

A

ACCESSORIAL SERVICES: Service performed in addition to the usual transportation services such as storage, assembly, distribution, and documentation. Additional charges will apply for these services.

ADJUSTOR: A company employee who handles and settles claims against the company for cargo and property damage and/or loss.

AGENT: An affiliated moving company authorized to act on behalf of a larger, national company. The agent may handle the booking, origin, hauling and/or destination services.

APPLIANCE SERVICING: Preparing appliances for safe transportation by securing moveable parts. The cost of a complete disconnect of an appliance at the originating residence and a reconnect of the appliance at the new residence.

APU: Authorized pickup.

AVERAGE TRANSIT TIME: Average time it takes to deliver an item from one point to another.

B

BILL OF LADING: Customer's receipt for goods and contract for transportation. The customer's signature acknowledges that the household goods can be loaded on the truck and released to the carrier.

BINDING/NON-BINDING ESTIMATE: Binding estimate is an agreement made in advance with the mover of your choice, which guarantees the total cost of the move based upon the quantities and services shown on the estimate. Non-binding estimate is what your mover believes the cost will be, based upon the estimated weight of the shipment and the materials requested. A non-binding estimate is not binding on the mover. The final charges will be based upon the actual weight of your shipment, the services provided.

C

CARGO: Goods or produce being transported by a vehicle.

CARRIER: A company or individual transporting goods or produce, a company you are working with.

CARRIER LIABILITY: The total dollar amount the carrier is liable for in the event of loss and/or damage.

CLAIM: It's 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.

C.O.D. (Cash on Delivery): Shipments where the customer pays the moving charges at the time of delivery. For COD shipments, make sure to ask if your payment should be in cash, credit or check.

COMMODITY: The article being shipped.

COMMON CARRIER: A common carrier is an organization that transports people, goods, or services and offers its services to the general public under license or authority provided by a regulatory body.

CONCEALED DAMAGED: Damage to the contents of a package which is not apparent from the outside of the package.

CONCEALED LOSS: Loss or damage that cannot be determined until the package is opened.

CONSIGNEE: An entity or a person to which a seller or shipper sends merchandise.

CONSIGNOR: The seller or shipper of merchandise.

CONSOLIDATED SHIPMENT: Merchandise of two or more companies moving as one shipment.

CUBIC FOOT: A common measure of the capacity of a truck and is equal to 1,728 cubic inches.

D

DESTINATION: Place to which a shipment is to be delivered.

DESTINATION AGENT (DA): The agent nearest the point of delivery of a shipment.

DIVERSION: When a customer changes the destination of their shipment after it is en-route. Additional transportation charges might apply.

E

ETA: Estimated time of arrival.

EXCLUSIVE USE: A customer's request that his shipment be the only one occupying the vehicle.

EXTRA PICKUP/DELIVERY: Transportation charge usually 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.

F

FLOOR RUNNERS: Cloth runner strip used to protect rugs and floors of shipper's house.

FORK LIFT: Machine used to move goods loaded on pallets or skids.

FREIGHT: Anything being transported.

FREIGHT CHARGE: Payment for the freight transportation services.

FREIGHT FORWARDER: A company that arranges transport and completion of the international documentation on behalf of the shipper.

FUEL SURCHARGE: A percentage adjustment to the transportation charge 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.

G

GROSS WEIGHT: The total weight of merchandise including the container in which it is packed.

H

HOUSEHOLD GOODS (HHG): Personal affects and/or property, used, or to be used in a dwelling.

I

I.C.C.: Interstate Commerce Commission, Federal government agency responsible for regulating surface transportation between states.

INSURANCE CERTIFICATE: Assures the consignee that insurance is provided to cover loss and/or damage to the cargo while in transit.

INTRASTATE: Shipments that do not cross state lines.

INVENTORY: A detailed list of the items in the shipment and their condition before the truck is loaded.

M

MANIFEST: Document describing shipment or the contents of a vehicle.

MILEAGE GUIDE: Official guide specified and used by carriers to determine mileage from one city to another, regardless of the route actually driven.

N

NET WEIGHT: The weight of an article without packing and container. As applied to a truckload, weight of the entire contents of the truck.

NON-ALLOWABLES: Items that will not be accepted by a carrier due to the possibility of damage to the carrier's property or the property of other customers.

O

ORIGIN AGENT: The agent designated to handle the estimating, scheduling, packing and loading of a shipment at the place of departure.

OVERFLOW: When a portion of a shipment is left behind due to insufficient space on the primary truck. Another vehicle is assigned to load overflow portions.

OWNER/OPERATOR: Is the truck that is owned and operated by the driver.

P

PAD: Preferred Arrival Date.

PBO (packed by owner): When articles are packed by the customer for moving.

PEAK SEASON RATES: A premium rate that is charged at certain times of the year. This rate is generally applied in the summer months.

POINT OF ORIGIN: Terminal at which a shipment is received by a transportation line from the shipper.

PREPAID: When transportation charges are paid at the origin of the shipment.

S

SHIPPING PAPERS: Any documentation that is used to accompany the freight.

STORAGE IN TRANSIT (SIT): The temporary storage of your household goods in the warehouse, pending further transportation at a later date.

SURCHARGE: Charge above the usual or customary charge.

T

TARE WEIGHT: The weight of the container and the material used for packing.

TARIFF: A document issued by a carrier containing the carrier's rates, rules and regulations for services performed that are applicable to the customer's move.

THIRD-PARTY SERVICES: Is a service performed by someone other than the carrier or its agents at your request or required by federal, state or local law.

V

VALUATION: Freight value mutually agreed upon by shipper and carrier as a basis for transportation charges. **Valuation** is NOT insurance.

W

WALK BOARD: Ramp used from vehicle to ground to eliminate lifting heavy objects.

WAREHOUSE: Place for the reception and storage of goods.

WAITING TIME: If you are unable to accept delivery of your shipment within the free waiting time after notification of arrival at destination, you may request waiting time until delivery can be made. There is a charge for the vehicle and manpower for each hour.