



Delivering Best Value Relocation Solutions

*Make Smart Moves With CHAMP ...
GSA's Centralized Household Goods Traffic Management Program*



When shipping federal transferees' household goods, vehicles, and personal property, turn to GSA's Centralized Household Goods Traffic Management Program (CHAMP) for ideal transportation solutions! In meeting your relocation transportation needs, we know that quality matters. That's why CHAMP offers quality transportation service providers (TSPs) to deliver outstanding relocation transportation services to you — at very competitive prices. With CHAMP's proven track record of providing experienced TSPs, offering competitive pricing, and delivering outstanding customer support, rest assured you can count on exceptional results with every move.

It's no wonder that more than 70% of federal household good shipments go through CHAMP, which offers two options for federal agencies to ship household goods: a simplified general *transportation* approach and a full-service *move management* approach.

1. General transportation (do-it-yourself) – agencies manage the entire process in-house by coordinating directly with CHAMP's TSPs to arrange the shipment of household goods.

2. Move management services (MMS) – agencies outsource the process by entering into agreements with CHAMP's move managers to provide full-service transportation services.

With CHAMP, you'll appreciate the high-level of quality, convenience and flexibility provided to manage your agency's household goods moving needs. Other benefits that make CHAMP a winning solution include:

- Compliance with all standards/requirements under the Household Goods Tender of Service
- Use of a strict TSP approval process
- Choice among a competitive pool of quality suppliers
- Advance booking of your household good shipments
- On-site quality control
- Common vendor performance guidelines

Equally important, CHAMP enables you to maximize budgets and streamline transactions, resulting in even lower costs with:

- Best value rates available on a full range of moving and relocation services
- Household goods shipment rates that are on average 14% lower than commercial rates, resulting in huge savings for federal agencies
- The ability to identify cost containment and improve performance opportunities



Smarter Solutions



CHAMP truly does provide best-value household goods relocation services with: its uniform policy, procedures, and guidelines; its consistent basis for ordering transportation services; and its own tariff (the GSA01).

Trust us ... you'll always save time and resources too with CHAMP. Ordering transportation services under CHAMP is quick and easy and it's FREE, with no set up costs. Plus, GSA subject matter experts are always available to provide timely assistance to customer agencies.

One of the most impressive aspects of CHAMP is the online ease of order placement and shipment management via access to the Transportation Management Services Solution (TMSS). This dynamic solution enables GSA customers to effectively and efficiently manage the entire transportation process online. Plus its functionality complies with terms and conditions outlined in the Household Goods Tender of Service. Users can quickly and easily compare price as well as service when selecting a carrier, because this Web-based transportation solution contains both the TSPs' rates and performance ratings, which are based on the following:

Customer Satisfaction Index (CSI) – Quality measurement and performance system that allows transferees and agencies to assess TSPs' performance. GSA analyzes the feedback received from transferees after the move has occurred and assigns a CSI score to the TSPs.

Value Index (VI) – GSA then uses the CSI score along with the TSP's rates to assign a VI score to TSPs to assist agencies in making best-value determinations when selecting TSPs.

Access TMSS at www.moveit.gsa.gov. To register to use TMSS, select "New Customer" then "Click here to Register" from the TMSS Web site. Please note that TMSS training is available upon request. For additional details or if you need guidance with the TMSS, please contact the TMSS assistance line at (866) MOVEGSA or email to gsamovehelp@gsa.gov.

Make the right move ... for additional information on CHAMP, please call Kim Chancellor or Brian Kellhofer at (816) 823-3646, or email kim.chancellor@gsa.gov or brian.kellhofer@gsa.gov.

CHAMP delivers to fulfill your agency's relocation transportation requirements!

