Personal Property Program (DP3) to continue working with HomeSafe Alliance to identify and resolve any issues with the new information technology systems – DOD’s MilMove and HomeSafe Alliance’s HomeSafe Connect.
2. As background, in August, the command conducted testing of the information technology systems for the contract and identified challenges that required attention prior to making the systems available to customers. Initial projections announced in September looked to have these enhancements finished and ready for implementation at select locations by the end of 2023. Due to the complexity of system issues needing to be resolved, the command has not yet been able to test the systems again as originally planned.
3. USTRANSCOM is working with HomeSafe to schedule the next round of testing dates between mid-December 2023 and the end of January 2024. The outcomes of the testing will determine whether issues previously identified by the command have been adequately addressed and identify any new deficiencies needing to be resolved before customers use the systems and shipments can be processed.
4. When local shipments under GHC begin, they will be in small numbers and at specific installations. Once the first few orders are successfully executed and the required conditions are met, more shipments will be assigned for movement under GHC, and additional areas will be added. As more IT capabilities come online and are integrated, shipments other than local moves will be ordered under the contract. In the meantime, all other personal property shipments will continue to move under the legacy household goods program.
5. A press release with additional details about this decision will be posted on the GHC Newsroom page of USTRANSCOM’s public website at [www.ustranscom.mil/cmd/ghc.cfm](http://www.ustranscom.mil/cmd/ghc.cfm). For general information about GHC, visit [www.MilitaryOneSource.mil/GHC](http://www.MilitaryOneSource.mil/GHC) to learn about the new program and access a variety of resources.
6. This message is approved for release by the Chief, DPMO Strategic Engagements