



# PASSPORT FOR YOUR MOVE



# Thank You

*Thank you for choosing Suddath Relocation Systems to transport your belongings to your new home. We promise to do our best to make the relocation of your household a pleasant experience.*

*Suddath has been moving families like yours since 1919. Over the years, we've perfected the craft of packing, transporting and delivering all the things that make a house a home. Today, we have operation centers throughout the US and we connect with over 500 United Van Lines Agents nationwide. That means Suddath can always take you to your new home-no matter where it may be.*

Keep this Passport with you throughout your move for easy reference. Your Personal Move Coordinator is your primary contact for any additional information or assistance.

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## **Your Suddath Move Team**

The most important member of this team is you! Please take a moment to carefully read each section of your PASSPORT so you are prepared for every segment of your move.

Your primary contact with Suddath is your Move Coordinator who will be monitoring your shipment during every segment of transit. Remember to contact this person if you:

- Have any questions
- Require a change in scheduling
- Want to make a change to the items to be shipped after a household survey has been completed
- Are not satisfied with any aspect of the service you receive

Your experienced team of move planners will arrange your origin and destination services, including the scheduling of packing, loading and delivery. Suddath can also help you with questions about real estate, vehicle transportation, pet shipping, appliance servicing and other elements of your relocation.

Please remember to call when you need us. We're prepared to respond to your special situation.

## **Things You Should Know About Moving**

### **Move Schedule**

In the moving industry, the summer months are considered the "peak" season. Also keep in mind that the first and last days of the month are extra busy.

Many factors can affect the amount of time required for your move, such as:

- The time of year
- Weather conditions
- Time required to load and unload
- The size of your home and the actual contents
- The distance and direction a shipment travels

Moving van assignments like yours are scheduled according to size of the shipment, pickup points and delivery destinations from Suddath's Central Dispatch Department. Although specific van assignments are not made until several days in advance, three to four weeks advance notification helps us in making a van assignment on the days you want.

Please keep in mind that all moving companies require alternate pick-up and delivery dates to allow for unexpected situations. You will receive a confirmation of your pack day and load day well in advance. You will also be guaranteed a

“spread” of delivery days. The number of days in a spread will depend on the size of your shipment and the distance to your destination.

If you must change your pickup and/or delivery dates, notify your Suddath representative immediately.

### Pre-move Survey

An important part of your planning is Suddath’s survey of your household goods and subsequently determining your valuation protection. This survey helps to determine the approximate cost of your move, as well as the space needed on the van for your household goods.

- When the survey is conducted, show the Suddath representative *everything* you want moved.
- Point out items that require special handling, servicing or packing.
- Develop a High Value Inventory for items of considerable value, such as antiques or art.
- Thoroughly discuss the Valuation Option with your Suddath Representative. (You will be asked to authorize the valuation by signing the Bill of Lading when the Van Operator picks up your household goods.)
- Consider the need for storage for any items you might not be able to accept at delivery.
- Notify your Suddath representative about any special considerations at your new residence, such as stairways, parking requirements, etc.

### Safety Considerations

Because of legal and safety considerations, there are certain items that cannot be included in your shipment. These include:

- Flammable, potentially explosive or acidic materials such as fireworks, pressurized cans, cleaning solvents, alcohol/oil-based products and paints.
- Handguns and any firearms ammunition.
- Frozen and/or perishable food. (Under Federally regulated limited conditions, your Van Operator may accept shipment of, but not liability for, frozen food in freezers).

There are other items for which your Van Operator will not accept responsibility.

- Jewelry, watches, money, stamps or other valuable collections, documents, securities, policies, irreplaceable photos or other prized possessions. **TAKE THESE ITEMS WITH YOU!**
- Some high-value items-these should be discussed with your Suddath representative.
- Live plants. Your Van Operator may agree to transport certain plants but will not assume responsibility for their condition upon arrival. Some states may require an inspection of plants by the Department of Agriculture.

## Appliances

Appliances have motors, compressors or tubes that must be securely fastened, wedged, padded or braced to be safely transported. Some appliances, such as gas ranges, dryers and refrigerators require servicing by a third-party technician before transport. You may make your own arrangement or ask Suddath to arrange appliance servicing, at your expense. If servicing has not been completed by load day, your mover will mark the inventory sheet accordingly and indicate that it will be loaded at owner's risk. The mover will not accept liability for damage to electrical items unless there is evidence of external damage noted on the inventory at the time of delivery. It is your responsibility to clean, air and dry the inside of your refrigerator (at least 24 hours before move day) to help prevent mold and mildew. Your carrier will not be responsible for damages caused by mold and mildew.

## **Six to Eight Weeks Before Move Day**

### Working with the Mover

Call your Suddath representative to specify the exact date you want to move. This is also the right time to schedule the household goods "Pre-Move Survey" and the estimate (see page 4).

Tour your home from attic to basement, and include the garage, patio, and storage shed(s). Decide what to move and what to discard. Remember that moving an item may be more expensive than replacing it.

When the Suddath representative comes to your home to perform the "Pre-move Survey" and give you an estimate, be sure to show him/her everything to be moved. Also, decide whether you want to do the packing or if you want Suddath to do this for you. Your Suddath representative will be more than happy to discuss packing options with you. If you decide to pack everything yourself, packing materials can be purchased from Suddath. These charges will appear on your bill of lading.

The total charge will depend on the actual weight of your household goods after they are loaded on the van, plus the cost of additional services performed by Suddath.

Make certain you speak with your Suddath representative concerning possible loss or damage of your goods. It is extremely important you are aware of and understand valuation of your goods. Also be certain you clearly understand each section of the Estimate/ Order for Service.

### Preparing the Family

Moving can be extremely stressful, especially to children. Explain the reason for the move to your family and the advantages of moving to a new city- new things to

see and do, news friends to make, and new places to visit. Let them know they will be an important part of the move, and that their help is important as well.

### Personal Records

Collect important personal records and prepare to transfer other documents to the appropriate parties at your new destination.

- Gather medical information such as prescription information and dates of last exams. Be sure to have current phone numbers and addresses of your physician, dentist, and hospital so that your health records can be transferred efficiently.
- Arrange for the closing or transfer of charge accounts if they will not be valid or of use at your destination.
- Give your new address to your former employer so that a copy of your W-2 can be forwarded.
- Arrange with the your children's schools for the transfer of school records and credentials. If you prefer to take these records with you, you can secure transcripts from the school's guidance office.

**Please keep personal records in your possession. Do not pack them with your household goods.**

### Preliminary Packing

If you plan on doing the packing yourself, start collecting containers and packing materials like the following:

- Various sizes of sturdy cartons with flaps that can be closed completely.
- White paper, tissue paper, paper towels, or newsprint.
- Newspapers for cushioning or use as outer wrapping only. (Note: the ink from newspapers always rubs off and can become embedded in porous surfaces like china so it is best to wrap items in unprinted newspaper.)
- Gummed tape for sealing packed cartons.
- Scissors and/or sharp knife.
- Felt-tip markers for labeling cartons.
- Personal inventory sheet for listing contents of cartons as they are packed.
- Labels or stickers.

As previously mentioned, you can purchase packing materials from Suddath if you are unable to obtain them on your own. Your Suddath representative can answer detailed questions about materials, like price and delivery charges.

## **Four to Six Weeks Before Moving Day**

### **Places to Notify**

Let the post office know when you'll be moving and your new address. If necessary, the post office can hold your mail and forward it to you later upon written request. Prepare a list of friends, relatives, business firms and others who should be notified of your move. The following checklist should be helpful:

- Utilities such as electric, gas, water, telephone, fuel, sewer, trash, and cable or satellite television.
- Professional Services such as doctors, dentists, accountants and lawyers.
- All Insurance Agencies
- Established business accounts like drug stores, service stations, banks, finance companies, and credit card companies.
- Government and Public Offices such as the library, Veteran's Administration, City and/or County Tax Assessor, State Motor Vehicle Bureau, State/Federal Income Tax Bureau, and the Draft Board.
- Publications like newspapers and magazines.

## **Two to Three Weeks Before Moving Day (The Busiest Time!)**

### **Working With the Mover**

Notify your Suddath representative if you add or subtract items from your planned household goods shipment or if there are any changes to the dates of the move. Also be sure to supply the destination location, contact address and phone numbers where you can be reached while in transit.

Confirm any extra stops to pick up or drop off goods to a location other than the main pickup and delivery points.

### **Preparing Your Household Goods for Shipment**

To guard your household goods against damage that could be caused by fire, explosion, or leakage in the van you should:

- Dispose of flammable articles such as aerosol cans, cleaning fluids, matches, acids, ammunition, and poisons such as weed killer. These items are prohibited from being moved.
- Drain fuel from your power mower and other machinery, and discard partly used cans of oil, paint, thinner, bleach or any other substance that may leak.
- Carefully tape and place in individual waterproof bags any jars of liquid you plan to take with you, such as prescription medications.
- Discard all propane tanks because they are not allowed on the van.

Have rugs and draperies cleaned, leaving them wrapped when returned from the cleaners.

Obtain a written appraisal of antique or unusual items. Avoid waxing or oiling wooden antiques before moving because this may soften the wood, making it vulnerable to damage during the move.

Remember to have a service technician come out to prepare your appliances for shipment. (See previous section on Appliances under Things You Should Know About Moving.)

Set a date for having utilities disconnected. Plan to have your utilities in service through moving day in case last minute calls or cleanups are necessary.

### Ready, Set, Pack!

If you will be doing the packing yourself there are many things to be aware of and consider to ensure it is done correctly, and to avoid damage to any of your goods.

If your shipment will be transported during the summer do not pack heat-sensitive items such as cassettes, computer diskettes, videotapes, compact disks, record albums and cassette tapes. Consider taking these items with you or sending them by air freight.

Good packing means:

- Limiting cartons, where possible, to a maximum weight of 50 pounds to make handling easier.
- Wrapping items carefully and providing plenty of cushion to absorb shock.
- Using sturdy cartons that close.
- Making sure cartons are firmly packed and do not rattle, bulge outward or bend inward.

### Checklist of the basics

- Start with out of season items. Next, pack things used infrequently. Leave until last the things you'll need until moving day.
- Empty drawers of articles that may break, spill, are not recommended for inclusion in your shipment, and anything that would puncture or damage other items. However, soft, lightweight goods may be left in drawers.
- Pack similar items together.
- Keep all parts or pairs of things together. Nuts, bolts and other small items should be placed in a small bag and attached to the item they belong with.
- Wrap items individually in clean paper, use tissue paper for fine china, crystal and delicate items. Use newspaper for good outer wrapping.
- Place a two or three-inch layer of crushed paper in the bottom of a carton for cushioning.
- Build up in layers, with heaviest things on the bottom.

- As each layer is completed, fill in empty spaces firmly with crushed paper and add more paper to make a level base for the next layer, or use sheets of cardboard cut from cartons as dividers.
- Towels and lightweight blankets also may be used for cushioning.
- Pack small, fragile, individually wrapped items separately or several together in small boxes.
- Avoid over-packing cartons, but strive for a firm pack that will not shift during shipment. The cover should close easily but not bend inward.
- Seal cartons tightly, except for those containing items listed on the High-Value Inventory form. These must stay open for the van operator's inspection.
- As you finish with each carton, list contents on the side of the carton and in a special notebook. You may want to number or code the cartons as well. Make sure your name is on the carton along with the room it belongs to.
- Place special marks on cartons you want to unpack first at your destination.

**VERY IMPORTANT:** As you pack your belongings keep a record of your household inventory to help you in determining the declared valuation of your shipment. List, as nearly as possible, the year of purchase and original cost amount. Attach any invoices, receipts or warranties to the completed inventory. Keep this information in a file or envelope marked "Personal Inventory" and keep with the valuable papers you will be transporting yourself.

#### Automobile, Boat & Trailer Transportation

Suddath can arrange transportation of autos, boats and other vehicles. You may be asked to bring vehicles to and from suitable loading and unloading sites. If your company is paying for your move, you must have prior approval for vehicle transportation.

Vehicles should be properly serviced for transport as follows:

- Gasoline tank is less than ¼ full
- Cooling system is adequately protected from temperature extremes
- Oil level in crankcase is sufficient to protect engine from damage when started
- Household items or personal effects cannot be placed inside trunk or interior of your vehicle
- Boat accessories must be removed and packed with household items

#### Houseplants

As a general rule, houseplants are not included in the transportation of your household goods. You may consider giving them to friends; donating them to a local hospital, nursing home or library; or including them in a garage sale. You can also discuss alternate transportation options with your Suddath representative.

## Pets

Pre-planning for the transfer of your pet, as well as for your household goods, should begin as soon as you know you are going to move. Because pets cannot be moved on the moving van, you must consider other options for their transport. There are many state and local regulations concerning the transport of pets so be sure you discuss this aspect of your move with your Suddath Representative.

## Frozen Foods and Perishables

Begin to use up supplies of canned goods, frozen foods and other household items. Buy only what will be used before the move. If necessary, make shipping arrangements with the local frozen food locker plant.

## **The Week Before Move Day**

### Working with the Mover

If you have not packed your own belongings, plan to be home the day before the actual move to answer questions. This is when professional packing is done, and can give you time to catch up on paper work or other preparations left to complete.

Prepare and gather your valuables such as:

- Money
- Credit Cards
- Identification
- Personal Inventory of your household goods
- Information about your destination
- Valuable or important records and paperwork
- Items of extraordinary value (see “High-Value Inventory” section below)

Remember to take these items with you (except “Items of extraordinary value”).

### High-Value Inventory

If your shipment will contain any articles of “extraordinary value,” notify your Suddath representative prior to packing or moving day. Anything worth more than \$100 per pound is considered to fit in this category. Items such as antiques, art collections, fine china, firearms, stereos, and TV’s are examples of articles of extraordinary value. Your Suddath representative will provide you a High-Value Inventory form for you to complete. This will ensure that these items are not limited to minimal liability. Be sure this form is prepared and signed for the movers on moving day.

### Preparing the Family

- Pack suitcases for the trip to your new home. Include extra clothing for emergencies.
- Consider packing a picnic lunch to eat while traveling or plan meal stops.
- Arrange for a babysitter on moving day, or have the older children look after the younger ones.

### Prepare “Instant Aid” Box

This will contain things needed immediately upon your arrival at your new home.

Package each group of items in a large paper bag and label.

- Cleaning supplies such as sponges, paper towels, dish towels, dishcloth, detergent, and scouring pad.
- Kitchen supplies like paper goods, plastic cutlery, small saucepan, serving spoons, and aluminum foil.
- Snacks
- Bath products such as towels, toilet tissue, facial tissue, soap, hand lotion, non-aerosol deodorant, toothbrushes, and toothpaste.
- Miscellaneous items such as light bulbs, hammer, screwdriver, pliers, nails and screws, shelf paper, trash bags/ties, and a telephone.
- Children’s supplies like coloring books and crayons, a favorite toy, reading materials, puzzles.

Have the “Instant Aid” box labeled “LAST ON/ FIRST OFF” or take it in the car if you have room.

### Last-Minute Packing

- Check the contents of drawers.
- Pin clothing to hangers so that bumps and vibrations will not cause items to slip off.
- Remove any items left in the attic or other storage areas including any sheds.
- Remember to empty (and unplug) the refrigerator and freezer at least 24 hours in advance so that they can dry out.
- Take the telephone book with you so you can easily contact former doctors, dentists, friends, etc.

### **The Day Before Moving Day**

#### Working With the Packers

If you have not packed on your own, here are some points to consider when you are dealing with the professional packers:

- Point out any extra-fragile items needing special attention. Mark appropri-

ately items you do not want packed or moved, as well as cartons you will want first when you reach your destination.

- Remind the packers to leave open the cartons containing your high-value items for the van operator's inspection.
- If you are not having your valuables forwarded through a bank, keep them with your suitcases and other items going with you. To avoid any confusion, place these items in the trunk of your car, but only if you are driving your car. Another option is to put the items in a closet with a sign reading "DO NOT PACK AND DO NOT LOAD."
- Have dishes washed and dried and leave them in the cabinets. Collect things you want packed together and separate into groups.
- Leave mirrors and pictures on the walls. However, any items that have been permanently attached such as can openers, drapery rods, mirrors, towel bars, and wall to wall carpeting, must be detached by you in advance if they are to be moved.
- Leave beds assembled but remove sheets, blankets and bedspreads. If a waterbed is being moved, you or a third party should drain and disassemble it according to the manufacturer's instructions.
- Unplug all television sets 24 hours in advance so that they will be at room temperature when moved. Moving a set that is retaining heat can cause internal damage.

If you are doing your own packing make sure everything is ready to go upon moving day. It must be completed the day prior to loading. Upon arrival, the van operator will check to see if boxes have been properly packed.

### Preparing the Family

You may want to spend your last night at home with the family. However, with everything packed, this may be uncomfortable so you may want to consider staying with friends or at a hotel.

### Last-Minute Details

- Double check closets, cabinets and storage areas for any overlooked articles.
- Take pets to the transportation agency or boarding kennel. If they are coming in the car be sure to have their supplies with you such as food and water. This is a stressful time for them too.
- Be on hand when the service representatives arrive to prepare your appliances for shipment.
- Decide whether to let friends help tomorrow. Moving day is a busy one, and too many people will cause confusion.

## **Moving Day**

Be on hand when the movers arrive. If you are not there be sure someone is who is assuming responsibility, and let your Suddath representative know whom you have given this authority. Be sure this person is informed, and remember this person may be asked to sign documents obligating you to charges.

Accompany the van operator through the house while he or she inspects and tags each piece of furniture with identifying numbers.

It is your responsibility to see that all of your goods are loaded, so remain at your home until loading is completed. Conduct a final walkthrough of your house, garage, storage areas, sheds, etc. and make sure that there are no items unaccounted for. Check and sign the inventory, and get your copy from the van operator.

Approve and sign the combination Bill of Lading and Freight Bill. It states the terms and conditions under which your goods are moved and is also your receipt for the shipment. Be sure you have signed and completed the declared valuation statement in the space provided on the Bill of Lading.

Complete and sign the High-Value Inventory form, regardless of whether items of extraordinary value are included in the shipment. You also need to sign and date the “Extraordinary (Unusual) Value Article Declaration” box on the Bill of Lading.

Make sure the van operator has the exact destination address. Be specific about how and where you can be reached, including telephone numbers, while in transit and at the destination.

Make sure you have the destination agent’s name, address and telephone number.

## **A Final Check**

Conduct a final check around the house to make sure all electrical items are turned off and that the water and furnace are shut off. Also, check to see if you have left anything.

## **At Destination**

### **Working With the Mover**

Contact your Suddath Move Coordinator and indicate how you can be reached. Make final arrangements to accept delivery of your shipment. Make sure the house is ready for occupancy before you do this.

Be on hand to accept delivery. If you cannot be there personally be sure to authorize an adult to be present and pay the charges for you. This person needs to be

aware of exactly what to do. Your representative will be asked to note any changes in the condition of the property, and to note any missing items at the time of delivery. If any articles of extraordinary value are included in the shipment, your representative will be required to acknowledge receipt of these items. Inform your move coordinator of the name of the person you are authorizing to act as your representative. The van operator will contact you 24 hours before the expected arrival time. This allows time to locate you and arrange for unloading. If for some reason you cannot be reached it is your responsibility to contact the move coordinator.

On the day of delivery the van operator will attempt to call you or go to your residence if you cannot be reached. If neither you nor your representative appears during the free waiting time your goods will be placed in storage. You will be responsible for these additional charges for storage and transportation.

- One hour of free time if shipment is travelling less than 200 miles
- Two hours of free time if shipment is travelling more than 200 miles

### Payment

Unless other billing arrangements were made in advance, payment is required upon delivery. You may pay by cash, traveler's check, money order or cashier's check, or by credit card (Visa, Mastercard, American Express or Discover). **Personal checks are not accepted.**

### Important Details About Unloading

Check your household goods as they are unloaded. Note any changes in the condition of the items, or if something is missing on the van operator's copy of the inventory sheet. By signing the inventory sheet, you are acknowledging receipt of all items listed.

Personally report any loss or damage to your move coordinator immediately and request a claim form. **You must file the claim yourself. Claims must be filed within nine months from the date of delivery.**

It is advised that you create a floor plan of your new home. Show on the plan where each piece of furniture goes.

When unloading, each piece of furniture will be placed according to this plan, including the laying of rugs and setting up of box springs, mattresses and bed frames. However, appliances and/or fixtures will NOT be installed. At your request and at an additional charge, our agent will arrange for this service and for the refilling of waterbed mattresses.

To prevent possible damage, television sets, other electrical equipment and major appliances should not be used for 24 hours after delivery, allowing them time to adjust to room temperature.

If you have paid for unpacking, you are entitled to unpacking service and removal of cartons. This service is typically scheduled for the day after your shipment arrives. Please confirm these arrangements through your Suddath representative. If you decide to unpack at your convenience after having ordered unpacking service remember to annotate the Bill of Lading accordingly.

### Your Family

Let your children feel needed by allowing them to help.

Make the beds early so that you can get a good night's rest before tackling things that must be done tomorrow.

Take a few minutes to relax. Consider having a family evening meal at a restaurant on "moving in" day.

### Getting Settled

#### Important Details

Get in touch with utility companies and make necessary arrangements for service if you have not done so already. Inquire if any of them provide appliance connection service without charge. This is the time to make arrangements for the reinstallation of appliances.

#### Final Details

If you receive a letter from Suddath or United Van Lines after the move don't discard it. It may be information concerning your move. Keep all your documents concerning your move in a safe place. You will need them for verification of moving expenses when you file your federal income tax return. Also:

- Check with the post office for any mail being held and to ask for delivery to start.
- Check state and local requirements for auto registration and license.
- Make sure all medical records are transferred to your new physicians if this has not already been done.
- Locate the selected schools. Take the children, introduce yourself and get them registered.

### **Congratulations on your new home!**

#### Please note:

*Because local, state and federal regulations may change, it is possible that certain passages outlined in this booklet could be affected as a result. Your Suddath representative will be happy to explain any changes and tell you about new programs and services.*