

Business Move Guide



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Business Move Checklist

When planning a business move there are a lot of details that need to be coordinated and a lot more people involved in different parts of the moving process. You will have to coordinate the move out of your old location as diligently as you will coordinate the move in to your new location. Many steps will be completed months before the actual packing and moving take place. We have put together this checklist for you to start from and we also have a Microsoft Project Plan available for download by [clicking here](#).

The size of your move will determine how far in advance you will need to start the planning process. Additionally, the size of your company will determine how many of these steps are important to your actual move. You can add steps or remove steps as appropriate to your actual move. This is a template, a good place to start, and remember that you can always contact your Bulldog Movers moving specialist to assist you through the process. This checklist assumes that a new space has already been defined. If one has not, then you will have additional steps not listed on this checklist.

4-12 Months before Move Day

Nothing is urgent...yet. This is the planning phase of the moving process, the stage where you identify all of the key players, the time where you plan out the major decisions and the time where you obtain direction from your management team. This is where you should identify all of the things that need to be done and where outside assistance will be required (i.e. moving the phone systems, moving the IT equipment and setting it up at the new location, doing the build out required at the new space, etc.).

TIP: Get a blueprint of your current business and use it to compare to the new business space. This will assist you in deciding the new layout.

TIP: Get quotes early. This will assist you in defining your budget requirements.

TIP: If you lease a new space, it may be possible to get the owner of the new space to pay for some or all of the build out you need. Negotiate this when you are signing your new lease. Have your own leasing representative to assist you in this negotiation.

TIP: Your budget should include a % of the total that will be used as a contingency fund for any unexpected costs. Failure to do this could result in you having to ask the boss for more money....no one wants to do that!

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TIP: When possible, your move day should be a day that your business is closed. Otherwise, plan on publishing your close day in advance so all customers and vendors know your business will be closed.

- | | |
|--|---|
| <input type="checkbox"/> Choose a project manager | <input type="checkbox"/> Create a list of tasks |
| <input type="checkbox"/> Identify things that don't work now | <input type="checkbox"/> Identify project members |
| <input type="checkbox"/> Choose your move date | <input type="checkbox"/> Define your budget |
| <input type="checkbox"/> Communicate with employees | <input type="checkbox"/> Define communication frequency |
| <input type="checkbox"/> Obtain quotes from contractors | <input type="checkbox"/> Identify changes to new space |
| <input type="checkbox"/> Obtain any permits required | <input type="checkbox"/> Contact utility companies |
| <input type="checkbox"/> Identify current business layout | <input type="checkbox"/> Meet with building manager |
| <input type="checkbox"/> Define new business layout | <input type="checkbox"/> Call Bulldog Movers |

2-4 Months before Move Day

You should have all of the major tasks outlined now. You should also have the pieces of the project assigned to team members who are responsible for managing that aspect of the move. Now you want to make sure that IT is working hand in hand with you to identify the equipment needed for the space that you have defined. The layout may change during this process as IT normally has a role in deciding where things need to be set up. Server rooms, telephony equipment, cabling, etc. all needs to be defined now.

TIP: Communication, Communication, Communication....the more the key players communicate during the move process, the more successful you will be.

TIP: Frequent Budget checks should be done during this time period to make sure that originally defined costs are still what they were expected to be.

Telecom and IT Checklist

- | | |
|---|--|
| <input type="checkbox"/> Internet Service | <input type="checkbox"/> Telephone Service |
| <input type="checkbox"/> Server Rooms | <input type="checkbox"/> Telephony Room |
| <input type="checkbox"/> Computer Moves | <input type="checkbox"/> Other IT Equipment / Services |

Logistics Checklist

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- Advertise your move
- Coordinate with Bulldog Movers
- Fill out change of address forms
- Get signage for the new location
- Get cleaning crew lined up
- Notify current clients about move

Business Furniture Checklist

- Identify what gets moved
- Plan a sale for items not needed
- Order any new furniture needed
- OTHER: _____

Employee Checklist

- Communicate current plans
- Define what won't be moved (food)
- Set date for key/pass collection
- Collect any questions / concerns
- Set date for employee desk packing
- Define any new policies
- Define parking requirements
- Set date for final communication

1-2 Months before Move Day

You should be at a point in the move where you are getting regular updates on progress. All costs should have been identified at this point. IT should be prepared with detailed plans for making the move seamless to both customers and employees. Business should be impacted as little as possible and brainstorming should be done to define any possible breakdowns that could occur with contingency plans outlined for handling these breakdowns.

Logistics

- Offices should be assigned
- Sell items not being moved
- Notify all vendors of new address
- Conduct final employee meeting
- Notify all customers of new address
- Update website with new address
- Update marketing w/ new address

Equipment

- Order keys and access cards
- Obtain final IT Plans

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- Order security monitoring
- Order any vending machine moves

Services

- Get Insurance for new space
 - Ensure vendor moves are planned
 - Finalize utility company move plans
 - Arrange new coffee service
 - Order new checks from bank
-

1 Month before Move Day

Stay in touch with your new property manager/landlord. The more that they know about your plans, the better off you will be. Discuss any questions you have with them about the new space. Have a liaison on your team who is responsible for collecting all of the questions for the new space and let them be the single point of contact for the property manager. You don't want everyone on the team calling the new contact person. This is the time when your planning will start turning into action. Build-out on the new space should be done now and all of the materials that you need with your new address/phone number should be ordered. Inventories are now your main focus.

TIP: A good inventory is critical to your success. Bulldog Movers will need copies of these inventories as well. Your inventory will be used to check off on packing day as well as check off on unpacking day.

TIP: Your move day schedule should be defined on paper and distributed to the key players. Bulldog Movers can help you with this as well.

Preparation

- Inventory all equipment
- Label all furniture that is moving
- Inventory all wall items
- Employee desks should be emptied
- Empty refrigerators / freezers
- Validate spending against budget

Get New Business Ready

- Assign new phone numbers/ext.
- Get utilities turned on
- Build out should be finalized
- Parking passes / keys in hand

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1 Week before Move Day

Everything should be done or defined and scheduled for completion before end of week. Make sure that there are no meetings being scheduled for the next week and that your sales people are prepared for contingencies in the event there are any problems. Business must continue, and preparing for problems will make you a hero on move day. Packing, labeling, and finalizing are the key words this week.

TIP: All personal items should be out of the business this week. One of your team members should be responsible for ensuring this is done. Make sure that all employees know that their personal items should be removed. Let them know the business will not be held responsible for any items left behind.

TIP: Make sure you have a roster with phone numbers for all key players on move day. Distribute this list to all of the key players so they have it on move day. Make sure everyone understands their responsibilities clearly and that last minute questions or concerns are addressed.

Leaving

- Back up all data
- Defrost and clean refrigerator
- Pack up personal spaces
- Clearly label anything you pack
- Color coordinate labels w/layout

Arrival Prep

- Inspect Build-out
- Coordinate use of loading dock
- Distribute new keys / access cards
- Call Bulldog to discuss plans

Moving Day

All of your hard work is ready to pay off. All of the key players should be on site or at the new location. Today Bulldog Movers are your key team and they will need to be in direct communication with you. Make sure you communicate the color coding of your labels with the movers so they understand where each color is to be unloaded at the new location.

Moving Day Necessities

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- Clean out old business
- Establish a lost items location
- Have coded signs for movers
- Move plants

You have worked hard and so has your team. Enjoy your success and leave the rest to Bulldog Movers. We are experts and we will make sure that your business is handled with care.

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Moving Your Business - Where to Start

Moving a business is a collaborative process. You may need to set up a moving committee and you will most certainly require the help of a professional mover. There are pieces of a business move that will require input from others within your company or office. It may be helpful to assign certain parts of the move process to members of your committee. Your moving company will have had a lot of experience in moving offices and companies. Lean on them and take advantage of their experience. Let it work for you.

Plan Your Move

The most important thing you will need is a timeline. On your timeline you should have start and end dates for certain stages of your move. The timeline should be a collaborative process with your internal team. Your management should sign off on your timeline to ensure that all the appropriate parties are aware of the critical milestones. As a general rule, small offices should allow 3 months to prepare for a move. Medium offices should allow for 6 months. Large offices should allow for 8 months. The key is to allow as much time as possible.

Know Your New Space

Collect all of the information you can about the new space you are moving to. When possible get a floor layout or blue print for the new space. This will help you identify key areas such as electrical outlets, storage, data ports, etc. The floor layout will also assist you in outlining the new office layout when you get to your new space. Take a layout plan for your current space and use that as a base for defining the layout in the new space. This is the best time to identify what is not working in your current layout and correct those problems through your new design.

Brainstorm Potential Problems

You and your team should try to brainstorm all of the potential problems that you may encounter in the new space. For example, is the waiting room/reception area smaller in the new location than your current location? If so, how will you and your team accommodate that difference? Is there more floor space in the new location? Will you need to establish more cubicles/offices than you currently have? Will this require buying more office furniture? Is there any build out that needs to be done in the new space? Has it been outlined? Are there carpenters or painters that you need to be project managing? Identify these key completion dates on your timeline as well.

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Gather Your Team

We recommend that you get a participant from each department/division to be in charge of coordinating their areas. Each employee will need to take responsibility for packing their individual desks (unless your mover will be handling this for you) and securing all of their personal belongings prior to the move. Use your team to brainstorm best use of the new space. Each department should identify what is not working for them now so that the move can solve these problems. White board these issues and incorporate them into your move plan. Your timeline should also have regular meetings scheduled so that all employees are aware. These meetings are a great time to address any questions or concerns. These meetings can help reduce the stress of a move by sharing information with your teams.

Budget

Know your budget! Identify what your spending limits are and use these to determine what you can afford and what you can not. Take your budget and identify certain amounts for certain parts of the move. There should be a construction amount (used for any build-out or painting that is being done), an amount identified for any furniture you may need to purchase, an amount for the moving company, etc.

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Notification Tips When Moving

When moving your business notification is just as important as the move itself. If your customer's and vendor's do not know how to locate you there will be a loss of business during the down time. Keep these tips in mind to assist you in the notification process.

1. Where are you moving?

This may seem obvious, but make sure that you know all of the details about your new location. Address, office or suite number, zip code, etc. Validate the address you get with the post office to make sure that it is the correct address.

2. What is your phone number?

When possible transfer your existing number to cut down on the trouble of customers not knowing how to call you. If that is not possible, you may want to take this opportunity to upgrade to a toll free number that can be moved with you. Either way, make sure that you have the correct phone and fax numbers before sending out contact information to client or ordering new office supplies.

3. What is your communications plan?

Define how you will handle each of the different parts of communication required when moving. Identify who will handle each part. When working with advertising companies or printing companies know how much notice is required to make the changes so you can schedule these events to happen on time. The worst thing would be for advertisers and printers to publish your new address and contact information before you have even moved!

4. How do you currently market your business?

Identify all of your current marketing efforts so that you will know where you have changes to make when you are ready to implement the changes. These can include:

1. Websites
2. Business Cards
3. Stationary
4. Newspaper Ads
5. Online directories like yellowpages.com

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6. Pamphlets
7. Television/Radio ads
8. Signs
9. Billboards
10. Forms

Once you know all of the places that include your business contact information you can add these to your communication list along with the contact information to get all of these changes.

5. Who should you communicate to?

Define all of the parties that you will need to communicate with and outline how you will handle this communication. Some will be better served with a mail out campaign, some will be better served with an email campaign, and some will be better served with a phone call. Decide who and how.

1. Customers and clients
2. Vendors and service providers
3. Government Agencies
4. Banks
5. Insurance providers
6. Post Office

6. How can you utilize your phones to communicate with people?

Prepare to change your phone messages both incoming and voicemail. Include the date of the move, the new address, the new phone number, and any planned interruptions of service to customers.

7. Take advantage of your outgoing correspondence:

All outgoing mail should be stamped with NOTE NEW ADDRESS on the mail items. This will be appropriate when you have actually moved, not before.

8. Eliminate all old marketing materials:

On the day before you move, have all employees gather all stationary, business cards, pamphlets, etc. and recycle them. Some items may just need to have a stamp placed over the old address with the new address and they can be reused. Any that can not, should be disposed of so they are not accidentally used after you move.

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When possible, take advantage of your move as an opportunity to update or change all of your marketing materials. Update your logo, change your website, do some creative things to bring a new spark to your business at the same time you are moving to your new office space.

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Moving Tips For Employees

When moving an office or business, most employers require their employees to pack their own office and files. This information is being offered to assist you in preparing for move day.

Communicate with your Boss

Make sure that you are talking with you Boss about move day. Your company should be communicating the move date and plans with you periodically as move day approaches. Due to the private nature of some of the information that you have in your files you will want to make sure that your Boss is advising you through the process. If your Boss is not coming to you, then you should be going to your Boss for direction. Find out things like:

1. What you are allowed to take to your new office?
2. Are there any restrictions on things that are not allowed?
3. What are the 'rules' about packing before you start packing?
4. How should boxes be labeled for move day?
5. When is the move scheduled?
6. What are your responsibilities on move day, if any?
7. What should be done with unwanted items?
8. How should paperwork be handled that will not be moved?
9. Where will you be located at the new office and will this location limit the items that you will want to pack to move?

Packing your files

Usually, the part of your packing that will take the longest amount of time is preparation of your files. This is your opportunity to go through your files and determine what needs to be moved and what is no longer useful.

NOTE: Before you throw anything away make sure that you know what your company's document retention policy is and what their policy is regarding documents that are to be discarded.

As you pull your files out designate which should be destroyed/discarded, which should be moved, and which are in question. The stack of questionable items should be discussed with your Boss. Once those are designated as either move or destroy you are ready to organize your files for moving. The stack which is to be moved will be gone through a second time after you have everything separated so that they can be placed in order prior to boxing.

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Determine how you like your files organized (alphabetically, by project, numerically, by product, etc.) and make sure that your files are organized that way before they are boxed up. Begin filling your boxes and label each box with the items that are in it. For example, if you organize your files alphabetically, label the box FILES A-L - NAME OF PERSON and however you have been instructed to label it for the move. You may also find it useful to label the boxes in the order in which you should unpack them if you are in the middle of a project that you need certain files for first.

Packing your Desk

The key here is pack only what you need! Over time we all accumulate more articles in our desk than we actually use. This is a golden opportunity to get rid of things that you no longer need in your new space. Now is a good time to find out what amount of space you will have in your new location. This can also help you make good decisions about what you can take given the space that you will have. If you will have a different desk at your new office, see if you can find out what amount of storage your new desk will accommodate.

Packing your Furniture

You will not actually pack your furniture. You will need to designate what furniture will be moved. Some of these decisions may be made for you if new office furniture is being purchased for the new office space. You should check with your Boss to determine what furniture you even need to consider for the move. If you have furniture items that you no longer need, ask your Boss what should be done with these items. There may an office sale at some point and the coordinator of that event will want to know what you have decided not to move.

Packing your Equipment

The office move coordinator should be communicating with all of the office employees about data back-up and what each person's responsibility is for their own equipment. The most important thing here is data back-up. Take this opportunity to clean your electronic files up as well. Eliminate items that are no longer needed, clean out your email, get rid of any software that you no longer use on your computer (if you are allowed to). Follow the plans for data back-up set forth by the move coordinator.

Preparing your Computer for moving

If you have to prepare your Computer for packing, these are some things to keep in mind:

1. Remove all disks from your computer.

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2. Turn off all power to both the computer and the monitor.
3. Label all cords according to where they connect. This will help you in putting the machine back together at the new office.
4. Disconnect all cords. Loosely wind the cords and place them in a secure location for easy transport.
5. Obtain appropriate boxes for your equipment. The best option is the original box they came packed in, if it is available. Ask Bulldog Movers, Inc. for the correct boxes if you do not have the original ones.
6. Seal the boxes and label them according to the label instructions you received from your move coordinator. In large letters indicate that the contents are fragile and that it contains a computer or monitor.
7. Pack your printer, scanner, and any other computer equipment the same careful way.

Packing your Personal Items

For personal items the most important question is.....Do You Need It? The second most important question is....."Is there room for it?" Most companies require that personal items be moved by the employee as the company does not want to assume any responsibility for the items.

Moving plants is a different matter. If you will not have a space in the new location that is appropriate for plants then your decision is easier. Plants will most likely not be moved by the moving company. If you are planning on taking them to the new office you will have to assume responsibility for moving them.

We hope that these instructions have proven useful. If you have questions coordinate them with your office move coordinator. If they are not sure of the answer, they can always call on Bulldog Movers for additional assistance.

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Industry Tips

Each state has its own regulations for the moving industry. When you hire a Georgia Moving Company they are bound by the laws and regulations in the state of Georgia. If you are moving from Georgia to another state then there are additional laws and regulations that your Georgia Moving Company will have to adhere to. Below you will find a highlight of industry information that we believe is important for you to know.

- The Georgia PSC (Public Service Commission) assumed responsibility for the enforcement and certification of household goods movers effective July 1, 2005. Their website is available by [clicking here](#). The Georgia PSC handles all certification and enforcement for Intrastate (within one state) moves. Their website has a list of licensed movers available and you can [click here](#) to see the current list.
- Interstate moves (state to state) are charged based upon the weight and volume of the load as well as the distance the load has to be shipped. In determining weight, a mover will weigh the moving vehicle on a certified scale before and after he unloads your belongings. The difference between the two weights is the net weight of your belongings and is how your final charges will be determined. The Federal Motor Carrier Safety Administration (FMCSA) governs these types of moves. You can find more information by [clicking here](#) to go to the FMCSA website.
- Moving companies offer estimates to assist you in approximating your moving costs. There are binding estimates and non-binding estimates. A binding estimate is a guaranteed price given to you by your moving company. A non-binding estimate is a best guess at cost but actual costs are determined at the end of the move. It is critical that the moving company have a very good inventory of all of the items needing to be moved. Show them everything when they come to your location to conduct the inventory. If there are additional items that need to be packed and moved that are off-site, make sure that the mover knows about these items and has an opportunity to evaluate them as part of the estimate.
- For Intrastate mover (in state), moving costs are calculated at an hourly rate along with the number of movers and trucks required to conduct the

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move. There are additional charges for the packing materials that will be used. You can negotiate these costs with your moving company. In the state of Georgia there are tariffs set forth by the Georgia PSC that sets the maximum rates that are allowed to be charged but moving companies like to be competitive. Make sure to ask your mover for their best price and discuss ways that you may be able to save money with them. For example, your mover will usually have certain days of the week that are not as busy as others. If you are able to move on a Tuesday instead of a Friday or Saturday, then you may be able to negotiate a lower rate. Remember, your moving company is your partner in this process.

- Your mover will discuss insurance with you. Do not assume that the base insurance rate will cover all of your belongings. You are responsible for obtaining insurance through your moving company equal to the value that you want to make sure is covered. If you are moving a shipment of electronics, then you will want to ensure that you have an insured amount equal to the value of the electronics that you are shipping. If you are shipping blankets, you will probably want a much lower amount of coverage. The levels of liability and charges for each option vary. Talk with your mover about the various options and check to see what may already be covered under your existing insurance policies. Make sure that you get a copy of the insurance coverage from your mover.

- You may wish to pack some of your belongings yourself to save money. If you do, remember that your mover will usually not accept liability for any damage that occurs to "owner-packed" items. They will most likely require that the movers inspect these boxes prior to loading. When arranging your move make sure to discuss these things with your moving company. Do not get off the phone until you understand what your rights are and what your coverage is on self packed items. Use this knowledge to determine if packing yourself is the best decision for you.

- Be physically present on move day. When the mover packs your items, loads your items, and unloads your items you should be checking everything to make sure that there are no missing items and that everything is in good condition.

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- Color code your rooms for easier loading and unloading. When you arrive at your new location, color code the corresponding rooms so that the movers can unload the boxes into the appropriate rooms for your unpacking. Color coding rooms makes an easy visual on move day and can save time and effort during the unloading process. Group like items in the rooms to be packed. This not only can cut down on the number of boxes that you may required, but also helps you to unpack things more efficiently.

- Research your moving company before you decide to do business with them. All of the information is available that you need to know. We have a very detailed list with the links to the appropriate websites on the "Research Your Mover" webpage. As the consumer, you have an obligation to validate what you are told and what you are signing up for. Ask your mover for their USDOT number and their carrier number. Use these to ensure that they are properly licensed and are legally operating in the state of Georgia.

- When in doubt, ask! While most movers operate in good faith and are not out to scam you, there are those out there that are not honest. You should prepare a list of questions that you want to have answered before you call your moving company. This will ensure that you don't forget something that you wanted to know.




- Lastly, relax! If you have done your due diligence and checked all of the things you needed to check then you can sit back and relax. Your movers will do all of the heavy lifting and packing (if you are selecting their packing services). Remember, you are dealing with professionals.

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How to Research Your Mover

Bulldog Movers opened their doors in 1982. Since then, we have been striving to always be the best. We believe it is important for you to know that your mover can be trusted. The links below provide a lot of ways for you to validate that the mover you have chosen meets all of the guidelines required by the State and Federal Governments. In addition to government requirements, what else is your [moving company](#) doing to ensure that they are getting the proper training and certification to do the BEST job for you? The links below provide a lot of answers to these concerns.

	<p>The American Moving and Storage Association (AMSA) is an organization for moving companies. The association was established in 1936 and focuses on the training and certification of moving companies to obtain ProMover status. Each ProMover certified moving company has a Carrier number that can be entered on their website to validate that they are an authorized ProMover. Bulldog Movers carrier number is 469637. Click here to visit the AMSA website.</p>
	<p>The Georgia Movers Association (GaMA) is a trade association representing over 150 member movers within the State of Georgia who move both residential and commercial both local and long distance. In order for a moving company to become a member of GaMA a Code of Ethics must be observed. Member companies must be committed to providing professional, reliable, and safe services at fair and reasonable prices to the Georgia moving public. Click here to visit the GaMA website.</p>
	<p>Call the Georgia Department of Motor Vehicle Safety Commercial Vehicle Section at (678) 413-8575 and verify your mover's license. The law requires that movers be licensed by the GADMVS and that the movers GADMVS certificate number is a legitimate one. You can also check to see if there are any complaints outstanding that your mover has not resolved.</p>

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	<p>The US DOT has information on all moving companies that are legitimate holders of US DOT numbers. Ask your movers for their USDOT number and then click here to validate that number or search by company name. A Company Snapshot will be provided which tells you things like what the moving company is authorized to do, how they have fared during inspections, and any accidents that they have had. You can also view insurance information on your moving company.</p>
	<p>Check the Better Business Bureau (BBB) to ensure that your movers are accredited. The moving companies BBB rating can tell you a lot about whether or not you want to trust them with the move of your treasured possessions. Click here to go to the BBB website.</p>
	<p>In the state of Georgia all licensed movers are governed by the Georgia Public Service Commission (PSC). Click here to go to the PSC website and verify the mover you have chosen is operating legally in the state of Georgia. Click here to view the PSC moving guide for more helpful information on what you can expect during a move with a legal moving company.</p>
	<p>The International Office Moving Institute (IOMI) provides moving companies across America with training and certification to prepare them to move offices. The Certified Mover status is obtained by moving companies once they complete the training and undergo testing to ensure compliance to the training they received. Click here to see a list of IOMI Certified Movers by state.</p>

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Frequently Used Terms

When moving and working with a moving company you will come across terms that are frequently used in the moving industry. To assist you with understanding what these terms mean, Bulldog Movers has put together a frequently used terms list. If there is a term that you do not understand that is not on this list, please contact your moving specialist for information.

Accessorial Services - Services performed by your movers that are not part of their standard services. These can include things like bulky article moving, stair carries, etc.

Advanced Charges - Charges for moving services not performed by the moving company but by a professional, craftsman, or other such third party at the owner's request. These charges will be paid by the mover and added to the owner's bill of lading charges.

Agent - a moving company representative that is authorized to work with you on the moving companies behalf. This may be an employee or a partner of the moving company.

American Moving & Storage Association (AMSA) - A non-profit organization associated with the moving and storage industry. Good source of Residential Moving information.

Appliance Service - Preparation of major appliances for transportation in order to make them safer to transport.

Auxiliary Service - A second, smaller vehicle, which is used if a full-size trailer can not get to either your new location or your old location. This is sometimes called a shuttle service as it shuttles your belongings from your premises to the trailer or vice versa.

Bill of Lading - a receipt for the customer that is provided by the moving company which acknowledges receipt of the customer's personal belongings for transportation. The customer signs this document which acknowledges that the moving company has permission to load the items onto their truck and that the customer has released their personal possessions to the moving company for transport.

Binding Estimate - an agreement made in advance between a customer and the moving company that guarantees the total cost of the move based on the quantities and services shown on the estimate. This estimate can not be altered or changed by either parties once signed unless both parties agree in writing.

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Booking Agent - This person accepts orders for moves and registers the moving crew and truck needed to complete the move.

Build Out - The process of constructing your new space to accommodate your office moving into it. This can mean building walls, constructing offices, or electrical/wiring work.

Bulky Items - an item that requires special arrangements to move. This could be a car, motorcycle, big screen TV, or essentially any item that requires special arrangements to move. These types of items can come at an additional charge.

Carriage - The service provided by the moving company.

Carrier - Another name for a moving company.

Carrier Liability - The limit of what a moving company will pay for damages.

Certificate of Weight - Official document that specifies the weight of your shipment.

Claim - a statement of loss, damage, or delay to a household shipment while in the care of the moving company or its affiliate.

Clean Receipt / Clean Bill of Lading - Document stating that the entire shipment was received at the new location with no damage.

Concealed Damage - Damage that is not immediately apparent when items are unloaded at the new location.

C.O.D. (cash on delivery) - these are shipments where the customer pays the moving charges when the delivery of the item is made to its final location. Each moving company has different policies regarding C.O.D. shipments and may or may not allow such shipments to be made. If a C.O.D. shipment is allowed then cash is required at delivery to receive the items and a credit card may be required to secure the shipment ahead of time.

Declared Value Protection - Insurance based on the value set by the owner of the goods being moved.

Department of Transportation (DOT) - this is the federal agency which controls the industry for interstate transportation, including moving companies that cross state lines.

Diversión - when a shipment changes destination due to a customer's request after the shipment is en route. Transportation charges will be calculated from the

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point of origin to the point of diversion plus the transportation charge from the diversion point to the new destination point.

Dunnage - Extra blankets, pads, or other filler material required to prevent damage to goods while being moved.

Estimate - There are several types of estimates. When the word estimate is used it usually refers to a non-binding estimate for the cost of a move.

Exclusive Use of Vehicle - An exclusive unit provided to a client for moving. This can be requested and the moving company may provide it. This is not usually used for local moves or intrastate moves as the truck being used is already exclusive.

Expedited Service - At the owner's request, a moving company may agree to expedite the move and in return the owner agrees to charges based on a higher minimum weight.

Extra Labor - a description of charges that may apply if additional personnel are required to complete either the packing, unpacking, or moving of household or commercial items during a move.

Extra Pickup or Delivery - charges that can apply if there are additional stops required during the move or additional pickup or delivery of materials requested during a move.

Flight Charge - Also called a stair carry, this is a fee charged to move goods up and down stairs. The more stairs involved, the higher the charge.

FMCSR - Federal Motor Carrier Safety Regulations. These are the rules that govern interstate moving companies.

Fuel Surcharge - a charge that may apply to assist the moving company in recovering additional costs for fuel. This charge, which can change monthly, is based upon the national average for fuel as reported by the U.S. Department of Energy.

Full-Service Packing & Unpacking - A full service offered to both pack and unpack the goods being shipped. These types of services will also include charges for the packing materials needed, the labor required to pack and unpack, and the cost to remove packing debris.

Indemnification - Protection against loss or damage.

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Insurance-Related General Increase (IRR Surcharge) - A percentage adjustment to the transportation charge for the increased cost of carrier's liability insurance coverage expenses.

Interstate - State to state moves. Moving companies doing this kind of move must have federal licensing.

Intrastate - Moving inside of the state. Moving companies doing this kind of work must be licensed with the Georgia Public Service Commission.

Inventory - A detailed list of the goods being moved and the condition of said goods at time of packing or loading (if the mover is not packing the goods).

Liability Insurance - Mandatory insurance for moving companies to cover injuries, damage, and other risks.

Local - Moving that occurs within a specified area or region. These moves are always inside of state lines and should be complete in 1 day.

Long Carry - This is a charge that can be applied if the distance from your location to the truck is a long distance. This charge can be included in the set rate or it may be listed as a line item charge.

Method of Payment - The terms set forth by your moving company that outline how payment will be accepted.

Non-Binding Estimate - This is a basic estimate of cost. This is not a guess but a calculated figure arrived at through a firm understanding of the move requirements. Moving companies have calculations that are used based on weight, cubic feet, mileage, cost of personnel, and number of personnel required. Your final bill may vary from this kind of estimate based on your actual move requirements on move day.

Order For Service - This is a document that the moving company has authorizing them to transport of your goods.

Order Number - This is a number assigned by your moving company to your belongings that is used to identify said items. This number should be present on your Order For Service as well as your Bill of Lading. Use this number when contacting the moving company.

Origin & Destination Service Charge - A rate that is added to your moving charge based on the locations where the goods are picked up and/or where the goods are delivered. These charges are used to compensate the moving company for handling and servicing of the goods. It includes services such as

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elevator, stair and excessive distance, piano and organ flight carries, additional transportation charges, basic appliance servicing (getting the appliance ready for moving), and on shipments moving across country borders.

Overflow - Goods that are left behind due to insufficient space on the moving vehicle. An additional vehicle will be utilized for transportation and delivery of these overflow goods.

Overtime Loading & Unloading Service - An overtime charge applied to a move when the move is requested to be handled, on either the original location or the new location, at off hour's times. These can include after or before normal working hours, days of a week when the mover is normally not working, holidays, or when laws or landlord requirements will not allow delivery during normal hours.

PBO - This stands for Packed By Owner. When items are packed by the owner for moving it is commonly referred to as PBO items.

Pre-Existing Damage - Damage that exists on your belongings prior to possession by the moving company.

Relocation Center - This is a place where services are provided to businesses and individuals moving to new areas. They provide information, can assist with finding a home, and offer other help as needed. Usually these centers are run by moving companies or real estate companies.

Relocation Management Company - A company who is hired to run corporate relocations. They provide services like a relocation center. Additionally, they administer corporate relocation policies, buy homes from employees based on said policy, and provide legal and financial services.

Relocation Policy - A companies set guidelines for how they agree to handle an employee move. These usually outline things like reimbursements, benefits, and the types of services they will agree to pay for.

Reweigh - Before goods are actually unloaded a reweigh of the shipment may be requested. If one is performed the actual charges will be based on the results of such weight regardless of whether it is higher or lower than the first weight taken.

Shuttle Service - See Auxiliary Service.

Stair Carry - See Flight Charge.

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Storage-in-Transit - This is temporary storage of your goods in a warehouse of the moving company's choice, pending delivery at a later date.

Stowage - This is how your items are packed into the moving truck. Items should be packed with the heaviest items on the front with weight evenly distributed along both sides. Whenever possible, items that are to be moved into the new location first should be on the back of the truck to be unloaded first.

Tariff - This is a moving company's price list. In the state of Georgia a maximum tariff is set by the Georgia Public Service Commission. Tariffs are required to have detailed pricing and rules regarding all services provided.

Third-Party Services - These are services provided by someone other than the moving company or its agents at the owners request or as required by law.

Valuation - This is a charge applied to a move when the owner's goods are in the care of the moving company. This is not insurance and should not be confused as such.

Van - Moving industry term for all moving trucks including tractor-trailers.

Van Line - Another term for a moving company.



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