



Moving Forward Together



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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.
 - 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.
- Please fill out the end-of-session webinar survey.
- This webinar is a reoccurring event; targeting Spring 2025 for next webinar.



Agenda

Time	Topic	Speaker	Duration
1:00	Opening/Admin Remarks	Brittany Carlock	5 Min
1:05	President's Comments	Matt Dolan	5 Min
1:10	Alaska Transition Update	Michael Gonzalez	5 Min
1:15	Domestic Operations Update	Matthew Ziegler	10 Min
1:25	Service Provider Experience	Caleb Mixon	10 Min
1:35	Procurement and Supply Chain Updates	Jim McAvey	5 Min
1:40	Training Updates	Stephen Filonow	10 Min
1:50	Carrier Quality	Stephen Filonow	10 Min
2:00	Q&A Session	Brittany Carlock	20 Min
2:20	CEO's Closing Comments	Bobby Nicholson	5 Min
2:25	Survey – End of Session	Brittany Carlock	5 Min

***All Times Listed in CT**





President's Comments

Matt Dolan





Move Task Order Volume Forecast; 31 JAN 2025

2024												2025												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
2024 PEAK SEASON												2025 PEAK SEASON															
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%
Customer Pickup Date	5	16	27	28	31	43	116	144	476	1721	1693	571	255	246	200	33	3	3			1						





Alaska Transition

Michael Gonzalez





Alaska Phase-In by Service Area Schedule

Shipments in 2023

- 7,393 HHGs
- 154 UB

FEB

Anchorage
Fairbanks

MAR

Anchorage
Fairbanks
Kodiak

APR

Anchorage
Fairbanks
Kodiak
Southeast



Domestic Operations

Matthew Ziegler

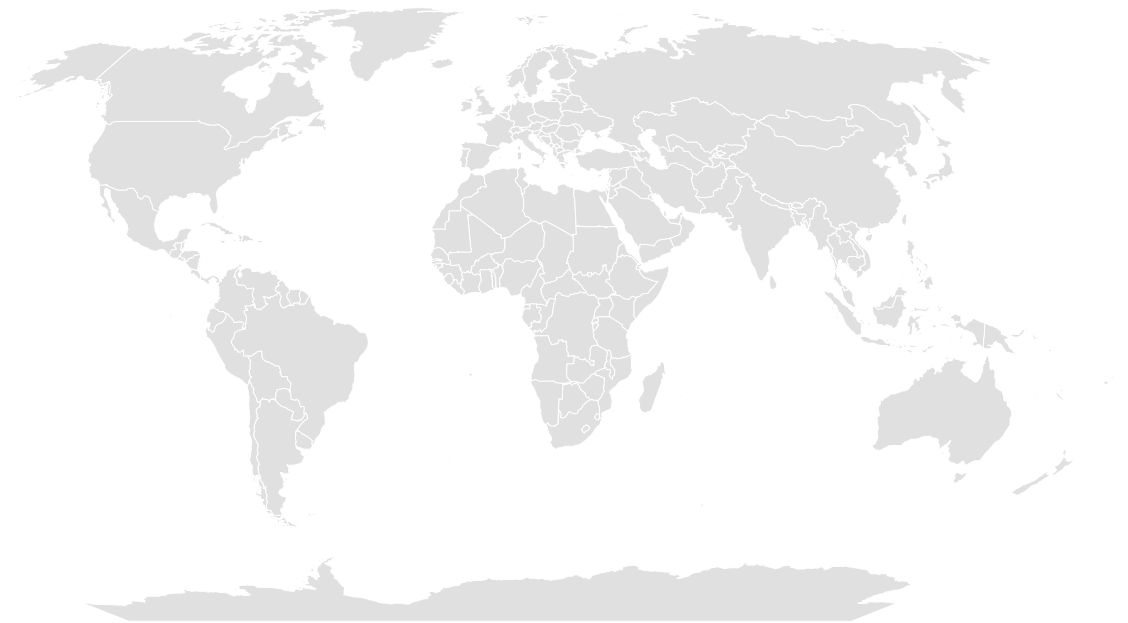




Operations: Move Task Orders Update

- Awarded, as of 31 JAN 25: 5,593
 - Awards received through NOV 2025
 - Shipments delivered: 942
 - Shipments in process: 4,580
 - Shipments in transit: 606
 - Storage in transit, SIT: 182 (over 300 have entered SIT)
- Total Domestic phase-in prior to Summer Peak-Season, 2025
- DoD Customer Satisfaction Survey Score
 - 1,060 question responses
 - (92.45% Satisfaction Rate)

GHC Active States



MTOs

903

1

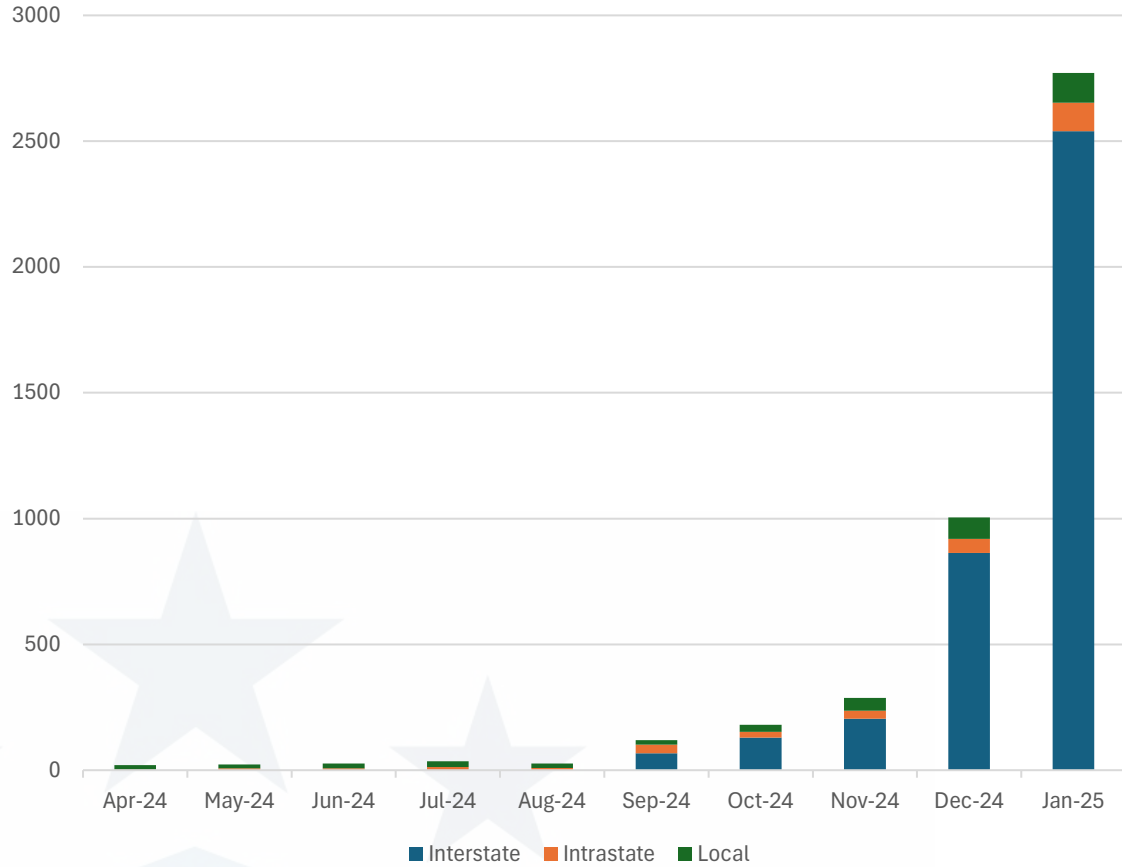
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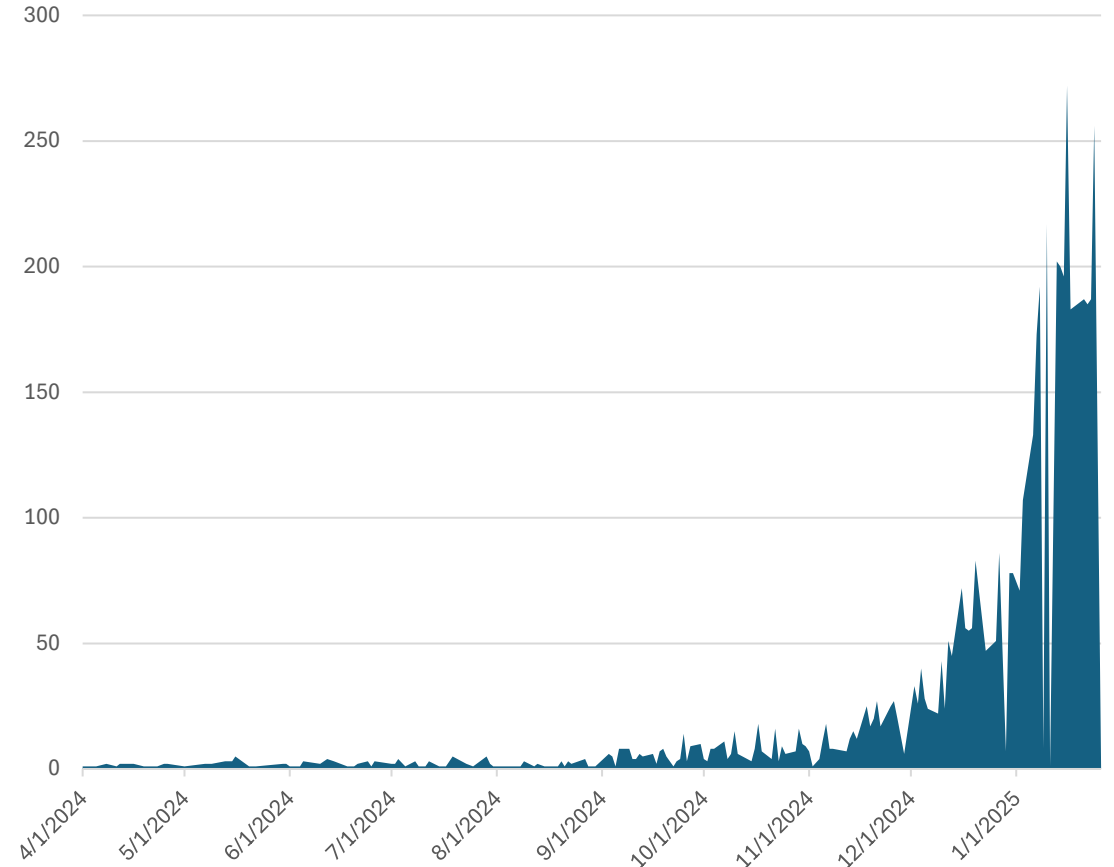


Domestic Operations: Move Task Order Trend, as of 27 JAN 2025

Shipment Type



Awards per Day





Feedback and DOD Interaction

Feedback from DOD Customer Satisfaction Surveys

- CSS scores submitted by customers – 92.45% satisfactory rating; 34% response rate to CSS
- Customer Experience

“Movers were professional and efficient. They took great care when packing our things. Also left up some creature comforts until the move day so we had a place to sleep for an extra night.”

“My movers got there at the time they told me they would be coming and they showed up very prepared. I appreciated them giving me a call when they were on their way to my location. The move itself was very smooth and quick. Luckily, I didn't need any packing but they came with extra boxes for some of my loose items.”

“Movers were top notch experts, they were very professional, diligent, and friendly. Couldn't ask for a better crew for this move they made everything much less stressful.”

“Each mover was professional and courteous. The quality of packing was significantly better than all my previous moves.”

“Great customer service and communication by the movers. Quick delivery as well.”

Interaction with TRANSCOM during Move Task Orders

- TRANSCOM Multi-Functional Team established
- 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





What We've Learned

- System handled increase in volume well
- Manual booking proved to be challenging
 - Implementing consolidation and auto assignment
- Pre-Move Survey variance identified
 - Revisiting logic impacting SP and Weight Wizard
- HomeSafe communications to providers needing assistance
 - Largely around short fuse moves
 - Leadership meeting to align departments for efficiency/continuity
- JPPSO/PPSO & QAE support
 - Familiarizing with new system, updates, and transparency
- SIT processes identified and streamlining
- Service provider trends
 - Additional training needed





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*





Recent Developments



Stalled Accounts Program – service providers awaiting shipments within their geographic location



Fast-track training available to service providers



Inventory stickers now available via suppliers



New markets phased-in



200+ bookings/day – mostly interstate



Implemented warehouse approvals - HomeSafe

Rate Calculator



Updates:

- Updated cost tables to be uploaded into CRM by mid-Feb

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 2024	

Origin Zip 3	Dest. Zip 3	Weight (Lbs)	Req Pickup Date	Estimated Mileage
919	322	11,243	8/1	2,333
	APU	Des. SH		
	No	No		

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





Regional Service Model

REGION 4

Regional Manager: Kyle Dirks
 HSARegional4@homesafealliance.com
Subcontract Administrator: Ada Reyes
 ada.reyes@homesafealliance.com
Booking
 HSABookingReg4@homesafealliance.com
Clearing / SIT
 HSAClearingReg4@homesafealliance.com
Dispatch
 HSADispatchReg4@homesafealliance.com
PreMove
 HSAPreMoveReg4@homesafealliance.com

REGION 3

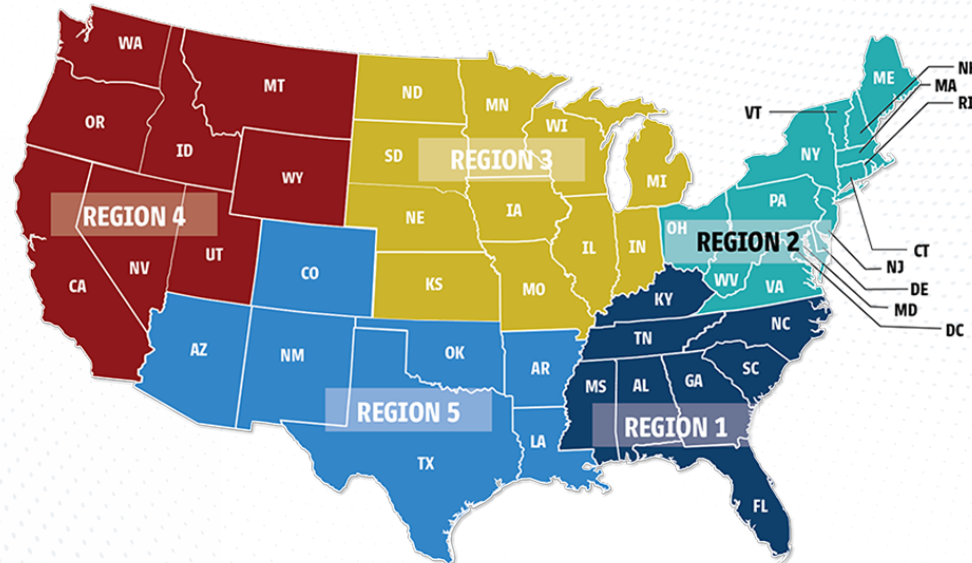
Regional Manager: Ryan Green
 HSARegional3@homesafealliance.com
Subcontract Administrator: Linda Mclemore
 linda.mclmore@homesafealliance.com
Booking
 HSABookingReg3@homesafealliance.com
Clearing / SIT
 HSAClearingReg3@homesafealliance.com
Dispatch
 HSADispatchReg3@homesafealliance.com
PreMove
 HSAPreMoveReg3@homesafealliance.com

REGION 2

Regional Manager: Ryan Green
 HSARegional2@homesafealliance.com
Subcontract Administrator: Martin Zepada
 martin.zepada@homesafealliance.com
Booking
 HSABookingReg2@homesafealliance.com
Clearing / SIT
 HSAClearingReg2@homesafealliance.com
Dispatch
 HSADispatchReg2@homesafealliance.com
PreMove
 HSAPreMoveReg2@homesafealliance.com



Regional Contacts Map



REGION 5

Regional Manager: Steven Greenlee
 HSARegional5@homesafealliance.com
Subcontract Administrator: Tequera Anderson
 tequera.anderson@homesafealliance.com
Booking
 HSABookingReg5@homesafealliance.com
Clearing / SIT
 HSAClearingReg5@homesafealliance.com
Dispatch
 HSADispatchReg5@homesafealliance.com
PreMove
 HSAPreMoveReg5@homesafealliance.com

ALT TRANS

notouch@homesafealliance.com
 cf@homesafealliance.com

REGION 1

Regional Manager: Natascha Perry
 HSARegional1@homesafealliance.com
Subcontract Administrator: Stevie Martin
 stevie.martin@homesafealliance.com
Booking
 HSABookingReg1@homesafealliance.com
Clearing / SIT
 HSAClearingReg1@homesafealliance.com
Dispatch
 HSADispatchReg1@homesafealliance.com
PreMove
 HSAPreMoveReg1@homesafealliance.com





Procurement & Supply Chain

Jim McAvey





Procurement and Supply Chain Updates

- **Subcontract Administrator Regional Alignment**
- **Master Service Agreement Clarifications**
 - MSA Claims Limits of Liability
 - HomeSafe limits and service provider limits
 - Offsets
 - Affiliates only





Service Contract Act (SCA) Quality Assurance



■ HomeSafe SCA Quality Assurance

- Not an audit
- Focal points:
 - Tracking of SCA and Non-SCA employees
 - Segregation of wages and fringe
 - Confirmation of job description and DoL Directory of Occupations
 - Posters in common areas
 - Flow down to lower tiers
- Anticipated to begin in Q2 2025

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.



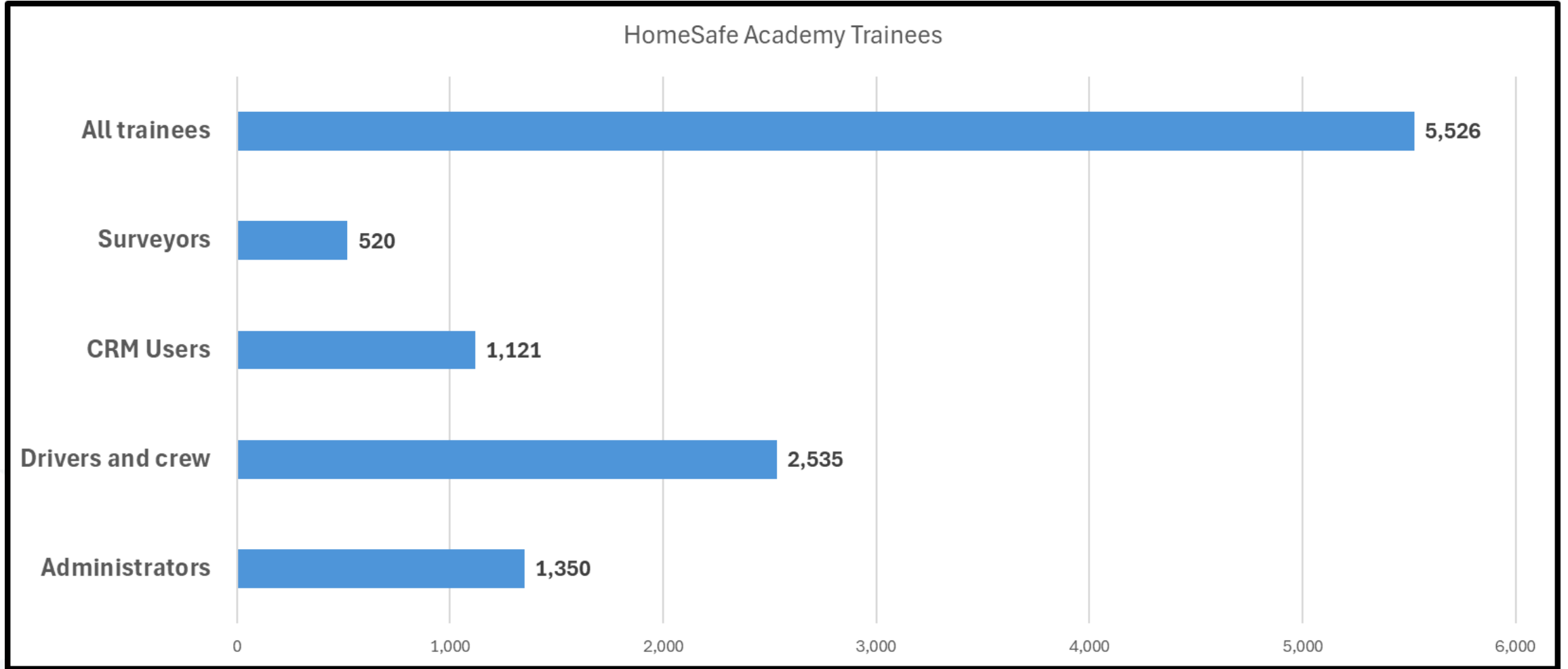
Service Provider Training Updates

Stephen Filonow





Trainees in HomeSafe Academy





HomeSafe Connect Improvements

Q4 2024 Developments Go App and CRM

- New list views for CRM orders and services
- Mass personnel registration in HUB
- CQI values on agent page
- New practice demo services on Go apps
- Split up sync of inventory and photos
- Ability for SP to view video recording of virtual survey

Q1 2025 Developments Go App and CRM

- Guided tour pop ups for CRM functions (28th)
- Continuous sync of the Go app
- Adding new servers to increase CRM speed
- Ability to add new inventory items during SIT in
- Adding new crate & freight and APU services
- SIT service enhancements
- Emergency offline mode for Go App
- Notification module
- SMS Notification



Service Provider Network – Carrier Quality Updates

Stephen Filonow



Top 10 Service Quality Compliments from CSS

1. Professional
2. Careful
3. Fast and Efficient
4. Friendly and Courteous
5. Polite and Respectful
6. Responsive
7. Open Communication
8. Knowledgeable
9. Punctual
10. Well Prepared



Top 10 Service Quality Challenges from CSS

1. Unpacking, reassembly, or debris removal
2. Packing and labeling
3. Knowledge of Go app
4. Work tempo
5. Protection of the residence during inclement weather
6. Protection of the furniture with wrapping
7. Crew behavior
8. Damage to shipment items
9. Delivery procedures - check-offs, furniture placement
10. Communication



Billing and Payment as Designed (Automated)

30-day payment clock starts

Crew
completes
services on
Go app

HomeSafe
Doc Control
audits forms
and weight
tickets

Once audit
is passed,
forms packet
is sent to
billing



Service
provider is
paid



Top Go App Process Solutions

Crews must always:

- Use the Go app to complete services on 100% of services
- Add needed info onto weight tickets and upload weight tickets in a timely manner
- Complete services on the day performed
- Use the most up-to-date version of the Go app
- Have the customer or releasing agent sign all docs
- Absorb the pack service inventory into the load service
- Perform the SIT delivery service before beginning the final deliver/unpack service
- Add the needed shuttle service information into the SOA
- Add the needed crate dimensions into the SOA



CRM Process Improvement

Please remember to:

- Add date and times in each service
- Keep delivery service ETA updated
- Add all crew members to each service
- Upload pictures of each crew member
- Upload weight tickets
- Complete services in the Go app not in CRM



Note: Scores and percentages reflect individual service provider performance

Service	Number of CSS Scores	Overall Satisfied %
Packing	223	91.93%
Loading	223	95.07%
Delivering	104	92.31%



Q&A Session





Pre-submitted Questions

- How can I tell if an order has been paid? Where do I see anything that states paid? **Caleb**
- Why can't we see inbound shipments in the CRM after we accept DA/SIT services? It would be very helpful. **Matthew**
- How is your system work as a carrier I can choose an except loads from you guys I am a small carrier, and I wonder how that really works. **Matthew**
- If we are hauling a shipment how is prevailing wage determined state by state or state by state AND county by county? **Jim**
- How can we speed up the process of getting shipments to accounting? **Stephen**
- How will there be fairness to a smaller company compare to a bigger one? **Matt**
- What is the status of SCA compliance and how it applies to the program - can it be applied on a percentage basis based on the volume of GHC work? **Jim**



Questions?

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



HomeSafe CEO's Closing Comments

Bobby Nicholson





Moving Forward Together