

MOVING TERMINOLOGY & GLOSSARY

If you are not familiar with the language of moving, it can be confusing. To clarify some of the terminology, below are some of the key terms used in the residential moving business.

Additional Services – these are services other than the transportation of your goods, which can include packing, unpacking, extra pickups, or shuttle service.

Agent – an affiliated moving company that is authorized to act on behalf of the van line. The agent may handle the booking, origin, hauling and/or destination services.

Bill of Lading – this is your receipt for your goods and a contract for their transportation. Your signature acknowledges that your household goods can be loaded on the van and “released to the carrier”.

Booking Agent – will accept the order for your move and register it with the van lines. This agent may or may not be the origin or destination agent.

Bulky articles – these items usually carry an extra charge to compensate the hauler for the difficulty of loading and unloading because of their unusual bulk or low weight density. Examples can include boats, snowmobiles, big screen TVs, motorcycles, etc.

Carrier – the moving company providing transportation for your household goods under whose Department of Transportation (DOT) registration the shipment is relocated.

Claim – a statement of loss, damage, or delay to a household good shipment while in the care, custody or control of the carrier or its affiliated agent.

COD (cash on delivery) – a shipment where the customer pays the moving company at the time of delivery. Payment is required in cash, traveler’s check, money order or cashier’s check. If a credit card is used, it must be arranged with the booking agent since authorization is required prior to loading.

Department of Transportation (DOT) – the federal agency, which governs the interstate transportation industry, which includes the movers of household goods.

Destination agent – the agent designated in the destination area to be available to provide information or assist regarding the shipment to the customer or the van operator.

Estimate – an approximation of the probable cost of your move based on factors such as the van space required and the weight for you household goods shipment. There are two basic types of estimates:

- **Binding Estimate** – an agreement made in advance between the customer and mover that guarantees the total cost of the move based on the quantities and services shown on the estimate.
- **Non-Binding Estimate** – the carrier’s approximation of the cost based on the estimated weight of the shipment and the additional services requested. This estimate is not binding on the carrier and the final charges the customer must pay could be higher or lower than the estimated cost based on the actual weight of the shipment.

Fuel Surcharge – the carrier’s tariff provides for a percentage adjustment to the transportation charge (and SIT Pickup & Delivery) to aid in the recovery of the increased cost of fuel. The surcharge, which can change monthly, is based upon the national average cost of diesel as reported by the U.S. Department of Energy.

Gross Weight – the weight of the van and its contents after your goods are loaded.

High-Value Inventory – items in a shipment that are valued at more than \$100 per pound.

Inventory – a detailed list of the items in your shipment and their condition before the van is loaded.

Non-Allowables – items that are prohibited by law. The carrier will not accept shipment property that will contaminate or damage the carrier’s property or the property of other customers. (i.e. bug infestations, chemicals, explosives, & flammables.)

Order for Service – a document authorizing the moving company to transport your household goods.

Origin Agent – the agent designated in the origin area to be available for preliminary readying of the shipment before movement, and/or provides information regarding the customer’s move.

Overflow – occurs when articles to be shipped are left behind due to insufficient space on the preliminary van. A second van is then utilized for the transportation of the delivery.

Shipper – the person (customer) whose household goods are being moved.

Shuttle Service – the use of a secondary, smaller vehicle to complete the pickup or delivery. This is used if the assigned van is unable to make a normal pickup or delivery because of physical constraints (narrow road, inadequate parking area for the truck, weak bridge, etc.)

Storage-in-Transit – the temporary storage of your household goods in the warehouse of the carrier’s agent, pending further transportation at a later date.

Survey – performed by the booking agent to examine your goods in order to develop an estimate of move charges.

Tariff – the carrier’s provisions including rate for services performed, applicable to the customer’s move.

Third-Party Services – performed by someone other than the carrier at your request or required by federal, state or local law.

Valuation – a tariff based coverage for a customer’s household goods while they are in the care, custody and control of the carrier. Valuation is Not insurance.

Van Operator – oversees the loading, hauling and unloading of your possessions.