



Quick Tip: Keep your Coordinator's information handy.

YOUR MOVE

Coordinator Name

Phone Number

Email

Every Step of the Way

No matter where you're moving, VIP Transport is committed to helping you through every step of the process. Our trusted professionals have been moving families throughout the country and around the world since 1982, and we've learned that organization is the key to a smooth move. Use this six-week planning countdown to help prepare you and your family to move into your new home.

VIP and its representatives will strive to meet all your moving and storage needs from full-service to do-it-yourself and everything in between. As you prepare for your move, let us help you customize a package to fit your unique needs and budget.

In addition to the planning portion of this booklet, please note the important pages on moving terminology, items that can't be shipped and cargo loss, which may have been sent to you separately by your move coordinator. If you have any questions about any of these topics, please do not hesitate to ask your move coordinator.



VIPTransport.com

6 WEEKS

before move-out day

Start getting the details of your move (as organized as soon as you can

- Create a “move information” file. Using a brightly colored organizer folder with interior pockets makes it easy to store important information and collect receipts for moving-related expenses.
 - View the information in this packet to learn more about tax-deductible moving expenses.
 - Contact your insurance agent to transfer property, fire and auto insurance.
 - When organizing dental and medical records, be sure to include prescriptions, eyeglass specifications and vaccination records.
 - Wills, stock certificates and other one-of-a-kind items (jewelry, photos, home videos, etc.) are difficult or impossible to replace. Plan to carry them with you instead of packing them.
 - Contact any clubs or associations for information on transferring, selling, or ending your memberships.
 - Make personal travel arrangements (flights, hotels, rental cars, etc.) for your family. Keep your plans as flexible as possible to accommodate any schedule changes.
- Get your mail moving. Complete change-of-address forms, available from your local post office or online at www.usps.com. Start recording the local addresses you might need later.

Create a floor plan of your new home, and begin thinking about where you'll want to place furniture. Advance planning eases the stress of making major decisions when your furniture arrives at your new home.



4-5 WEEKS

before move-out day

Take an objective look at what you own

- Decide what must go with you and what can be left behind. Books you've read and will never read again? The pan with the broken handle or the children's long-neglected games? Remember, extra weight costs more money.
- Sit down and start organizing your move. Make a list with three columns: items to leave behind, items for VIP Transport to move and items to move yourself.
- For each item you aren't going to take with you, decide whether you'll sell it, give it away to charity, or just dispose of it before your move.
- For anything you've outgrown or just don't use, consider having a garage sale. Make sure to pick a date at least two weeks before the move and advertise it locally. Think about teaming up with some neighbors and plan a neighborhood "super sale."
- Start including your children in your move planning. Make it exciting and fun by having your kids do some of their own packing, and let them suggest layouts for their new rooms.
- It's a good idea to let us do most of the packing. That's what we do for a living, so we know the proven methods for keeping items safe, including the use of special plastic wrapping on your upholstered furniture. Decide which items you want professionally packed.
- Start collecting suitable boxes and packing materials if you plan to do any part of the packing yourself. You can obtain these materials for a reasonable fee from us. Our packing materials are manufactured especially to our company's specifications and are designed to give your belongings a smooth trip. The boxes are also created for the best "fit" when packed in the van. Please remember that boxes obtained from other sources may be unusually sized, making it more difficult to achieve the proper "fit."
- If you choose to do your own packing, ask your representative for the helpful "Do-It-Yourself Packing Guide."

VIP has developed proven, reliable methods for packing and transporting your belongings, including the use of wardrobe and mattress boxes, special packing paper, protective dish packs and pad wrapping. Ask your VIP representative about the materials and methods we use to protect everything you entrust to us.



3 WEEKS

before move-out day

Working with your mover

- Make sure to notify your VIP representative if you change the number of items you plan to move, if there are any changes in the dates, or other relocation needs related to your move.
- If you have young children, arrange for a babysitter to watch them on moving day. Since you'll be concentrating your efforts on the move, a sitter can keep your children occupied and make sure they remain safe during the busy loading process.
- Whether we move your car via enclosed van or open carrier service, we can assist you with transporting your auto safely to your destination.
- Clear off your worktables, and place rakes, shovels and hoses in one location.
- We suggest that you carry valuable jewelry with you. If you've hidden any valuables around the house, be sure to collect them before leaving.
- Animals can't be moved in a moving van. If you're not taking your pets by car, make other transportation arrangements. Because some states require up-to-date health certificates and rabies inoculations, it's a good idea to take your pets to the veterinarian prior to the move to ensure that you have the proper documents. VIP can also assist in pet transportation for interstate moves. Ask your VIP representative for more info.
- Some state laws prohibit the entry of house plants, and most plants will not live through being transported in the moving van. VIP/Vanline cannot accept responsibility for safely moving your plants. Consider giving your plants to a friend or local charity.
- While you are sorting through your belongings, remember to return library books and anything else you have borrowed. Also remember to collect all items that are being cleaned, stored, or repaired (clothing, shoes, watches, etc.).
- Send change-of-address cards to national newspapers and magazines. Cancel delivery of local papers, and settle your accounts.

Now is a good time to think about other services you'll need. Ask your representative for information about storage, home theater and computer setup, and cleaning services.



2 WEEKS

before move-out day

Start preparing to move those items you don't often use

- Make final packing decisions
- Clean and clear your home, including closets, basements and attics.
- Plan meals that will use up the food in your freezer.
- Have your automobile serviced if you're traveling by car.
- Transfer all current prescriptions to a drugstore in your new town.
- Thousands of people leave town without checking their safety deposit boxes. Don't be one of them. You also should call your bank to find out how to transfer your accounts.
- Drain all of the oil and gasoline from your mower and power tools to ensure safe transportation. Refer to your owners manuals for specific instructions.
- Tape and seal all non-toxic, non-flammable cleaning fluids in plastic bags.
- Schedule appliance disconnection and preparation. Your representative can give you advice about who to contact.
- Make sure to back up all your computer files before moving.
- Consider saving the backup files in a secure, online location or carrying the files with you to your new home, since software is delicate and sensitive to temperature extremes. If you choose not to include computer disassembly in your moving package, you must disassemble and disconnect your computer system prior to move-out day.
- Decide if you need to store anything. Ask your VIP representative about sealing your belongings in a vault which will be placed in a secure, dry warehouse. If you need storage, we can arrange delivery of the stored items directly to our affiliated warehouse in your new town.

Dispose of flammables such as fireworks, cleaning fluids, matches, acids, chemistry sets, aerosol cans, nail polish, paint, ammunition and poisons such as weed killer. A comprehensive list of "items not to pack" has been included in this Move Planner.



1 WEEK

before move-out day

Start to tie up all of your loose ends

- This is your week to make sure you have taken care of everything. Check back through this Move Planner to make sure you haven't overlooked anything.
- Since you will want to have your utilities (electric, gas, phone, etc.) on during moving day, arrange to have them disconnected from your present home the day after your scheduled move out.
- Call ahead to have utilities connected at your new home the day before or the day of your scheduled move in.
- Make it clear which items you'll take yourself. If you have a closet or extra room available, put all of these items together. This helps keep the moving process running smoothly.
- Start planning to pack your suitcases and confirm your family's personal travel arrangements. Try to keep your plans as flexible as possible in the event of an unexpected schedule change.
- Clean your stove, empty, defrost and clean your refrigerator and freezer, all at least 24 hours before moving to let them air out. Try using baking soda to get rid of any odors.
- Bookmark VIPTransport.com on your smart phone or computer to track your shipment. We have internet technology to track your in-transit shipment. Our MayTrack system allows you to keep track of your belongings.

Prepare a "Trip Kit" for moving day. This kit should contain the things you'll need before your belongings arrive at your new home. Some suggested items are soap, toilet paper, snacks, bottled water, and a first aid kit.



MOVE-OUT DAY

Start to tie up all of your loose ends

- Strip your beds, and make sure the bedding goes into a “Load Last” box.
- Be on hand when the movers arrive. If you’re not able to be there, it’s important to enlist the help of a trusted adult who you will authorize to make decisions about your move. Let your move coordinator know the name of the person who will be there on the day of your move. Be sure that the spokesperson you have chosen knows exactly what to do, and which valuation program and amount you have selected. Remember, this person may be asked to sign documents obliging you to charges.
- Confirm the delivery date and time at your new address. Provide your new phone number as well as phone numbers where you can be reached during your trip to your new home. Make sure to take along the name, phone number, and address of your representative.
- When the driver arrives, review all details and paperwork. Accompany the driver as he or she inspects and tags each piece of furniture with an identifying number. These numbers, along with a detailed description of your goods and their condition at the time of loading, will appear on the inventory.
- Accompany your driver as he or she takes inventory and tags each piece of furniture. Make sure the condition of each is recorded.
- It is your responsibility to see that all of your goods are loaded, so remain on the premises until loading is completed. Make a final inspection before you sign any paperwork (inventory, bill of lading, etc.).
- If you haven’t arranged for cleaning service at your new home through your representative, make sure your vacuum is packed last so it can be unloaded first, and you can clean your new home before the furniture is unloaded.
- Please leave your home phone connected throughout moving day or make sure your cell phone is charged and readily available. After the van leaves and you have finished last-minute calls, be sure to pack your phones and any chargers in one of your suitcases for easy access when you arrive at your new home.

One Last Check

Take a final look around:

- Light switches turned off?
- Furnace/Air Conditioner shut off?
- Water shut off?
- All utilities arranged for disconnection?
- All closets checked?
- Windows and exterior doors shut and locked?
- Old house keys and garage door openers surrendered to new occupants?
- Have you left anything?



MOVE-IN DAY

Welcome to your new home

- The driver will contact you 24 hours prior to the expected arrival time. This allows time to locate you and arrange for unloading. If for some reason you cannot be reached, it is then your responsibility to contact your move coordinator.
- Be sure you're there when the movers arrive. Plan to stay around while they unload in case they have any questions. If you cannot be there personally, make sure you authorize an adult to accept delivery and pay the charges for you. Inform your representative of that person's name. Your representative will be asked to note any change in the condition of your goods indicated on the inventory at the time of loading and to note any missing items at the time of delivery.
- Have payment on hand for your moving charges. Unless other billing arrangements were made in advance, payment is required upon delivery in cash, traveler's checks, money order or cashier's check. Personal checks are not accepted. If you choose to use a credit card, you must arrange it with your representative, because authorization is required prior to loading.
- Check to make sure the utilities have all been connected.
- Confine your pets to an out-of-the-way room to keep them from running away or getting agitated by all of the activity.
- If possible, get a babysitter to supervise young children during the unloading process.
- It's a good idea to review your floor plan so you can tell the movers where to place your furniture and appliances. Be available to direct them as they unload.
- Complete unpacking service is available but must be arranged with your VIP representative in advance. To prevent possible damage, televisions, stereos, computers, other electronic equipment and major appliances should not be used for 24 hours after delivery, allowing them time to adjust to room temperature.
- Examine everything as it's unloaded so you can note its condition on the driver's copy of the Inventory Form. By signing the inventory sheet, you are acknowledging receipt of all items listed. Personally document any loss or damage on the Inventory Form and immediately report this information to your representative.
- Always reference your "Order for Service" number on your Bill of Lading when you call us with questions or concerns.
- Clean your house as much as you can before the moving van arrives, or let VIP arrange to have a professional clean your home for you.

On "Move-In Day," you will be asked to sign the following paperwork:

Inventory of Goods

Prepared prior to loading, this document is a description of the condition of your belongings. You'll be asked to sign it to acknowledge receipt of your goods upon unloading.

Bill of Lading

This is the shipping document that established the legal terms of your moving service.



WHAT DOES THIS MEAN?

Glossary of Moving Terms

Accessorial services include services other than the transportation of the customer's goods. Services including packing, unpacking and extra pickups are performed by the carrier at the customer's request. Charges for these services are in addition to the transportation costs.

The **Bill of Lading** is the customer's receipt for goods and contract for transportation. The customer's signature acknowledges that the household goods can be loaded on the van and "released to the carrier."

The **booking agent** accepts the order for the customer's move and registers it with the van line. The booking agent may or may not be the origin or destination agent.

Declared valuation is the customer's indication of the value placed on the possessions being shipped, thereby establishing the carrier's maximum liability for loss or damage to the shipment. Before you sign the contract (Bill of Lading), you must declare a value for your shipment.

The **destination agent** is the agent designated in the destination area to be available to assist or provide information to the customer or the van operator regarding the shipment.

An **estimate** is an approximation of the probable cost of the move based on factors such as van space required, the weight of the household goods and the origin and destination of the shipment. The two basic types of estimates are binding and non-binding:

With a **binding estimate**, the customer knows in advance what the move will cost, excluding required destination services, regardless of variances in the actual weight (as long as the inventory of the items actually moved is the same as the estimate inventory and additional services are not requested).

A **non-binding estimate** is based on an inventory of the customer's household goods and provides the customer with a pricing guideline. There is no contractual commitment to this estimate, and the final charges the customer must pay could be higher or lower than the estimated cost, depending on the actual weight of the shipment, the actual services provided and the origin and destination of the shipment.



WHAT DOES THIS MEAN?

Glossary of Moving Terms (cont.)

Gross Weight is that of the van and its contents after the goods are loaded.

A **high-value inventory** is used for items of “extraordinary value” such as antiques, coin collections and jewelry included in the shipment. Items worth more than \$100 per pound per article are considered articles of extraordinary value.

The **inventory** is a detailed list of the items in the shipment and their condition before the van is loaded. The van operator will present the inventory to the customer after the van is loaded and again when the shipment reaches the customer’s new home. The customer’s signature on the inventory acknowledges that the goods have been delivered in the same condition as received by the mover for transportation.

Net weight is the gross weight minus the tare weight.

Non-Allowables are items that should not be included in the household goods shipment, including hazardous materials such as poisons, corrosives and flammables. Unless special arrangements are made, perishables such as frozen and refrigerated foods are not allowed. Federal law prohibits shipping hazardous materials without informing your mover. Shipping perishables without informing your mover may limit or reduce your mover’s normal liability.

The **Order for Service** is a document authorizing the moving company to transport the customer’s household goods.

An **order number** is used to identify the customer’s shipment and appears on the upper right corner of the Order for Service and Bill of Lading. This number should be used whenever the carrier is contacted.

An **origin agent** is the agent designated in the origin area to be available for preliminary readying of the shipment before movement or to provide information regarding the customer’s move.

Overflow happens when articles to be shipped are left behind due to insufficient space on the primary van. A second van is then utilized for transportation and delivery.



WHAT DOES THIS MEAN?

Glossary of Moving Terms (cont.)

PBO (packed by owner) occurs when articles are packed by the customer for moving.

Shuttle service is used if the assigned over-the-road van is unable to make a normal pickup or delivery because of physical constraints (extremely narrow road, inadequate parking area for the truck, weak bridge, etc.). A shuttle service is the use of a secondary, smaller vehicle to complete the pick up or delivery. Charges for this service are based on the weight of the shipment and the area of the country where the service is performed.

Storage-in-transit is the temporary storage of the customer's household goods in the warehouse of the carrier's agent, pending further transportation at a later date.

A **survey** is performed by an agent to examine the customer's goods in order to develop an estimate of move charges.

Tare weight is that of the van and its contents before the customer's goods are loaded.

A **tariff** is the carrier's provisions, including rates, for services performed, applicable to the customer's move.

Third-party services are performed by someone other than the carrier at the customer's request or required by federal, state or local law.

The **van operator** oversees the loading, hauling and unloading of the customer's possessions and drives the van that carries the household goods to the destination.

Weight additive covers articles included in a shipment (camper shells, boats, canoes, boat trailers, etc.) that occupy space in the van that is not commensurate with their weight. For instance, one might load 4,000 pounds of furniture and cartons in the space taken by a 1,500-pound boat. To compensate for this inequity, our price list provides a schedule of additional weights for such articles.

