



*Moving Forward Together*



# Teams Audio Settings

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  - Under the “Speaker” section, click each option until you can hear the webinar.
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- **Audio Issues / Help:**
  - Reach out to the HomeSafe panelists through the chat feature.



# Welcome!

## HomeSafe Alliance – Service Provider Webinar

Brittany Carlock, External Affairs Specialist



## Administrative Remarks

- The slide deck will be uploaded to the HomeSafe Alliance website after the webinar.
- Participants have been muted to allow us to present the full agenda.
- Your pre-submitted questions will be covered during the Q&A session.
- For additional questions, please use the chat feature to ask questions directly to the panelists.
  - When you submit a question, your name will not be visible to other attendees.
- If we run out of time during the Q&A session and we are unable to get to your question, please feel free to reach out to the Network Development team directly.
- This webinar is a reoccurring event; targeting Fall 2025 for next webinar.



# Agenda

Time	Topic	Speaker	Duration
1:00	Opening/Admin Remarks	Brittany Carlock	2 Min
1:02	President's Comments	Matt Dolan	5 Min
1:07	Domestic Operations Update	Matthew Ziegler	8 Min
1:15	Service Provider Experience	Caleb Mixon	10 Min
1:25	Accounting/Document Control	Ollie Miller	15 Min
1:40	Training Updates	Stephen Filonow	10 Min
1:50	Carrier Quality	Stephen Filonow	5 Min
1:55	IT Enhancements	Britt Spencer	10 Min
2:05	Q&A Session	Brittany Carlock	20 Min
2:25	CEO's Closing Comments	Bobby Nicholson	5 Min
2:30	End of Session	Brittany Carlock	1 Min

**\*All Times Listed in CT**





# Operational Update

Matt Dolan & Matthew Ziegler







# Operations: Move Task Orders Update

2024

2024 PEAK SEASON

2025

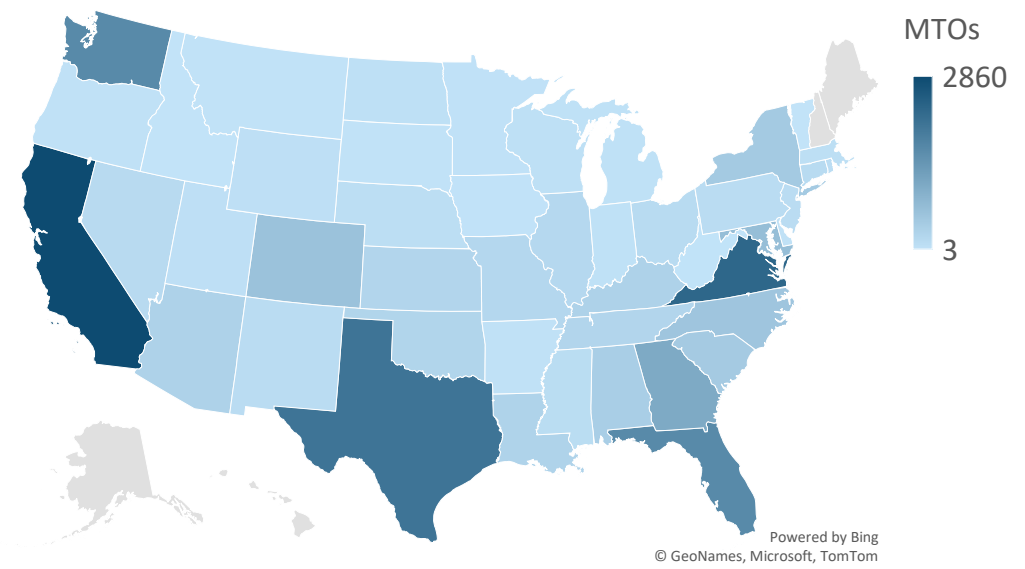
2025 PEAK SEASON

2026

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr
Customer Pickup Date					17	27	28	30	43	115	136	401	1092	1859	2251	2518	3656	2792	546	89	21	6	4	2		1	1	1



### GHC Active States



Powered by Bing  
© GeoNames, Microsoft, TomTom

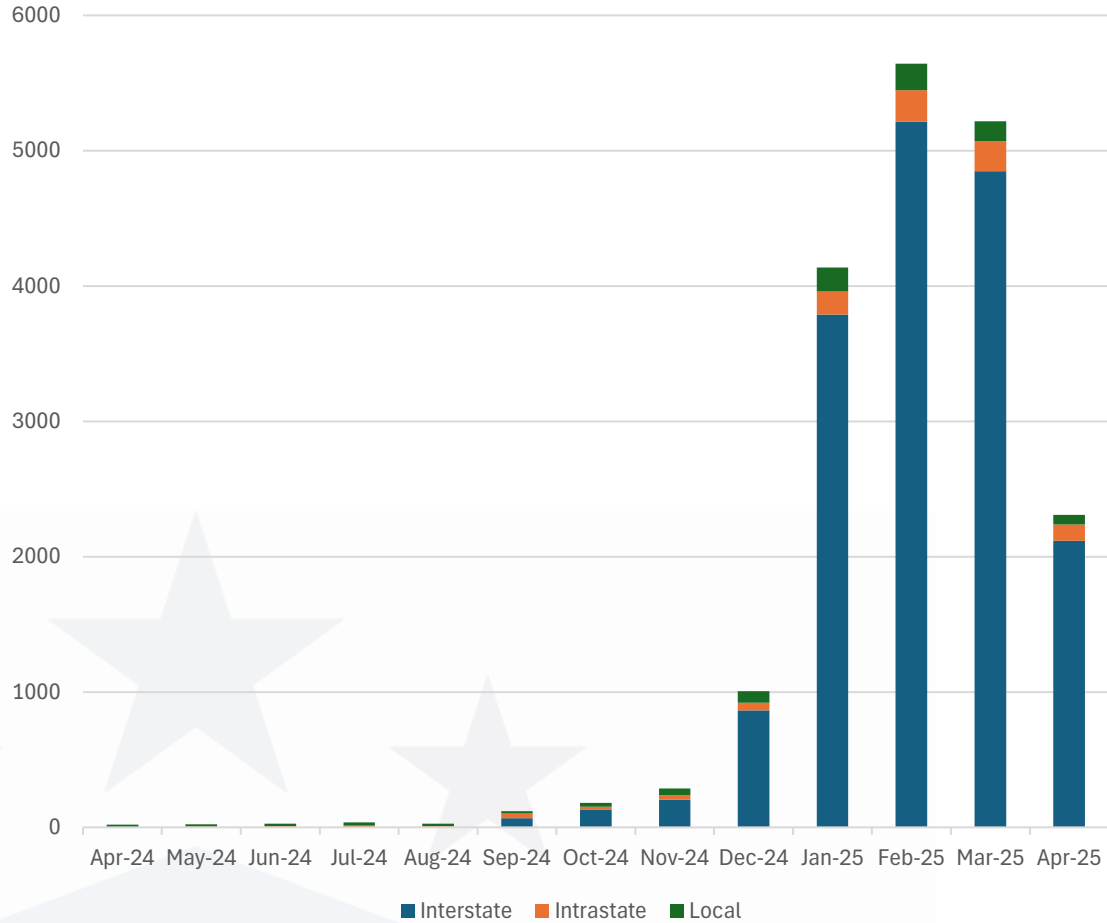
- Awarded, as of 21 APR 25: 19,198
  - Awards received through April 2025
  - Shipments delivered: 5,348
  - Shipments in process: 10,418
  - Shipments in transit: 859
  - SIT: 972 (~40% have entered SIT)



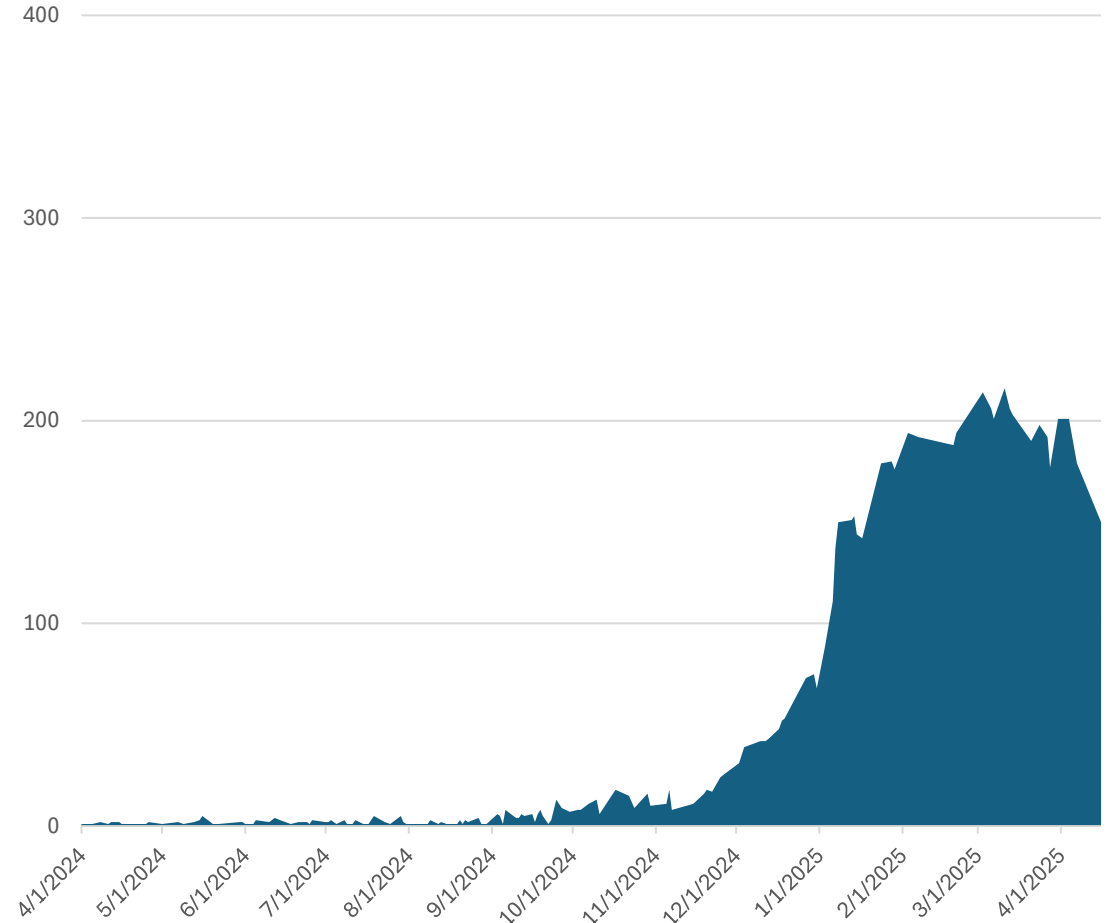


# Domestic Operations: Move Task Order Trend, as of 21 APR 2025

### Shipment Type



### Awards per Day







# Feedback and DOD Interaction

## Feedback from DOD Customer Satisfaction Surveys

- “Pack-out and Pick-up services were phenomenal. They were all fast, safe, efficient, polite, and left my place clean and undamaged.” – **4/11/25, Army Soldier**
- “One of the best movers I've worked with. No damage noted even on items I expected to be damaged” – **4/11/25, Army Soldier**
- “The packers themselves were on time, efficient and very helpful/personable.” – **4/10/25, US Marine**
- “Mover was very respectful and communicative. Services were outstanding.” – **4/9/25, Navy Sailor**
- “The transportation provider/mover crew was timely and professional and communicated clearly with us throughout the pickup process.” – **4/9/25, Navy Sailor**
- “They were very organized and handled all my belongings with care. They were outstanding. Also, they were very conversational which was nice.” – **4/4/25 Army Soldier**
- “The Transportation Provider was absolutely phenomenal when coming to pack and pickup my HHG. Great attitudes, worked professionally, as well as worked efficiently and in a timely manner.” - **4/4/25, Army Soldier**

## Interaction with TRANSCOM during Move Task Orders

- TRANSCOM Multi-Functional Team is ongoing
- HomeSafe has open and ongoing dialogue with TRANSCOM working groups

## Interaction with JPPSO/PPSOs during Move Task Orders

- Communication with Network Team and JPPSO/PPSOs
- QAE from local installations present at customer homes
- Government is active in CRM; over 1K employees have completed HomeSafe CRM training

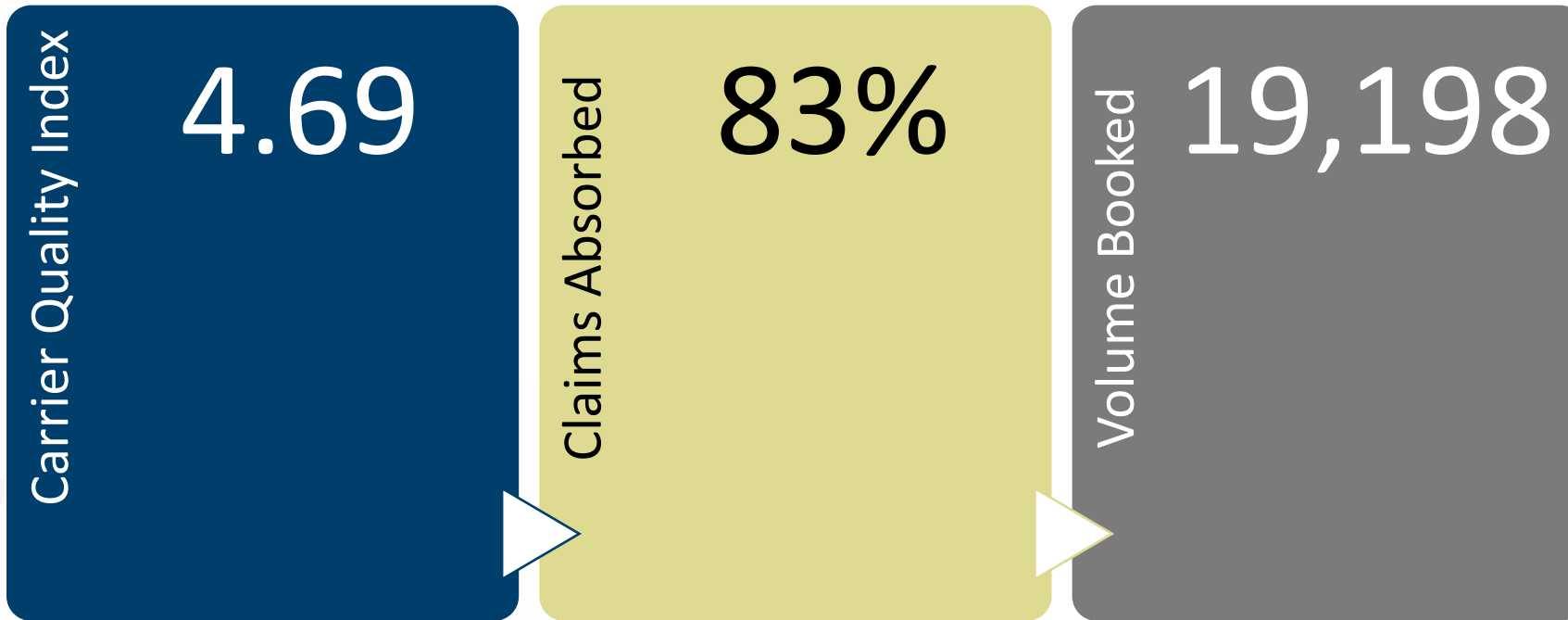


## Service Provider Experience

Caleb Mixon



# Network Overview – Performance





# Resources Recap

## CRM/GO App

Help Desk w/MoveHQ

Go app User Acceptance Training



## HomeSafe Alliance Points of Contact

POC Map by Dept

Network Development and Quality Team



## Other Resources

Service Provider Guidebook

Connection Point Publications





# Contacting HomeSafe

How do we make it simple for service providers to reach HomeSafe?

1. Call our centralized phone number: (904) 567-6033
2. Identify yourself as a service provider by pressing "2" in the main menu
3. Select the menu option based on your current need

Menu Option	Need	Destination	Availability
1	Help with HomeSafe Connect (CRM or Go App) & Training Academy	Technical Support	Monday – Friday: 8 AM – 11 PM CST After hours, an answering service will escalate urgent issues
2	Operations	1 – Direct Extension 2 – Booking 3 – Dispatch 4 - Clearing SIT 5 – Pre-Move Survey 6 - Alt Transportation	Monday – Friday 8 AM – 5 PM CST*
3	Immediate on-site support and/or customer contact required	Customer Care	24 x 7
4	Regional support and/or warehouse approval	1 – Northeast 2 – Southeast 3 – South Central 4 – Northwest 5 – Southwest	Monday – Friday 8 AM – 5 PM in Regional Time Zone*
5	Support with a payment	Accounts Payable	Monday – Friday 8 AM – 5 PM CST*
6	Support with a claim	Claims	

*\*Voicemail option outside of business hours and when team members are unavailable*





# What We've Learned



- Uncertainty with forecasted Accounts Receivable/Accounts Payable
- Document deficiencies
- Train-the-trainer pivot
- Turn-backs from USTC
- Communication flow from SPs to HomeSafe
- Warehouse approvals – defined process
- Billing authority corrections/Parent-Child
- Automated inconvenience claim chargebacks corrected
- Quality plan





# Regional Service Model

## REGION 4

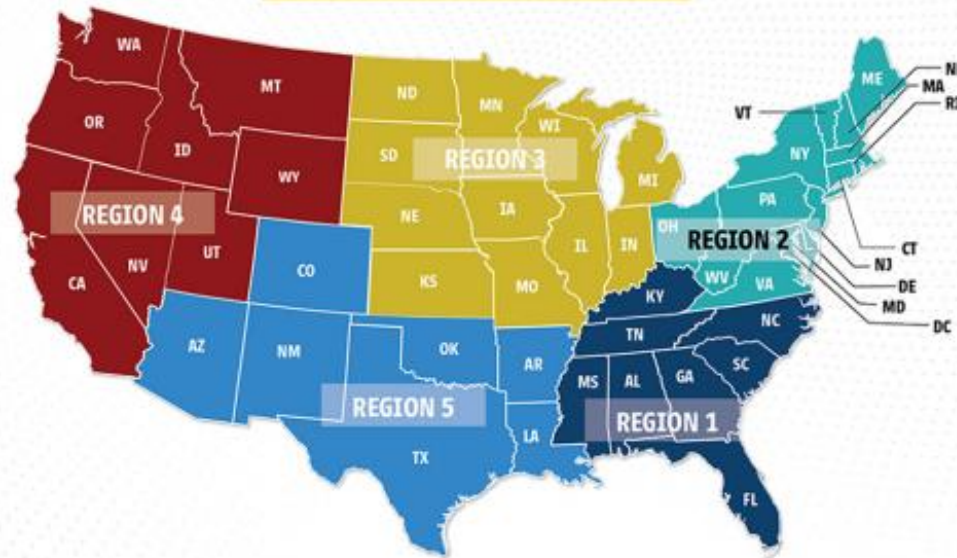
**Regional Manager:** Kyle Dirx  
 HSANetworkRegion4@homesafealliance.com  
**Subcontract Administrator:** Ada Reyes  
 Ada.Reyes@homesafealliance.com  
**Booking**  
 HSABookingRegion4@homesafealliance.com  
**Clearing / SIT**  
 HSAClearingRegion4@homesafealliance.com  
**Dispatch**  
 HSADispatchRegion4@homesafealliance.com  
**PreMove**  
 HSAPreMoveRegion4@homesafealliance.com

## REGION 3

**Regional Manager:** Ryan Green  
 HSANetworkRegion3@homesafealliance.com  
**Subcontract Administrator:** Linda Mclemore  
 Linda.Mclemore@homesafealliance.com  
**Booking**  
 HSABookingRegion3@homesafealliance.com  
**Clearing / SIT**  
 HSAClearingRegion3@homesafealliance.com  
**Dispatch**  
 HSADispatchRegion3@homesafealliance.com  
**PreMove**  
 HSAPreMoveRegion3@homesafealliance.com

## REGION 2

**Regional Manager:** Ryan Green  
 HSANetworkRegion2@homesafealliance.com  
**Subcontract Administrator:** Martin Zepada  
 Martin.Zepada@homesafealliance.com  
**Booking**  
 HSABookingRegion2@homesafealliance.com  
**Clearing / SIT**  
 HSAClearingRegion2@homesafealliance.com  
**Dispatch**  
 HSADispatchRegion2@homesafealliance.com  
**PreMove**  
 HSAPreMoveRegion2@homesafealliance.com



## REGION 5

**Regional Manager:** Steven Greenlee  
 HSANetworkRegion5@homesafealliance.com  
**Subcontract Administrator:** Tequera Anderson  
 Tequera.Anderson@homesafealliance.com  
**Booking**  
 HSABookingRegion5@homesafealliance.com  
**Clearing / SIT**  
 HSAClearingRegion5@homesafealliance.com  
**Dispatch**  
 HSADispatchRegion5@homesafealliance.com  
**PreMove**  
 HSAPreMoveRegion5@homesafealliance.com

## REGION 1

**Regional Manager:** Natascha Perry  
 HSANetworkRegion1@homesafealliance.com  
**Subcontract Administrator:** Stevie Martin  
 Stevie.Martin@homesafealliance.com  
**Booking**  
 HSABookingRegion1@homesafealliance.com  
**Clearing / SIT**  
 HSAClearingRegion1@homesafealliance.com  
**Dispatch**  
 HSADispatchRegion1@homesafealliance.com  
**PreMove**  
 HSAPreMoveRegion1@homesafealliance.com

**Other Inboxes**

**Alt Trans**

NoTouch@homesafealliance.com  
CF@homesafealliance.com

**Document Controls**

HomeSafeDocumentControls@homesafealliance.com

**Accounts Payable**

AccountsPayable@homesafealliance.com

**Claims**

Claims@homesafealliance.com







# Accounting/Document Control

Ollie Miller





## Service Completion & Documentation Process

- Complete Services in Go app: Mark services as **Performed** in the Go app **before** leaving the residence.
- Required Documentation: Ensure all supporting documents are completed, including **customer signature** confirmation.
- Documentation Review: Submitted materials are reviewed by HomeSafe's Document Controls Team.
- Standard move services - invoices are not required.
- Approval Triggers Payment Readiness: Once approved, services are marked **Ready for Accounting**.
- HomeSafe publishes AP505 report weekly with account details.



All Services must be marked **PERFORMED** to be transferred to DC queue

## ORIGIN SERVICES: Pack & Load

### Requirements

**Weight Tickets** (Initial or Reweigh) w/the following information:

1. *Name and location of the scale*
2. *Date*
3. *Identification of the weight entries (tare, gross and net weights)*
4. *Task order number*
5. *Bill of lading number*
6. *Certified by a weigh master*

**Tare and Gross Weights must be entered into CRM and match the WTs**

### Documentation required for Billing

**Origin Inventory** signed by SP and Customer

**Military High-Value and Firearms Statement** signed by SP and Customer

HomeSafe Requirement:

**Pre-existing Real Property Damage** form

**Spongy Moth** statement



## Transportation/Fuel Surcharge (FSC)

If shipment delivered to SIT

**Warehouse Receipt** *signed by SP delivering to warehouse and SP receiving the shipment*

**Warehouse Rider** *signed by both SPs*

If shipment delivered to destination residence

**Destination Inventory** *signed by SP and Customer*

**Military High-Value and Firearms Statement** *signed by SP and Customer*

HomeSafe Requirement:

**Pre-existing Real Property Damage** form



# GHC Billing Requirements

## STORAGE IN TRANSIT

### SIT 1st Day:

**Warehouse Receipt** *signed by SP delivering to Whe and SP receiving the shipment*

**Warehouse Rider** *signed by both SP's*

### SIT Additional Days

**SIT Statement of Accessorial** *signed by SP and Customer*

Storage in transit FADD

Storage in transit Begin Date

Name and address of SIT Facility

SIT Customer Contacted Date

SIT Requested Delivery Date

Storage in transit end date

Total Days in SIT

### SIT Delivery & SIT FSC

**Destination Inventory** *signed by SP and Customer*

**Military High-Value and Firearms Statement** *signed by SP and Customer*

### HomeSafe Requirement:

**Pre-existing Real Property Damage** form





## **DESTINATION SERVICES: Delivery & Unpack (optional)**

Delivery Documentation required for Billing

**Destination Inventory** *signed by SP and Customer*

**Military High-Value and Firearms Statement** *signed by SP and Customer*

Unpack Documentation required for Billing

**Notice of Loss or Damage** form *signed by SP and Customer*

HomeSafe Requirement:

**Pre-existing Real Property Damage** form



## ACCESSORIALS: Crating, Uncrating & Shuttle

### Crating

**Statement of Accessorial** *signed by SP and Customer*

Actual dimensions of the item(s) being crated (Length, Width, Height in inches)

Actual dimensions of the crate (Length, Width, Height in inches)

Total Cu Ft

### Uncrating

**Statement of Accessorial** *signed by SP and Customer*

Actual dimensions of the item(s) being crated (Length, Width, Height in inches)

Actual dimensions of the crate (Length, Width, Height in inches)

Total Cu Ft

### Shuttle at Origin or Destination

**Statement of Accessorial** *signed by SP and Customer*

Equipment type

Duration of use

Date used

Location of use





## Payment Terms & Cash Disbursement

- Standard Payment Terms: Net 30 days from document approval date
- Accounts Payable Processing: Payments issued when due, based on approved documentation date
- HomeSafe Accounting Contacts:
  - [HomeSafeDocumentControls@homesafealliance.com](mailto:HomeSafeDocumentControls@homesafealliance.com) if services are in “Performed” status
  - [AccountsPayable@homesafealliance.com](mailto:AccountsPayable@homesafealliance.com) if services are marked as “Ready for Accounting”



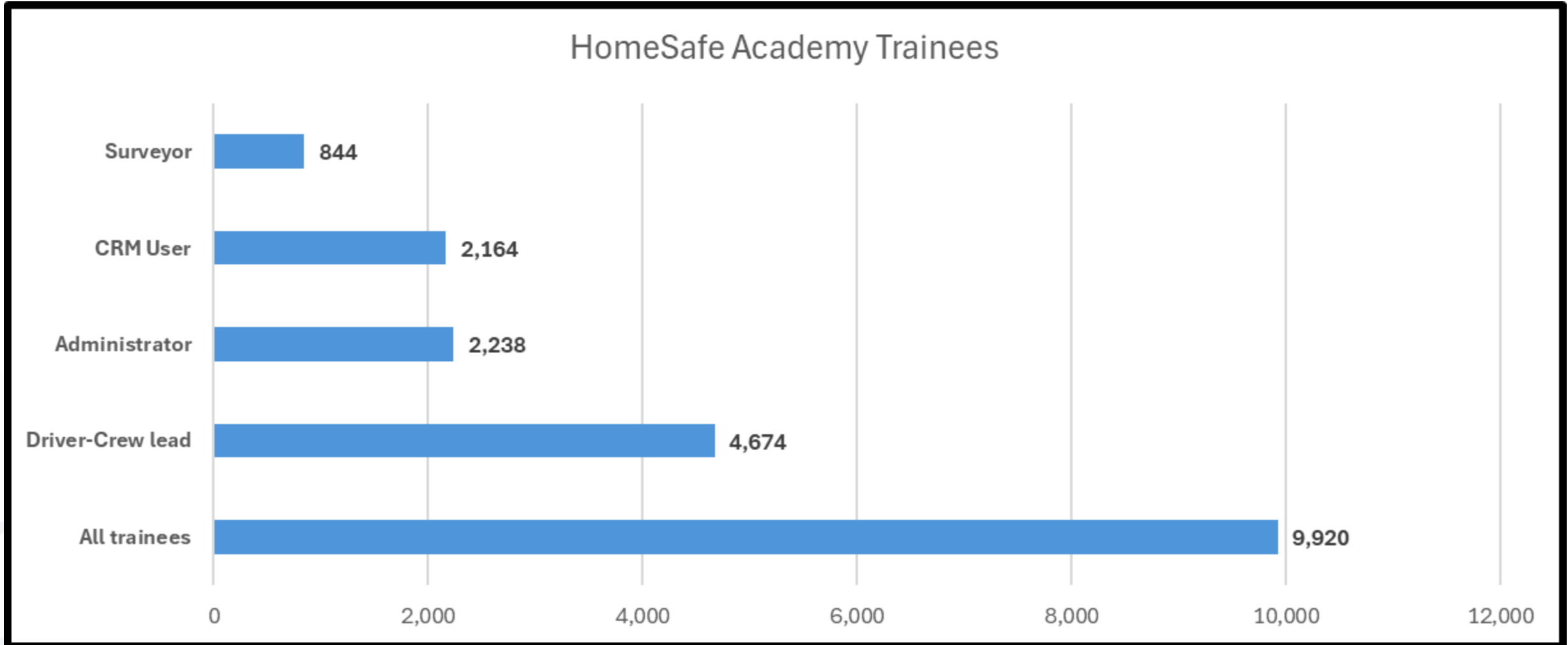
# Service Provider Training Updates

Stephen Filonow



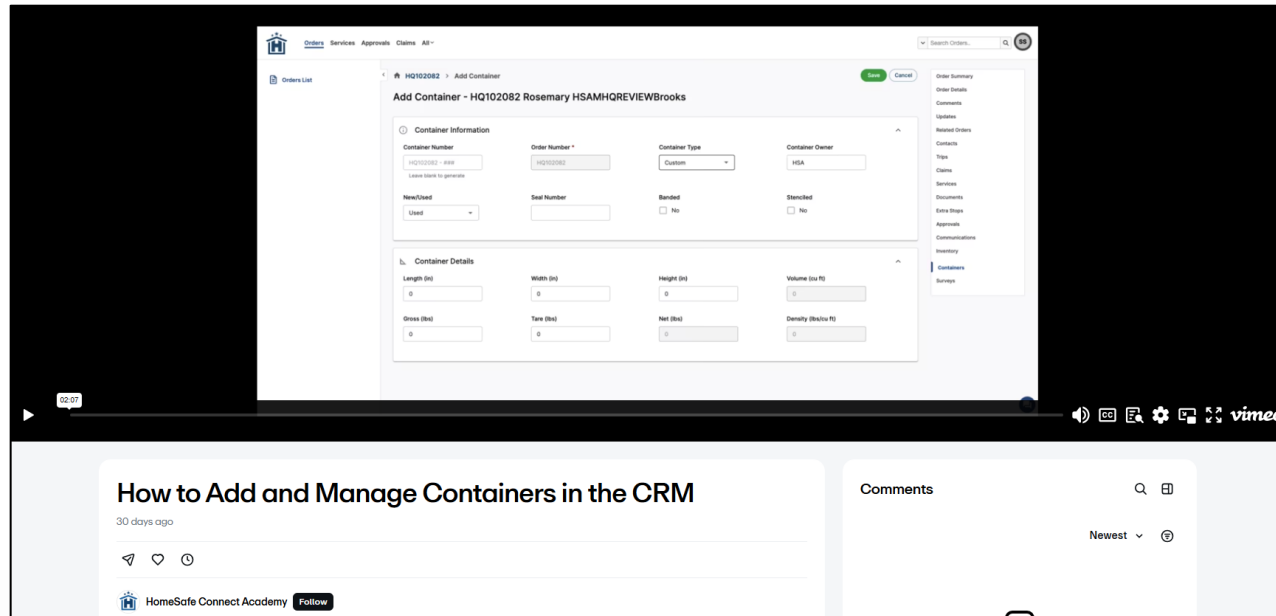


# Trainees in HomeSafe Academy

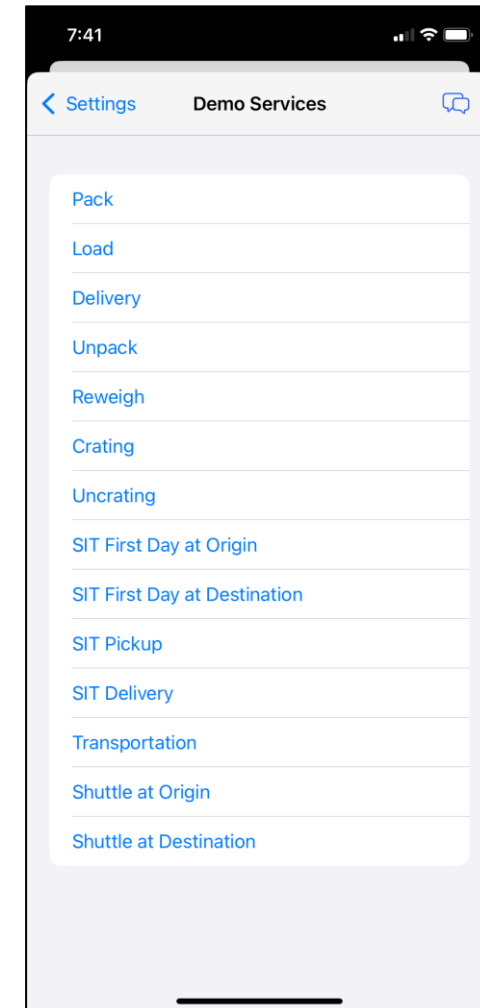




# HomeSafe Academy Updates



- New containerization training modules are ready to go
- Go app has every service now offered as a demo so new trainees can practice





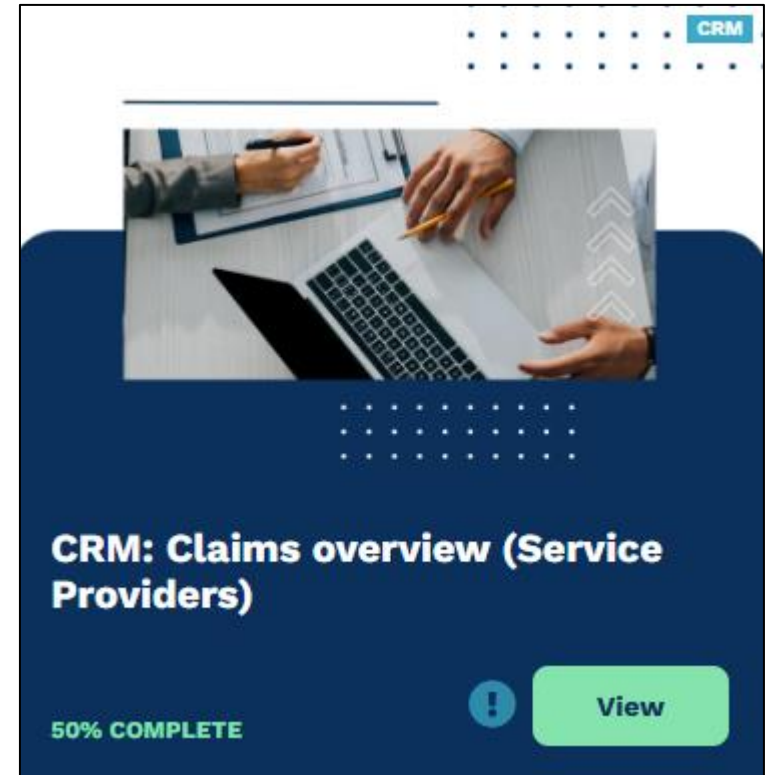
# HomeSafe Academy Recurrent Training

## Welcome to HomeSafe Academy

Curated learning resources to help accelerate your understanding of HomeSafe Connect

Updated courses await you! See  on your course tiles below to see what's been changed.


- Modules are updated continuously to reflect new functionality
- HomeSafe strongly recommends that crews do recurrent training on a regular tempo



CRM

**CRM: Claims overview (Service Providers)**

50% COMPLETE

 [View](#)



# Service Provider Network – Carrier Quality Updates

Stephen Filonow



# Customer Satisfaction Survey Changes in GHC

## Customer Satisfaction Survey (CSS) Questions

Customer Satisfaction Survey (CSS) Questions		
1	Packing agent	Evaluate services provided at origin such as the quality of packing, labeling, and organizing.
2	Loading agent	Evaluate origin services such as care, courtesy, and attitude of the loading crew.
3	Delivery agent	Evaluate services provided at destination such as the care, courtesy, attitude of the crew, unloading, and unpacking.

- Surveys sent to customers by USTC in multiple segments
- Same 20+ questions as current CSS
- HomeSafe uses three questions to rate quality
- New Likert scale of responses 1-5
- Based on early data- GHC has higher response rate
- Services are graded on "pass" or "fail" scale

Likert Scale	Global Household Goods Contract CSS responses	Defence Personal Property CSS responses
Strongly Agree	5	12
Agree	4	9
Neutral	3	6
Disagree	2	3
Strongly Disagree	1	0





## Carrier Quality Index (CQI)

- 15% is based on claims charge back amounts
- 25% is based on objective timeliness data gathered from *HomeSafe Connect* system, not CSS questions
- 60% of CQI is based on service quality CSS responses



# Review of Service Quality Trends

- Drop in service quality late Q4 and early Q1
- Service quality of all services is trending up
- Thank you for your efforts!

Packing	CSS Delta %	Trend
90 day		
45 day	10%	↑

Loading	CSS Delta %	Trend
90 day		
45 day	20%	↑

Delivery	CSS Delta %	Trend
90 day		
45 day	12%	↑



## Help us, Help you

- Use the Go app to complete 100% of services
  - All downstream agents and services are affected
- Use the most up-to-date version of the Go app: <http://android.homesafeconnect.com/>
  - New features are added every month: <https://apps.apple.com/app/hsc-go/id1612279253>
- Photograph and upload weight tickets in a timely manner
  - Enter tare and gross weight values in Go app or CRM
- Complete all services on the day performed
  - Press complete service button to sync documents to CRM and to signal the document control department to audit



# HomeSafe Connect Improvements to Speed Payments

- Agents no longer need to manually add HQ, GBL, or MTO numbers to weights before photographing
- HomeSafe Connect automatically adds a watermark to each weight ticket image when it is uploaded
- Images must be close-up and in focus

12345678  
TICKET NUMBER

**CAT SCALE**

**CERTIFIED  
AUTOMATED  
TRUCK  
SCALE**

CAT SCALE COMPANY  
P.O. BOX 630  
WALCOTT, IA 52773  
(563) 284-6263  
www.catscale.com

1348  
12345678

**THE CAT SCALE GUARANTEE**  
The CAT Scale Company guarantees that our scales will give an accurate weight. What makes us different from other scale companies is that we back up our guarantee with cash.<sup>®</sup>

**"WEIGH WHAT WE SAY OR WE PAY"**  
If you get an overweight fine from the state AFTER one of our CAT Scale tickets, we will immediately check our scale and we will:  
(1) Reimburse you for the cost of the overweight fine if our scale is wrong. OR  
(2) A representative of CAT Scale Company will appear in court WITH the driver as an expert witness if we believe our scale was correct.

**IF YOU SHOULD GET AN OVERWEIGHT FINE, YOU SHOULD DO THE FOLLOWING TO GET THE PROBLEM RESOLVED:**

- 1) Post bond and request a court date.
- 2) Call CAT Scale Company direct 24 hours a day at 1-877-CAT-SCALE.
- 3) **IMMEDIATELY** send a copy of the citation, CAT Scale ticket, your photo, and phone number to CAT Scale Company Attn: Guarantee Department.

The four weights shown below are separate weights. The TOTAL WEIGHT was weighed on a full length platform scale. **AXLE WEIGHTS CAN NOT BE CERTIFIED** and are **NOT LEGAL FOR TRADE**, however, CAT SCALE COMPANY GUARANTEES THESE WEIGHTS TO BE CORRECT.

DATE: 12-11-2012

SCALE: 9999

LOCATION: ANYWHERE TRUCKSTOP  
I-80 EXIT 1  
ANYTOWN IA

STEER AXLE 12000 lb  
DRIVE AXLE 34000 lb  
TRAILER AXLE 34000 lb  
TOTAL AXLE 80000 lb

**WARNING !**  
THIS FORM IS NOT A WEIGHMASTER CERTIFICATE AND IS NOT LEGAL FOR TRADE, HOWEVER, CAT SCALE COMPANY GUARANTEES THESE WEIGHTS TO BE CORRECT.

COMMODITY OR ARTICLE WEIGHED: FREIGHT ALL KINDS

COMPANY: \_\_\_\_\_ TRACTOR # 123ABC TRAILER # 456DEF

WEIGH NUMBER: 5678

FEE: **\*\*\*PAID\*\*\***  
\$10.00

WEIGHER SIGNATURE: ALAN SMITH

FULL WEIGH TICKET # (IF REWEIGH): \_\_\_\_\_

"CAT SCALE" REG PDF 1/13


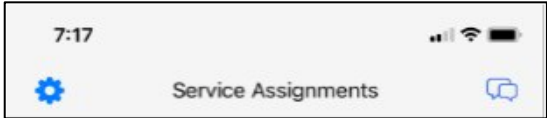
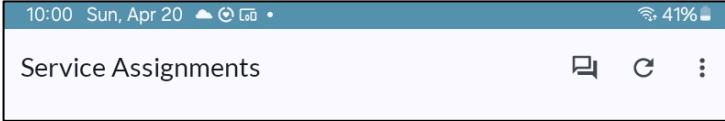
**THANK YOU FOR WEIGHING ON CAT SCALE!**

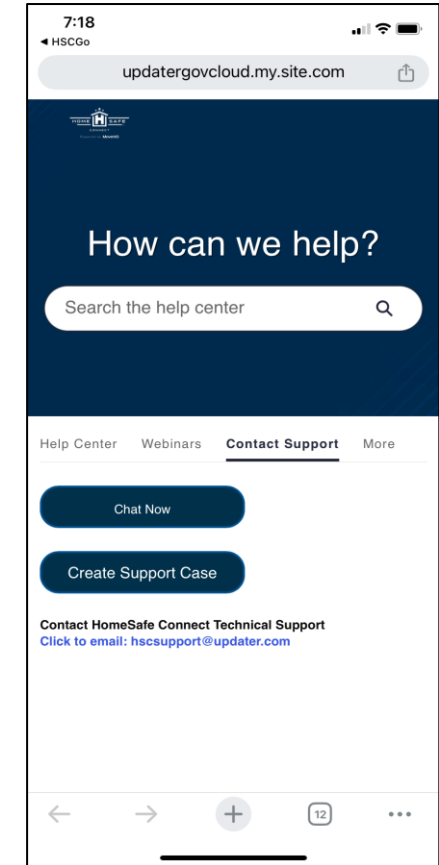
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MTO#: T62GHJ  
GBL#:CNNQT62GHJ



# Support Improvements

## New chat feature in CRM and Go app

- Bottom right corner of CRM 
- Top right corner of iOS Go 
- Top right corner of Android Go 
- Opens chat function in Help Center





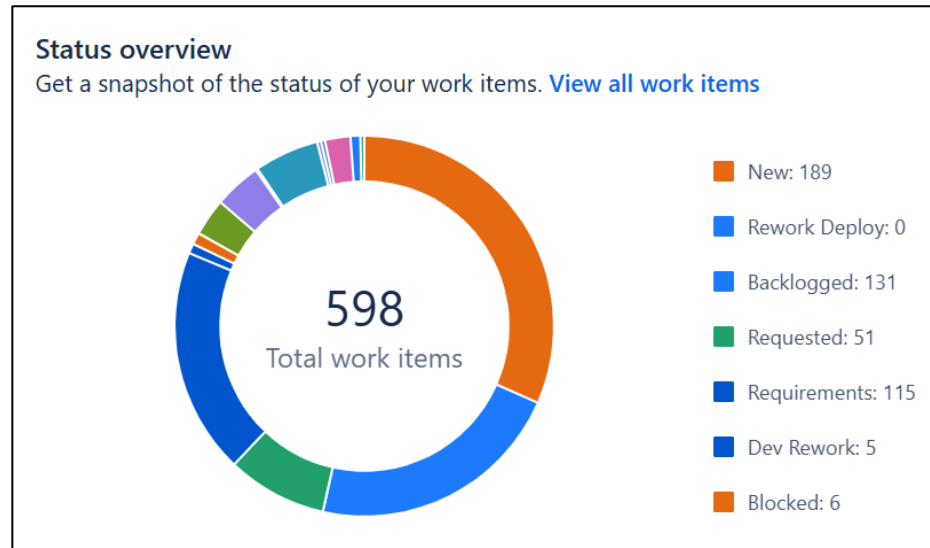
# IT Enhancements

Britt Spencer





# Development Work Items



- Listening to feedback from service providers and reviewing all enhancement requests and prioritizing accordingly.
- Each item is evaluated as it comes in and based on need and urgency, moved to Requirements or Backlogged.
- Requirements are then planned and developed, and backlogged items are reviewed weekly.
- Bi-weekly deployments of updates every other Tuesday night.





# Road Map - Q2

- SIT Improvements in Go app and CRM
  - Delivery out of SIT Process
  - Add new inventory items when delivering to and out of SIT
  - Reporting across warehouses
- Go app
  - Weight ticket management
  - Ability to manage transportation dates
  - Update service status
  - Document signature process
- CRM
  - View financial estimates and actuals at order level; include in list view
  - Include "Ready for Accounting" date in list views
  - Email notifications by group
  - Performance enhancements
  - Claim and chargeback rebuttal process
  - In-app notifications



## Q&A Session





## Pre-submitted Questions

- Will rates ever go up?
- What is being done to improve the communication internally at home safe? I consistently receive inquiries about the same issues
- Has anyone figured out what classifications we are supposed to be using for household goods movers in the wage determination?
- When will GHC start in Alaska?
- What is the biggest challenge HomeSafe is facing with its carriers? What can we as the moving company do to improve?



Questions?

**\*\*Please submit your questions in the chat\*\***





## Closing Comments

Matt Dolan





*Moving Forward Together*