

Corporate Relocation Guide

For Office Moves

The successful arrangement and oversight of an office relocation, large or small is a daunting task. This guide was written to assist you, the Move Manager, or facility manager and your company, make a smooth transition from one location to another. The principles in this guide will apply to most moves whether within the same building or across the country.

This guide will assist you in evaluating your needs, what to discuss with your moving company, how to evaluate moving company proposals, and a week by week time line to assist you in planning and assigning tasks.

Try to think of the office move as a large military operation, with many facets all ending with one objective, the move. Planning in this manner will assist in inspiring both you and your coworkers to make detailed plans and yet stay aware of the final goal. Planning the move as a military process will also establish the "Chain of Command" during the moving.

This guide is actually broken into four major sections that will assume you are establishing a chain of command for the move. The Move Manager of an office move is like a general in the military. The Move Manager will do all of the pre-planning and strategy. The Move Coordinators are the front line officers in the military and ultimately have the responsibility for carrying out the Move Manager's plan. The employees are the soldiers who will ensure that the plan is carried out to perfection. The final section is a reference section designed to help everyone involved with the move.

Above all, try to have some fun during the process. Moving is a highly stressful time for everyone involved and advanced planning of relaxing or fun activities will help relieve some of the anxiety involved with the move. Consider the move a great adventure.

HD Auston Moving Systems
6205 White Horse Road
Greenville, SC 29611

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This manual has been produced for the educational benefit of companies that are considering relocation. It is not intended to substitute for advice of legal counsel on legal matters.

Section 1

The Move Manager

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The Move Manager

You have been appointed the daunting task of managing the upcoming move for your office. During the months and weeks to come, you will find yourself involved in many of the day-to-day tasks involved in successfully planning any relocation. As was mentioned in the acknowledgements, if you plan the move like a large military campaign with each section completing their part, the likelihood of success is greater.

While you will have the ultimate responsibility for the success of the move, you cannot do it without the cooperation of your Move Coordinators and they in turn will have an impossible task if they do not have the cooperation of the employees that are assigned to them. The Move Coordinators should be your seconds in command, each with a specific area of responsibility. Those areas can be broken down by department, building, function or location, the how is up to you and what will make the most sense in your company. You will also need, very early in the process, have each supervisor or department head understand the moving process and which Move Coordinators are assigned to employees that they oversee.

Since every office has its politics, it is important that you understand how they work in your company. If any supervisor thinks that either they or their department have been slighted, overlooked, overshadowed, etc. it can make the process very difficult. It is therefore, a good idea to have each department or segment of the business represented on the Move Coordination team. This will satisfy several needs. First, is that each department will be represented and each will have an equal say and as the move approaches there will be a better sense of cooperation. Secondly, that while you and the other Move Coordinators may have an idea how the process should proceed, by having each area represented, you can know exactly how that department operates and avoid problems before they develop. Finally, each department will understand and be given the same information. This prevents one department informing another of what will be done and when, each department will have the same information at the same time.

Depending on the size of your office's relocation, you will want to establish early in the process a set meeting time for all the Move Coordinators. These meetings maybe monthly early in the process, weekly as the relocation approaches and daily during the week preceding and following the move. From the "Count Down to Moving Day" example that is later in this section, there are daily and weekly tasks set, you as the Move Manager must ensure that each of these tasks is met in the time necessary to complete for your move. These regularly scheduled meetings will assist you in verifying, that the necessary steps are being taken. It also permits the Move Coordinators to communicate with each other about what is working and what is not working in each of their areas.

Most employees, like your Move Coordinators will be looking to you for answers to the MANY questions that will arise during the planning and the move. You should consider using your company intranet or a newsletter to keep everyone informed about the move. Some questions are “Why does my Coordinator need XXX”, “When will our office move”, etc. By being honest and upfront and providing an avenue to ask questions, you can help prevent the company “grapevine” from spreading incorrect or harmful information. For every question that is asked, you will have 4 or 5 spin off questions that go unasked. As you answer try to expand the response to include the spin off questions. There is a sample newsletter at the back of this section.

Your mover will be able to give you guidance about other questions that may not be asked, but that need to be answered.

Above all else as you plan your relocation remember that you are dealing with real people who will be nervous, scared and in some cases rebellious about change. It is natural for humans to resist change and moving a work environment is extremely stressful. While you and your Coordinators are under the heavy responsibility and stress of organizing and overseeing this project, you must remember the stress on the employees.

As the Move Manager your section of this manual is divided into three major sub sections. The first is the pre-planning portion. This will include how to approach a moving company, how to do your own inventories, the different move plans that can be submitted by movers and what to expect.

The second sub section is an evaluation of the moving proposals that will have been submitted and how to make the best choice for your company and your relocation.

The final section is a Count Down to the Moving Day. This will start in a month to month format, move to a weekly format in the last month before the move and then to a daily listing in the last week before the move and the first week following the move.

Pre Move Planning

The pre move stage of the move will be the longest and most detailed portion. There are many variables to consider and work through before the move itself begins. This guide will assist you whether you are moving a small office of just a few people to another office in the same building or whether you are moving hundreds of work stations across the country. This guide will assume for the majority of office moves that the move will be within the city or town in which the business now exists and that you will be hiring a moving company to do the majority of the moving. Each office move is unique and presents its own set of challenges, but with careful preplanning you can greatly reduce the chance of upset.

Pre Move Inventories

One of the first steps in planning a move is to gather information, first about your own facility and secondly about the facility into which you will be moving. If you plan to hire professional movers to do the move, this information will need to be passed along to them.

As you begin this process you will actually need not one inventory, but three. Start with a complete inventory of all furniture and equipment that will be making the move. Revise this as you need or as changes are made. The second inventory will be of all items that will be disposed of or given away. Finally there should be an inventory of all items that will remain in the current location. There are several sample forms in this section for you to use, or you may develop one of your own. Once the inventory of items to be moved is complete, you will want to do a summary report of all like item, in other words, how many desks and which type (size) are moving, how many 4 drawer file cabinets, how many credenzas, etc.? This summary inventory will assist you in verifying what will move, what will need to be purchased or replaced. It will also assist you in verifying the estimates that will be presented by professional movers.

During your information gathering you will also want to know the total number of square feet of your current facility and the square feet of the new facility. You will also need to know the total number of workstations that will be relocating.

If you are using an interior decorator they will also need these lists.

Pre Move Walk Through

Once you have firmly established what will be moving to the new facility, it is time to call several professional movers that either specialize in office moving or have office moving departments within the company.

The walk through of both the origin and destination facilities is extremely important from the moving company prospective and ultimately your prospective. The walk through is exactly what it sounds like – a walk through your facilities.

The walk through allows the movers to see exactly what is moving, even though you have provided the complete list, where the offices are located and what the loading and delivery situations are. This also allows them to make note of any narrow stairwells or halls, slow or no freight elevators or long distances between loading/delivery docks and the office. Any incorrect information on any portion of the move can greatly affect the final time line and cost.

You should be prepared to present each mover at the time of the walk the three inventories that you prepared, along with the summary of workstations and square feet of your facility, any loading or delivery restrictions, and your ideal time for the move. You may also want to have blue prints for both facilities if available and the land plates if available. If these are not readily available at the time of the walk through, they will need to be available several weeks prior to the move.

You can set the walk through in one of two ways: individually or as a group.

Doing an individual walk through allows you to learn about each individual company and what they can offer you as the walk through progresses. The down side to this is two fold in that you may tell one company one thing and another company something else, thus resulting in their estimates being based on different sets of data. The individual walk through is also more time consuming for you. Depending on the size of your facility and the distance to destination the walk through will take about three (3) hours. Most movers prefer to do an individual walk through.

The group walk through assures that all companies will hear and be exposed to the same information, but does not allow you to speak individually to each company representative as they go through the facility, nor does it allow the moving company time to ask questions specific to your move. The advantage to this is you only have to do the walk through once. The disadvantage is that you may receive a large number of phone calls to clarify information.

Many companies will opt for a hybrid walk through. By having a group walk through and then individually meeting with each moving company so they

present their estimate for time and cost. This allows for the best of both worlds. You only have to do the walk through once and you can individually meet with and evaluate each company as they present their estimates. This combination will save you time and energy.

Mover's Estimates

As the movers prepare their estimates, they have the option to base their estimate on one of several things including actual weight, most common on long distance moves, number of work stations, square footage or van loads, most common on short moves. It is up to you to understand each type of estimate and demand from each carrier that the estimate they present is in the format that you want. This will allow you to compare each estimate on the same criteria.

Let's take a look at each estimate.

Weight Method

The most common method for determining the trucks and manpower that will be needed is to calculate the weight of the goods to be shipped based on the cubic feet that each will occupy on the truck and the manpower necessary to move the goods. Using the inventory sheet of goods to be shipped that you prepared earlier use the cubic foot calculator in this section to determine the total cubic feet of the goods, by type, that will be shipped. Once you have determined the total cubic footage, multiply the cubic feet by 10 pounds per cubic foot to achieve the approximate weight of your shipment.

Example: 1,000 cubic feet x 10 = 10,000 pounds of estimated weight

If you are moving a short distance, as most office moves are, before you calculate the manpower needed, you will need to remember that the goods are actually handled twice, once at origin and once at destination so the weight that will have to be handled by the movers is 20,000 pounds, not 10,000 pounds.

Example: 20,000 pounds / 2 two man crews = 10 hours estimated time

The average 2 man moving crew can move approximately 1,000 pound per hour or approximately 500 pounds per man per hour, assuming there are no extenuating circumstances, such as elevators, multiple stair carries, long distances between origin and destination. If there are multiple stair carries (more than 1 flight of 15 steps) or long carries (more than 50 feet) you should plan on increasing the weight calculation for each occurrence by 15% to accommodate the additional manpower that will be necessary.

Example: 20,000 pounds x 2 long carries (30% increase) = 26,000 pounds

This recalculation will now take the same 2 two man crews approximately 13 hours to complete the job or will take 2 three man crews approximately 8.5 hours to complete.

The weight method is also helpful in determining the number of trucks that will be necessary for the relocation. Again, this guide will assume that the move is taking place within the same city and not moving across country. The average 20 foot moving truck will accommodate roughly 500 cubic feet of office furnishings. While the average 45 foot flat bedded trailer will hold approximately 1,450 cubic feet of office furniture. These estimates are achieved by multiplying the inside length of the truck by the width and the average height of a loaded 4 wheel dolly (4 feet).

Going back to your original calculation of 1,000 cubic feet of furniture if you are using straight trucks you will need either 2 trucks making a single run each or 1 truck making 2 runs from origin to destination. If the moving company opts for using a flat bed trailer, then it will accommodate the complete 1,000 cubic feet in a single trip.

When determining the equipment that will be used, it is important for the moving company to see both the origin and destination facilities and their accessibility. While you, the move co-coordinator may want a 45 foot trailer; something about either facility may prevent its access. Not allowing on site inspections prior to the move can have disastrous effects later in the moving process.

Van Load Method

The van load method will once again use your original inventory, but with the addition of the van load tally sheet. The tally sheet will allow you to calculate the number of van loads that will be required for most types of furniture. The tally sheet assumes that the carrier will be using 24 foot straight trucks and that they will be “floating” or running the shipment rather than loading the shipment. Floating means that the carrier will load the furniture on 4 wheel dollies and move the furniture from its original resting place to its destination resting place on the same dolly. As the dollies are moved onto the truck they are secured in place with straps running from side to side of the vehicle. When a shipment is loaded, the furniture leaves the dolly and is placed into the truck. Floating is the most common means of moving office furniture short or medium distances. For long distance moves, the shipment will be loose loaded to achieve a tighter load.

The loads are based on the number of dollies that will fit into a vehicle at any given time. Since some office furniture will be larger than the base of the dolly, this should be taken into consideration when using this method to estimate loads.

Van load estimates are also more frequent on larger moves that will require multiple truck loads to be handled in a relatively short time.

As a rule of thumb, with full crews operating at both the origin and destination facilities, and no unusual circumstances, crews should be able to move between one and two truck loads per hour.

Commercial Removals Standard Tally Sheet Van Load Method

MOVER: _____ CUSTOMER: _____
 REP BY: _____ REP BY: _____ TEL: _____
 PHONE: _____ SURVEY DATE: _____ FROM: _____ FL: _____
 APPROX. MOVING DATE: _____ TO: _____ FL: _____

<p>Estimate Requested on the Basis of:</p> <table style="width: 100%; border: none;"> <tr> <td><input type="checkbox"/> Straight Time</td> <td><input type="checkbox"/> Overtime</td> <td><input type="checkbox"/> Combination</td> </tr> <tr> <td><input type="checkbox"/> Tagging & Marking</td> <td><input type="checkbox"/> Mover</td> <td><input type="checkbox"/> Customer</td> </tr> <tr> <td style="padding-left: 20px;">Packing By</td> <td><input type="checkbox"/> Mover</td> <td><input type="checkbox"/> Customer</td> </tr> <tr> <td style="padding-left: 20px;">Unpacking By</td> <td><input type="checkbox"/> Mover</td> <td><input type="checkbox"/> Customer</td> </tr> </table> <p>Customer Remarks: _____</p> <p>Possible changes, revisions or exclusions which may affect the price _____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>	<input type="checkbox"/> Straight Time	<input type="checkbox"/> Overtime	<input type="checkbox"/> Combination	<input type="checkbox"/> Tagging & Marking	<input type="checkbox"/> Mover	<input type="checkbox"/> Customer	Packing By	<input type="checkbox"/> Mover	<input type="checkbox"/> Customer	Unpacking By	<input type="checkbox"/> Mover	<input type="checkbox"/> Customer	<table style="width: 100%; border: none;"> <tr> <td style="width: 33%;">Old Premises</td> <td style="width: 33%;">Service Facilities</td> <td style="width: 33%;">New Premises</td> </tr> <tr> <td><input type="checkbox"/></td> <td>Elevators</td> <td><input type="checkbox"/></td> </tr> <tr> <td><input type="checkbox"/></td> <td>Platform</td> <td><input type="checkbox"/></td> </tr> <tr> <td><input type="checkbox"/></td> <td>Flights Carries</td> <td><input type="checkbox"/></td> </tr> <tr> <td><input type="checkbox"/></td> <td>via basement</td> <td><input type="checkbox"/></td> </tr> <tr> <td><input type="checkbox"/></td> <td>street lift</td> <td><input type="checkbox"/></td> </tr> <tr> <td><input type="checkbox"/></td> <td>time - elev. transfer - time</td> <td><input type="checkbox"/></td> </tr> <tr> <td><input type="checkbox"/></td> <td>Hoisting</td> <td><input type="checkbox"/></td> </tr> </table> <p>Push jobs - No Vans. Distance from exit to point of entrance: _____</p> <p>Other Work _____</p> <p>_____</p> <p>_____</p> <p>_____</p>	Old Premises	Service Facilities	New Premises	<input type="checkbox"/>	Elevators	<input type="checkbox"/>	<input type="checkbox"/>	Platform	<input type="checkbox"/>	<input type="checkbox"/>	Flights Carries	<input type="checkbox"/>	<input type="checkbox"/>	via basement	<input type="checkbox"/>	<input type="checkbox"/>	street lift	<input type="checkbox"/>	<input type="checkbox"/>	time - elev. transfer - time	<input type="checkbox"/>	<input type="checkbox"/>	Hoisting	<input type="checkbox"/>
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OFFICE TALLY	QUANTITY	TOTAL	UNITS PER LOAD	LOADS
▲ Credenzas			14	
▲ Desks (and tables 4ft. and over)			14	
▲ Desks, Modular			10	
▲ Lateral Files				
2 and 3 drawers			26	
4 drawer and over			14	
Over Lateral File Unit			50	
▲ Transfer Files			100	
▲ File Cabinets (2 to 5 drawers)			26	
▲ File Drawers Check or Tab size			900	
▲ Bookcases Single section loaded or empty			100	
▲ Book Cases Other than sectional (15 cu. ft. and over)			20	
▲ Book Boxes or Book Cartons			100	
▲ Stationery Cabinets (All Sizes)			14	
▲ Safes, Office Machines and Cabinets with contents less than 1,000 pounds			14	
▲ Safes, Office Machines and Cabinets with contents more than 1,000 or Conference Tables over 10 feet			4	
▲ Drafting Tables Assembled			10	
▲ Drafting Tables on Horses			900	
▲ Drafting Tables Tilt Top			20	
▲ Map or Plan File individual sections			16	
▲ Steel or Wood Shelving (KD or Sections)			25	
▲ Sofas, Settees or Love Seats			12	
▲ Chairs (Club, Folding or Stack)			100	
▲ Clothing Lockers, Single			42	
▲ Bin Loads on Basis of Cu. Ft. of Shelving			Ⓢ 20	
			Ⓢ 40	

Sub Total Loads:

Other Types of Estimates

Piece Method

The piece method is a hybrid estimate that is derived from the time that it takes to move a single piece of furniture from its original resting place to the truck and then from the truck to the final resting place. This estimate does not take into account the driving time between the origin and destination. The piece method will also use your original inventory but the summary should be done on the Piece Tally Sheet.

The piece method is a great way to do your preliminary time planning, but should not be the final manner in which you request your bid to be submitted, since it does not take into consideration driving time or any unusual loading or delivery situations. However, as you plan the time that will be necessary to accomplish the move the piece method is quick and relatively simple.

Office and Industrial Piece Tally

Company: _____ Contact: _____ Moving From: _____ Phone Number: _____	Estimate Number: _____ Moving Date: _____ Moving To: _____ Sales Rep: _____ Survey Date: _____
---	--

Office Tally	Minutes Per	Total Minutes
Book Case:	15	
Cartons - Book:	2	
Cartons - Tote:	2	
Cartons - Owner Packed:	2	
Chairs:	5	
Shelving Units:	60	
Desks or Tables:	30	
Files:	15	
Map Files/Drafting Tables:	60	
Machines (Xerox, IBM, Etc.):	30	
Computers (Carts Full):	60	
Misc. Small:	5	
Misc. Large:	15	
Stationary Cabinet:	30	
Table - Regular:	15	
Table - Consoles:	60	
Modular Furniture Pieces:	10-20	
Other:		
Total Estimated Hours (Total Minutes divided by 60)		

Estimate Requested on the Basis of: <input type="checkbox"/> Straight Time <input type="checkbox"/> Overtime <input type="checkbox"/> Combination <input type="checkbox"/> Tagging & Marking <input type="checkbox"/> Mover <input type="checkbox"/> Customer Packing By <input type="checkbox"/> Mover <input type="checkbox"/> Customer Unpacking By <input type="checkbox"/> Mover <input type="checkbox"/> Customer Customer Remarks: _____ _____ _____ _____ _____	<table style="width: 100%; border: none;"> <tr> <td style="width: 33%;">Old Premises</td> <td style="width: 33%;">Service Facilities</td> <td style="width: 33%;">New Premise</td> </tr> <tr> <td><input type="checkbox"/></td> <td>Elevators</td> <td><input type="checkbox"/></td> </tr> <tr> <td><input type="checkbox"/></td> <td>Platform</td> <td><input type="checkbox"/></td> </tr> <tr> <td><input type="checkbox"/></td> <td>Flights Carries</td> <td><input type="checkbox"/></td> </tr> <tr> <td><input type="checkbox"/></td> <td>via basement</td> <td><input type="checkbox"/></td> </tr> <tr> <td><input type="checkbox"/></td> <td>street lift</td> <td><input type="checkbox"/></td> </tr> <tr> <td><input type="checkbox"/></td> <td>time - elev. transfer - time</td> <td><input type="checkbox"/></td> </tr> <tr> <td><input type="checkbox"/></td> <td>Hoisting</td> <td><input type="checkbox"/></td> </tr> </table> <p>Push jobs - No Vans. Distance from exit to point of entrance: _____</p> <p>Other Work: _____ _____</p>	Old Premises	Service Facilities	New Premise	<input type="checkbox"/>	Elevators	<input type="checkbox"/>	<input type="checkbox"/>	Platform	<input type="checkbox"/>	<input type="checkbox"/>	Flights Carries	<input type="checkbox"/>	<input type="checkbox"/>	via basement	<input type="checkbox"/>	<input type="checkbox"/>	street lift	<input type="checkbox"/>	<input type="checkbox"/>	time - elev. transfer - time	<input type="checkbox"/>	<input type="checkbox"/>	Hoisting	<input type="checkbox"/>
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Square Foot Method

This estimate uses a calculation of the square footage that you now occupy times a rate (determined by the company) based on past moves of approximately the same square footage. If a company does a large number of office moves a year this can be a reliable method. However, this method does not take into consideration that some offices will have more people per square foot than others.

If a moving company is able to provide you with a quick estimate at the time of the walk through, this is probably one of the methods that they are using. Just as with the piece method, this is not the best means to have the companies submit their final cost.

However, it is a calculation you can use once all the estimates are submitted. Simply divide the final estimated cost by the number of square feet you have at origin this will reduce the estimates to the same criteria and make it easier for you to compare submissions.

Work Station Method

The work station method, unlike the square foot method does take into account that some offices just have more people in them. However, it does not take into account that executive offices and conference rooms will have larger and heavier pieces that may need extra attention or service. This is the other method by which a sales representative will be able to provide you with a quick on site estimate.

The work station method is another way to reduce the cost of the move to a single criterion to compare movers. And like the square foot method should not be the means by which the carriers supply their estimates to you.

As you can now see there are any number of means by which a carrier can supply the estimate for cost and time. It is generally recommended that on long distance moves, regardless of the size of the move, that the weight (cubic foot) method be used. On short moves that are small the weight method also will work well. However, on larger moves that will require multiple truck loads, many carriers prefer the van load method.

Other Estimate Inclusions

Regardless of the type of estimate you want movers to provide, you will also want them to provide additional information to assist you in selecting the best possible match for your move. The additional information should include:

- Number of supervisors that will be at each facility and a brief resume of each, specifying the number and types of office moves supervised,
- Number of packers (if you are not packing),
- Number of drivers,
- Number of helpers,
- Number and type of vehicles being provided,
- Number of dollies, computer carts, picture carts being provided,
- Number of feet of masonite or plywood being supplied to protect floors,
- Number of door and elevator protectors being provided,
- Number of boxes, either by workstation or per person being provided,
- If subcontractors will be used, who they are, their supervisors and resumes,
- Total time anticipated to complete the move and what are their working hours,
- Who will provide all labels and directional signage?
- If your employees plan to do most of the packing, when will the advance box delivery be and where,
- What communications method will be used between crew supervisors? (principally between origin and destination), cell phones, radios or your phone lines,
- A list of references of at least 3 similar office moves either in size or complexity done within the past year (always follow up with these),
- What insurance options are available?
- How will provide meals, should the move span several meal times,
- Specification of crew uniforms, to make them easily known to all involved with the move,
- What special equipment will be needed?
- What type of disaster plan is in effect should the move be delayed or equipment fail?

Once you understand which manner you want the bid to be presented, you have 2 choices as you write the request for proposal. The first and by far the easiest is to simply invite the moving companies in which you are interested to come for a walk through of a facility consisting of xx number of people, xx workstations and offices and xx square feet. The company can then accept your invitation and at the work through you provide the additional information.

Most moving companies will prefer to receive more detailed information or the more complex request for proposal. This proposal lays out the complete move and its requirements before the company accepts the invitation to the walk through. We have included several sample requests for proposal that can be modified to suit your particular relocation.

Sample Letter #1

XXXXXXXXXXXXXXXXXXXXX
XXXXXXXXXXXXXXXXXXXXX
XXXXXXXXXXXXXXXXXXXXX

XXXXXXXXXXXXXXXXXXXXX
XXXXXXXXXXXXXXXXXXXXX
XXXXXXXXXXXXXXXXXXXXX

Dear Mr. Mover:

The ABC123 Company is planning to relocate our 5,000 square foot offices on or about December 20, 20XX from Main Town to This Town.

It is our understanding that your company has handled this type of relocation before and we would like to invite you to a group walk through of the current facility on August 1, 20XX. At the time of the walk through you will be provided the scope of the move including existing furniture inventories and blueprints for both the current and new facilities. The walk through of the new facility will be on August 8, 20XX.

If you are interested in participating in the walk through, please contact, Jane Doe at (123) 456-7890 or by email at Jane_Doe@ABC123.xxx.

Sincerely,

Move Team

Sample Letter #2

XXXXXXXXXXXXXXXXXXXXX
XXXXXXXXXXXXXXXXXXXXX
XXXXXXXXXXXXXXXXXXXXX

XXXXXXXXXXXXXXXXXXXXX
XXXXXXXXXXXXXXXXXXXXX
XXXXXXXXXXXXXXXXXXXXX

Dear Mr. Mover:

The ABC123 Company is planning to relocate our 5,000 square foot offices on December 20, 20XX beginning at 6:00 PM and concluding no later than January 2, 20XX. The move will be from Main Town to This Town. It is our understanding that your company has handled this type of relocation before and we would like to invite you to a group walk through of the current facility on August 1, 20XX. The walk through of the new facility will be on August 8, 20XX.

We will be evaluating all moving companies on the strategy and schedule of the move, manpower and equipment proposed, experience of personnel involved in the move and finally cost. We expect the estimate to be submitted not later than noon on September 1, 20XX with a breakdown of all equipment and manpower that will be supplied, complete time table for the move, comprehensive disaster plan and the full resumes of all supervisory and managerial staff to be involved in the move. Full details, including inventories, blueprints and additional requirements will be available at the time of the origin walk through.

If you are interested in participating in the walk through, please contact, Jane Doe at (123) 456-7890 or by email at Jane_Doe@ABC123.xxx.

Sincerely,

Move Team

The Move Process

All the preparation and planning will come together during the move process. The “count down to moving day” later in this section will begin to give you a good idea about the various tasks that will need to be undertaken to make the office move successful. But at this point in the planning stage, you need to have a more complete understanding of the two major types of office moves, Local and Interstate (Intrastate).

The majority of corporate relocations take place within a relatively short distance. The theory is that unless a company is expanding into new markets or down sizing, the company will stay in the market in which they have established themselves. This theory places most office moves into the category of local move rather than interstate and a slightly different method is utilized to efficiently move the maximum equipment, in the minimum amount of time. The practice is commonly called the “Round Robin” move.

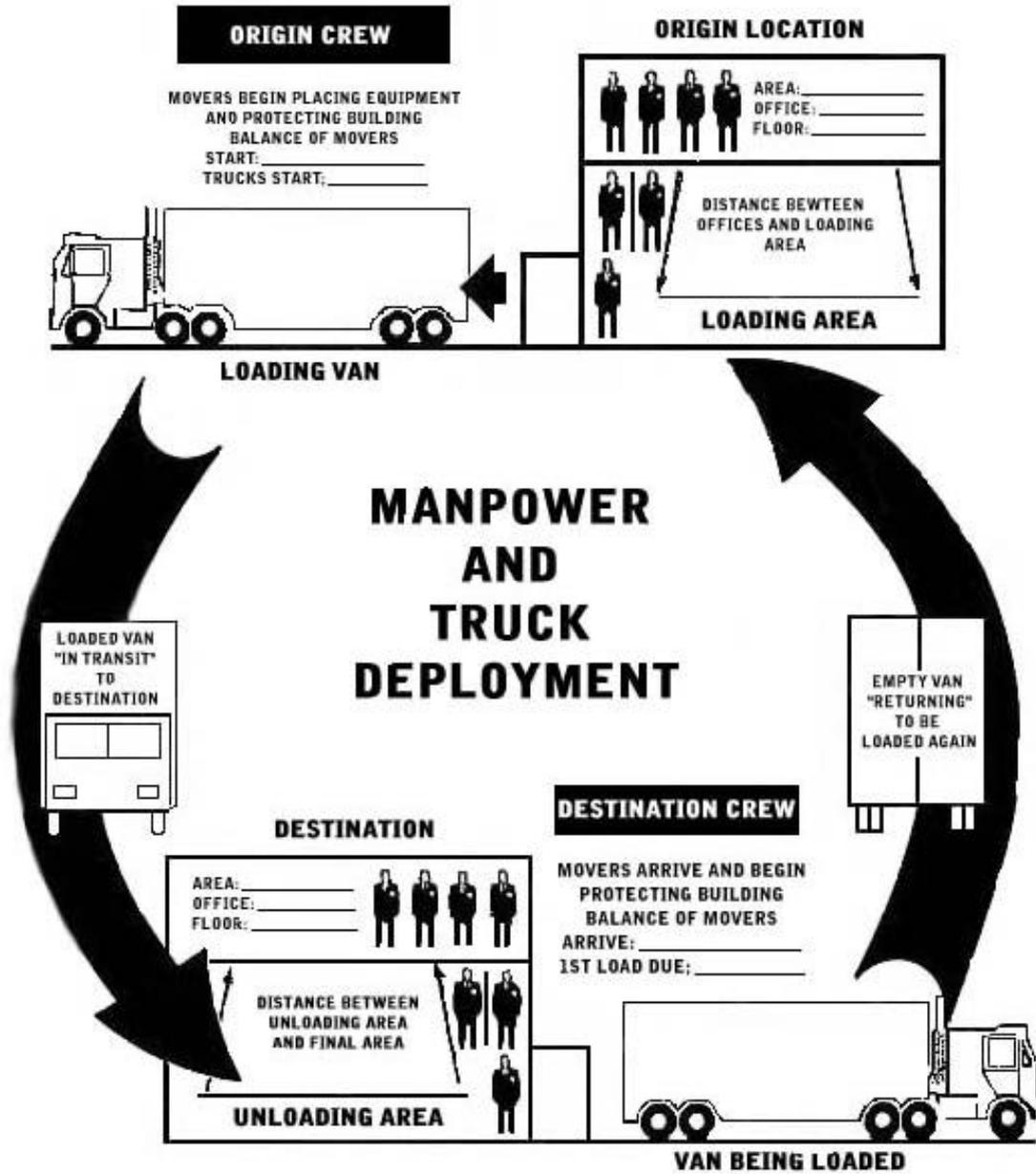
The “Round Robin” method allows full crews at both origin and destination to quickly load and unload the trucks, usually four, moving between the two facilities. The truck placement is that while one is being loaded at origin, a second is en route to destination, the third is at destination being unloaded and the final truck is en route back to origin to be reloaded.

In the “Round Robin” method the furniture is floated on the trucks on dollies rather than being individually wrapped and stacked as it would be for an intrastate or interstate move. Individual pieces of furniture are set on the dolly, loosely wrapped and then wheeled on to the truck where the dolly and furniture are anchored to the truck using logistic straps. This will allow the furniture to be moved very quickly onto and off the truck. It is also why the labeling system that is utilized is so critical.

At the origin dock or departure area, the furniture will be grouped, not by individual office or color code, but by type of furniture. The crew on the dock will try to send full truck loads of similar furniture each time, i.e. a truck load of desks or filing cabinets. This will reduce the likelihood of damage and allow for maximum space usage.

The destination crew will be moving the truck loads of furniture from the dock or receiving area to the general color area of the furniture. Another crew in each color coded area will then place the furniture in the work area according to the placement card in each work area.

Round Robin Deployment



If the office is moving a greater distance, either intrastate or interstate the loading process is different. The office furniture will be loaded for density on the truck rather than floated. Each piece of furniture will be individually wrapped and then stacked to fill the trailer as completely as possible. Boxes rather than being floated will be either stacked on top of the tiers of furniture or will be stacked separately once all the furniture is loaded.

The color coded labeling system in this type of move is just as important, since it will be a different crew, maybe not with the same instructions as the origin crew that will be unloading the truck. In a similar fashion to the local move, the truck will be unloaded onto dock or receiving area and then crews will move the furniture to the color coded area for final placement according to the placement charts.

Example of Color Coded Floor Plan

Color-Coding Floor Plans

Color-Coding is the Key to exact placement of office furnishings. Your mover will assist you in color-coding and numbering your floor plans and will furnish placecards to place in your new facilities to instantly identify new work station locations and individual offices.

Blue		
FLOOR	ROOM	LOCATION
4	20	103

Green		
FLOOR	ROOM	LOCATION
4	24	9

Evaluating Moving Proposals

There are as many ways to evaluate moving company proposals, as there are moving companies. One of the most common mistakes is to evaluate a proposal solely on cost. Some movers will lack experience in moving offices and will tend to under estimate the manpower necessary to complete a good sized office move. Additionally friend, family members, senior staff members may try to influence the choice of moving companies.

The evaluation tools that we will explore will help to “level” the playing field so that you can compare the companies on a line by line basis. This is when having the moving companies present their estimates in a single format that you establish will make this evaluation process much easier.

You should treat contracting with a moving company much as you would any other major purchase. It is generally recommended that you acquire a minimum of three estimates and a maximum of five estimates. You should require that all companies provide you a list of office moves similar to yours that they have completed in the last twelve months along with the company name, principle contact and either phone or email information. You will need to allow time to follow up with each reference.

You can also check with the Better Business Bureau about the companies you are considering. If the move is interstate in nature, you can also check with the Federal Motor Carrier and Safety Administration to verify that the carrier has interstate operating authority.

Since the price of the move is a major consideration, it is a good idea to work through each of the estimates that are provided and break out the major cost components before beginning your final evaluation and company selection. The work sheet on the following pages will assist in that process and you can modify the worksheet so that it will encompass all aspects of your particular relocation.

Cost Evaluation Worksheet

Costs	Company #1		Company #2		Company #3	
	Number	Cost	Number	Cost	Number	Cost
Total Cost						
Total Labor Cost						
Supervisor (reg. Time)						
Overtime						
On Site Manager (reg. time)						
Overtime						
Drivers (reg. time)						
Overtime						
Helpers (reg. time)						
Overtime						
Packers (reg. time)						
Overtime						
Total Equipment Cost						
Tractor Trailers						
Straight Trucks						
Pack or small vans						
Dollies (cost per)						
Hand Truck (cost per)						
Panel Carts (cost per)						
Computer Carts (cost per)						
Picture Carts (cost per)						
Special Equipment						
Box Cost						
Book Box (new)						
Book Box (used)						
Letter Tote (new)						
Letter Tote (used)						
Legal Tote (new)						
Legal Tote (used)						
Picture Box (new)						
Picture Box (used)						
Other Containers						
Refund on used boxes						
Miscellaneous Costs						

Time and Manpower Evaluation

	Company #1		Company #2		Company #3	
	Hours	Points	Hours	Points	Hours	Points
Total Time for Move						
Supervisor (reg. Time)						
Overtime						
On Site Manager (reg. time)						
Overtime						
Drivers (reg. time)						
Overtime						
Helpers (reg. time)						
Overtime						
Packers (reg. time)						
Overtime						
Tractor Trailers						
Straight Trucks						
Pack or Small Vans						

For the overall evaluation of moving companies, we have developed a numbering system that will allow you to evaluate all companies based on similar criteria. These forms can be modified to fit your specifications, but the form that follows is a good starting point. Once your evaluation is complete the company with the highest score should be the first estimate you seriously consider. You will notice that price is only one of many considerations and should not be the sole criteria on which you select your mover.

Be sure to note observations or comments about each company as you work your way through the presentation and evaluation process. It is much easier to determine which company said or presented what if your notes at the time of the presentation or interview are in your file.

Moving Company Evaluation Form

Section 1: Equipment

Description	Company #1		Company #2		Company #3	
	Quantity	Points	Quantity	Points	Quantity	Points
Dollies – 4 Wheel						
Hand Trucks (2 wheel)						
Appliance Hand Trucks						
Carts – Computer Panel						
Picture						
Specialized Equipment						
Straight Trucks						
Tractor Trailers						
Total Points Section 1						
Scale (1= worst; 10 = best)						

Section 2: Staffing and Manpower (people that will be on the move)

Description	Company #1		Company #2		Company #3	
	Quantity	Points	Quantity	Points	Quantity	Points
Supervisors						
Project Mangers						
Drivers						
Packers						
Helpers						
Total Points Section 2						
Scale (1= worst; 10 = best)						

**Section 3:
Working Man Hours**

Description	Company #1		Company #2		Company #3	
	Quantity	Points	Quantity	Points	Quantity	Points
Supervisors						
Project Mangers						
Drivers						
Packers						
Helpers						
Total Points Section 3						
Scale (1= worst; 10 = best)						

**Section 4:
Protection of Buildings and Floors**

Description	Company #1		Company #2		Company #3	
	Quantity	Points	Quantity	Points	Quantity	Points
Masonite (# of feet or pcs)						
Plywood (# of pcs)						
Corrugated Paper (rolls)						
Kraft Paper (rolls)						
Bubble Wrap (rolls)						
Paper Pads (# of pcs)						
Stretch Wrap (rolls)						
Door Protectors						
Corner Protectors						
Elevator Protectors						
Special Protection Devices						
Total Points Section 4						
Scale (1= worst; 10 = best)						

**Section 5:
Packing Materials**

Description	Company #1		Company #2		Company #3	
	Quantity	Points	Quantity	Points	Quantity	Points
Book Boxes						
Letter Totes						
Legal Totes						
Picture Boxes						
Other Boxes						
Total Points Section 5						
Scale (1= worst; 10 = best)						

**Section 6:
Qualifications, Planning and Management**

Description	Company #1		Company #2		Company #3	
	Quantity	Points	Quantity	Points	Quantity	Points
Years of Experience						
Company						
Supervisors						
References						
Overall Move Strategy						
Clear Disaster Plan						
Changeability of Plan						
Appearance						
Of Moving Personnel						
Of Mover's Facility						
Clarity of Instructions						
Meals Provided (workers)						
Use of Technology						
Intangible (gut feeling)						
Price (total cost of move)						
Total Points Section 6						
Scale (1= worst; 10 = best)						

Points Summary

Description	Company #1		Company #2		Company #3	
	Quantity	Points	Quantity	Points	Quantity	Points
Section 1						
Section 2						
Section 3						
Section 4						
Section 5						
Section 6						
Total Points						
Scale (1= worst; 10 = best)						

Count Down to Moving Day

(This is meant is a guideline only, depending on the size and complexity of the move, this may vary)

Three to Six Months Prior to Moving Day

- Obtain floor plans for the current office and the new office.
- Begin establishing a budget for the relocation – be sure to add at least 10% additional for unexpected events.
- Begin inventorying the complete contents of the current facility, including what you do not expect to move and what you expect to dispose.
- Begin seeing moving companies – either individually or as a group to obtain their cost estimates.
- Establish the moving coordination team within your office – make sure that every department is represented on this team.
- Interview each department's manager and supervisors, in their offices, to learn what factors will influence their department's move. Be sure to ask about time critical factors that could determine the order in which the departments are moved.
- Plan a moving newsletter or memo that will be distributed to all employees during the course of the move planning and the move itself. This is a great way to pass information to everyone and stress deadlines. It will also allow you to obtain needed information and make people aware of what is occurring. People react differently to stress and changing offices is a stressful time. Be sure to allow space for people to ask questions. You will also find that office intranets are a great tools for this passing this type of information. DO NOT TRUST the office grape vine to pass accurate and timely information.

Eight to Twelve Weeks Prior to Moving Day

- Select a moving company.
- Make lists of all equipment that will need special servicing prior to or following the move.
- Outline where each department will move within the new facility.
- Order any new forms that will be required to have the new address pre-printed on them. Order new checks. If you need to notify any county, state or federal agencies of your anticipated move, let them know the new address and the anticipated effective date.

Six Weeks Prior to Moving Day

- Finalize where each department's location in the new facility and assign individual office space.
- Prepare the preliminary move schedule and give a copy to all managers and supervisors for their approval.
- Begin alerting vendors, suppliers and customers about the change of address. The post office can supply forms that are easily completed.
- If there is old furniture, supplies, cabinets, etc. that will not be moving to the new facility consider donating them to a charity or just disposing of them. Files and records that are not mandatory or necessary should also be disposed.
- Order any new furniture or equipment that will be needed for the new facility. If it is not critical equipment arrange to have it delivered following the main move.
- Review insurance coverage with your insurance company to determine any additional coverage that may be needed during the move.
- Speak with your moving company about providing Certificates of Insurance (most building managers will require this before the move begins).
- Select the level of additional insurance or valuation coverage that will be need to protect the office furnishings during the relocation.

Four Weeks Prior to Moving Day

- Prepare a directory of all the companies that will be involved in the move, including all contact names, phones, faxes and email addresses. Be sure that all members of the moving team have a copy of this list.
- Arrange for utilities to be turned on in the new facility one week prior to the anticipated move day and arrange to cancel all utilities in the current facility one week following the move.
- Finalize the move schedule (order). Be sure to provide the mover with a copy. Publish the schedule so that everyone can see or obtain a copy. Make sure all senior managers know that this schedule can not be changed.
- Obtain copies of the moving restrictions from both the current location and the new location. If elevators or loading docks need to be reserved do that also.
- Assign numbers and colors to all work stations both at the new facility. Be sure that no room or color combination is repeated. Let people know what their assigned room number and color will be. Provide this list to the mover.

- Walkthrough the new facility with the floor plan to ensure that all structural obstacles are noted. You may find that walls will move or columns will be added and are not included on the original floor plans. During this walkthrough also note (and check if possible) all electrical and computer outlets.

Three Weeks Prior to Moving Day

- Assemble two (2) tool boxes each with – hammer, screwdrivers (Phillips head and flat head), pliers, electrical tie straps, an assortment of screws and nails, duct tape, an assortment of batteries, Sharpie markers, extension cords.
- If necessary, arrange with your public transportation office for any parking or traffic signage that will be necessary for the duration of the move to be placed at either facility.
- Pass out the new office layout diagrams for each person to complete. These will have to be turned into you a week prior to the move.
- If necessary, make arrangements with any crane, rigging or scaffolding services. Your mover will be able to advise you of good companies with whom to work.

Two Weeks Prior to Moving Day

- Designate someone to record all employee's names, current and new locations, old and new phone numbers.
- Arrange for the first box delivery. This should include materials for packing storage areas and infrequently used historical files.
- Arrange to have all painting, cleaning and refurbishing of furniture at the new facility completed.
- It is time to really clean house. Prepare for shredding or disposing of documents that will not be moving to the new facility. Have each person seriously clean their work area and dispose of things they no longer need. During this arrange for the janitorial service to place large trash receptacles in public areas. These should remain in place for several days.
- Distribute the labeling instructions and samples of all moving labels and packing instructions to each employee.

One Week Prior to Moving Day

- Make sure all utilities are connected and are operational in the new facility, this includes: electric, heat and air, local and long distance phone service, computer lines, internal phone system, internal speaker or PA system, alarms and security systems.
- Arrange for a second box delivery for the more critical areas and for each individual office.
- Have the elevator service company deliver small and easily replaced spare parts to both facilities. This can help prevent major delays while waiting for a service call.
- Designate several people to be at both the old location and the new location to keep the business operational up until the move begins or during the move, if necessary. These will be the first and last offices to be moved.
- Provide each work station that will be moving with the color coded labels (15-20 labels per work station is usually sufficient) that will be placed on all furniture and boxes that are being removed each work area. These may be preprinted or manually written, but they must be consistent. If you are printing computer labels, be sure to do a test run.
- Prepare a list of emergency numbers, including duty and off duty numbers for the building managers, elevator repair, electrician, plumber, moving company, all members of the move coordination team. Provide these numbers to all moving team members, senior managers and the moving company supervisors.
- Test all keys for the new facility. Be sure that several people have complete sets and that the moving supervisor knows who has the full sets.
- Make sure that you have the master copy of all office layouts for the new facility with the color code and office number clearly noted on each. You will need to provide the mover with copies of these.
- If you have purchased new modular furniture it should be delivered and installed at the new facility during the week prior to move day. Be sure to allow enough installation time so it will not coincide with the move.

Three Days Before Moving Day

- Obtain keys to all offices, conference rooms, and storage areas for both the current and the new facility. It is a good idea to test all keys and then label them carefully.
- Tour the current facility with the building manager making note of any existing damage. Take photographs if necessary.
- Provide the Certificates of Insurance that you required from the mover to both the old and new facility building managers.
- Tour the new facility with the new building manager making note of any existing damage. Take photographs if necessary.

Two Days Before Moving Day

- Make sure Certificate of Occupancy has been issued and the State Inspector has approved the freight elevator for use. If you are moving into an existing building rather than a new building this will not be necessary.
- Have employees remove all personal belongings from their work areas. Each individual and not the mover should move these.
- Finalize the day by day and hour by hour schedule for packing, disassembly and storing of files.
- Disassemble any non-essential furniture, modular units and equipment.
- Cut off and clean any refrigerators or freezers. Allow the doors to remain open to completely dry the inside.
- Have the new vending services connected or installed at the new facility. If you vending machines are moving with you, arrange for them to be reconnected the day following delivery.

The Day Before Moving Day

- Move any diesel backup generators
- Have all major equipment serviced for the move by the necessary vendor or technicians.
- Arrange to have outside building signage removed and installed at the new location.
- Plan a “saying farewell” time for the employees. This will help ease some of the stress involved with leaving the current facility.
- Have members of the moving team inspect all work stations to ensure that moving labels are attached to each piece of furniture in the proper location for easy identification by the movers.
- At the new facility, post individual office layouts at each work station or on the door of the office. The moving supervisor will assist you in setting up the color coding directions.
- If employees will need new parking permits, office keys or security cards to access the new facility they should be distributed before the move, if they are not necessary for access then you should distribute them the day following the move.

MOVING DAY

This is what you have been planning for, working towards and in some cases fearing. If you have done your job, worked with your moving company and planned you and your team will just be ringleaders for the three ring circus that is the move. Throughout the day you will need to keep the lines of communication open between your team members and the moving supervisors.

- Depending on the time of day during which the move will be taking place, it is a good idea to have as few people around as possible. This is part of the reason that most office moves take place during the evening hours.
- Designate a break area in both facilities for the movers to check-in, eat meals if the move will span a meal time or be able get a soda or water during the move. This area should be near a restroom facility.
- Remove all time clocks and security devices that will be moving to the new facility.
- Before the last truck leaves, perform a walkthrough with a moving company representative to ensure that everything that needed to move has been moved.

Delivery Day

- Install all time clocks and security devices that will be used in the new facility.
- As the move is being completed, walkthrough the facility with a moving company representative to ensure that nothing that was to be left at the old facility as been brought to the new facility.

One Day Following Delivery

- Arrange for any non modular new furniture or equipment to be delivered to the new facility. New modular furniture should have been installed in the week prior to the move.
- Arrange to have the vending machines that made the move to the new facility installed and stocked by the vendor.
- Do a post move walk through of the old facility with a representative of the moving company to verify that everything was to be moved has been.
- Remove any internal signage from the old facility.
- Distribute new phone lists and office lists to all employees.
- Set up a move “hot line” for employees to call if they are missing items or if they have items that do not belong to them. This can also be a “lost and found” area.
- Plan with you mover to have one or two moving personnel on hand with equipment for rearranging and internal moving.
-

One Week Following Delivery

- Be sure all utilities are shut off at the old facility and credits or refunds issued for unused portions or deposits.
- Arrange for all fabric chairs to be cleaned. This can be done before the move, but it is recommended that it be done following the move.
- Arrange to have the old facility cleaned in accordance with either the lease agreement or good business practice.
- Plan a “welcome to your new home” event. This will help establish everyone in the new facility.

Two Weeks Following Delivery

- Tour the old facility with the building manager, noting any changes in the condition of the building from the walk through that was done three days prior to the move. Take photographs if necessary.
- Review the move with a moving company representative. This is the time the mover will want to present their final invoice.
- Arrange for the mover to pickup all used boxes.
- Prepare a list of damaged or lost goods or any property damage. This will need to be presented to the mover as a claim. Depending on the type of move, interstate, intrastate or local the time to file your claim will vary, so ask your mover what the required filing time is.



Sample Company Moving News Letter

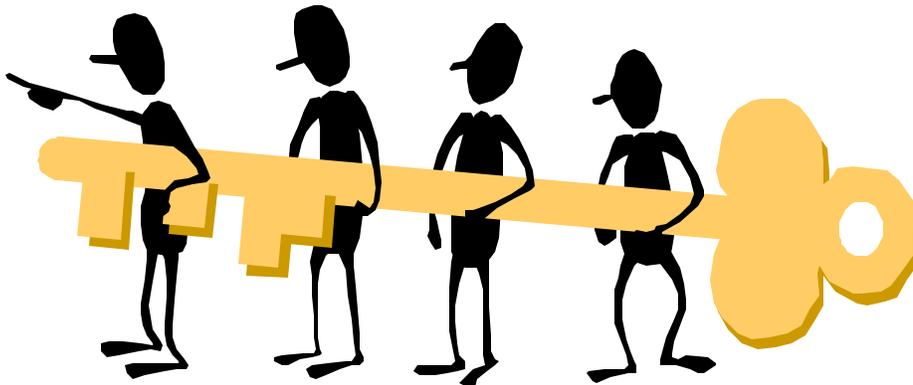
The Keys to Moving Success

? If we use a laptop computer rather than a CPU will we be permitted to take the machines home during the course of the move?

For those that use laptops, you will be encouraged to take them home during the move. Also, on your last day in the office before the move, take your docking station with you.

? I have several large book cases in my office, who will be responsible for packing the contents?

The mover will only pack those areas that are considered public areas. Any files, book cases, storage cabinets, etc that are in your private workspace will need to be packed by you. The mover will be making a box delivery on November 7th and November 14th to the conference room on the 2nd floor.



New Workstation Placement Cards are due to your Move Coordinator before November 17th.

There will be an office wide cleaning day on November 26th. Unless you have meetings everyone may wear casual clothes.

Reminders from your Move Manager

31 days until move day



? If you will be off during the move, you must have your work area cleared by a Move Coordinator before you leave

? There will be a question and answer session for all employees who wish to participate with our moving company on November 12th.

? Sample Company will be closed the following days this month:

November 27-28, 20XX

? I will be away from the office and unable to return either emails or calls from 11/13-14/20XX. If you need assistance during that time, please contact Joe Smith (ext. 112).

? If you have questions for the news letter, submit them by email before the 26th.

Section 2

The Move Coordinator

HD Auston Moving Systems
6205 White Horse Road
Greenville, SC 29611

The Move Coordinator

The Move Manager for your company's upcoming relocation has appointed you a Move Coordinator. While your tasks will vary based on your area of responsibility, your ultimate goal is to ensure that each individual in your area is ready for the move and that they understand what his or her role is in the move and then is able to execute the preparation in the required time to complete a smooth move.

In addition to preparing your area for the move, you will also be your section's representative during the planning stage. It will be important that you understand all aspects of your area's relocation. If there are machines that will need special servicing, extremely busy times, or conversely very slow times in your section, you will need to bring this to the attention of the Move Manager, so that these special needs can be addressed and accommodated early in the process, rather than causing problems or delays during the move.

The move may seem like an impossible task but each small piece will add to the whole. It will be important to keep the lines of communication open between the people for whom you are responsible and the Move Manager throughout the moving process.

Your Move Manager will be scheduling regular meetings to assign tasks and update everyone on the progress of the move. These meetings are a very important part of the relocation. Not only will you get your next assignments, but you will be able to discuss with the other move coordinators, what challenges you are facing and what unique solutions you have found.

You will have three principle areas of responsibility. The first as mentioned earlier in this introduction will be to assist the Mover Manager in planning the actually move. We have included a worksheet for you to list all the office machines, special equipment and special needs that will affect your area of responsibility. This should be completed and given to the Move Manager as early as possible.

Your second area of responsibility will be to pass information along either from the Move Manager to all employees or to answer specific questions about the moving process. In the Move Manager's section of this manual there is a sample relocation newsletter. This is an efficient and often inexpensive way to ensure that everyone receives the same information.

Your final area of responsibility will be to ensure that everyone in your area is ready for the move. We have included a label placement worksheet for standard pieces of office furniture. You will also need to collect the new work area placement sheets from each employee in your area, and make sure they are at the new facility the day before the move.

To follow you will find two worksheets that can be easily modified to suit just about any relocation. They are also easily translated into computer programs like Excel or Word. The advantage of the computer set up is that the updates can be immediately distributed to all parties involved in the move.

Move Coordinator Check List Pre – Move Planning

Current Location: Floor: _____ Wing: _____ Office: _____ Other: _____

Move Coordinator: _____

Move Date (s): _____ Pack Date (s): _____

Part 1 - Electronic Equipment – the will need special servicing prior to being moved.

Copier	Room #	Special Needs/Services	Service Date
Printer	Room #	Special Needs/Services	Service Date
Fax Machine	Room #	Special Needs/Services	Service Date

Special Equipment	Room #	Special Needs/Services	Service Date
Microwave			
Refrigerator			

Part 2 - Furnishings that will need disassembly or servicing prior to being moved:

	Room #	Service needed	Service Date
Conference Table			
Work Stations Modular			
Drawing Tables			

Desks			
Bookcases	Room #	Service Needed	Service Date
Other Furniture	Room #	Service Needed	Service Date

This is a sample pre-move work sheet; you can adapt this to suit the specific needs of your area. This can also be adapted to computer using either Excel or Word. The Computer versions will permit easier updating and the ability to maintain up to the minute changes.

Label Placement

During the move itself the labels that are placed on individual pieces of furniture and equipment will determine not only is the furniture to be moved, but what office it will be placed in at destination. As a result, it is extremely important that the label be placed on each piece of furniture or equipment so that it will be clearly visible to the movers during the course of the relocation.

The following is an alphabetized list that will clearly describe where the label needs to be placed plus any pre move preparation that will need to be done. There is a diagram of where most labels should be placed on the last page of this section.

Adding Machine or Calculator – Put the label on the top of the machine near the lower right corner.

Preparation: Remove the roll of paper and secure the end with tape. Seal the metal roller in the roll of paper with tape. Both the roller and the paper should then be packed. Unplug the cord and wrap it around the machine the leave the machine on your desk or work surface.

Art – Hanging with Glass – Put the label on the lower right corner of the glass. Leave the art hanging

Art – Hanging without Glass – Put the label on the lower right corner of the frame. Leave the art hanging.

Boards – Black – Put the label on the front, upper right hand corner. Leave the board hanging.

Boards – Bulletin – Put the label on the front, upper right hand corner. Leave the board hanging.

Boards – White Marker – Put the label on the front, upper right hand corner. Leave the board hanging.

Bookcases – For bookcases that are 48” in height or less, place the label on the on the top, front, right hand corner. If the case is greater than 48”, put the label about 5 feet up on the case on the right hand, inside (rear wall) of the bookcase.

Preparation: Remove all contents of the bookcase and pack them into boxes. If the shelves are removable, remove them and place a label on each shelf on the top right hand side. Remove all brackets, clips or pins and place them in a sealed envelop or parts bag. Place the parts bag in a moving box.

Boxes - All – You will need to place two (2) labels on each box. One should be placed on the upper right hand corner, near the area with the preprinted captions. The second label should be placed on the side of the box for easy locating once the boxes are stacked on to the dollies. Once the box is sealed, write the owners full name or principle location (i.e. 3rd floor file room) and quick description of the contents across the tape. Do not write directly on the box. Keep in mind that the heavier the item, the smaller container in which to pack it.

Cabinet – First aid – Put the label on the upper, right hand corner of the door.

Preparation: Tighten the caps of all bottles and seal them with tape. Tape the lids of all boxes to prevent them from opening and place all loose items in sealed envelopes. Place all contents in a moving box that is labeled as first aid.

*****It is a good idea to have a first aid kit available at each location and at all times during the course of the move.**

Cabinet – Supply - Put the label on the upper, right hand corner of the door.

Preparation: Remove all contents and pack it into boxes. If the cabinet has a key, lock the cabinet and remove the key. Put the key in an clearly mark envelope (using the label information) and either pack the key with the contents of the cabinet or place the key in a central location will all cabinet keys. **DO NOT** leave the key in the lock.

Carpet Mat or Pad – Put label on the upper corner.

Preparation: Wipe the mat with a wet paper towel and allow to dry. This will permit the label to adhere better and should the pad come in contact with other pieces of furniture, prevent soiling the furniture.

Chair – Conference – Put the label about on the base about 2” from the wheel. If there are not wheels, put the label on the right front leg as you face the chair.

Chair – Executive (high backed) - Put the label about 2” from a wheel.

Chair - guest – with non wooden arms – Put the label on the right front leg as you face the chair.

Chair – guest – with wooden arms – Put the label on the right arm as you face the chair.

Chair – Secretarial – Put the label about 2” from a wheel.

Coat Racks – Put the label about 5 feet from the ground on the right hand side, if multi- post. Pack the hangers in a moving box.

Coffee maker – portable – Put label on the front near the top.

Preparation: If the coffee maker is small enough to fit in a box, pack the complete unit. If it is a large coffee maker, completely drain the water reservoir and the carafe then clean and pack the carafe.

Coffee maker – connected to waterline – Put the label on the upper right hand side.

Preparation: Have a plumbing company disconnect the waterline. Once disconnected completely drain the water reservoir and carafe. Clean and pack the carafe.

*****If you need a plumber for servicing coffee makers, ice makers or water dispensers, have the plumber come in at least one full day before the move to allow the inner workings to completely dry.**

Computer stands or tables – Put the label on the top at the right front corner.

Copy machine - large – Put the label on the upper right hand corner of the front of the machine.

Preparation: Check with the manufacture's representative to verify if the machine need special servicing for a relocation, such as removing toner or sorters. This can be important if the machine is leased or the warranty requires special preparation before a relocation.

Copy machine – small – Put the label on the front right corner of the top of the machine.

Preparation: Remove the toner cartridge and seal it in a black plastic bag. Many toners are light sensitive and will be damaged if exposed to light for even a few minutes.

Credenza - Put the label on the upper right corner of the door or drawer on the right hand side.

Preparation: Remove all contents and pack them into moving boxes.

Desk – with return – Put the label on the top corner of the top drawer, near the edge of the desk. Put a second label on the return on the top near the outer edge.

Preparation: Remove all contents and pack them into moving boxes.

Desks – without returns - Put the label on the top corner of the top drawer, near the edge of the desk.

Preparation: Remove all contents and pack them into moving boxes.

Desk Pads – Put the label on the front right hand corner. Be sure to remove all papers from under the desk pad and pack them.

FAX machines – Put the label on the front right, top corner of the machine.

Preparation: Plain paper machines – remove the toner cartridge and seal it in a back plastic bag. Remove all external removable trays and pack them along with all paper. If it is a thermal machines, remove and pack the paper roll, then unplug the machine and allow the inner workings to cool for several hours before moving.

Fire Extinguisher – Put the label on the front near the top. If the fire extinguishers are moving to the new location, they will be pickup on the last trip from the old office. If the extinguishers are staying, then put a “DO NOT MOVE” sticker on the front.

Glass desk protectors – Put the label on the front right hand corner. Be sure to remove all papers from under the desk pad and pack them.

Files – Fireproof – Put the label on the upper right hand corner of the top drawer.

Preparation: Since the contents of these cabinets are extremely valuable, leave the contents intact. If the cabinet has a key, lock the cabinet, put the key in an envelope (be sure to mark the envelope with the cabinet number or identification) and put the key in a clearly marked box or in the master key area. Do not leave the key in the cabinet. If the cabinet has a combination lock, be sure to lock the cabinet.

Files – lateral – Put the label on the upper right corner of the top drawer.

Preparation: The contents of lateral files must be removed and packed even if the cabinet is moving a short distance. If the cabinet has a key, lock the cabinet, put the key in an envelope (be sure to mark the envelope with the cabinet number or identification) and put the key in a clearly marked box or in the master key area. If there is not a key available, wrap a number of layers of tape around the lock plunger to prevent the movers from locking the cabinet.

Files – vertical – 3 or more drawers – Put the label on the upper right corner of the top drawer.

Preparation: remove and pack all contents above the 2nd drawer. In the 1st 2 drawers, push the pressure plate(s) as tightly as possible against the remaining files to prevent shifting. If the cabinet has a key, lock the cabinet, put the key in an envelope (be sure to mark the envelope with the cabinet number or identification) and put the key in a clearly marked box or in the master key area. If there is not a key available, wrap a number of layers of tape around the lock plunger to prevent the movers from locking the cabinet.

Files – vertical – 2 drawers – Put the label on the upper right corner of the top drawer.

Preparation: Leave all contents in the cabinet, push the pressure plate(s) as tightly as possible against the remaining files to prevent shifting. If the cabinet has a key, lock the cabinet, put the key in an envelope (be sure to mark the envelope with the cabinet number or identification) and put the key in a clearly marked box or in the master key area. If there is not a key available, wrap a number of layers of tape around the lock plunger to prevent the movers from locking the cabinet.

Lamp – with adjustable arm – Put the label on the shade.

Preparation: Unplug the lamp and wrap the cord around the lamp. If the lamp has a clamp base, loosen the clamp and lay the lamp on the surface of the desk.

Lamp – table – with fixed lampshade – Put the label on the shade.

Preparation: Unplug the lamp and wrap the cord around the base.

Lamp – table – without fixed lampshade – Put one label on the base of the lamp. Reserve a second label.

Preparation: Unplug the lamp and wrap the cord around the base of the lamp. Remove the lamp hardware (fennel and harp) and pack them into a box. If the lamp has a doth shade, put the shade in a box and affix the second label. If the shade is another non-breakable material put the second label on one wire of the shade.

Microwave oven – Put label on the front in the upper right hand corner.

Preparation: Clean and dry the interior. Wrap the cord around the oven and secure with tape.

Notes for personal computers, laptops, hand helds and other computer equipment

- 1) **Back Up All Files**. Since this may take some time, do not leave this task for the day of the move.
- 2) If you have computer technicians preparing the computer for relocation, leave the equipment where it sits and do not unplug anything.
- 3) If you will not have technicians handling the equipment, turn off all equipment. At the end of each cable put a small piece of tape with a letter on it that will correspond to a letter on the computer or equipment. Once all the cables are labeled, unplug each and coil and fasten each cable with a twist tie or tape and pack these. If you have a “shipping” disk place it in the CD Rom or floppy drives. If you do not have the “shipping” disk, use a retired disk.
- 4) When you arrive at the new facility, allow the equipment to adjust to the new humidity and temperature before reassembling and starting – this process can take several hours if the move is short or up to a full day if there are drastic changes in either humidity or temperature.
- 5) If you were connected to a network drive, you will need to re-establish that connection.

Personal computer – CPU – Put the label on the right front of the computer, be sure not to cover any of the slots for the CD-Rom or disks.

Personal computer – Keyboard – Put the label on the top right hand side or pack.

Personal computer – Lap top or palm top – Put the label on the outside of the case.

Preparation: If you allow employees to move their own lap tops or palm tops this ensures that they are able to work until almost the moment of the move and there is little chance of a machine being misplaced. Lap tops and palm tops can also be packed for the move, just be sure that they have plenty of padding to protect them.

Personal computer – monitor – Put the label on the top right corner of the cabinet or housing – Do not put the label on the screen itself.

Personal computer - printer – Put the label on the top right corner of the printer.
Preparation: Remove the ink or toner cartridges pack in sealed black bags and then put in moving box.

Power strips – Put label on the end opposite the power cord. These may also be packed.

Refrigerator – Put the label on the upper right hand side of the door.
Preparation: Remove all contents. Thoroughly clean the interior and allow to dry completely. Turn off and unplug it. If there is an ice or water dispenser either arrange with the movers ahead of the move to disconnect or contract a plumber to disconnect the water hoses.

Shelf unit – metal – Put the label on the right hand vertical post about 5 feet from the ground.
Preparation: Remove and pack all contents of the shelves. If the shelves are removable (not secured by bolts) you can either disassemble the unit or secure each corner of each shelf with a tie strap, like the ones used to secure electrical wires. If the shelves are secured with bolts, the unit can be moved as it stands.

Sofa – Put the label on the right front leg.

Surge protector – Put the label on the top near the end opposite the power cord.

Table - cafeteria – Put the label on the top near the edge.

Table – coffee - Put the label on the top near the edge.

Table – conference - Put the label on the top near the edge.
Preparation: Expect that the movers will disassemble and reassemble any multi-piece conference table. They will mark the bottom of the table and each leg with identifying numbers (one on the table the other on each leg) to aid in reassembly at destination. Make sure the table is wiped clean, but do not put wax on the table just before relocation.

Table – drafting - Put the first label on the top near the edge. Place a second label on the top of the right hand leg.

Table – end - Put the label on the top near the edge.

Table – folding - Put the label on the top near the edge.

Table – typing - Put the label on the top near the edge.

Telephone – Put the label on the upper right hand side of the phone if it will be moving to the new offices.

Preparation: If the phone system is not moving you can either have the phones left in each office or have them collected and placed in a central location for the incoming company. If the phone is moving, unplug it from the wall and wrap the cord around the phone and then leave the phone in the desk.

Typewriter – Put the label on the top or front on the right side, use tape to secure the label if necessary.

Preparation: Center the carriage if it is movable and move the margin tops to the center. If the cord is permanently attached, wrap the cord around the typewriter and secure it with tape. If the cord is removable, remove the cord, label it to identify to which machine it belongs and pack the cord in a moving box.

Visual center - Put the label in the upper right hand corner. The movers will take the center down.

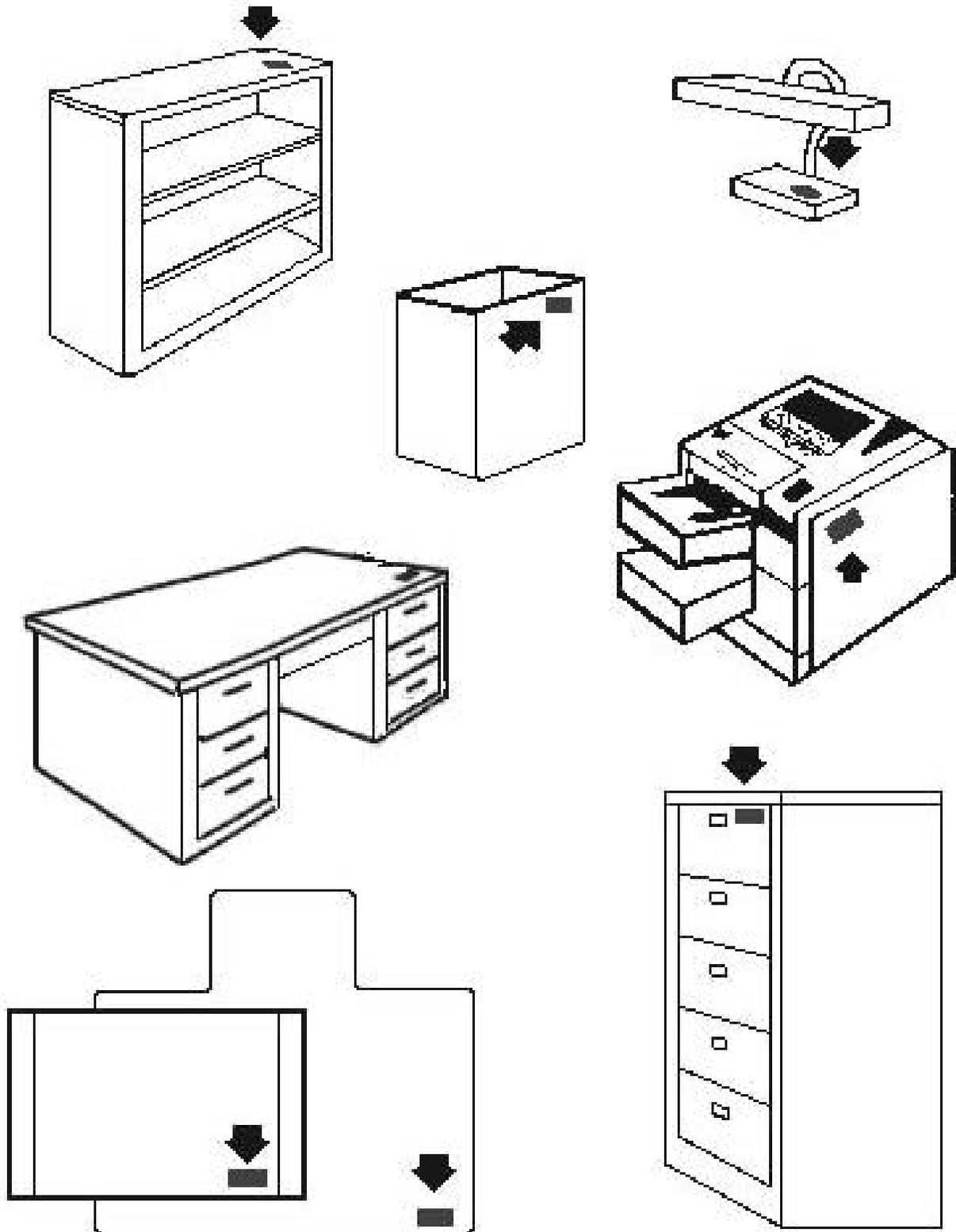
Wardrobes – Put the label in the upper right hand corner of the door.

Preparation: remove all contents, including hangers and pack them in moving boxes.

Waste cans - Put the label near the top of the short end of the can or anywhere near the top on a round can.

Preparation: Empty your waste can just before the movers arrive, otherwise they will move the can and its contents.

Examples of Label Placement

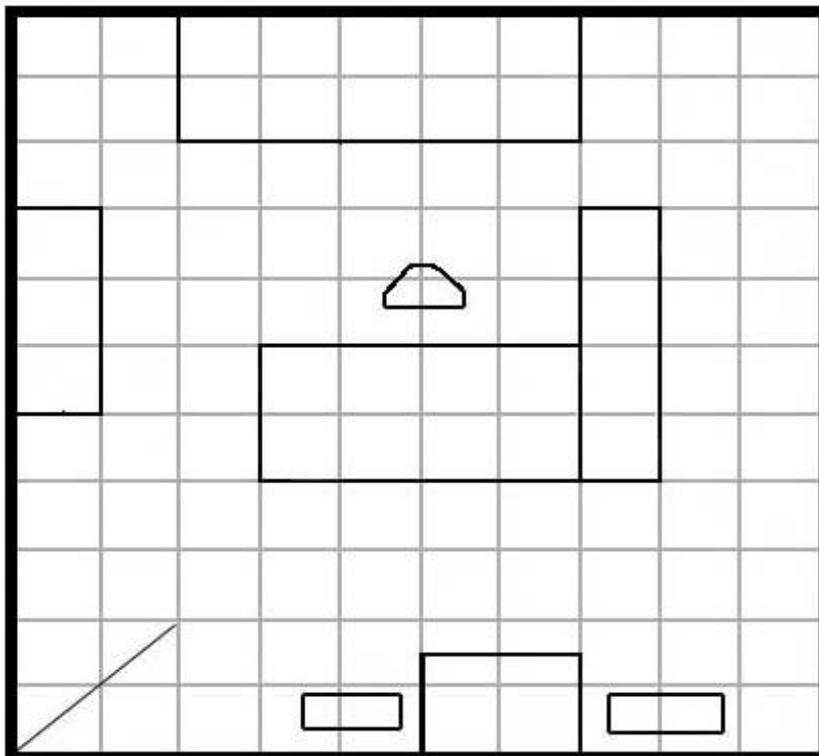


Sample Office Placement Card

Place Location Tag Here:

FLOOR	ROOM	LOCATION
4	21	

Please Place My Furniture Like This:



****Indicate any Structural landmarks (i.e. Windows, Doors, Etc)****

Location Card to be Removed by Moving Company ONLY!

Section 3

The Employee

**HD Auston Moving Systems
6205 White Horse Road
Greenville, SC 29611**

Instructions to Employees

While each move is unique, having all employees participate in the move is critical to the overall success of the move. Depending on the amount of packing that the moving company will do, there are several things that individual employees can do to expedite the process and in turn reduce the cost.

Employees should plan to move all personal items from their work areas on their own this should include all artwork, personal files and books, knick-knacks and equipment. As part of the move budget, the company may want to include several boxes per employee for their personal items. The employee should pack personal items and remove personal items from the office several days prior to the actual move dates. This will allow the last packing and preparation to be company materials only.

You may also want to consider as part of your overall move plan that employees rather than movers will pack the common areas, storage areas and central file systems. This can be a significant savings on the cost of the move, but you should consider the time demands on employees before taking this route. One advantage is the people who commonly work in these areas are familiar with the set up and will be aware in the new facility how the area should be set.

The following pages will show a sample instruction pack that each employee should receive about two (2) weeks prior to the move dates. These forms can be modified to suit just about any move.

Employee Packing and Moving Instructions

Employee Name: _____

Current Location: Floor: _____ Wing: _____ Office: _____ Other: _____

New Location: Floor: _____ Wing: _____ Office: _____ Other: _____

Your New Phone Number (Extension): _____

Your Move Coordinator: _____

Move Coordinator Contact: _____

Your Move Label Color: _____

Note: To expedite the move, you have been assigned a color code that coordinates with your location in the new offices. Please use only the color label that is assigned to you and prevent delivery of your office things to an incorrect location.

Packing Materials for your office will be delivered to: _____ (location) _____
you can pick them up any time after: _____ (time) _____

Your office will be moving on: _____ (date) _____

The movers will start about: _____ (time) _____

Return to work: _____ (date and time) _____

Notes:

- 1) Please have your personal items removed from the office at least one day prior to the loading of the shipment.
- 2) Packing and office preparation must be completed at least 4 hours prior to the anticipated arrival of the moving company.
- 3) If you will be out of the office in the day(s) prior to the move, please have your personal items removed before your absence. You will need to arrange with your move coordinator to either pack and prepare your office early or arrange for someone else to pack and prepare the office.

Employee Packing and Moving Instructions

Clean Up Campaign

Two weeks prior to the move we will have a clean up and out campaign. The janitorial staff will arrange for large wastebaskets to be placed in central locations in each department on (date) for all non-confidential materials to be disposed. Please go through you desk, credenza, file cabinets, bookcases and storage areas and dispose of anything that will not be needed your new location.

If you need to dispose of confidential material, please place these items in the designated area for them to be picked up and stored until they can be shredded. If you have questions about confidential material, please see your immediate supervisor about disposal or retention.

Restricted Access During Move

Once the move begins, there will be limited access to both the current and new facilities. Please plan to be out of your work area at least 30 minutes prior to the movers beginning in your area. You will have access to your new facility at any time following the return to work date and time stated on the first page of this packet. This absence is necessary to prevent interference with the move itself and to prevent injuries to both employees and moving personnel.

Personal Items

Separately pack all your personal belongings, such as photographs, clocks, radios, coffee mugs, artwork and knick-knacks. These will need to be moved to the new office by you. Personal items will not be moved by the moving company, please take them home with you at least one day prior to the move commencing. Additionally, the company's insurance does not cover these items. Once you are settled in your new workspace, these items may be brought back.

Keys

If you are in a private office and your furniture will be used in you new office, lock all desks, files, credenzas, and storage cabinets and take the keys with you. You will be responsible for these keys. If you will not be using your furniture in the new office, tape the key inside the piece to which the key fits, i.e. the desk, tape the key inside one of the top drawers.

If you are in a workstation rather than private office, while the furniture will be reassembled at the new location, you probably will not end up with the exact

combination of furniture that you now have. Do not lock the drawers, cabinets and storage areas, but tape the key to the inside of the piece in which the key fits.

Packing – Tote Boxes

The mover will provide each person with a set number of boxes, if you need more, they are available, just ask your move coordinator. The tote boxes will be delivered flat. Unfold the box and follow the instructions that are printed on the box. Please do not use tape to secure the box since the boxes will be returned to the moving company. The flaps will interlock to secure the box.

Tote boxes are most commonly used for office files and will come in two standard sizes, letter and legal. The sides of the box are built so that file will easily slip into the box. Be sure as you pick up your boxes that you pick up the correct size. If you are packing an alphabetized or numbered filing system that you pack the boxes from front to back so that they match the front to back sequencing in the drawers. It is best if you plan one box per drawer, rather than co-mingling drawers. If there is space at the back of the box fill it with other office equipment or with sheets of crumpled newsprint or paper pads. This process will make unpacking at the new location much easier. Also carefully mark the box label as to the location and the specific drawer number. For added protection you may also want to include the sequence (alpha or numeric) that is included in the container. You can also put a sheet of paper inside the box just before it is closed that states the area, cabinet, drawer and contents. This way if the label is lost the contents can be correctly refiled.

Book Boxes

Book boxes are the other standard box that will be used during the relocation. These should be used for packing bookshelves, contents of desks, credenzas, filing cabinets and office supplies. These will also be delivered flat and will require tape to secure the bottom and top flaps, these boxes will also be returned to the mover once the move is complete, so use tape sparingly.

When you have finished packing each box, carefully mark the box label with your name, new office number and location. Do not write on the box itself. You can also put a sheet of paper inside the box just before it is closed that has your name, office number and contact information, this way if the label is lost the box can be returned to your new office. You may also be encouraged to make a complete inventory of the contents of each box.

Other Boxes

While the totes and book boxes are the most commonly used on an office move, the moving company will have a variety of specialty boxes available should you

need them. You will have to alert your move coordinator as to your special needs, so the moving company can deliver the correct box.

Labels

Each office has been assigned a move label color. Your color is on the first page of this guide. If you receive a label color other than that, notify your move coordinator immediately. You will receive your labels approximately one week prior to the start of the move. You will also receive enough labels for each piece of furniture that is in your work area and the anticipated number of boxes that you will have. If you need more labels or have extras, please alert your move coordinator.

You will need to clearly mark each label with your name, floor number, office or workstation number and piece number. Mark the labels with a medium to wide felt tipped pen, like a Sharpie®. Do not use a ballpoint pen, as the labels need to be clear and easily read by the movers from some distance and often in poor light.

Remember, EVERY ITEM THAT IS MOVING MUST HAVE A LABEL. If you have a desk that is in several sections, each section must have a label, all shelves from bookcases must be labeled and all boxes. If you are having difficulty with labels sticking you may secure them with scotch tape.

To save your fingernails and frustration levels at the new facility, fold a small piece of each label back under the label, this will give you a “pull tab” to start with as you remove each label.

Labeling System

During an office move, the movers are trained to look for labels in specific locations. This is why the labels must be clearly visible from distances and in poor lighting. It also allows the movers to “float” every piece of office furniture and boxes onto dollies for the relocation and allows for easier placement at the new facility. The basic objective is to stand in front of any piece of furniture and see the label in the upper right hand corner or at about eye level for large pieces and for smaller objects to see the label on the top right front corner.

There is a diagram for the most common pieces of furniture and their label placement at the end of this guide. If you have questions about specific placement, check with your move coordinator.

As the movers finish the move they will place each piece of furniture into your new work area based on the placement diagram that you provide the move

coordinator for the arrangement of furniture. The boxes will be placed on the rear wall, if available, with the labels facing forward and readable from the entrance to the work area.

Tips for Success

Remove all items from your desk, credenza, storage cabinets, and bookshelves then pack them into boxes that will be provided by the mover. This is critical since the majority of the furniture will be turned on end during the course of the move. Any small items, such as paperclips or rubber bands should be sealed in envelopes before placing them in the packing box. Any liquids, such as ink, glue, correction fluid should be sealed tightly and then place a strip of masking tape around the top of each before packing it into the box.

Breakable items should be wrapped in paper before being packed or be packed by the mover.

Check all the wheels on chairs, rolling tables, computer stands, printer stands, etc. Any that are loose should be removed and packed. Otherwise, you will never see them again.

If you are moving into a private office, a diagram of desired furniture placement should be completed and turned into the move coordinator at your earliest convenience. If you are moving into a modular or semi private area, you may hand in a placement diagram for equipment.

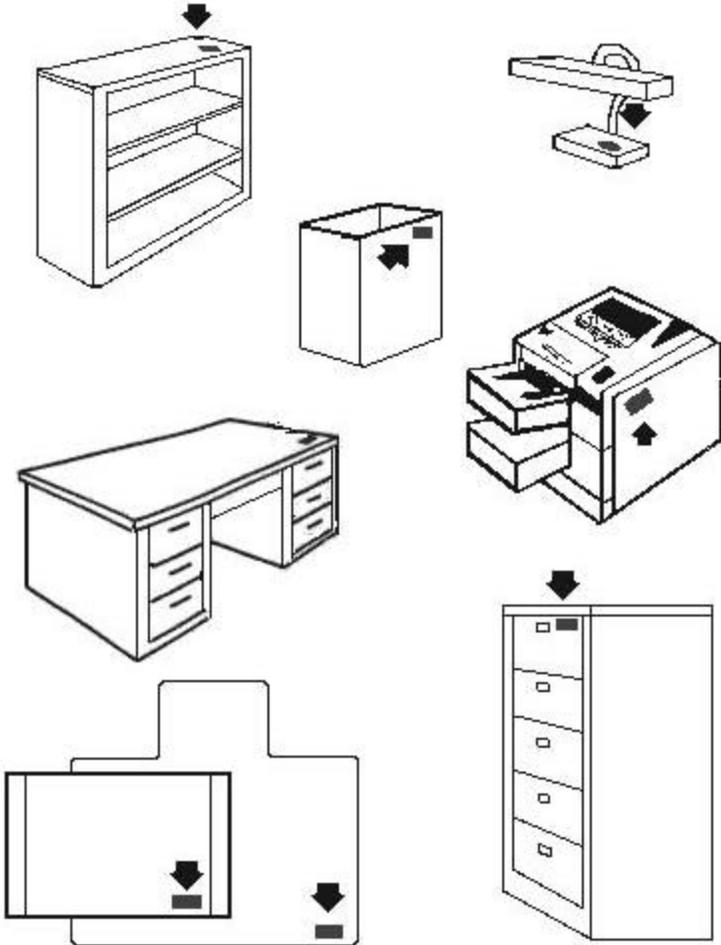
When you are packing, do not seal the boxes until you have completed your packing, this will help avoid the need to open and search boxes to find items or when you need to remove or insert last minute items.

As you complete each box stack it to one side of your office, no more than 4 boxes high, with the label on the front, right hand, upper corner. You should be able to see each label from the entrance to your work area.

Before you leave your work area for the last time, double check that all labels are visible and that anything not moving to the new location is also marked as do not move.

Once the move is completed and you have unpacked your work area, remove all moving labels. The boxes that you used should be collapsed and returned to a central collection point.

Label Placement on Common Office Items



Section 4

Reference

**HD Auston Moving Systems
6205 White Horse Road
Greenville, SC 29611**

Glossary of Terms

Accessorial Services

Those services which are apart from the line-haul transportation and include such services as packing, extra labor and storage

Adjudication

The process of deciding or determining carrier liability

Agent

A business firm, corporation or individual operating independently, for, or on behalf of a principal carrier.

Articles of Extraordinary Value

Considered in this category are jewelry, coins, works of art, antiques, computer software, precious stones, precious metals, valuable papers, etc.

Auxiliary Service

The service that applies when a shipment cannot be picked up or delivered by the interstate vehicle and a small local vehicle must be employed for movement between the residence and the interstate vehicle. The cost of this service is chargeable to the shipper.

Back Haul

To haul a shipment back to the home terminal or back over part of the route already driven.

Also called *return tonnage*.

Base Plate

The license plate issued by the base state, for interstate vehicles, usually the home state of the van line headquarters or the agency from which they are dispatched.

Base State

The state from which the vehicle is frequently dispatched or in which it is controlled. This may or may not be the home of the vehicle owner.

Bill of Lading

The shipping contract between the carrier and its shipper, that lists the dates, services, and actual charges involved in a move; it serves as the receipt for the shipper's belongings.

Binding Estimate

An agreement made in advance with the shipper that guarantees the total cost of the move based on the quantities and services shown on the estimate.

Blue Bark

A shipment returning to the home state, belonging to a deceased member of the military.

Booker

The agent who has sold the move and registers it with the carrier.

Booking

The registering of an order with a carrier to provide transportation.

Bottomline Discount

This pricing option allows the charges to the customer to be discounted equally based on actual weight and services, except, valuation, storage-in-transit, and third party service.

Bulkhead

A cargo restraining separation within a vehicle or container used to prevent shifting of the cargo during transit.

Bulky Article

A charge to the shipper for articles that require excessive handling or space in the van or container. The item must be specifically listed on the inventory in order to apply the charge. Such articles could be motorcycles, doghouses, riding mowers, or automobiles.

Claim Register

The official record of all claims received

COD

“Cash on Delivery”, the usual method of payment for moves by private transferees. A way to describe a private transferee.

Consignee

The individual or party receiving the goods being transported

Consignor

The individual or party releasing the goods to be transported

Containerization

The use of a receptacle made of cardboard, steel, fiberglass, etc., into which the individual pieces of a shipment are placed for shipment or storage.

Contract

A written agreement between two parties (company and carrier) meant to achieve the transportation of numerous shipments for more favorable terms.

CONUS

The area within the continental United States, this does not include Alaska or Hawaii

Cube

A common measure of the capacity (length x width x depth) or cubic space available in a container or truck. The industry average is 7 pounds per cubic foot of space.

DD1840/1840R

A Department of Defense form used on military moves to advise the carrier of any loss or damage that must be received by the military 45 days following final delivery of the household goods.

DD619

A Department of Defense form prepared to support packing and accessorial services. The shipper, authorized agent and the carrier must sign it.

Deadhead

The movement of an empty unit from one area to another.

Demand on Carrier

The formal claim presented by the government on behalf of the military member

Demurrage

A charge to the shipper for keeping a container, trailer, or railcar beyond a specified length of time established by the carrier. Demurrage typically refers to the rail industry and international shipping. The trucking industry more frequently uses “detention”.

Density

The ratio of an item’s weight to its volume.

Department of Defense (DOD)

The United States department that is in charge of ensuring national security and regulating military relocations.

Estimated Cost of Services

A written document used by the origin agent provided to determine approximate charges for weight and services required.

Estimated Weight

An approximate weight of a shipment determined by multiplying the cubic footage by an expansion factor (usually 7 pounds per cubic foot).

Exclusive Use

When a shipper requests that a shipment travel alone on a van, the shipper will be charged for the use of the entire van, based on the cubic footage of the van times 7 pounds per cubic foot.

Expedited Service

A special request for delivery of a less than 5000 pound shipment on a specific date. The shipper will be charged for 5000 pounds to obtain better delivery spreads.

Extended Liability

A valuation extension of a shipment in storage-in-transit.

Extra Pick Up

Portion of the shipment that is loaded from a location other than the origin address stated on the Bill of Lading

Flatbed Carrier

A carrier using flatbed trailers under the terms, rates and authorities of a household goods van line carrier for the transportation of containerized household goods and personal effects.

Flat Floor

A term referring to the structure of the floor of the trailer. A flat floor trailer is just that, flat from the nose to the rear door and usually is used for freight. Household goods flat floor trailers are slightly modified with a drop at the front deck.

Freight Bill

A document for a common carrier shipment which gives a description of the freight, weight, rates, charges, taxes, and whether or not charges are to be collected, prepaid or billed.

Freight Forwarder

A person or firm engaged in the business of dispatching shipments on behalf of other firms or individuals in domestic or foreign commerce. This person or company is duly licensed to handle formalities of such shipments.

Full Value Protection

A valuation option which holds the carrier liable to the customer for repair or replacement at current market value for articles lost or damaged while in the carrier's custody.

Government Bill of Lading (GBL)

Similar to the commercial Bill of Lading, but it is issued by a government transportation office.

Installation Transportation Officer (OTO)

The individual at a government agency or military installation responsible for traffic management.

Interline shipment (409 shipment)

These are shipments are there booked by one carrier and handed over to another carrier, usually by lease agreement (409 agreement), at a specific location for further movement. Interlining is frequently used by carriers with limited interstate authority.

Irregular Route Carrier

Any carrier that does not assign specific equipment to specified routes. Most household goods carriers.

Knocked Down

This term denotes that an article of furniture is partially or entirely disassembled.

Late Delivery

Delivery of the goods or effects to the destination after the last agreed delivery date.

Less-than-trailer-load (LTL)

Consignment tendered to a carrier as individual articles that will share the trailer with another shipper's cargo.

Letter of Authority

A letter authorizing a carrier to move an employee, assuring that the commercial account will pay for the move, if perhaps, no purchase order or order for service is used.

Letter of Credit

A financial document issued by a bank at the request of the consignee guaranteeing payment to the shipper for cargo if certain terms and conditions are not fulfilled.

Liability

The obligation of the transportation company to compensate for loss or damage

Linehaul Discount Program

This program applies to C.O.D., prepaid, and national account, first proviso shipments moving within the continental United States or to and from Canada. Under this pricing option, the charges are based on actual weight and mileage less the linehaul discount.

Lump Sum Value

The value that a shipper places on their goods being transported that is calculated as not less than \$5,000 or \$4 per pound which ever is greater

Member

A term used to describe a military or governmental transferee

Mileage Guide

A system for giving mileage from point to point (or zip code to zip code) using the shortest route available for truck traffic.

Minimum Weight

The designated weight level at which a particular rate must be assessed. Below such a level, higher rates may be applicable; above such level lower rates may be considered.

Motor Carrier

A transportation business that offers service to the general public.

National Account

A company that assumes the responsibility for charges associated with the relocation of an employee

Non-peak Season Rates

The linehaul rates that apply on all first proviso shipments moving between October 1 and May 15

Overage

Articles or items that have become separated from the main portion of the shipment. Such items are usually not discovered until after the shipment has been delivered

Overflow

The portion of a shipment that cannot be loaded on the van or trailer due to lack of space. The overflow is placed on another van or trailer and a separate inventory is prepared.

Overtime

A charge to the shipper where, because of shipper convenience, laws or ordinances, the shipment is delivered after the normal business hours of Monday-Friday, 8:00 to 5:00. Overtime cannot be charged if the delivery is made at the carrier's convenience.

Owner Operator

The driver or the legal owner of the tractor.

Pads

Blanket like padding used for covering articles of furniture during shipment.

Pallet

A portable platform for holding material for storage or transportation.

Palletized

A term denoting that storage containers are stacked on pallets.

Peak Season Rates

The linehaul rates that are applicable between May 16 and September 30

Per Diem

a) Charges paid by one carrier for the use of freight cars, trailers or containers of another carrier.

b) A daily expense allowance to employees or transferees to cover temporary living expenses.

Pick Up and Delivery Rates

Separate transportation rates applicable between the storage-in-transit facility and the residence or establishment.

Pick and Hold

A shipment that is loaded at origin by the agent and held for the interstate driver. This function varies in name and usage by carrier.

Pre-Existing Damage

Damage that already existed prior to the carrier taking possession of the article. This should be notated on the descriptive inventory prior to loading. This is frequently abbreviated as PED

Prepaid Shipment

A shipment on which all or part of the transportation charges have been paid to the carrier prior to the shipment's arrival at destination. While prepayment cannot be demanded of a shipper, it can be offered as a payment option.

Principle Agent

A mover who has a regular and ongoing agreement to act as an agent for a household goods van line and performs a range of services, including selling, packing, and hauling in the name of the van line.

Property Damage

Damage to a home, lawn, driveway, or other property owned by the shipper done by the driver or crews during the loading or unloading of a shipment.

Property Damage Claim

A claim filed for damage to property or the home of a shipper during loading or unloading of a shipment.

Proviso

The classification of articles by commodities, to which rates, rules and regulations apply. First proviso includes used household goods. Second proviso includes office furniture and third proviso encompasses special products, exhibits, displays, computers, machines or anything that requires special handling.

Purchase Order

A written authorization for billing a move to a company. It sometimes is used in place of an Order for Service.

Reasonable Dispatch

The dates or period of time agreed upon by the shipper and the carrier to pick up and deliver a shipment, as entered on the Bill of Lading.

Reconsignment

A change in the final consignee on the Bill of Lading prior to delivery.

Reefer Dolly

A special dolly that is used to move refrigerator or similarly large, heavy objects.

Register

To provide the van line all pertinent information regarding a shipment so that arrangements can be made to handle the shipment from start to finish.

Registration Number

The unique number that is assigned to the shipment at the time of registration, generally identifying the booking agent, sequence and year.

Released Value

The least amount of liability a carrier assumes for loss or damage when transporting goods. It is calculated at \$.60 per pound per article.

Release Value Rate

A rate offered by a carrier to a shipper whereby the carrier assumes less than full liability for a shipment and the user pays a reduced rate. The user is trading full liability for a lesser transportation charge and is relieving the carrier for liability above a specified amount.

Relocation Allowance

The money given to a transferring employee for expenses incurred during the move.

Relocation Management Company

A business used to administer a company's relocation policy. This third party company makes fair market value offers to purchase the homes of transferees and counseling as well as aid in the home search. A relocation management firm also can coordinate shipments, write corporate relocation policy and can offer lease management options.

Relocation Policy

A company's policy of benefits and services provided to transferring employees by the company during relocation.

Replacement Cost

The cost of replacing damaged property, lost or stolen, with similar property.

Required Delivery Time

The mandatory delivery date agreed on by the military and the carrier on military shipments. This date will be stated on the Government Bill of Lading and is part of the tender of service.

Reweigh

When there is a doubt about the origin weight of the shipment the shipper at destination may request a reweigh. There is no charge for the reweigh, but the transportation charges will be based on the reweigh, whether higher or lower.

Rider to the Inventory

A form used by drivers and warehousemen to list any damages, missing items or conditions different from the original inventory.

Salvage

The retrieving of damaged items from the shipper for which the carrier paid full value in settlement.

Scale Ticket

A voucher providing the weigh scale reading for tare and/or gross weight of the van.

Second Proviso

A shipment consisting of furniture, fixtures, equipment and the property of stores, offices, museums, institutions, hospitals or other professional establishments.

Self-Haul

The booking agent performs all required services using their own equipment.

Semi-Trailer

A freight carrying powerless truck trailer with one or more axles and constructed so that the front end rests upon a truck tractor.

Set-Off

The temporary holding of a shipment at a point between the origin and destination.

Shipment

Property made available for transportation by a shipper to a carrier.

Shipper

The owner of property that has been made available to a carrier for transportation.

Skin

A small, thin pad used to protect a shipment during transit, much like a furniture pad.

Space Reservation

Shippers may reserve blocks of cubic footage in 100 cubic foot units.

Special Products

Commodities such as electronic microscopes, radio and radar equipment, biomedical supplies, computers, exhibits, general commodities, and new products, whose nature or value requires specialized handling or equipment.

Spread Date

Two or more successive days agreed to by the shipper and the mover as the period during which a shipment will be loaded or delivered.

Stair Carry

Moving a shipment up or down a flight of stairs, consisting of at least 8 steps.

Stair Mobile

A piece of equipment used to help move heavy or bulky articles up or down stairs. Also known as a *stair crawler*.

Storage-In-Transit

A shipment that is placed in temporary storage awaiting delivery either locally or long distance, because of inaccessibility of the new residence.

Strap

A logistics control strap is used to secure tiers by locking into the tracking on the inside of the trailer or van.

Subrogation

When a claim is settled with the owner of the goods by the government or the national account's insurance carrier, the payee then returns to the carrier for their portion of the claim.

Suspension

Punitive action taken by military installations against a carrier or forwarder for Tender of Service violations.

Table Of Measurements

A document used to determine the cubic footage that furniture, appliance, cartons and miscellaneous articles will occupy on the van. By converting the cubic feet into pounds, an estimated weight can be acquired. This is also known as the *cube sheet*. This form also allows for items not being shipped to be indicated.

Tare Weight

The weight of a truck and its equipment before a shipment is loaded. Frequently called the lightweight.

Tariff

A published schedule of rules, rates, and charges for the transportation of household goods. The most common household goods tariff is the 400 series, published through the Household Goods Carriers Bureau.

Tender Of Service

Special rate quotation containing rules, regulations, special services, rates and charges for the use of the Department of Defense in the transportation of shipments and not applicable to the general public.

Third Party Service

A service performed by someone other than the carrier, agents, or drivers.

Third Proviso

A shipment consisting of articles, which because of their unusual nature or value, require specialized handling and equipment.

Tier

The row across a driver's trailer consisting of stacked household goods, usually 18 or 24 inches in width.

'To Order Of' Consignment

A negotiable Bill of Lading bearing the clause "to Order of" immediately prior to the name of the consignee. Such consignment requires that an original Bill of Lading be presented to the carrier before the consignment can be released at destination. Because of the underlying reasons for use of an "Order" Bill of Lading, release at destination without the Bill of Lading is virtually impossible.

Total Quality Assurance Program(TQAP)

The quality control program of the military for evaluating the performance of all carriers.

Tracer

A request to check on the location of a shipment to either speed its movement, confirm delivery or seek lost items.

Tracer Letter

A letter sent to all shippers with household goods on the same truck that lists the missing items reported by one or more of the shippers.

Traffic Manager

An employee of a national account who arranges for the transfer of company employees and has the power to designate the moving company which will handle the household goods.

Transportation Charge

Based on a tariff rate for the actual weight of the shipment and the number of miles the shipment will travel. The costs of loading, transporting and unloading are included in this charge.

Transportation Officer (TO)

The government official responsible for authorization of charges on a government or military move, much like a civilian Traffic Manager.

Triwall

A carton constructed with a triple thickness of corrugated cardboard affording considerable strength to the carton. Many times used as a shipping container for airfreight shipments.

Van Lines

A company with local agents that coordinates the movement of goods for individuals or businesses.

Waiting Time

The time at which no one is at a residence or business to accept or release the goods being transported, giving the driver the option to wait for the owner of the goods. Charges will be incurred by the shipper after a specified time has elapsed, usually 2 hours. Most national accounts, governmental agencies and the military will authorize waiting time. The charge is based on labor, the unit, and time.

Waiver

Authorization from a national account to ship an employee's possessions without obtaining that employee's signature on the Order for Service.

Walk Board

A ramp used from a van to the ground to eliminate heavy lifting.

Warehouse

A building used for storing of goods.

Warehouse Handling

A charge to compensate the carrier for the physical placement and removal of items within a warehouse, such as stacking, unstacking, preparing separate inventory, etc.

Warehouse Receipt

A receipt acknowledging acceptance of a shipment of goods and defining the customer's rights and responsibilities while the shipment is in storage.

Weighing Procedure

In order for a shipment to be weighed properly, the following criteria must be met: 1) Certified scales with a certified weighmaster; 2) No one is on the unit; 3) All equipment used to service and transport the goods is on the unit; 4) Fuel tanks are filled; 5) Whenever possible, use the same scale for the light and heavy weights.

Weight Additives

A weight added to the net weight to compensate the driver for excessive van space occupied. The item must be specified in the tariff before an additional charge can be assessed.

Weight Ticket

A certificate needed to confirm the weight of a shipment of goods. It shows the gross and/or tare weights, the name of the weigh master, and the name of the certified scale where the weight was obtained.

Translation of Common Moving Terms

English	Spanish	French	German
Addendum	adición	supplément	Anhang
Agent	Agente		Agent
armoire		armoire	Schrank
Appliance	Aplicación	Appareil	Geräte
Arrive	Lleagan	arrivent	Ankunft
Assemble	Ensamblen	réunissez	Zusammenbau
Attic	Ático	grenier	Dachboden
Automobile	automóvil	automobile	Auto
Back	Parte posteriora	dos	Rücken, Hinten
Back door	Posterior puerta	arrière porte	Rückwärtige Türe
Backward	al revés	vers l'arrière	Rückwärts
Basement	sótano	sous-sol	Keller
Bathroom	Cuarto de bano	salle de bains	Badezimmer
Bed	Cama	lit	Bett
Bedroom	dormitorio	chambre à coucher	Schlafzimmer
Bench	banco	banc	Bank
Bike	Bici	vélo	Fahrrad
Bill of lading	conocimiento de embarque	connaissancement	Konnossement
Boat	Barco	Bateau	Boot
Book case	estante para libros	cas de livre	Bücherregal
Booker			Buchungsagent
Bottom	fondo	bas	Boden
Boy's bedroom	dormitorio del muchacho	pièce du lit du garçon	Kinderzimmer
Break	rotura	rupture	Bruch
Broom	escoba	balai	Besen
Bucket	compartimiento	position	Eimer
Bulky article	abultado artículo	encombrant article	Sperrgut
Bundled	liado	empaqueté	Gebündelt
Cabinets	Cabina	modules	Wandschrank
Car ramps	rampa del coche	rampes de voiture	Wagenrampe
Carrier	Portador	porteur	Steamship line
Carton	Carton	carton	Karton
Cash	Efectivo	argent comptant	Bargeld
Caution	Precaución	attention	Achtung, Vorsicht
Chair	Silla	chaise	Stuhl
Chandelier			Kronleuchter

Chest	Pecho	Coffer	Truhe
China	China	porcelaine	Porzellan
China cabinet	cabina de China	modules de porcelaine	Geschirrschrank
Claim	demanda	r�clamation	Schadensklage
Clip board	tarjeta del clip	panneau de clip	Notiztafel
Close	se cierran	fermez- vous	Abschlie�en
Closet	Armario	cabinet	Wandschrank
Coat rack	estante de la capa	armoire de manteau	Garderobe
Contact	Contacto		Kontakt
Cord	cuerda	corde	Schnur
Customer	Cliente	client	Kunde
Damage	da�os	dommages	Schaden
Date	Fecha		Datum
Deck	Cubierta	paquet	Veranda
Delivery	Salida	la livraison	Lieferung
Depart	salen	partent	Abfahrt
Desk	Escrtorio	Bureau	Schreibtisch
Destination	la destinaci�n	Destination	Bestimmungsort
Dining room	sitio el cenar	pi�ce de diner	Esszimmer
Disassemble	desensamblan	d�sassemblez	Abbauen
Dish barrel	barril del plato	baril de plat	Geschirrkarton
Dispatcher	Repartidor	exp�diteur	Spediteur
Dock	Muelle		Rampe
Dog house	casa del perro	maison de chien	Hundeh�tte
Dolly			Sackkarre
Door	Puerta	porte	T�re
Door pads	pistas de la puerta	garnitures de porte	T�rropolsterung
Down	Abajode	Abajo	Unten
Dresser	Aparador	raboteuse	Kommode
Driver	programa piloto	gestionnaire	Fahrer
Driveway	calzada	all�e	Auffahrt
Dryer	Secador	Dessiccateur	W�schrockner
Eight	Ocho	Huit	Acht
Elevator	Elevador	Ascenseur	Fahrzug
Estimate	estimaci�n	�valuation	Sch�tzung, Vorschlag
Family room	sitio de la familia	pi�ce de famille	Familienzimmer
File cabinet	cabina del fichero	module de fichier	Aktenschrank
Five	Cinco	Cinq	F�nf
Forward	Delantro	vers l'avant	Vorw�rts
Four	Cuatro	Quatre	Vier
Fragile	fr�gil	Fragile	Zerbrechlich
Freezer	Congelador	congelateur	Gefrierschrank
Front	Frente	Avant	Vorne

Furniture	Muebles	meubles	Möbel
Garage	garage	Garage	Garage
Garbage cans	latas de la basura	bidons d'ordures	Mülltonne
Girl's bed room	dormitorio de la muchacha	pièce du lit de la fille	Kinderzimmer
Glass		verre	Glas
Go	Vaya	Van	Gehen
Grandfather clock	de abuelo reloj	première génération horloge	Standuhr
Hammer	Marteau	marteau	Hammer
Hauler		transporteur	Transport
Heavy	Pesado	lourd	Schwer
Helper	Aide	aide	Helfer
Garden hose	manguera del jardín	tuyau de jardin	Gartenschlauch
Hot tub	caliente tina	chaud baquet	Whirlpool
House	Casa	Maison	Haus
Ice maker	Fabricante del hielo	générateur de glace	Eismaschine
Inventory	Inventario	inventaire	Inventar
Invoice	Factura	facture	Rechnung
Kitchen	Cocina	cuisine	Küche
Labels		étiquettes	Etiketten
Ladder	Escala	échelle	Leiter
Lamp	lámpara	lampe	Lampe
Lawn mower	cortacéspedes de césped	tondeuse à gazon	Rasenmäher
Left	Izquierda	Gauche	Links
Linen closet	armario de lino	de toile cabinet	Wäscheschrank
Living room	vivo sitio	vivante pièce	Wohnzimmer
Loading dock	muelle de cargamento	embarcadère	Laderampe
Long carry			Langer Abtrageweg
Marker	etiqueta de plástico	repère	Filzstift
Master bedroom	sitio principal de la cama	pièce principale de lit	Elternschlafzimmer
Mattress	colchón	matelas	Matratze
Mirror	espejo	miroir	Spiegel
Mirror carton	cartón del espejo	carton de miroir	Spiegelkarton
Money	dinero	argent	Geld
Mop	aljofife	essuient	Mop
Motorcycle	motocicleta	Motorcyle	Motorrad
National account			Nationaler Stammkunde
Nine	Nueve	neuf	Neun
No	No	aucun	Nein
Not allowed	No permitido	non permis	Nicht erlaubt

Office	Oficina	Bureau	Büro
One	Un	Un	Eins
Open	abierto	ouvrez- vous	Öffnen
Origin	Origen	Origine	Herkunft
Overtime	en horas extras	des heures supplémentaires	Überstunden
Packer	Embalador	emballeur	Packer
Pads	Pistas	garnitures	Polster
Pallet	paleta	palette	Palette
Paper	papel	papier	Papier
Paperwork	de papel trabajo	écritures	Unterlagen
Patio	Patio	patio	Veranda
Patio furniture	Patio muebles	meubles de patio	Gartenmöbel
Pen	pluma	Crayon lecteur	Füller
Pencil	lápiz	Crayon	Bleistift
Pets	animales domésticos	animaux de compagnie	Haustier
Phone	Telephono	téléphone	Telefon
Piano	Piano	Piano	Flügel, Klavier
Pickup	recoja	collecte	Abholung
Picture	Cuado	image	Bild
Plant	Planta	usine	Hauspflanze
Pool table	vector de la piscina	table de regroupement	Billardtable
Rake	Rastrillo	râteau	Rechen
Refrigerator	Refrigerador	Réfrigérateur	Kühlschrank
Repeat	relanzan	répètent	Wiederholung
Right	La derecha	Bonne	Rechts
Rope	cuerda	corde	Seil
Rubber band	goma	une bande élastique	Gummiband
Rug	Manta	couverture	Teppich
Screwdriver	destornillador	tournevis	Schraubenzieher
Seven	Siete	Sept	Sieben
Shed	vertiente	hangar	Schuppen
Shipment	envío	expédition	Sendung
Shovel	Pala	Pelle	Schaufel
Side	Lateral	latérale	Seite
Side door	Lateral puerta	latérale porte	Seitentüre
Side walk	lateral caminata	latérale promenade	Bürgersteig
Six	Sies	Six	Sechs
Sofa	sofá	sofa	Sofa
Stairs	escaleras	escaliers	Treppen
Stero	stero	stero	Stereo
Stero cabinet	cabina del stero	module de stero	Stereogerät
Stickers	etiquetas engomadas	autocollants	Aufkleber

Stop	Pare	Paran	Halt, Stop
Storage	almacenaje	mémoire	Aufbewahrung
Table	vector	La table	Tisch
Tape	graban	enregistrent	Klebeband
Television	televisión	télévision	Fernsehen
Ten	Diez	Dix	Zehn
This end up	este extremo para arriba	cette extrémité vers le haut	Diese Seite nach Oben
Three	Tres	Trios	Drei
Time	tiempo	temps	Zeit
Tire	neumático	pneu	Reifen
Tool box	De la herramienta	cadre d'outil	Werkzeugkasten
Top	tapa	dessus	Oben
Tractor	Alimentador	entraîneur bas de page	Traktor
Trailer	Acoplado	bas de page	Anhänger
Truck	carro	Camion	Lastwagen
Twine			Schnur
Two	Dos	Deux	Zwei
Up	Arriba	Encima de	Oben
Van	La furgoneta	Fourgon	Lieferwagen
Walk board			Stepper
Wardrobe carton	cartón del guardarropa	carton de garde-robe	Kleiderkarton
Warehouse	almacén	entrepôt	Lagerhaus, Warenlager
Washer	Arandela	Rondelle	Waschmaschine
Water	agua	Eau	Wasser
Window	Window		Fenster
Wrench	llave	clé	Schraubenschlüssel
Yes	sí	Qui	Ja