

The *HomeSafe Connect* technology platform is your personalized portal for planning, accessing valuable information, and receiving real-time updates throughout your move. This platform can be accessed from any computer or mobile device anytime via the website HomeSafeConnect.com. Using *HomeSafe Connect*, you will complete your virtual pre-move survey, access your digital inventory, use the interactive Weight Wizard tool, and complete any necessary claims. HomeSafe Alliance uses the highest security standards to ensure your information is protected on our platform.

Step 1 Initial Setup and Move Request

For Peak Season 2025, the Defense Personal Property System (DPS), run by the Department of Defense (DoD), has a series of questions to determine if your move will be under the Global Household Goods Contract (GHC). If your move falls under GHC, you will be directed to the DoD's MilMove platform to submit your shipment request.

- ★ Create a MilMove account. From here, you will upload your PCS orders, as well as your contact information and requested pickup date. This information will be pushed into *HomeSafe Connect*, with no need for double entry.
- ★ Review the confirmation page with your Move Code.

Step 2 Pre-Move Counseling in *HomeSafe Connect*

Your HomeSafe expert move counselor will email you a welcome letter as well as instructions to set up your Okta account. Please check all email folders, including spam. Okta is our secure identity management tool, which enables you to securely use *HomeSafe Connect* and protects your Personally Identifiable Information (PII). **It is important that you activate your account immediately to validate your move orders and initiate the move process.**

- ★ Log into *HomeSafe Connect* on desktop or mobile.
- ★ Confirm move type (e.g., household goods, unaccompanied baggage, etc.).
- ★ Verify origin address or request changes.
- ★ Indicate if you need an extra pickup.
- ★ Confirm or request changes to your delivery address.
- ★ Specify if you need temporary storage.
- ★ Indicate if you need an extra delivery.
- ★ Review your requested move dates. *Note: HomeSafe automatically sets the pack date one day prior to your load date. Customer CARE will work with you to determine if your move requires more than one day for packing.*
- ★ Either HomeSafe or your local transportation office will conduct a shipment counseling session to explain your move responsibilities and confirm your weight entitlements.
- ★ Schedule your pre-move survey.

Personally Procured Move (PPM) Process

Full PPM: Complete the process in MilMove; you will not be directed to *HomeSafe Connect*, as your move will not fall under HomeSafe's system. DoD policy determines compensation, HomeSafe is not involved in this compensation process.

Partial PPM: Enter your information in MilMove, then follow the steps in *HomeSafe Connect* to complete your move request.

Step 3 Pre-Move Survey

- ★ If you selected the virtual survey option, which is convenient and efficient, make sure to enable camera and microphone access before connecting with your surveyor.
- ★ The surveyor will assess the estimated weight, volume, and special requirements needed for your household goods.
- ★ Once your completed survey is processed, you will be able to review the estimated weight using the Weight Wizard.
 - If your shipment's estimated weight exceeds your entitlement, the Weight Wizard allows you to remove items that you don't need HomeSafe to move for you and avoid potential out-of-pocket costs.

Step 4 Items are Packed, Loaded, and Transported

- ★ Before the crew arrives, be sure to set aside any items you plan to take with you such as medications, uniforms, etc.
 - Ensure all outdoor items are clean and pest free.
- ★ You can track the progress of your move in *HomeSafe Connect* as well as request any changes to your shipment dates.
 - When your pack and load dates arrive, a real-time map lets you track your moving crew's progress within 10 miles of your home. You will also see the names and photos of the crew members, all of whom have undergone background checks.
- ★ Using *HomeSafe Connect*, moving crews will catalog your items in the digital inventory.
- ★ Review your digital inventory. Each item is identified with its item number, name, the room where it came from, and its condition.

File Any Claims Needed

- ★ If your required pickup or delivery date is missed, you can file for an inconvenience claim for the delay. You may also submit a hardship claim for certain expenses.
- ★ If any of your items are lost or damaged, you can use the digital inventory inside *HomeSafe Connect* to easily file a claim.
- ★ If your residence is damaged by your move crew, you can file a real property damage claim.

Step 5 Have Your Items Stored if Necessary

- ★ If needed and authorized, your goods are stored in a HomeSafe-approved warehouse facility that meets all fire, safety, construction codes, standards, and ordinances.

Step 6 Prepare for Delivery

- ★ When your personal property arrives at your destination, all boxes, cartons, and crates are unpacked at your request. *Note: Debris removal by moving crews is only available on the unpack date. Crews will not return to remove debris.*

Step 7 Take the DoD's Customer Satisfaction Survey

- ★ HomeSafe strongly encourages you to complete the DoD's Customer Satisfaction Survey (CSS) which the government sends directly to DoD customers. The DoD uses the feedback service members provide to grade HomeSafe on service performance. Additionally, HomeSafe reviews the survey results daily to make immediate improvements to our services and processes.

Additional PCS Preparation

For a customizable, in-depth PCS checklist covering:

- ✓ Family preparations (childcare, school transfers, pet travel, etc.)
- ✓ Financial planning (budgeting for travel, allowances, reimbursements)
- ✓ Health Care transitions (TRICARE changes, finding new providers)
- ✓ Housing considerations (on-base vs. off-base, lease terminations)

Visit the Custom Military PCS Moving Checklist on Military OneSource.

This tool lets you tailor your checklist based on your unique situation, whether you're moving with infants, children, pets, or other special considerations.

