



# Your Move With HomeSafe Alliance: An Overview

HomeSafe Alliance is on a mission to deliver exceptional move experiences for you and your family! You can expect 24/7 customer care and high-quality service. Below are the steps you will navigate during your HomeSafe move.

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## Start your move in MilMove.

MilMove is the government's new IT platform for household goods moves and is something over which HomeSafe has no control. HomeSafe understands that, to start your move, you will upload permanent change of station orders, share contact information, and initiate a new shipment request in MilMove. This information will be pushed into *HomeSafe Connect*, the HomeSafe IT platform, with no need for double entry.

2

## Receive your first messages from HomeSafe.

Your HomeSafe expert move counselor will email you a **welcome letter**. Throughout your move, your counselor will coordinate with you via the channel you choose: call, text, email, or our *HomeSafe Connect* chat feature.

We will also send an email with **instructions** to set up your Okta account. Okta is our secure identity management tool which enables you to securely use *HomeSafe Connect* and protects your personal identifiable information (PII).

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## Log into *HomeSafe Connect* for the first time.

*HomeSafe Connect* is your personalized move portal. Access it from any computer or mobile device any time via the website **HomeSafeConnect.com**.

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## Undergo entitlements counseling.

Either HomeSafe or your local transportation office will provide a counseling session to walk you through your entitlements: the types of items and the total weight you are allowed to move.

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## Complete pre-move counseling.

In *HomeSafe Connect*, we will ask questions about storage, pickups, and deliveries. You will confirm or request a change to information you entered into MilMove, including your addresses and requested move dates.

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## Schedule and participate in your pre-move survey.

To plan your move, you will complete a pre-move survey to determine the weight, volume, and special requirements of your belongings. Inside *HomeSafe Connect*, you will schedule your survey and choose from two options: a virtual survey via video call or an on-site survey. The sooner you complete your pre-move survey, the sooner we can confirm your load date.

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## Review your pre-move survey results.

If the estimated weight of your belongings exceeds your entitlement, use our interactive **Weight Wizard** tool to remove items and avoid out-of-pocket costs.

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## Have your items packed, loaded, & transported.

HomeSafe will confirm your pack and load dates. When the dates arrive, you will receive alerts that the crew is on the way. A real-time map in *HomeSafe Connect* lets you track their progress within 10 miles of your home. You will also see the photos and names of crew members, all of whom have undergone background checks. *This process is the same for each move service: pack, load, and delivery!*

Using *HomeSafe Connect*, moving crews will catalog your items in the digital inventory, including photo documentation, before your belongings are safely loaded and transported.

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## Have your items stored if necessary.

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

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## Prepare for delivery.

Welcome to your new home! When your household goods arrive at your destination, all boxes, cartons, and crates are unpacked at your request. Furniture is placed at your direction.

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## File any claims you need to make.

*HomeSafe Connect* is your one-stop shop to navigate your claim from start to finish. The digital inventory will make it easy to file a claim if any item is lost or damaged during your move.

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## Take the Department of Defense's Customer Satisfaction Survey (CSS).

You are highly encouraged to fill out this web-based survey to evaluate the quality of your move services. Results are used to ensure quality service for future moves, and HomeSafe is committed to providing quality services!

We look forward to your next move with HomeSafe Alliance! For more information and resources about your next move with HomeSafe, visit [HomeSafeAlliance.com](https://HomeSafeAlliance.com).