



May 13, 2025

Dear Members of the New Jersey Congressional Delegation,

On behalf of the New Jersey Warehouse & Movers Association (NJWMA), we respectfully urge you to support a pause in the rollout of the Global Household Goods Contract (GHC) until the Government Accountability Office (GAO) completes its review. The transition has created operational uncertainty for military families and the moving companies that serve them.

New Jersey's movers have long supported service members at installations like Joint Base McGuire-Dix-Lakehurst, ensuring Permanent Change of Station (PCS) moves are handled with care and professionalism. However, the GHC rollout has introduced regulatory hurdles, financial strain, and confusion—especially with the first-time application of the Service Contract Act and limited compliance guidance from TRANSCOM, the Department of Labor, or the contractor.

Equally concerning are growing reports of poor communication, shipment delays, and inconsistent service. The recent decision by the U.S. Army to pause new GHC orders reflects serious performance issues. Compounding the problem is the lack of transparent performance data—unlike the public DP3 dashboard, no data is available on how GHC is performing, making accountability impossible.

We urge Congress to pause the GHC implementation until the GAO review is complete and all stakeholders have a chance to resolve these critical issues. Rushing forward risks further disruption to military families and the businesses that have supported them for generations.

Thank you for your attention. NJWMA stands ready to work with you toward a more effective, reliable program that truly meets the needs of our armed forces.

Sincerely,

Tracy Brito Denora

Executive Director
New Jersey Warehouse & Movers Association