

Glossary of Terms

From time to time, in the planning and execution of your move, you will come across terms and acronyms, which the industry uses. Although not all the jargon can be listed, the followings are the most likely you will come across:

- **Additional Services** -Services such as packing, appliance servicing, unpacking, or stair carries that are needed due to either your request or building regulations may result in additional charges
- **Advanced Charges** -Charges for services performed by a third party at your request. The charges for these services are paid for by the mover and added to the charges on your Bill of Lading
- **Agent** -A local moving company authorized to act on behalf of a larger, national company
- **Appliance** -The cost of a complete disconnect of an appliance at the originating residence and a reconnect of the appliance at the new residence. Covered appliances include washers, dryers, dishwashers, and refrigerators. Certain movers charge a surcharge for this service while others simply charge the amount of time the actual service takes. If a particular mover does not perform this service or contracts with a third party, the field is marked "NA"
- **Appliance Dolly** -Supplied by self-service movers to help you load and unload large items like appliances and oversized furniture
- **Assessed Value Coverage** -This specifies how much money per \$1,000 of assessed value you will need to pay to cover your household items to their fully assessed value. Purchasing this protection requires that a cash value be assigned to the items you will be moving. If a deductible is applied, that value is stated next to the cost-per-\$1,000 figure. For example, 7.50/100 means that the consumer must pay \$7.50 per \$1,000 of assessed value to cover the load against loss, and the first \$100 of damage is not covered. Some valuation policies are calculated on a sliding scale, where the price per \$1,000 of coverage will vary depending upon the total amount of coverage. In such cases, carriers are requested to quote valuation prices based on \$25,000 of coverage. Please note that most valuation policies require that the entire load be covered, not just specific items. Ask your carrier for terms
- **Bill of Lading** -This is the contract between the mover and the customer. It also acts as a receipt. It is important to understand everything on the bill of lading before you sign it

- **Binding/Non-Binding Estimate -**
 - *Binding: The mover quotes a flat price based upon a given inventory. No matter how long the job takes, the flat price is always paid. It is given only when an onsite estimate is performed*
 - *Non-Binding: These estimates are based upon the movers' previous experience of jobs similar to yours. As the name suggests, these estimates are subject to change*
 - *Hourly Rates: Customers are charged by the hour per man, per truck*

- **Carrier** -This is the mover with whom you're working
- **C.O.D.** – Cash on delivery -This is when payment is required at the time of delivery. Make sure to ask if your payment should be in cash, credit or check
- **Comments** – Any additional information about a listed company
- **Cost of Move** -This addresses how much the specific move will cost, not including the various extra charges and insurance. All cost estimates are calculated based on information obtained from the listed moving companies during a signup interview. Although every effort is made to gather the most accurate information, customers should be aware of the fact that many factors affect the cost of a move. Make sure to ask about all of the movers involved costs, including things like flights of stairs, distance between your residence and the moving van (some charge extra if your belongings are a significant distance from the moving van)
- **Depreciated Value Coverage** -See Assessed Value Coverage
- **Divider** -Many self-service movers will place commercial goods behind your household possessions on the trailer. A divider is installed between these separate shipments to keep them secure
- **Divider Installation** -This specifies how much extra it will cost a consumer to have a divider (see definition) installed
- **Expedited Service** -This is an agreement to transport goods by a set date in exchange for a higher rate
- **Flight of Stairs** -This tells you the additional cost, if any, of a flight of stairs either at the point of origin or the destination. Please note that a third-floor walkup counts as two flights since you are starting on the first floor. Serviceable elevators (an elevator large enough to transport the household goods) eliminate the need to pay this fee
- **Freight-Service** – A low-cost alternative to a full-service move, freight-service movers will move all of your household goods from your old address to your new address but will deliver the items only to the doorstep of your new home. Your items must all be boxed in advance, and your individual pieces of furniture will not be wrapped in blankets, as distinguished from full-service movers. See also Self-Service Mover and Full-Service Mover

- **Full Replacement Value Coverage** – This specifies how much money per \$1,000 of value, you will need to pay to protect your household items for their full replacement value. Full replacement value is the amount of money it will cost to purchase a new replacement for a damaged item, regardless of how old the damaged item was. If a deductible is applied, that value is stated next to the cost-per-\$1,000 figure. For example, 7.50/100 means that the consumer must pay \$7.50 per \$1,000 of declared replacement value to cover the load against loss, and the first \$100 of damage is not covered.
 - Some valuation policies are calculated on a sliding scale, where the price per \$1,000 of coverage will vary depending upon the total amount of coverage. In such cases, carriers were requested to quote valuation prices based on \$25,000 of coverage
 - Please note that most valuation policies require that the entire load be covered, not just specific items. Ask your carrier for terms
- **Full Service Mover** -The most common form of moving company, the full service mover, will move all of your household goods from your old address to your new address. The items are picked up from every room in your old home and delivered to the appropriate rooms in your new home. Individual pieces of furniture are wrapped in blankets to protect them during shipment. Full service movers will also provide, at additional cost, full packing and unpacking services as well as appliance service (see definition). See also Self-Service Mover and Full-Service Mover
- **Guaranteed Pickup and Delivery Service** – A premium service whereby dates of service are guaranteed, with the mover providing reimbursement for delays. This type of service is often subject to minimum weight requirements
- **High Value Article** -These are items in a shipment that are valued at more than \$100 per pound
- **Inventory** -The detailed descriptive list of your household goods showing the quantity and condition of each item
- **Interstate Move** – Any move that crosses a state boundary, regardless of the number of miles. Distinguished from a Local Move and Intrastate Move
- **Intrastate Move** – Any move which does not cross a state boundary, typically over 40 miles. Distinguished from Local Move and Interstate Move
- **Loading Ramp** -Provided by self-service movers to help you load your household goods onto the trailer
- **Local Move** -A move within a state, typically 40 miles or less. Distinguished from an Intrastate Move and an Interstate Move
- **Linehaul Charges** – Basic method of billing for long distance service. Linehaul charges are calculated by mileage and the weight of your shipment. Linehaul charges may not include fees for charges such as the ones noted in Additional charges
- **Long Carry Charge** – An additional charge incurred when articles must be carried an excessive distance to the movers truck

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- **Local moving** – Local moving usually refers to moves of less than 100 miles within the same state. This type of move is based on hourly rates and is regulated by the states DOT (Department of Transportation) or other regulatory body
- **Moving Company** – A Moving Company is the business offering your move program and that is in charge of transporting your belongings
- **Order for Service** -The authorizing document allowing movers to move your goods
- **Order Number** Also known as the Bill of Lading. -It's the number used to identify and track your shipment
- **Price** -This tells you how much the specific move will cost, not including the various extra charges and insurance. All cost estimates are calculated based on information obtained from the listed moving companies during a signup interview. Although every effort is made to gather the most accurate information, customers should be aware of the fact that many factors affect the cost of a move
- **Packing Service** -Many full-service movers provide customers the option of having all of their possessions packed before the move and later unpacked at the destination
- **Peak Season Rates** – A premium rate that is charged at certain times of the year. This rate is generally applied in the summer months
- **Phone** -Usually the phone number for the sales department of each listed mover
- **Piano** -This specifies the additional cost to move a single 42-inch piano as part of the total household. This is not the cost to move the piano if that is the only item being moved
- **Pickup and Delivery Charges** -This is an additional charge that is applied when you have to transport your shipment between the Storage in Transit warehouse and your residence
- **Self-Service Mover** -Companies in this category will provide a trailer for you at your old home. You load the trailer yourself and the company returns to move the trailer to your new destination. You then unload the trailer yourself and call the mover to remove the empty trailer. This type of move is becoming increasingly popular with consumers because it saves money in two ways. First, you do not pay for any of the loading/unloading labor. Second, the self-service mover will often load commercial goods on the trailer behind your household goods, to help defer the cost of the total shipment. See also Full-Service Mover and Freight-Service
- **Shuttle Service** -Occurs when a smaller vehicle is used to haul goods to a location that is not accessible to large moving trailers
- **Stair-Carry Charge** -An extra charge for carrying items up or down flights of stairs
- **Standard Coverage** – Movers, by law, are required to provide a minimum amount of free coverage. This number, typically 60 cents, refers to the amount of money you will receive per pound of damaged goods. This coverage is a bare minimum and should not be relied upon to cover you for any significant damage. For example, if you have a priceless vase which weighs two pounds, you would only be entitled to \$1.20 of compensation if the vase is damaged in transit
- **Storage-In-Transit (SIT)** -Temporary warehousing of your goods pending further transportation or transportation to your new home if it isn't ready for occupancy. You may not exceed a total of 180 days of storage, and you are responsible for the added SIT charges as well as the warehouse handling and final delivery charges

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- **Valuation** -Valuation is not insurance. Valuation offered by your moving company is a tariff level of carrier liability based on the weight of your goods. Valuation covers your property by assessing value in three different ways explained above (Assessed Value Coverage, Full Replacement Value Coverage & Standard Coverage). In a nutshell, Valuation is an amount that reflects “what your goods are worth.”
Valuation only covers your goods for damage or loss if you can prove negligence on the part of the carrier. IT DOES NOT cover any loss or damage due to Acts of God, (high winds, earthquakes, tornadoes, hurricanes) riots, strikes, civil commotion, etc. and all claims are settled by employees of the carrier that damaged your goods. The valuation charge compensates the mover for assuming a greater degree of liability than that provided for in the base transportation charges
- **Warehouse Handling** – An additional charge applicable each time SIT service is provided. This charge compensates the mover for the physical placement and removal of items within the warehouse.