

Consumer Tip Sheet – Moving Terms You Need to Know

By understanding moving terminology, you can be better informed and equipped throughout the move process. When it comes to your valuables being safely and professionally moved, it's imperative that you understand common moving terminology.

A big thanks to CAM member Allied Van Lines for providing this list of essential moving terms

Accessorial (Additional) Services Packing, unpacking, piano stair carries, appliance servicing and similar services that you request to be performed are additional charges on top of your transportation charges.

Agent or Moving Company A local agent that represents a national van line, like Allied.

Appliance Service The preparation of washers, dryers and other major electrical appliances for shipment.

Bill of Lading (BOL) The receipt for your goods and the contract for their transportation that you will receive a copy of from your driver (don't lose it!).

Binding/Non-Binding Estimate A binding estimate is an agreement made in advance with the mover that guarantees the total cost 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, is not binding on the carrier and the final charges will be based on the actual weight and tariff provisions in effect.

Booking Agent The agent or person who sells and registers your move.

Carrier A moving company handling the transport of your goods.

Cartage Charges Separate transportation charges applicable for transporting your shipment between the SIT warehouse and your residence.

Change Order The form used to change the cost of your move indicated on the original estimate due to the addition or deletion of services or items to be shipped.

C.O.D. (Collection on Delivery) Transportation for a private shipper for which payment is required at the time of delivery at the destination residence (or warehouse).

Committed Pickup and Delivery Service Dates of service are guaranteed and the moving company offers reimbursement for delays.

Destination Agent The agent near or at your destination providing the information and services needed at the conclusion of your move.

Estimate A general calculation of the transportation charges based on shipment weight and additional services requested by the customer.

Expedited Service An agreement with the mover to perform transportation by a set date in exchange for charges based on a higher minimum weight.

Hauling Agent The moving company who owns the van assigned by the van line.

High-Value Article Items that cost more than \$100 per pound, also known as "extraordinary" value items.

Inventory A detailed list of your household goods and the condition of each of them.

Linehaul Charges Charges for the transportation portion of your move that are in addition to services charges.

Long Carry An added charge for carrying articles excessive distances between the moving company truck and your residence.

Order for Service A document authorizing the moving company to transport your shipment.

Origin Agent The moving company at origin responsible for performing the necessary services at the start of the move.

Peak Season Rates Higher linehaul charges that are applicable during the summer months or peak season.

Registration Number The number assigned by the van line to identify your shipment that is located in the upper right-hand corner of the Order for Service and the Bill of Lading.

Relocation Consultant The move coordinator assigned to your move. This will be the person surveying your home, providing your move estimate, answering all your questions throughout the move and addressing other needs you may have.

Stair Carry Charge Additional charge for carrying items up or down flights of stairs.

Shuttle Service A smaller vehicle that is used to access residences that are inaccessible by bigger trucks or vans.

Storage-In-Transit (SIT) Short-term storage of your shipment that does not exceed 60 days of storage. SIT requires additional charges and must be requested by the customer.

Third Party Charges Services that are performed by craftsmen, professionals or other third parties that are not the moving company require additional charges. These charges will be including on your bill of lading.

Valuation Also known as Replacement Value Protection, this compensates the moving company for assuming a greater degree of liability than that provided for in the base transportation charges.

Van Foreman The van driver having total responsibility for the loading, transport and unloading of your shipment.

Van Line The national moving company through which affiliated agents are granted the necessary authority to transport shipments between provinces. The van line handles dispatching, shipment routing and monitoring, paperwork processing and claims settlement for all inter-provincial shipments handled by its agents.

Warehouse Handling Every time SIT service is provided, an additional charge is applicable to compensate the moving company for the physical placement and removal of items in the storage facility.