

MOVING TERMINOLOGY, TASKS, AND TIPS

PART 1: UNDERSTANDING THE TERMINOLOGY

Here are terms you may encounter during your move process:

1. **Pre-move Survey** – sometimes called an *Order for Service*, an in-home estimate of what the move will cost based on the household goods to be moved. It is important to show the movers every item to be moved. Do not forget items in the attic, basement, and garage. The survey is occasionally done by phone rather than on-site.
2. **Inventory** – a detailed, descriptive listing of your household goods, completed by the mover at the time your goods are loaded, showing the number and condition of each item. Before you sign, read over the inventory to be sure that everything is listed and that you agree with the driver's assessment of the condition. When your shipment is delivered, use the inventory to verify the items delivered and their condition, and note any damaged or missing items before you sign it again.
3. **Bill of Lading** – the receipt for your goods and the contract for their transportation. It is your responsibility to understand the bill of lading before you sign it. If you disagree with something, do not sign it until you are satisfied that it is correct. This document is important, so do not lose your copy.
4. **High-Value Article** – item valued at more than \$100 per pound. You should disclose these items to the mover to ensure that they are protected accordingly, or you should move them yourself.
5. **Storage-in-Transit (SIT)** – temporary warehouse storage of your shipment pending further transportation; for example, if your new residence is not quite ready to occupy. Additional charges for SIT services and final delivery charges from the warehouse will apply.
6. **Valuation** – the value of the shipment. You will generally have two options for value protection:
 - a) *Basic Value Coverage* is usually provided at no extra charge and pays damages at 60 cents per pound, per article. For example, if a 10-pound stereo component valued at \$500 were lost or damaged, the mover would be liable for no more than \$6.00.
 - b) *Full Value Coverage* requires that you declare a value for your household goods. The mover then has the options to repair the damaged article to the extent necessary to restore it to the same condition as when it was loaded on the truck, to pay you for the cost of such repairs, to replace the article with an article of like kind and quality, or to pay you the cost of such a replacement. Additional charges apply for this coverage and there is often a deductible.

Special Note Regarding Additional Valuation Coverage

In an effort to control costs, please consider the following when choosing insurance options.

- Review your personal property insurance policy. Many policies provide coverage during moving activities. In those cases, the purchase of additional coverage may be unnecessary.
- In most cases, your household goods will be loaded on the truck one day and unloaded the following day from the same truck, so the chance of damage to your belongings is limited. The total valuation coverage is designed for long-distance interstate moves where there is the possibility of multi-trucks or storage in transit. It will also cover major catastrophes that could possibly occur during transit.

Ultimately the decision to purchase additional insurance is yours, and you must be comfortable with that decision. Relocating is a stressful time, and the peace of mind provided by additional insurance can help to alleviate much of that stress. Therefore, carefully consider all options, discuss them with your estimator, and make the appropriate decision for you.

PART 2: BEFORE THE MOVE

1. Tour your house from top to bottom, indoors and out. Decide what is to be moved and what is to be discarded. If possible, have this completed before the pre-move survey.
2. A basic package of packing materials can be ordered from most moving companies or online at various locations (e.g., www.uhaul.com or www.orderboxes.com). To be reimbursed for packing materials, you must submit documentation (receipt or proof of order).
3. Make a list of questions you would like the moving company representative to answer. Keep a notebook handy to jot down questions and to remind yourself of things to be done. The following are some suggested questions:
 - a) What items will be charged as extra services?
 - b) What is the cost of packing materials?
 - c) Are there any used cartons that can be purchased?
 - d) What are the provisions for transit valuation coverage?
4. During the pre-move survey, show the representative everything to be moved so that the cost estimate is as accurate as possible. The representative is to provide you with a copy of the cost estimate.
5. The moving company will not remove anything attached to the premises. Most movers are not able to:
 - a) disconnect icemakers on refrigerators;
 - b) drain pools, waterbeds, or hot tubs;
 - c) disconnect gas, water, or electrical lines;
 - d) dismantle gym sets;
 - e) remove items anchored to walls or floors.
6. Dispose of all flammables, such as: fireworks, aerosol cans, cleaning fluids, paints, matches, etc. Movers are not permitted to transport these articles. Drain the fuel and oil from your power mowers and other machinery.
7. Discard half-used cans and bottles of syrup, honey, etc. These substances can leak and cause damage. Carefully seal the tops of all bottles and containers containing liquids. Place separately in individual "waterproof" containers.
8. Use all frozen foods and supplies prior to your move. Buy only in small quantities on an "as needed" basis.
9. Defrost and wipe clean all refrigerators and freezers. Allow to air dry at least 24 hours before loading. Failure to do this may cause the interior to become moldy and mildewed, leaving an odor difficult, if not impossible, to remove.

PART 3: PACKING TIPS

1. Cartons: You will need many boxes in assorted sizes. All boxes should be in good condition and must have tops, or lids. Small heavy articles, such as books, records, canned goods, and small shop tools need to be placed in smaller boxes. Bulkier articles, such as pots, pans, and small kitchen appliances should be in somewhat larger boxes. Very bulky, lightweight items such as blankets, pillows, toys, lampshades, etc. may be placed in the largest boxes. Decide how much, if any, of the packing you will do.
2. **Your portion of the packing must be completed prior to the mover's arrival.**
3. The packing of lightweight clothing, such as sweaters, lingerie, etc., in dresser drawers is permitted. Please do not overload them. Be aware that dressers may be tipped on end during the move. *Never pack liquids, heavy or breakable items in dresser drawers.*
4. Empty all end tables, coffee tables, night stands, desks, china hutches, and buffets. These items cannot be transported safely without being emptied.

5. These items require special care in packing, using designated cartons, blankets, bubble wrap, etc:
 - a) glass and marble tops (coffee tables, end tables, dining tables, etc.)
 - b) shelves (cabinets, hutches, bookcase, microwave cabinet, etc.)
 - c) doors (stereo cabinet, china hutch).
 - d) most pictures and mirrors
 - e) lamps
 - f) mattresses
 - g) propane or butane tanks – not transportable by moving company

PART 4: RESIDENCE OF ORIGIN SERVICES

1. If utilities are in your name, make arrangements to transfer (or disconnect) them. Make sure that you have access to phone in order to communicate with movers on the loading day.
2. When the packers and loaders arrive, point out extra fragile items you feel needs special attention.
3. If using packing services, all dishes and clothing should be washed and dried before movers arrive to start work.
4. Movers will not accept responsibility for houseplants placed in the van. Make arrangements to carry them with you, or leave them with friends and neighbors.
5. Make arrangements for transporting your jewelry, currency, important documents, or other valuables. These articles should not be included in the goods being shipped on the moving vans.
6. Prior arrangements should be made for pets and children to keep them out of harm's way and entertained during packing, loading and unloading.
7. Moving day is a busy one. Too many people trying to help can cause confusion. Only the pastor and/or spouse need to be present during packing, loading and unloading.
8. Unused cartons returned to the moving company for credit must be noted on the appropriate form on the day of unloading. Failure to do this will result in additional charges.
9. Documentation for all services to be performed is very important. Signing papers without reading and understanding the contents could result in misunderstandings of actual services performed. *Be sure of that to which you are agreeing.* Additional services requiring your signature are:
 - a) packing
 - b) excessive carry (e.g., more than 75 feet from truck to residence, non-walk-out attics, stairs in multiple-family dwellings)
 - c) extra pickup or delivery (e.g., from storage unit not adjacent to church or parsonage)
 - d) labor charges – taping boxes, disassembly of items not considered normal household goods (e.g., swing sets, hot tubs)
 - e) piano/organ
 - f) bulky item handling (e.g., riding mowers, garden tractors, hot tubs, boats and trailers)
 - g) extra crating for valuable items (e.g., antiques, pictures)
 - h) additional valuation protection for household goods
10. Remain on the premises while movers are present. Occasionally, they will need your assistance. Upon completion of loading accompany the driver through the residence, the garage and other buildings to be sure all items have been loaded and nothing has been loaded that should not have been.
11. Check to see that the van operator has the exact destination address. Be specific as to where and how you can be reached. Whenever possible, include a telephone number or motel name.

PART 6: RESIDENCE OF DESTINATION SERVICES

1. Make certain that the destination residence is ready for occupancy when the van arrives to unload. The pastor and/or spouse should be present to accept delivery. Avoid making remodeling plans that may interfere with your moving schedule.
2. Valuable time may be lost in delays if you are uncertain about placement of your furnishings at destination. The movers will place each piece of furniture as you direct, but will not rearrange the furniture once it has been placed. Movers will lay area rugs, as well as set up any beds and replace any mirrors they have disassembled. Those disassembled by the pastor or spouse will not be reassembled by the movers without an additional labor charge.
3. Check your household goods as they are placed in the residence. Be sure to have the moving crew make written note of external damage to “packed by owner” cartons. Damages to contents of the cartons will not be covered unless external damage is noted upon unloading. Report any loss or damage immediately by calling the moving company – don’t tell just the van operator.
4. Prior to the moving van leaving the destination residence, inspect the moving van to ensure all your belongings have been unloaded.

PART 7: CLAIM PROCESSING

A claim for damage must be filed **within ninety (90) days** after your shipment was delivered. Interstate moves (across state lines) have nine months to file a claim.

- a. Do not discard or repair any damaged items prior to settlement of the claim.
- b. Call the moving company to report damage, and complete the information on the claim form provided by the moving company.
- c. Proof of Value:
 - Value will be based on the article description, date of purchase, and purchase price (or estimated purchase price). If an unusually high value is listed (over \$100 per pound based on actual weight), the item must be disclosed on a form provided by the moving company.
 - If item was a gift, list date you received it and your estimate of its original value.
 - Proof of value for antiques is based on appraised value at time of loss.
- d. Mail the completed copy of the claim form to the moving company. Send a readable copy of the mover’s bill of lading along with the claim form. The mover will contact you if additional information is required.
- e. Do not cash a claim check unless you are satisfied with the settlement.