

Help us... to help you...  
experience a **positive** and  
**successful** relocation...

*presented by*



**Atlas**® Interstate Agent

**GOLDEN VAN LINES, INC.**

**GOLDEN TRANSFER COMPANY\*** not an Atlas agent

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In our continued efforts to exceed the expectations of our customers, we developed this information to help you become acquainted with professional moving. While we can't take all the stress out of the relocation process, we can help you and your family by providing a quality service.

We strongly encourage that you take the time to review, in its entirety, the information we have provided. You'll discover some useful suggestions and tips on how to make your move go as smoothly as possible.

Our company information is listed above for easy reference. We welcome your questions and suggestions, and look forward to managing the process for you. Our goal is for you to experience a positive and successful relocation. We look forward to being of service and helping to manage the move process.

*The Employees of Golden*



## Planning Your Move...



The planning for your move starts with a good relationship between you and your personal relocation coordinator. Your relocation coordinator has a goal: to help you experience a positive relocation from start to finish. Beginning with the first phone call and until the last detail of your move is completed, your relocation coordinator is available either by telephone or e-mail. Your relocation coordinator will assist you with planning the details of your move, communicating your employer's policy (if applicable)

concerning the packing, transportation and storage of household goods and in general, be there for you. We encourage you to ask any questions and depend on us to help you through the process.

## The Pre-Move Survey...

The pre-move survey is the foundation for a successful move. During this 30-60 minute interview, it is important for you to review with our representative everything to be moved. Don't forget to look under beds, in closets, crawl spaces, up in the attic and items residing in the garage and outdoors. If there are items not at the home or at another location to be picked up, this information is very important in the development of the survey. We use the results of the pre-move survey to estimate the weight, packing, identify special services, formulate the cost, and prepare logistically for the move. Our pre-move representatives are not able or in a position to estimate the cost or set dates for the move. Your relocation coordinator will contact you to discuss results of the survey, review/confirm service dates and times, and address any additional concerns or questions.



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## Your Responsibilities At Origin...

We need your help to achieve mutual success. It is very important that you (or an adult representative) be present during the packing and loading of your household goods. Don't make plans to travel on moving day. The driver will have a number of questions and concerns and will need you to complete important paperwork allowing the release of your property into our custody for care and transport.

## Your Responsibilities During Transit...

Once your possessions are loaded and on their way, make sure to remain accessible for your relocation coordinator. Provide your cell number or a phone number where we can contact you during transit.





During the planning stages of your relocation, your relocation coordinator will give you a “delivery spread” in which we will deliver your shipment. Delivery spreads are needed and very important for timely scheduling and mutual cost efficiencies.

When fully loaded, today’s moving vans can hold in excess of 25,000 lbs. or up to 4,200 cubic feet of household goods and personal effects. This factor combined with Department of Transportation requirements limiting the number of hours a driver can work and operate a vehicle, means we cannot set an exact delivery date until the van is fully loaded and on its way to the destination location.

It is very important you are able to accept your shipment at any time during the “delivery spread”. The driver will contact you the day before delivery to set a time for his arrival. Be sure to arrange for parking, elevator reservations, loading dock access, etc. if necessary.

To check the status of your shipment or if you need to deliver information to your driver, contact your relocation coordinator at the number(s) provided. If you have access to the Internet, log onto our web site and by using your Atlas registration number you can track your shipment online.

## **Your Responsibilities at Destination...**

When the Professional Van Operator arrives at your new home, you will be given copies of the inventory signed at origin. Use the inventory along with a “bingo sheet” to check off each item as it is brought into your home. This is a very important process in your relocation and allows us to verify you have received all items listed. The driver and crew will unload the truck and place the furniture and boxes in any room you designate. Rearranging and moving items once placed can increase the cost of the relocation. We encourage you to have an idea of where you want to have furniture and boxes placed before the driver arrives. On occasion, items will not fit into your new home without endangering the item or requiring structural changes to your home. If such an occurrence does happen, you will be responsible for making arrangements or alterations as needed.

If you previously arranged for unpacking with your relocation coordinator, the crew will open boxes, unload the contents and place the goods neatly on the nearest flat surface. Unpacking does not include putting dishes away, hanging clothes, stocking linen closets or arranging books. Those services are known as “maid service” and we can make arrangements if requested. Keep in mind both unpacking and maid service may involve charges not covered by your company’s relocation policy.



Once the unloading has been completed, the driver will accompany you on a walk-thru of the home to ensure the delivery process met your expectations. During this walk-thru should you notice an item placed in the wrong room, something missing, an item damaged or property damage, review with the driver and make note on the inventory.

## Valuation (Transit Protection)...

Valuation protection is a tariff level of carrier liability. Its purpose is to provide protection for you against any loss or damage while in our care and custody. There are two types of valuation available. Your relocation coordinator will review these options with you and (if applicable) what is included in your relocation agreement with your employer.

High Value Items. A High Value Item is generally defined as having a value



greater than \$100 per pound per item. For example, a lamp weighing ten (10) pounds and having a value of \$1,200 would be considered a High Value Item. Other High Value Items to take into account include china, silverware, crystal or figurines, computer and photography equipment, high end electronics, pairs and sets, and oriental rugs. Carriers are permitted to limit their liability for loss and damage to articles of extraordinary value unless the owner of the goods

specifically lists the article(s) on the High Value Inventory. Should loss or damage occur, it is to your benefit to have receipts or an appraisal to aid in supporting the value of the item or items in question.

Several items are not covered under transit protection. Plan to take items such as jewelry, computer software, collections (coins, stamps, sports memorabilia, etc.), irreplaceable items, currency, rare items, furs, and important documents with you. If you have any questions regarding this area, please contact your relocation coordinator.

## Storage...

Shipments going into temporary storage are also referred to as Storage-In-Transit or SIT. The conversion from SIT to permanent storage varies depending upon the rules of each state. Typically, pre-authorization is required from your employer as this is an additional charge. The cost of permanent storage and related charges could be your responsibility.

The important distinction between SIT and permanent storage is who is charged with responsibility for the care of your goods. Your shipment (if in SIT) remains the responsibility of the interstate carrier who initiated your move.



## Storage (continued) . . .

Those shipments in permanent storage become the responsibility of the warehouse handling the storage. If you anticipate having items in permanent storage, be sure to review the potential charges with your relocation coordinator. In the event your shipment converts from SIT to permanent storage, there will be a change in your shipment valuation. Discuss this arrangement with your relocation coordinator.

If you should elect to have your goods delivered to a “self-storage” or “mini-storage” unit, there are a couple of things to consider 1) Make sure the locker location is accessible by a tractor-trailer (nearly 80 feet in length). Many storage locations do not allow access by this equipment and your goods would need auxiliary service or a “shuttle” to accomplish pick up or delivery. There is an additional charge for this service. 2) Once the shipment is delivered to the “self-storage” or “mini-storage” location, the shipment liability is concluded. Please inspect your goods as they are unloaded and notate on your inventory or bingo sheet any damage and/or missing items.

## Post Moving Services . . .

Should you need to file a claim for loss or damage to your household goods or residential property, contact your relocation coordinator. The driver and crew will not be able to assist you with settling a claim. Your relocation coordinator will forward the information or connect you with our in-house customer service representative. The customer service representative will open a claim file and 1) provide you with information on how to file a claim



online through our web site or 2) mail or fax a claim form to you. Once you have filed your claim and it has been received by our office, an independent repair firm will be assigned to inspect the reported damage.

On interstate moves, you have up to nine months after final delivery as shown on the bill of lading to file a claim. If your shipment is in SIT and converts to permanent storage, your time limit to file a claim will vary depending upon the state in which it is stored. If you elect to store your goods in a “self-storage” or “mini-storage”, all damage or loss must be noted upon delivery into the storage unit. You have up to nine months from the date of delivery to the storage unit to file, however this must be accomplished prior to moving the goods from the delivery location listed on the bill of lading.

If you are moving intra-state (within the boundaries of one state), claim filing times vary state by state. Your relocation coordinator can help you if such service is needed.

## Items which cannot be moved by the carrier...

Before your possessions are packed and loaded, it is important to learn which items can't be shipped because they are hazardous, perishable or irreplaceable. Listed, but not limited to, are common non-allowable items that you will need to consider before loading day:

### Hazardous Materials - items that are flammable, corrosive or explosive

Acids	Gasoline	
Aerosols	Household Batteries	
Ammonia	Kerosene	
Ammunition	Lamp Oil	
Car Batteries	Liquid Bleach	
Charcoal	Loaded Guns	
Charcoal Fluid	Matches	
Chemistry Sets	Motor Oil	
Cleaning Solvents	Nail Polish	
Darkroom Chemicals	Nail Polish Remover	
Fertilizer	Paint Thinner	
Fire Extinguisher	Paints (oil based)	
Fireworks	Pesticides	
	Poisons	
	Pool Chemicals	
	Propane Tanks	
	Reloading Supplies	
	Scuba Tanks	
	Sterno	
	Weed Killer	

### Perishables - food, plants, or living items that may die or spoil in transit (1)

Frozen Foods	Plants	Products
Opened Foods	Produce	Refrigerated Items

(1) Under certain conditions, perishables that are properly packed, carrier may elect to transport if shipment is moving less than 150 miles and delivered within 24 hours.

Note: Empty out refrigerators and freezers and keep appliance doors open 24 hours in advance of loading. This allows appliances to dry out and prevent possibility of mold.

### Personal or Sentimental Items (2)

This category of non-allowables can create problems should your shipment be delayed or items lost. We suggest that irreplaceable or sentimental items be carried with you instead of being packed and included with your shipment.

Address Books	Computer Discs	Personal Videos
Airline Tickets	Financial Documents	Photos / Photo Albums
Bank Records	Insurance Policies	Professional Files
Car Keys	IRA/Personal Papers	Research Projects
Car Titles	Jewelry	School Records
Cash	Keys (safe, etc.)	Sterling Silver
CDs	Laptop/Notebook	
Cell Phones	Pagers	

(2) During the relocation process there will be strangers in your home. This includes, but is not limited to, real estate personnel, neighbors, cable and satellite service, charitable and non-profit organizations to pick up donations, appliance delivery personnel, the movers, and a host of others who are involved in helping you and your family with the relocation process. It is safe to say that most of the individuals, if not all, who come through your home are professional and trustworthy. However, one can never take enough precaution to insure security is in place. Golden Van Lines and Atlas Van Lines take many security measures that include not only our personnel, but also with your possessions. We would like to offer a suggestion that a pre-move walk-thru of your home with your family to allow all members to identify and secure items of a personal nature. These items include, but are not limited to, currency, change jars, coin collections, sports memorabilia, cameras, MP3 players, iPods, personal papers, and other sensitive material. Now is the time to move these items to an inaccessible location either inside your home or to another designated location that would be deemed off limits to all parties except for your family.