

# **Moving Terminology**

## **Accessorial (Additional) Charges**

Services such as packing, unpacking, or shuttle service that you request to be performed (or are necessary because of landlord requirements or other special circumstances). Charges for these services are in addition to the transportation charges.

## **Advanced Charges**

Charges for services not performed by the mover but instead by a professional, craftsman or other third party at our request. The charges for these services are paid for by the move and added to your bill of lading charges

## **Bill of Lading**

The receipt for your goods and the contract for their transportation. It is your responsibility to understand the bill of lading before you sign it. If you do not agree with something on the bill of lading, do not sign it until you are satisfied that it is correct. The bill of lading is an important document. Do not lose or misplace your copy.

## **Binding/Non-Binding Estimate**

A binding estimate is an agreement made in advance with the mover that guarantees the total costs of the move based on the quantities and services shown on the estimate. A non-binding estimate is the carrier's approximation of the cost based on the estimated weight of the shipment and the accessorial services requested. A non-binding estimate is not binding on the carrier and final charges will be based on the actual weight and tariff provisions in effect.

## **Carrier**

The mover providing transportation of your household goods.

## **Claim**

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.

**Cash on Delivery (C.O.D.)** - transportation for an individual shipper for which payment is required at the time of delivery at the destination residence (or warehouse).

## **Department of Transportation (DOT)**

The federal agency through the Surface Transportation Board (STB) and Federal Motor Carrier Safety Administration (FMCSA) within the DOT, which governs the interstate transportation industry, including movers of household goods.

## **Destination Agent**

Agent located at or near your destination who provides necessary services and information at the end of your move.

## **Estimate**

A general calculation of the transportation charges, as well as costs for additional services requested by the customer. Includes an estimation of shipment weight.

## **Extra Pickup or Delivery**

Linehaul/transportation charge includes pickup from a single address and delivery to a single address. Additional charges are assessed for each stop or call requiring an additional pickup or delivery.

## **Fuel Surcharge**

The carrier's tariff provides for a percentage adjustment to the transportation charge (and SIT Pickup and Delivery) to aid in 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.

## **Guaranteed Pickup and Delivery Service**

An additional level of service whereby dates of service are guaranteed, with the mover providing reimbursement for delays. This premium service is often subject to minimum requirements.

**High Value Article**

Items included in a shipment that are valued at more than \$100.00 per pound. These items should be disclosed to the mover to ensure that they are protected accordingly

**Inventory**

The detailed descriptive list of your household goods showing the number and condition of each item.

**Long Carry**

An added charge for carrying articles excessive distances between the mover's vehicle and your residence

**Method of Payment**

Payment must be in the form of cash, traveler's checks, money order, or a bank cashier's check.. Personal checks are not accepted.

**Order for Service**

The document authorizing the mover to transport your household goods.

**Origin Agent**

Agent at origin responsible for performing packing and preparing necessary documentation.

**PBO (packed by owner)**

When articles are packed by the customer for moving.

**Overflow**

When articles to be shipped are left behind due to insufficient space on the primary van. An additional van(s) is then utilized for transportation and delivery.

**Pickup and Delivery Charges.**

Separate Transportation charges applicable for transporting your shipment between the warehouse and your residence.

**Prohibited Items)**

The Carrier will not accept shipment property that will contaminate or damage (i.e., bug infestations, chemicals, propane tanks, etc.) the carrier's property or the property of other customers, nor will it remove items that would damage the article or the premises (i.e., furniture that will not fit through doorways). Further, the carrier will not accept liability for items of a perishable nature (food, wine collections, plants, etc.).

**Shuttle Service**

Use of smaller vehicle to provide service to residences that are not accessible to the mover's normal linehaul equipment (large moving vans).

**Storage-In-Transit (SIT)**

Temporary warehouse storage of your shipment pending further transportation. For example, if your new home is not quite ready to occupy, added charges for SIT service and final delivery charges from the warehouse will apply.

**Tariff**

The mover's required, published price list of rules, regulations, rates and charges for the performance of interstate moving services

**Valuation**

The degree of "worth" of the shipment. The valuation charge that you are assessed compensates the mover for assuming a greater degree of liability than that provided for in the base transportation charges.