



Moving Forward Together



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Welcome!

HomeSafe Alliance – Service Provider Webinar

Melissa Rativa, Director of Strategic Engagements and Communications



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.
 - Only HomeSafe personnel can view questions submitted in the chat.
- If we run out of time during the Q&A session, we will follow up with you with a response.
- End of session webinar survey.
- This webinar will be a reoccurring event; targeting Spring 2025 for next webinar.



Agenda

Time	Topic	Speaker	Duration
1:00	Opening/Admin Remarks	Melissa Rativa	5 Min
1:05	CEO's Comments	Bobby Nicholson	5 Min
1:10	President's Comments	Matt Dolan	5 Min
1:15	Domestics Operations Update	Matthew Ziegler	10 Min
1:25	Service Provider Experience	Caleb Mixon	10 Min
1:35	Procurement and Supply Chain Updates	Jim McAvey	10 Min
1:45	Training Updates	Stephen Filonow	10 Min
1:55	Carrier Quality Index	Stephen Filonow	10 Min
2:05	Q&A Session	Melissa Rativa	20 Min
2:25	Closing Remarks	Bobby Nicholson	5 Min
2:30	End of Session		

***All Times Listed in CDT**





HomeSafe CEO's Comments

Bobby Nicholson





HomeSafe President's Comments

Matt Dolan





Move Task Order Volume Forecast; 04 SEP 2024

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
USTC Forecast 25 JUL	<1%	<1%	<1%	<1%	<2%	4%	10%	10%	20%	40%	80%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Actual Pickup Date	5	16	27	28	31	23	4	2																				



OCONUS No Earlier Than 1 SEP 2025
Conditions-Based International Phase-In iHHG & UB

Alaska	Alaska	Alaska	Alaska	Alaska	Alaska	Alaska	Alaska	CAN & PR	Guam	Hawaii	50% PACOM	100% PACOM	50% EUCOM	100% EUCOM	100% iHHG
5 %	15 %	50 %	100 %	100 %	100 %	100 %	100 %	0.8 %	3.8 %	15.5 %	31%	59 %	85 %	97%	100%



Phase-In Update (September and October 2024)

September, expansion of local moves:

Fort Huachuca, AZ
Presidio of Monterey, CA
Naval Weapons Station Seal Beach, CA
Naval Postgraduate School Monterey, CA
Marine Corps Air Station Miramar, CA
Fort Carson, CO
Peterson Space Force Base, CO
United States Air Force Academy, CO
Fort Stewart, GA
Hunter Army Airfield, GA
Fort George G. Meade, MD
Fort Detrick, MD
Minot Air Force Base, ND
Carlisle Barracks, PA
Marine Corps Air Station Beaufort, SC
Fort Gregg-Adams, VA

September, interstate moves begin:

Norfolk, VA to/from Seattle, WA area
Norfolk, VA to/from Jacksonville, FL area
Norfolk, VA to/from San Diego, CA area
San Diego, CA to/from Seattle, WA area

October, further expansion of local moves:

Alabama, Colorado, Florida, Georgia, Kansas, Kentucky,
Maryland, Mississippi, Missouri, New Mexico, North
Dakota, Texas, and Utah





Domestic Operations

Matthew Ziegler





First Six Months of Execution

■ Service areas activated by TRANSCOM

- 576 Jacksonville, NC / 077 San Diego Metro, CA / 076 San Diego, CA / 056 Los Angeles, CA
- 816 Norfolk, VA / 840 Seattle, WA / 832 Bellingham, WA / 841 Seattle Metro, WA / 176 Jacksonville, FL / 184 Orlando, FL

■ Phase-in planning

- Initial Interstate / SIT Move Task Orders started, 3 Sep
- TRANSCOM next service area group for local moves, 1 Sep (see previous slide)
- Total domestic phase-in prior to Summer peak season, 2025

■ Local and Interstate Move Task Orders received; 100% on-time pickup

Origin State	April	May	June	July	August	September	October	November	Grand Total
CA	2	6	9	13	16	7	4	1	58
FL				3	2				5
NC	2	5	4	2	2	3			18
VA					3	9		1	13
WA	1	5	14	10	8	4			42
Grand Total	5	16	27	28	31	23	4	2	136

Awarded Move Task Orders - average weight and lead time until pickup date

- ~7,700 lbs.
- ~22 Days





Move Feedback from TRANSCOM, Customer and DoD Workforce

Feedback from TRANSCOM on local moves

- Customer Experience
 - *“Best moving company in 22 years”*
 - *“In 26 years of service and almost 20 moves, this was hands down THE best crew I've had the pleasure of moving me”*
 - *“Each mover was professional and courteous. The quality of packing was significantly better than all my previous moves.”*
- CSS scores submitted by customers – 96.46% satisfactory rating; 46% response rate to CSS

Interaction with TRANSCOM during Move Task Orders

- TRANSCOM WAR Room and TIGER Team established
- HomeSafe has open and ongoing dialogue with TRANSCOM working groups

Interaction with PPSO/JPPSO during Move Task Orders

- Great 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
- HomeSafe leadership present at first moves



Service Provider Experience

Caleb Mixon





Value Add for the Service Provider

- **Mission: Improving the Customer Experience**
 - Focus driven on service; contributes to higher scores
 - Digital technology increases efficiency
 - Lowers risk of document deficiency
 - Lowers claims exposure for you
 - HomeSafe Connect is record of truth and visible at all times
 - CQI ensures top performers are rewarded with opportunity
 - Single demand signal and source of tonnage
 - Predictable tonnage inbound & outbound
 - Cost tables available in HomeSafe Connect
 - Clean and expedited payment process via CostPoint



Recent Developments



Updated HomeSafe Academy training to support providers

GO App updates on demo services (UAT)

Sending inventory stickers for compliance and early phase-in

New markets phased-in

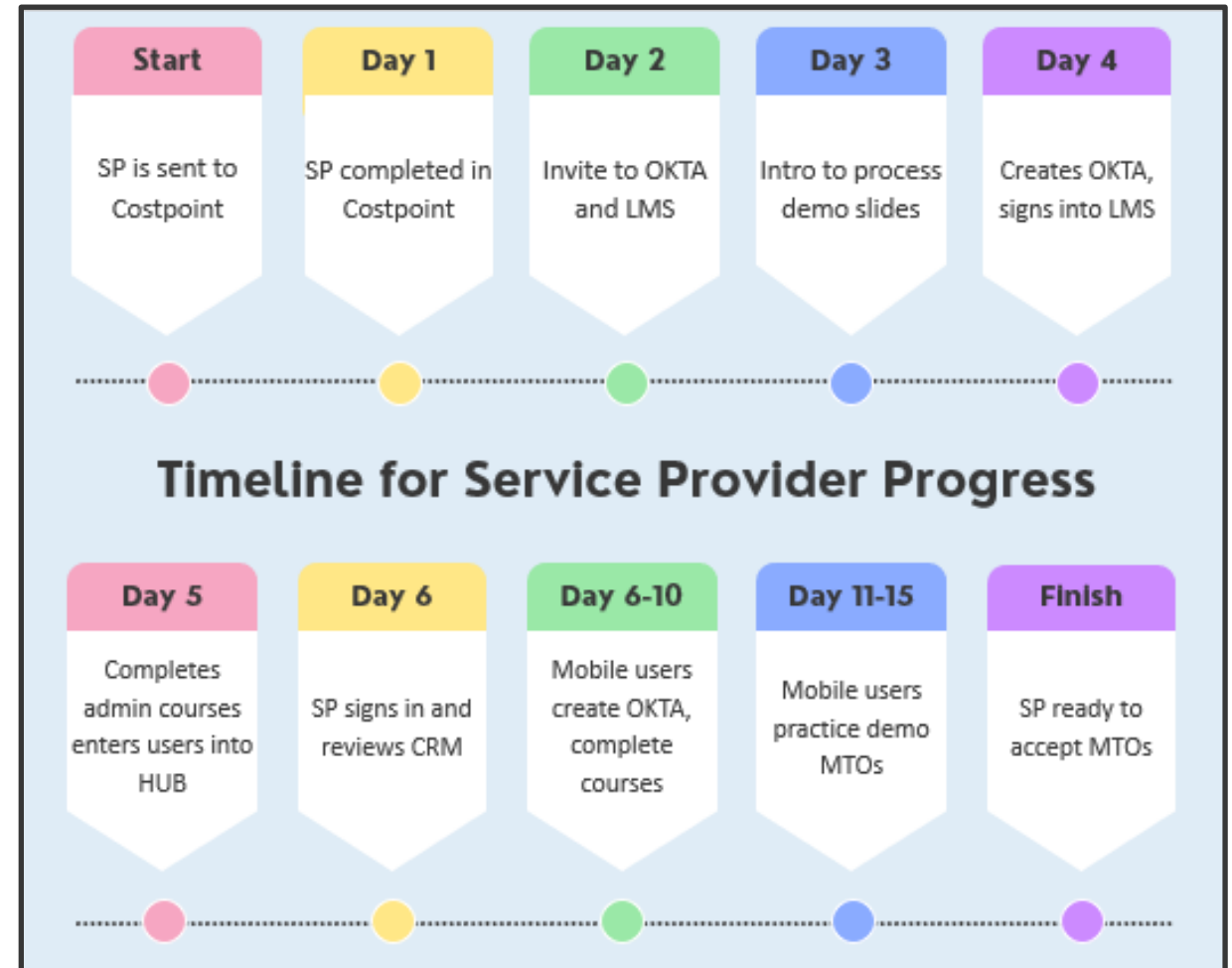
Interstate go-live

SIT functionality tested and approved



Provider Journey

- **If all information has been received by the Procurement Team and an MSA is signed:**
 - Training start – 2/3 weeks from phase-in of service area.
 - Administrator receives invite from OKTA.
 - Self-paced, specific modules.
 - Reduced training time by 65%.
 - Expand personnel based on forecasted tonnage.





Webinar Working Groups

SESSION 1: Introduction Basics of HUB + CRM

- Introduction to HSC
- Access to systems
- Academy tour
- Shortcuts
- Managing user access
- Support channels
- Resources

SESSION 2: HSC GO Mobile For Lead Crew + Drivers

- iOS, Android
- User ID
- Download app
- Pre-requisites
- FAQs
- How to get assistance
- Tour HSC Go

SESSION 3: Get Ready for Your 1st Move!

- Getting help on day of
- Feedback portal
- Backup device
- Barcode set-up
- Reporting in CRM
- Assigning crew to jobs



September 2024 Service Areas

<u>Service Area</u>	<u>Location</u>
32	Tucson, AZ
60	Monterey, CA
140	Colorado Springs, CO
168	Washington, DC
169	Washington DC, Metro
176	Jacksonville, FL
204	Atlanta, GA
205	Atlanta, GA Metro
216	Savannah, GA
380	Baltimore, MD
588	Bismarck, ND
592	Dickinson, ND
604	Minot, ND
664	Altoona, PA

<u>Service Area</u>	<u>Location</u>
668	Erie, PA
672	Philadelphia, PA
680	Scranton, PA
692	Charleston, SC
716	Bristol, TN
720	Chattanooga, TN
724	Knoxville, TN
732	Nashville, TN
812	Charlottesville, VA
820	Richmond, VA
824	Roanoke, VA
828	Winchester, VA
852	Charleston, WV
856	Clarksburg, WV
860	Huntington, WV



September Interstate Phase-In

Initial Interstate Lanes in September

Norfolk to and from Seattle

Norfolk to and from Jacksonville, FL

San Diego to and from Norfolk

San Diego to and from Seattle

SIT Functionality Live

SIT Module added to training.

Currently DoD approved; grandfathered in.

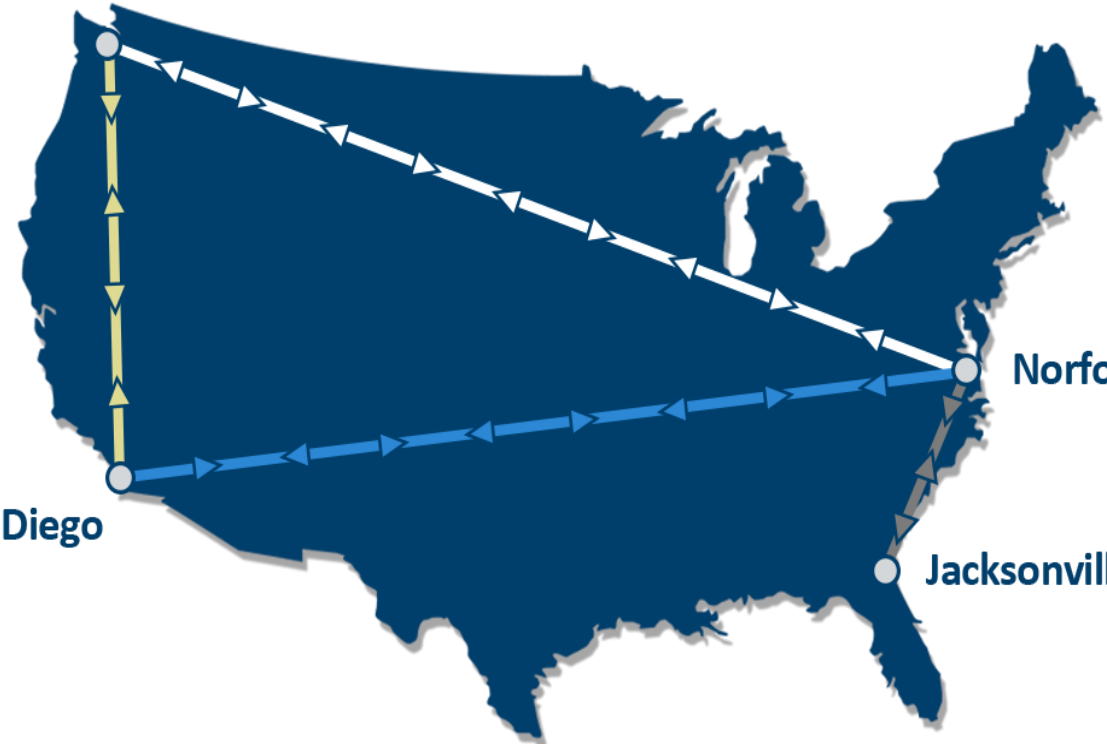
If not, need to pass HomeSafe Alliance warehouse approval process (formerly DD Form 1811/1812).

Seattle/Tacoma

San Diego

Norfolk

Jacksonville





Supply Chain: Commercial Review

Average payables – 24 days
Meeting NET 30 day terms

55% moves serviced by providers new to the military program.
Customer satisfaction and CQI scores 6% higher than providers coming from legacy program.

~500 companies (+300) have signed our Master Service Agreement (MSA); 1400+ locations nationwide.

A major VL added to the supply chain.

Good Greek Moving & Storage: largest independent moving company in FL & ATA/MSC's 2024 Independent Mover of the Year.

JK Moving Services: largest independent moving company in US; numerous industry, safety and corporate recognitions; Presidential and corporate moves.





Rate Calculator

Updates:

- Power Track field added (adjustable).
- 1 Aug, non-peak rates now reflected (version 5).
- Fixed date parameter field to show load dates in 2024.
- Cost tables in HSC reflect pay-out based on estimated weight / adjusts based on actual.
- Next update projected for Spring 2025.

Shipment Rate Calculator

Domestic Household Goods

Instructions: Generate the estimated payment that the agent will receive by entering in the origin and destination zip 3s, along with the weight and pickup date of the shipment

<u>General Information</u>	Power Track Fee
Agent Payments are for single, non consolidated shipments	1.63%
PowerTrack Fee reduction is optional based on filter	
If the <i>estimated mileage</i> is unknown, an agent pay total will not be calculated	
Zip 3s cannot match and must be different	
Values shown are subj. to change and represent an estimated payment from HomeSafe Alliance	

Origin Zip 3	Dest. Zip 3	Weight (LBS)	Pickup Date	Estimated Mileage
919	322	14,240	8/1	2,333
	APU	Des. SH		
	No	No		

2024

Dulzura, CA to Jacksonville, FL

<u>Origin Services</u>	<u>Packing</u>	<u>QA Fee</u>
\$3,992.730	\$3,555.020	\$437.710

<u>Hauling Services</u>	<u>135A (Origin)</u>	<u>Linehaul</u>	<u>135B (Destination)</u>	<u>Unpacking</u>
\$8,579.490	\$120.540	\$7,950.510	\$116.340	\$392.100

<u>Destination Service</u>
\$0.000

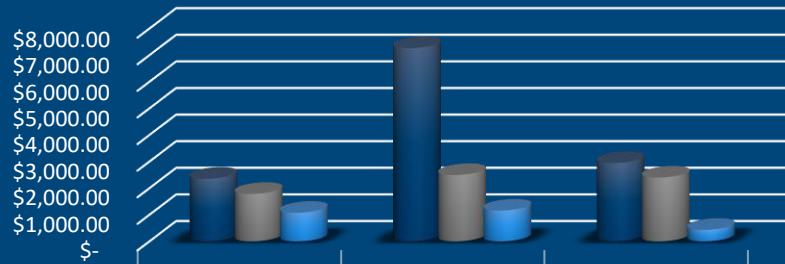
Total Agent Pay
\$12,572.220





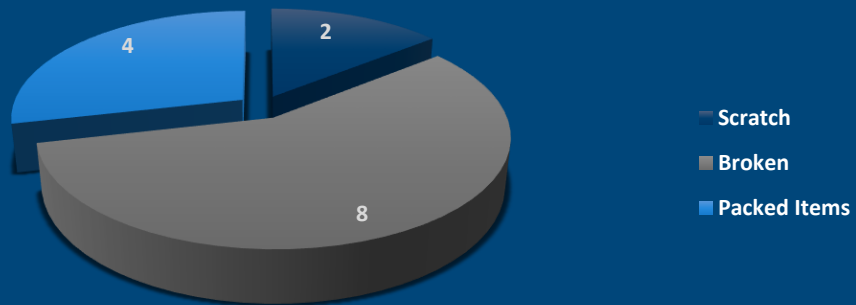
Claims Dashboard

Claims Analysis by Month



	June	July	August
Claimed Amount	\$2,360.00	\$7,265.99	\$2,950.00
Settled Amount	\$1,790.00	\$2,498.99	\$2,403.54
Chargeback Amount	\$1,081.50	\$1,164.49	\$438.00

Type of Damages Claimed

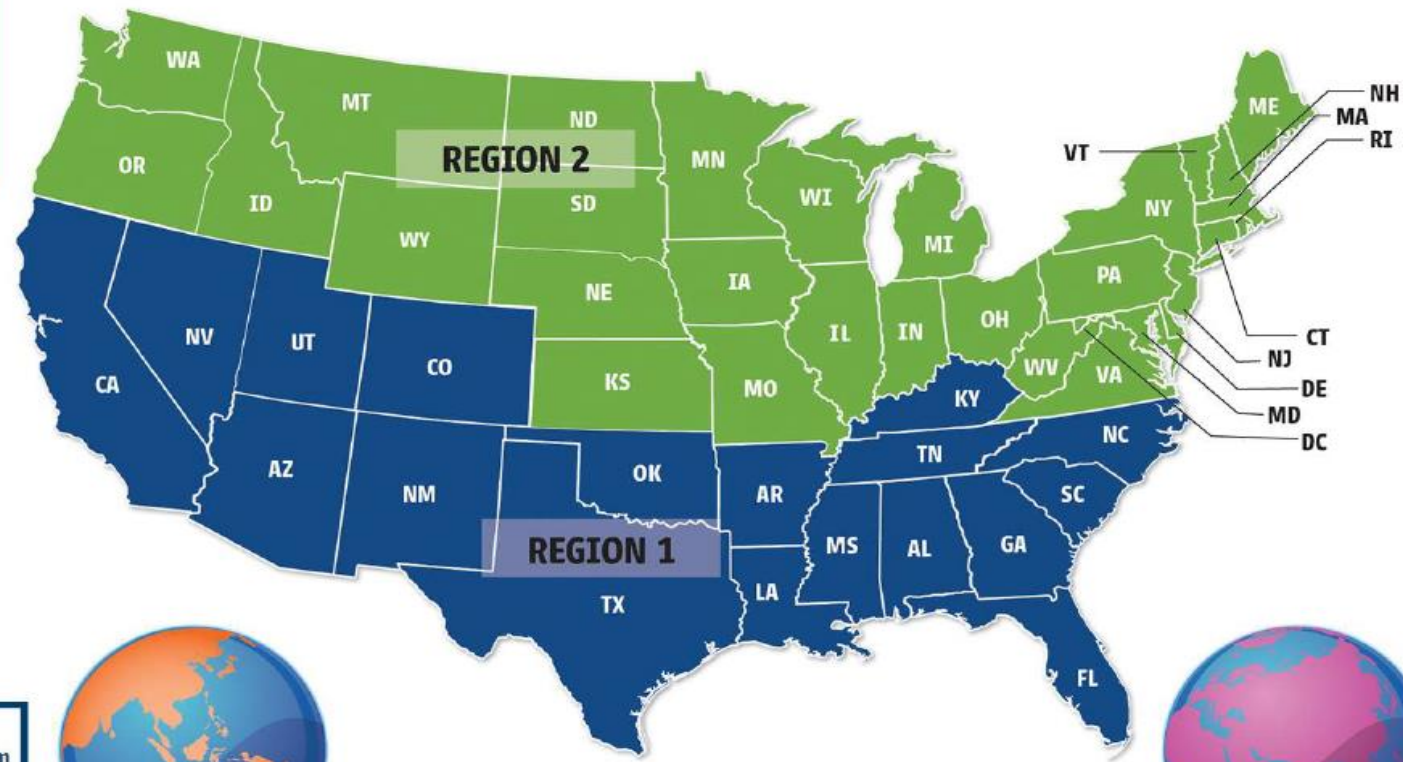


MTO	Actual Delivery Date	Claim Filed Date	Claim Accepted Date	Claim Payment Date	Days Claim Filed from the Delivery	Claim Processed Days	Claim Payment Days
HQ50009	5/24/2024	6/13/24	7/3/2024	7/14/2024	20	20	31
HQ50028	6/20/2024	6/22/2024	7/3/2024	7/8/2024	2	11	16
HQ50057	7/3/2024	7/8/2024	7/22/2024	7/29/2024	5	14	21
HQ50054	6/18/2024	7/8/2024	7/23/2024	7/28/2024	20	15	20
HQ50035	6/19/2024	7/10/2024	7/16/2024	7/31/2024	21	6	21
HQ50057	7/3/2024	7/16/2024	7/19/2024	7/29/2024	13	3	13
HQ50061	7/9/2024	7/17/2024	8/7/2024	8/8/2024	8	21	22
HQ50061	7/9/2024	7/17/2024	8/5/2024	8/6/2024	8	19	20
HQ50102	8/15/2024	8/18/2024	8/19/2024	8/21/2024	3	1	3
HQ50081	8/13/2024	8/22/2024	8/26/2024	8/29/2024	9	4	7
Average					11	11	17



Network Development Map

Regional Service Model



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REGION
Asia – OCONUS



REGION
Europe – OCONUS



Procurement & Supply Chain Updates

Jim McAvey





Procurement and Supply Chain Updates

- **Master Service Agreement Updates**
 - Representations & Certifications
 - GHC Reps & Certs vs SAM.gov Reps & Certs
- **HomeSafe Supplier Registration Updates**
 - Parent - Child Functionality
 - Van Line Field
 - Warehouse Capacity and Approvals
 - Sustainability Questionnaire





Service Contract Act (SCA) Compliance

- **FAQ: Is the latest version of the Wage Determination on SAM.gov applicable?**
 - The version referenced in your MSA and posted on HomeSafeAlliance.com is the applicable version.
 - New versions of the Wage Determinations will become effective at the start of Base Year 2 (February 2025).
- **Compliance Reminder**
 - Employee notification of Prevailing Wages
 - Posters in Common Areas
 - [Worker Rights Under Executive Order 14026 \(dol.gov\)](https://www.dol.gov/eis/wh/14026)
 - [WH 1313 SCA Poster | U.S. Department of Labor \(dol.gov\)](https://www.dol.gov/eis/wh/1313)
 - Mapping of DOL job description to company job description
 - Save your records.
- **Department of Labor Compliance Guide Update**
 - USTRANSCOM working with DOL on industry SCA Compliance Guide.



Disclaimer: HomeSafe is providing this information to facilitate access to information on the McNamara-O'Hara Service Contract Act. This is general information only and does not carry the force of legal opinion. The Federal Register and the Code of Federal Regulations remain the official sources for regulatory information published by the Department of Labor.



Service Provider Training Updates

Stephen Filonow





Agent and Crew Training is a Multi-System Process

- HomeSafe Academy is our 24/7 learning management website for Service Providers
- CRM and Go App webinars and working groups
- Full suite of practice apps
- Training and onboarding managers to assist
- Support staff to assist with technology issues



HomeSafe Academy Curriculum

System Administrator

- HUB basics
- Adding and managing staff
- CRM setup
- CRM overview
- Orders module
- Services module

Go App

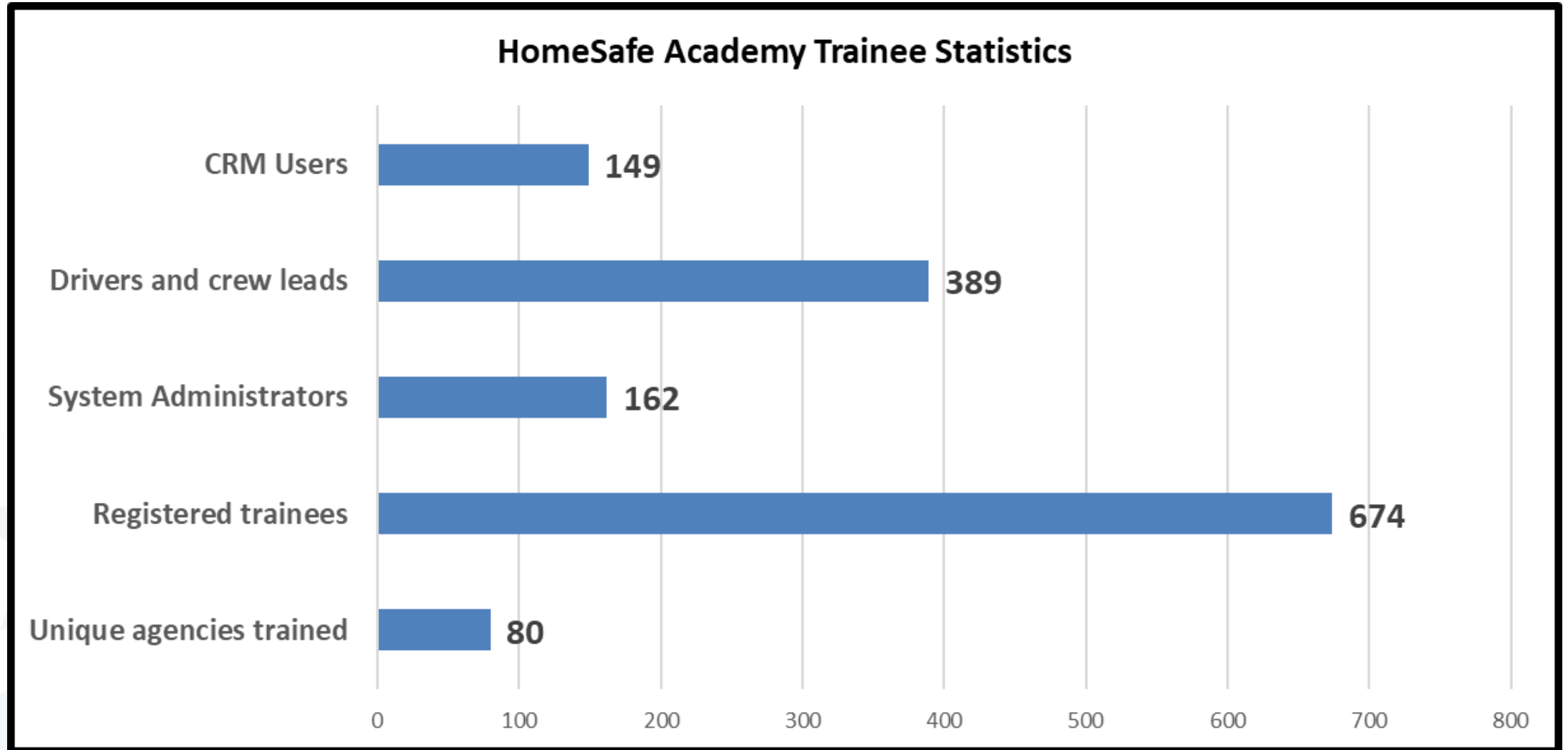
- App setup and basics
- Navigating the Go App
- Managing inventories
- Pack service
- Load service
- Delivery and unpack
- Interstate transportation*
- SIT service*

CRM User

- Adding and managing staff
- CRM setup
- CRM overview
- Orders module
- Services module
- Assigning services



Trainees in HomeSafe Academy





New Service Provider Training Aids & Assets

New Multi-Media Training Assets

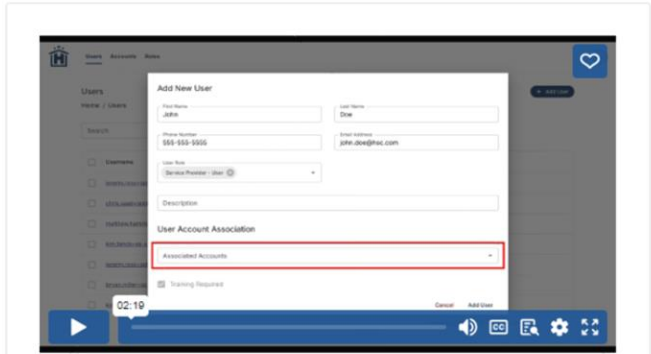
- HomeSafe Academy offers both text and video presentations.
- Trainees can choose either or both depending on their learning style.

Adding Users to Hub

Click on the tabs below to watch a video or view the instructions on how to add users to Hub.

VIDEO- ADDING USERS TO HUB **INSTRUCTIONS- ADDING USERS TO HUB**

Watch the video to learn how to add employees to Hub.



CONTINUE



New Service Provider Training Assets

New Interactive Widgets

- New "helper" widgets open pop-up windows with instructions and explanations for fields. Trainees can move confidently through modules knowing they always have a virtual assistant with them.
- Predictive functionality - the software records all training sessions and can report out modules or sections when trainees take longer than expected to complete, identifying areas that need adjustment. Allows content creators to improve curriculum in real time.

↑ 1 OF 5 — ACCESSING HUB

Hub Overview

Hub is broken out into three main areas - Users, Accounts, and Roles. Your main focus will be the Users section. As such, the Users page acts as your homepage when logging in to Hub.

Click the markers to learn more about each of the areas in the Hub dashboard.

Users Accounts Roles +

Home / Users

+ Search Accounts

<input type="checkbox"/>	Username	Avatar	Name
<input type="checkbox"/>	jeremy.ross+sp@survey@sk		Jeremy Ross ...
<input type="checkbox"/>	chris.saad+sp@skadmin@sk		Chris SaadSp...
<input type="checkbox"/>	matthew.hamilton+crew@		MatthewCRE...
<input type="checkbox"/>	kim.tanck+sp-user@uroda		kim admin SP...
<input type="checkbox"/>	jeremy.ross+sp@sk@emoy		Jeremy Ross -
<input type="checkbox"/>	bryan.miller+sp-user@up		Bryan Miller S...
<input type="checkbox"/>	kim.tanck+sp-survey@sk		kim admin SP...

Add User button

Add New User

First Name Last Name

Phone Number Email Address

User Role

Description

User Account Association

Associated Accounts

Training Required

Cancel Add User

Click the + Add User button to add new users.

1-10 of 22 < >



New Service Provider Training Assets

New CRM In-Training Practice Functionality

- New practice areas embedded inside the learning module.
- Allows trainee to immediately practice new techniques learned with an avatar of the production CRM with step-by-step instructions.

Interactive fields that mimic the behavior of the production CRM.

Users Accounts Roles

Users
Home / Users

Search Accounts

Username	Avatar	Name	Phone	User role	Account	Status
jeremy.ross@hssafes.com		Jeremy Ross ...	9555555555			Provi...
chris.sand@hssafes.com		Chris SandEp...	9555555555			Active
matthew.hamilton@hssafes.com		MatthewCRE...	1231231234			Active
kim.admin@hssafes.com		kim admin SP ...	9555555555			Provi...
jeremy.ross@hssafes.com		Jeremy Ross ...	9555555555			Active
bryan.miller@hssafes.com		Bryan Miller S...	9555555555			Active
kim.admin@hssafes.com		kim admin SP ...	9555555555			Provi...

Rows per page: 10 1-10 of 22

Next enter the fields with your employee's information. Click the numbers to see how to fill in the information.

Add New User

First Name **1** Last Name **2**

Phone Number **3** Email Address **4**

User Role **5**

Description **6**

User Account Associati

Associated Accounts **7**

Associated Accounts

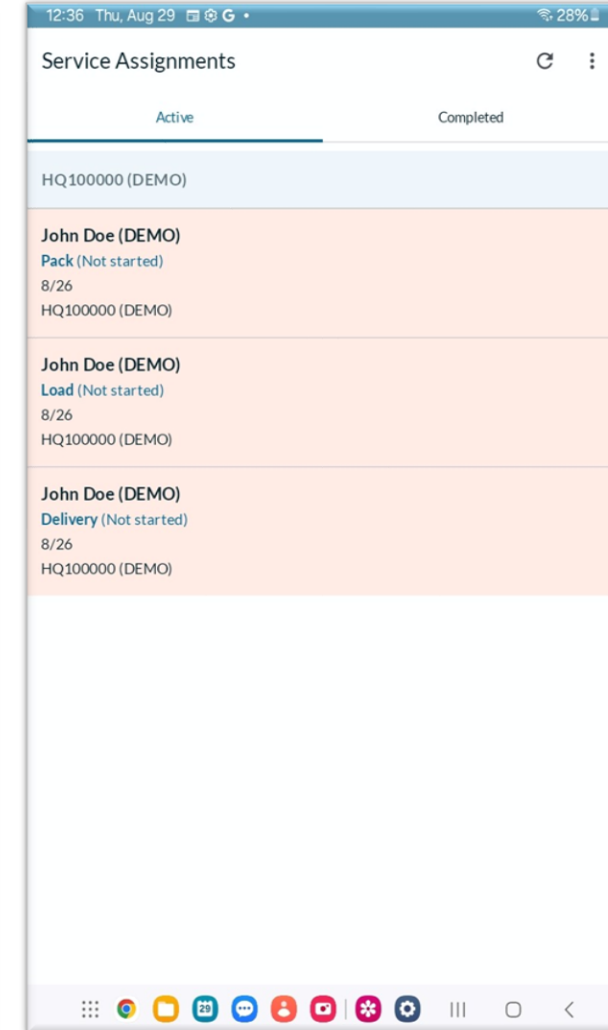
In the **Associated Accounts** dropdown, select the agency your employee should be assigned to. You can select more than one agency in the Associated Accounts field if you have an employee that needs access to more than one agency or location.



New Service Provider Training Assets

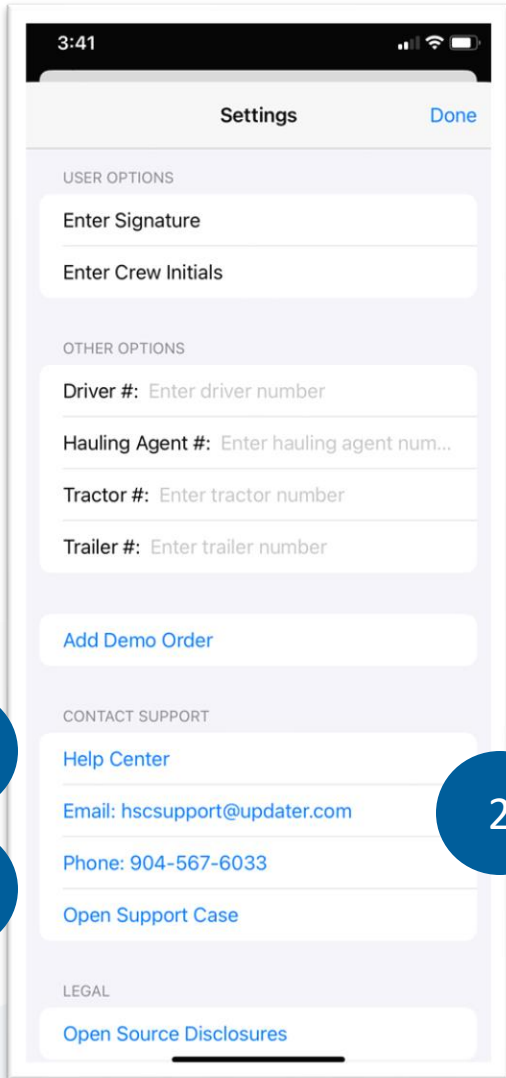
New DEMO Practice App

- New DEMO version of the Go App to allow unlimited training by drivers and crews.
- Available on Apple or Android devices.
- Currently DEMO offers pack, load and delivery services.
- Same functionality and forms as the production Go App.
- DEMO works totally disconnected from the CRM or any system.
- Crews cannot "break" anything by using DEMO.





Comprehensive In-App Support for Your Personnel



1. Access to the HS Connect Help Center
 - A. Full library of self-help articles
 - B. YouTube video library of all Go services
2. Ability to email HS Connect support
3. Access to HS Connect support through the HomeSafe switchboard





New Program Encounters

New Program + New Processes + New Technology = Hiccups

- All Service Providers, including HomeSafe, have had them.
- Everyone has been patient and understanding.
- Everyone has communicated well.
- Everyone has adapted and overcome the issue without serious repercussions to the customer.
- We have and will continue to improve the program, the tech and our processes.



Help Us, Help You

Form Compliance and Quicker Payments

These are the top 5 form compliance issues that cause the most payment delays:

- No tickets, unreadable weight tickets or tickets missing key labeling information.
- Blank load inventory because crew did not receive the pack inventory.
- Unsigned or blank accessorial services forms.
- Shuttle logs not filled out on accessorial form.
- Crate dimensions not entered on accessorial form.

Assigning Crews, Crew Leads and Services

- Service providers should ensure each service has an assigned crew lead by verifying the service status displays as “CREW ASSIGNED.”
- Ensuring service dates are applied correctly so pack + load and deliver + unpack are combined into a single service when possible.



Service Provider Network – Carrier Quality Index

Stephen Filonow



GHC Mandates

Improve the quality of the service member's PCS experience

- Increase on-time performance.
- Increase overall crew professionalism.
- Decrease frequency and severity of damage and loss.
- Increase quality of communication.
- Increase process transparency.



GHC Mandates

Improve the quality of the service member's PCS experience

- ✓ Increase on-time performance.
- ✓ Increase overall crew professionalism.
- ✓ Decrease frequency and severity of damage and loss.
- ✓ Increase quality of communication.
- ✓ Increase process transparency.

This is our shared accomplishment.



Carrier Quality Index (CQI)

KPI's	Quality	Timeliness	Culpable Claims
Weight	60%	25%	15%
CQI Service Score	CSS Survey Results	Shipment Data	Claims Data
5	Strongly Agree	On-Time	\$0 to \$500
4	Agree	2 Days Late	\$501 to \$750
3	Neither agree nor disagree	3 Days Late	\$751 to \$1,000
2	Disagree	4-8 Days Late	\$1,000 to \$2,000
1	Strongly Disagree	8+ Days late	\$2,000 +

- Overall customer satisfaction – 96%
- On-time pick-up and delivery - 100%
- Claims frequency/severity decreased
- Rave reviews of single-point-of-contact customer care concept



Network Quality Data (Top 5 Service Providers by Volume)

Agent	CSS Average	CQI	Top Score Percentage
CA Agent	4.87	4.92	84%
WA Agent	4.67	4.80	67%
WA Agent	4.67	4.80	89%
CA Agent	4.75	4.85	100%
NC Agent	5.00	4.97	100%
Averages	4.79	4.87	88%



Service Provider Performance Data

Delivering on Promises:

- 0% failed on-time pickup and delivery
- <1% overall dissatisfied for shipment (1:109)
- <.5% individual service failures (2:237)
- 88% of service providers get all 5's
- Extremely appreciative CSS comments and grateful service members
- CSS return rate: 47%

On behalf of everyone at HomeSafe, thank you for your excellent service!





HomeSafe CEO's Closing Comments

Bobby Nicholson





Moving Forward Together