

MOVE GUIDE



**PROFESSIONAL GUIDE TO
YOUR NEXT MOVE**



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Move with confidence



Moving your entire household seems like a giant task, but it's really a matter of managing all the details. We're here to simplify the process and address your specific needs, whether you're going across town or to the other side of the country.

This booklet shares with you:

- Information on how the move process works and how to prepare for it
- Tools to plan your move
- Great do-it-yourself packing tips



MOVE GUIDE

Part one explains your northAmerican team responsibilities, protection options for your belongings, and special considerations for your family members and your high-value items.

Part two takes on packing, including packing options, materials and supplies, and what not to pack and load on the moving van.

Keep this information nearby as you progress towards moving day. And remember, we're here to help, every step of the way. When you move with North American, the most important family we're moving is yours.



Be realistic about what you can get accomplished when preparing for a move based on the amount of time available before the move.

Overloading yourself and other members of the family with things to do will only heighten stress and reduce preparedness.



Plan ahead

As with all the important events in life, it's best to put a **plan** in place.

We've put together this useful information guide to help you prepare.



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 **INTERSTATE**
MOVING | RELOCATION | LOGISTICS

Moving near? Or far?

A local move differs from an interstate (state-to-state) one.

Within the state that you currently live your locally-based moving company will help you with your move. Estimates and charges are typically calculated on an established hourly fee, which includes handling time and the cost of any additional requested services.

When moving state-to-state, a northAmerican agent will be involved at both origin and destination. Costs are usually estimated on the total shipment weight, the distance between the two homes, plus any services that may be needed for your specific move.

Regulations are often different depending on which state you live in. Check with your local northAmerican agent to see what applies for your move.



Some moving expenses are tax-deductible, so save all receipts and check with your tax advisor for details.



It's a team effort

Our highly trained family of Relocation Consultants, Move Coordinators, Drivers and Packers guide you through the move.

Your **Relocation Consultant** is responsible for assessing your move needs, explaining all your service options, and accurately estimating your costs. Your home will be fully surveyed for items that will be moved, and the Relocation Consultant will alert you to items that are not allowed to transport or have special requirements.

Your **Move Coordinator** is the person who stays on top of the details and makes sure that things happen when and how they should.



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TEAMWORK

Your northAmerican **Driver** and **Packer** do more than just drive the van and fill in the boxes. Drivers and packers are in charge of all aspects of physically moving your belongings.

This includes:

- Using protective coverings to protect your home and items
- Preparing a detailed inventory of items to be moved
- Labeling each carton and piece of furniture with coded stickers to account for each and every one
- Loading your properly packed and inventoried items into the van

- Providing a Bill of Lading (a shipping contract) authorizing transport of your possessions
- Finally, safely delivering your belongings to your new home

In a state-to-state move, a local northAmerican **Agent** will handle completion of final delivery details and paperwork. If requested in your estimate, this agent will also arrange for unpacking and removal of empty cartons and packing materials.

And, one of the most important members of this team is — you! Your input is absolutely essential. We're counting on having you involved every step of the way.



Before the northAmerican driver leaves for your new location, provide a phone number where you can be reached and an alternate contact as a back-up.



Maximum Value Protection



We'll work closely with you to make sure every item we move is packed properly, transported safely, and unloaded professionally. In the rare event that one of your items is damaged while under our care, North American offers Maximum Value Protection (MVP). MVP is a protection service that offers full replacement value or cost of repair if your household item is lost or damaged during the move, up to the dollar amount that you declare.



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How does MVP work?

You bought your armoire for \$1,600, and it weighs 150 pounds. In an unusual circumstance, it is damaged beyond repair. If you selected full MVP coverage, you are compensated for the full replacement value.* If you selected the minimal basic coverage, your reimbursement is limited to 60 cents per pound of the item. Look at this comparison:

Plan	Compensation
MVP	\$1,600 (full replacement value)
Basic Coverage	\$90 (150 pounds times \$0.60 per pound)

See the difference? Ask your Relocation Consultant to determine how much coverage is right for you.

Pairs and sets

MVP even covers matched pairs and sets such as lamps, candlesticks, end tables and dining room chairs. If one of a pair or set gets damaged, and an exact replacement can't be found, we will replace the set.*

*See the terms and conditions specified on the northAmerican Protection Plan Worksheet and North American's published tariffs. Complete replacement of multiple item sets of china, gold and silver flatware, and crystal glassware are excluded from pairs and sets protection under the MVP Plan.

Basic liability protection

There is no charge for Basic Liability Protection. It provides repair or replacement up to a maximum of 60 cents per pound per article should your goods get damaged or lost.

But when it comes to protecting your belongings, one size does not fit all—the level of protection you need may be greater than the minimum coverage. Consult your homeowner or renter's insurance policy for recommended coverage levels or work with your Relocation Consultant to fill out an inventory worksheet together. Be sure to consider high value items such as artwork, electronic equipment, and valuable collectibles.

How to move your belongings with MVP

Just go to your northAmerican Relocation Consultant to help you understand your coverage needs, determine your household's total valuation, and answer any questions.



Having a garage sale prior to your move can save you money two ways – you'll have fewer items to move and you pocket the money from the sale of the items.



Children on the move



What's the best way to help children adjust to all the changes of moving? While there are many answers to this question, here are some general tips:

- Talk to your children early, openly and often about the move and what changes it will bring
- Keep to your normal routine as much as possible, and arrange to continue your child's current activities in the new community
- Keep favorite items (toys, books, etc.) accessible
- Have children help pack a special box with their most treasured toys — they can even decorate the box!



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SPECIAL CARE

- If possible, take your children to the new community before the move to introduce them to their new surroundings
- Let your children get involved with planning and packing if possible, and ask for their input on how they would like to decorate their new rooms
- Above all, ask for thoughts and opinions, and listen



Have the kids pack a box of their "special" items. Point this box out to the northAmerican driver so it's one of the first to be unloaded.



See Spot move... safely

Before moving your pet, here are some important reminders:

- Schedule an examination by a veterinarian
- Your veterinarian may suggest a tranquilizer or other precautionary measure
- Obtain copies of your pet's health and vaccination records and update identification tags

If you will travel by **air**, contact the airline well in advance to check regulations and services and to make reservations. Book a weekday flight when there tends to be more cargo room. Also, try to book a direct flight to reduce your pet's confinement time.

Select a portable air-transport kennel that's large enough for your pet to stand and move around. Most airlines sell or rent these special carriers. Let your pet get accustomed to the kennel in advance of the trip. Mark the container "Live Animal," and affix a label that includes your pet's name, new address, phone number, and special handling instructions.



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SPECIAL CARE

If you will travel by **car**, acquaint your pet with car travel by taking it for short drives around the neighborhood. Don't feed your pet for several hours prior to your trip. Do, however, pack a canteen of fresh, cool water and stop frequently for drinks and walks.

If you stay overnight in a hotel, determine ahead of time if pets are welcome. Finally — and this is important for all pets at all times — never leave an animal unattended in a car.

Even in moderately warm weather, the temperature inside a car can reach 120 degrees in just a few minutes. Conversely, in winter months, the temperature can drop well below freezing before you realize it.

Birds and small pets such as hamsters can travel by car in their cages, provided the cage is stable, properly ventilated, and protected from drafts. Covering the cage may help to keep your pet calm.



You might want to make plans on moving day to have pets stay with a friend or neighbor to avoid over excitement and assure they don't get in the way.



Greenhouse in your new house?



The U.S Department of Transportation allows plants to be transported if the trip is less than 150 miles and transport time is under 24 hours. However, some states quarantine plants at all times. Overall, moving companies can't ensure proper care for transporting plants and unfortunately, cannot be held responsible for their final condition. Check with your northAmerican agent to see if plants are allowed for your move.

If you still wish to attempt transport on your own, keep the following in mind:

- Allow your plants to store extra energy by giving them extra sunlight several weeks prior to moving day
- Prune back overgrown leaves and branches one month prior to moving
- Reduce feeding to minimize growth
- Water thoroughly the day before moving
- Stabilize the plant in a sturdy carton to prevent tipping



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Trucks, boats and automobiles



Ask your Personal Relocation Consultant for options to transport cars, mini-vans, pickup trucks, boats and other vehicles to your new home by North American on an auto transport carrier or aboard the moving van. Remember:

- Automobiles should have one quarter or less fuel in the gas tank
- Check automobiles for any oil, battery acid or radiator fluid leaks
- Boats should be drained of all fuel and oil in the motor



When moving plants to your new home by car, don't allow the foliage to rest against windows. Leaves can be scorched.



Plug and play



Special preparation is required for large screen televisions and other electronics:

If the original carton and packing materials are no longer available, you may need to crate it prior to moving day. If the item can fit in another sturdy carton, line it with plenty of newsprint paper or styrofoam before packing. Seal securely and mark "Extremely Fragile" on the carton.

When packing a personal computer, printer, scanner, or other equipment:

- Detach all connecting wires, removable paper feeders/holders from all hardware and wrap monitors
- Remove all ink and toner cartridges
- Label all cables and wires for easy re-assembly
- Back up all computer files
- Pack speakers in well-cushioned dish pack boxes - any large or unusually heavy speakers will simply be padded and placed on the truck
- Consult your user manuals for any additional instructions or file storage recommendations

Moving day

Here's a general idea of what to expect on the big day:

- If packing was arranged through North American, a team of specially-trained packers will arrive on loading day or before your scheduled departure.
- Floor runners will be laid over carpets and flooring and padding placed around banisters and doorways to protect your home and contents.
- Accompanied by you, the driver will prepare a detailed inventory report of the items to be moved, noting any special concerns or handling considerations.
- You and the driver must sign the inventory to acknowledge the items loaded. You'll receive a copy to use at your destination.
- All cartons and furniture to be moved are recorded, numbered, and color-coded.
- Furniture as well as items that can scratch or cause damage are wrapped with cloth padding or stretch wrap.
- The driver will ask you to sign a bill of lading (relocation contract) that confirms services performed, pickup and delivery schedules, and protection plan selected.
- After loading, a walkthrough of your house with the driver is necessary to make sure nothing has been overlooked.
- You or a responsible person designated by you to act on your behalf must be present throughout the loading process.



Once you reach your new home, wait for the TV and VCR/DVD to come to room temperature before plugging in.



Packing and wrapping



We can prepare, pack, pad and move just about everything safely for you, no matter how delicate or unusually shaped. If you requested packing services, your northAmerican packers will handle it all, room by room. You can also choose to make it a do-it-yourself job. Whether you need a little help or a lot, this section will answer your most common questions about packing. And, as always, talk with your Relocation Consultant anytime to help you determine the right solution.



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PACKING



pro tip

Remove bulbs before
packing your lamps.



Professional packing options



Need a helping hand? Not to worry. North American offers a range of packing services. When you and your Relocation Consultant conduct the walk-through of your home together, you will assess all the items that will be moving in the van and discuss your packing needs. We can also provide recommendations of how we can help.

Full service packing: Our trained packers do it all — leave all items right where they are in your home, and we'll take it from there.

Partial packing: You get the full pack service, but only for the items that you designate.



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if it's important to you
it's important to us[®]

For more information visit
www.moveinterstate.com

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SIRVA and its brands provide relocation and moving solutions to more than 1,000 families every day - 365 days a year - in more than 175 countries around the world.

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Fragile-only packing

We pack all the breakable items - china, dishes, mirrors - while you feel comfortable handling the rest. You may also wish to include fragile furniture or artwork. No special preparation is needed - leave your fragile items in their original spots, and we'll pack them safely for you.



Wrap dishes in plain newsprint and pack vertically rather than stacking.



Do-it-yourself packing

If you decide to do your own packing, it can be a real money-saver. But it does take extra time and energy to get the job done right. And with the right materials and expert guidance from us, you can pack your whole house successfully and efficiently.

To get started, make sure you have ample supplies of:

- Tissue paper
- Packing paper (plain newsprint)
- 2" packing tape
- Masking tape
- Permanent markers
- Professional quality boxes (available from your northAmerican agent)

... as well as a utility knife and scissors.



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PACKING

It's all about the boxes

Using new, quality packing materials specifically designed for moving can ensure that your property arrives safely. North American has a wide range of boxes and professional packing materials available:

- **1.5 cu. ft. cartons** Small carton for heavy items such as books, files, music CDs and DVDs/video tapes
- **3.0 cu. ft. cartons** Medium utility carton often used for pots and pans, toys, and small appliances
- **4.5 cu. ft. cartons** For bulky items, such as linens, towels or toys
- **6.0 cu. ft. cartons** For large, bulky, or lightweight articles, such as pillows or large lampshades
- **Wardrobe cartons** A "portable closet" that keeps clothes and draperies hanging on a built-in bar
- **Mirror cartons** Several sizes of telescoping cartons for framed pictures, mirrors or glass

- **Mattress cartons** Available in queen/king, double, single (twin) and crib sizes. A separate carton is necessary for box springs
- **Dishpack (or China Barrel)** Heavy duty carton used for dishes/china, crystal and glassware
- **Double-wall cartons** Extra protective cartons made especially for fine china, crystal, and other high-value, hard-to-replace items
- **Stretchwrap** A special plastic covering that safely adheres to furniture and protects it from snags, tears, and dirt

You can ask your northAmerican agent about materials available for purchase.



If possible, use only boxes designed for moving. Boxes obtained from grocery and retail stores may not be strong enough to hold your belongings. Don't use plastic containers, they tend to collapse when stacked.



Packing prep



When packing yourself, have everything properly packed and ready for loading the evening before moving day. Leave out only the things you'll need that night, the next morning, and immediately at your destination for last-minute packing.

Basic guidelines to make packing a snap:

- Make a schedule, allowing enough time leading up to moving day
- Pack items in the basement, garage, or attic first - these items usually aren't needed right away
- Stay organized by packing room by room
- Designate work areas in each room
- When a room is completed, sort cartons by light, medium, and heavy - limit your heaviest cartons to 50 pounds each
- Clearly label cartons or items that you do not want to transport on the van



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Pack for success

It's recommended that your northAmerican packer handle the following:

- Marble or glass tabletops, heavy wall ornaments and mirrors 40" x 60" or larger
- Pool table
- Bulky, fragile items like large trophies, statues, chandeliers, etc.
- Major appliances

Your self-packed cartons will need to be inspected by your northAmerican packer before they can be loaded. If items are improperly packed or cartons are susceptible to damage, they may need to repack them before they can be safely transported.

Check out www.navl.com for even more room-by-room packing techniques and tips.

Here are a few more suggestions for a successful pack:

- Empty drawers of breakables, spillables, non-transportable items and anything that would puncture or damage other items
- Keep all parts or pairs of things together - for example, curtain rod hangers, mirror bolts, and other small hardware items should be placed in plastic bags and taped securely to the article to which they belong
- Pack small, fragile, individually wrapped items separately or a few together in small boxes, cushioning with crushed or shredded paper. Place small boxes in a single large box, filling in spaces with crushed paper
- Put a special mark (the number 1, or the letter A) on cartons you want to unpack first at your destination



Only use your daily newspaper for extra cushion at the bottom of boxes; avoid wrapping individual items as the ink will rub off. It can even get embedded into fine china so be careful!



What NOT to pack

You should transport valuable and irreplaceable items with you rather than on the truck. In addition, there are several items that can not be put on the truck, such as explosives, compressed gases, flammable liquids and solids, oxidizers, poisons, corrosives as well as radioactive and other hazardous materials.



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PACKING

GUIDELINES

Typical examples of items that can not be moved include:

- Nail polish remover
- Paints and paint thinners
- Propane cylinders
- Automotive repair and maintenance chemicals
- Radio-pharmaceuticals
- Matches
- Lighter fluid
- Gasoline
- Fireworks
- Oxygen bottles



Other items not recommended for transport on the van include:

- Firearms
- Family photos
- Food in glass jars and perishable foods
- Prescription drugs needed for immediate use

If you have any questions, just ask your Relocation Consultant.



Transport items of personal importance or sentimental value with you, such as:

- Cash
- Collections (i.e., coins)
- Important personal papers (i.e., deeds, wills)
- Negotiable papers (i.e., bonds, stocks, certificates)
- Jewelry
- Moving documents



On the move



When it comes to keeping in touch during the move, North American uses WORLDTRAC®, a satellite system that monitors your possessions from moving day to delivery. We can track the location of your belongings within 1,000 feet. From traffic conditions to special load instructions, it's mission control for your move.

Tracking your shipment is easy and quick:

- Visit www.navl.com
- Click on *Track Your Shipment* under *Household Move*
- Please supply your Contract Number and the first three letters of your last name

You'll get immediate access to your shipment's status. Ask your Relocation Consultant for more details.



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How to file a claim

In the rare event that you need to file a claim, you won't have to jump through hoops to set things right again. Here's what to do.

Before signing the inventory sheet, make sure that any losses or damages are clearly noted. A thorough inventory will help everything go more smoothly. File your claim promptly and conveniently online at www.moveinterstate.com.

Receipt of your claim will be acknowledged and a claim number and an adjuster will be assigned. Your adjuster will review the claim and contact you, if necessary, with any further instructions.

Since all damaged items are subject to inspection, keep the damaged item in its original shipping carton and do not

dispose of any broken-off pieces until the claim is settled.

A "comments" section has been provided at the end of the claim form should you need to provide further explanation for any items or issues referenced in your claim.

Other specific instructions are provided on the form. Your northAmerican destination agent or our home office can also provide you with a claim form and any other assistance.

Visit www.navl.com for more information and great advice for your move. And, don't forget, your Relocation Consultant and Move Coordinator are still with you every step of the way to address all your needs and concerns.



In your new home, tape a sign on the door of each room that corresponds to the carton labels — this will help movers get the cartons in the proper rooms quickly.



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NOTES & NUMBERS