

Moving Guide



2013 Edition

Your guide to a stress-free move
GSA Edition



Moving Process

Door-to-Door

Move Process

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Arpin International Group's assets and resources center around a staff of dedicated relocation professionals. Supporting our dedicated staff is our global network of agents and the STAR program, a state-of-the-art computer Shipment Tracking And Reporting system.

International moving presents challenges that are not encountered in domestic shipping. The increased physical stresses on an international shipment require unique packing and loading skills, a detailed knowledge of all facets of transportation systems, and a myriad of import and export regulations. This Guide to Moving was created to help you and your family prepare for these challenges and to eliminate many of the bumps in the road we have discovered through years of experience.

Arpin International Group assigns a dedicated Relocation Coordinator (Coordinator) to oversee each relocation. Our teams of Coordinators are day-to-day move managers who take the time to listen to the needs and concerns of our customers and discuss, address, and manage the expectations of each move. They make every attempt to be available at all times either via phone, fax, or email. Their personal investment in, and accountability for smooth, convenient moves is unparalleled in the moving industry.

In addition, time-sensitive prompts built into our computer system automatically trigger timely activity, ensuring swift and effective moves. Close and continuous door-to-door supervision of each individual relocation helps to anticipate and address potential problems, minimizing delays.

The Arpin Experience

GSA Edition

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“Our Customer Care Department is here to help throughout your move.”



At Arpin International Group, our advanced tracking system, combined with our Coordinators' genuine desire to provide a flawless, carefully managed relocation, results in Arpin International Group delivering consistently high levels of customer satisfaction.

Door-To-Door Move

Arpin International Group offers the following services:

- Pre-move counseling
- Pre-move survey of household goods and personal effects
- Insight into Customs' requirements and necessary paperwork
- Quality materials to wrap and pack small items into new cartons at residence
- Wrapping, padding, and loading valuables or fragile items into specially constructed wooden crates (if needed)
- Export wrapping of all furniture at residence using superior quality paper pads and corrugated wrap when necessary
- Loading of all items into a steamship container, wooden liftvans, or IATA approved air containers
- Transportation to the port of exit and ocean or air freight to the port of entry
- Customs clearance and delivery to destination
- Unloading and unpacking of items at destination
- Removal of all related packing debris at time of delivery
- Follow-up evaluation to ensure service excellence

Shipping Allowance

Export / Import Clearances

Many countries require you to be in country before any portion of your household effects can arrive. Some require that you be recognized by the Embassy or Consulate prior to shipment importation. You should check in with the shipping office immediately upon arrival to start the process of accreditation. When departing a post, delays are sometimes caused by housing issues, return of diplomatic license plates, or the like. On diplomatic imports and exports, we need the assistance of the Embassy or Consulate to obtain the customs clearance. We cannot clear the shipment until they have everything they need from you. Your Coordinator should discuss your particular origin and destination requirements with you in advance, as often this process causes a delay in the transit time of your shipment. For example, most air shipments take approximately 18 days to move, but by the time we have the approval to send the shipment, it is often several weeks from pickup to delivery. In some countries, the air takes as long as the sea shipment. Please factor these things into your planning and the contents of your shipments. Christmas gifts, uniforms, work materials or documents, etc., should be carefully scrutinized for time and need.

Shipping Allowances

During the initial phone consultation, your Coordinator will confirm the portions of your move that are being handled by Arpin International Group, and the typical allowances for each. If anything discussed is outside of the normal allowances for your agency, then we will request approval from them. Services or overages not authorized by your employer will be your responsibility and will be discussed with you in advance. On a foreign tour, it is common to purchase items at destination. Keep this in mind when you decide on what to ship overseas. If you use your full shipping allowance, you may not be able to take advantage of some things that may be available at your post that you may want to buy. Furniture is a commonly bought item overseas due to the quality and price.

You weight allowances should be discussed with your agency. We are not always aware of storage lots that may exist as well as other scenarios, which would affect your weight allowances.

Items of Concern

Alcohol

We strongly suggest that alcohol not be included in shipments. Many countries impose taxes and duties, and some even prohibit importation of alcohol altogether. Customs' officers may physically inspect shipments if alcohol is included causing delayed clearance and delivery times, and quite possibly, resulting in additional charges which are not normally covered in relocation policies.

If you do intend to ship alcohol, be certain your employer's policy allows it to be included in household goods shipments and advise your Coordinator well in advance. Some agencies do not allow shipping of alcohol.

Automobiles

Because Customs' regulations and required documentation for shipping vehicles change regularly, please advise your Coordinator immediately if you intend to ship a vehicle. Prior to shipping, all household goods, personal effects, and documents must be removed from the vehicle. Only autos containing standard factory equipment and less than one-quarter tank of fuel can be shipped. As automobile regulations change, it may be necessary for us to remove all fuel from your car for export. The automobile must be in working order, we will need a key to the auto, and any alarms should be disabled or we should be given a control unit for them. We suggest that you have your vehicle inspected mechanically and thoroughly cleaned prior to shipping it. We do not inspect your vehicle for mechanical condition.

U.S. states differ in their individual requirements for licensing and U.S. plates. If your state does not require that you turn your plates in, we suggest packing them or taking them with you. Some foreign countries allow you to drive on a U.S. plate until your diplomatic or foreign tags are in.

In order to export your auto, we will require a copy of your title, travel orders, passport, and driver license for anyone listed on the title. If there is a lien against the auto, a release of lien letter will also be needed from the institution holding the lien.

When you are importing an auto, you must give us a copy of the title showing the car was exported from the U.S., thus meeting U.S. specifications. The registration and licensing of the auto on your return is your responsibility and you must check with the individual DMV where you plan to register your car for documents you need. You may need documents that we will need to ask U.S. Customs for and we will need advance notice to do this in a timely manner.

Your Coordinator will advise you of other documents necessary to ship your auto.

Pets

Pet moves are complicated and typically your responsibility as an out-of-pocket expense. If necessary, we will be happy to provide a recommendation on experts in this area.

Appliances and Electrical Items

Electrical voltage and cycles vary around the world. Many home electrical items will work overseas with the appropriate accessories and adapters.

Valuables

Please do not put cash, jewelry, stocks, bonds, stamp collections, card collections, or other such valuables in your shipment. These items should be hand carried and cannot be insured if placed in your shipment. We recommend segregating your hand carried items during your move. Place them in a locked car, closet, or even with a neighbor to avoid them being packed. On packing day, the process gets busy; do this before the movers arrive.

Photographs

These are typically priceless memories with no real discernible value. We recommend hand carrying these items or storing them with relatives. Any information that exists on a computer hard drive should be backed up or copied prior to your move as this is not covered under standard valuation.

Weapons

Importing weapons poses problems similar to those of importing alcohol. We strongly suggest that you leave all weapons at origin. Handguns, rifles, shotguns, and ammunition cannot be included in your household goods shipment without approval from your employer and RC. In most cases, it will at the very least, cause severe

difficulties in obtaining customs release of the entire shipment at destination.

Weapons

Weapons are very similar to alcohol. The possibility of delays in clearing a shipment and inspections on a shipment is increased if it contains weapons. Again, in some cases, weapons are not allowed at all (either by the locality you are going to or by the agency you work for). If you are returning to the United States with weapons, please let us know. The normal paperwork requirements for exporting weapons include the permission to take it overseas, the registrations for the U.S. and overseas, Bill of Sale, and any applicable ATF forms. Handguns, rifles, and shotguns cannot be included in your household goods shipment without prior approval from your employer. Ammunition is not allowed in any of your shipments at any time.

Prohibited items

Certain items are prohibited by law in import, export, or storage shipments. Including prohibited items in your shipment may result in unnecessary delays at Customs or confiscation of part or all of the shipment; for example:

- Perishables
- Plants or soil of any type
- Propane tanks (both new and used)
- Hazardous materials such as paint, matches, and articles of an explosive nature, i.e., aerosol cans, cleaners,

flammables, corrosives, explosives, and ammunition

- Pornographic material
- Furs

Damage caused by perishables, flammables or corrosives are not covered by insurance and are entirely your responsibility.

Your employer may not authorize the shipment of certain items, while other items may require advance approval. Examples may include:

- Wood, bricks, cement, lumber, building materials, rocks
- Automobiles, boats, trailers, farm equipment
- Alcohol, weapons

Stoves, outboard motors, and power motors must be completely drained of all fuel and thoroughly cleaned before moving day.

Early preparation and knowledge of the relocation process helps to prevent last minute surprises on moving day. Prior to making travel arrangements, please advise your Coordinator of preferred pack dates. Your preparation and participation in all aspects of the move ensure a more efficient transition.

The earlier your Coordinator is aware of your schedule and preferred pack date(s), the greater the likelihood they will be able to secure those date(s) for you. It is also critical that the Coordinator has accurate contact information for you throughout the relocation process.

Your Moving Schedule

Origin Services

Pre-Move Survey

The origin agent assigned to pack your household goods and personal effects will conduct a visual survey of your home prior to packing. The pre-move survey takes approximately one hour, depending on the size of the home. The survey results are used to confirm the move will be within shipping allowances, determine the necessary packing materials and customized crating, and assess the size and type of the air or ocean container(s) required to safely pack and load the shipment according to international standards.

This time with our representative is the best opportunity to discuss any special needs you may have for your shipment.

To provide an accurate estimate, items will have to be identified by the preferred mode of transport (air, surface, storage, etc.). Please be sure our representative is able to view all items you intend to ship including items located in your basement, attic, garages, etc.

As a follow-up to the survey, your Coordinator will contact you to review the results and confirm allowances, pack dates, destination address, and contact information.

If any items are purchased after the pre-move survey, your Coordinator must be informed as the inclusion of



additional items may require a larger or additional materials.

Preparation

By reviewing your moving schedule in advance, you will be more prepared for the move-out process, with most important tasks already completed. If possible, allow an extra day after the move for unforeseen delays.

Depending on the size of a move, several days may be required for packing, wrapping, and loading of household goods. Please arrange to be at home when the movers arrive and throughout the process to address any questions or concerns that may arise. For your convenience, please maintain your telephone service during the move out process. It is also helpful to have someone we can contact while you are in transit after the pack out in the case of any unforeseen questions that arise. Many customers set up Yahoo or Hotmail email accounts that they can check from the road at any computer.

Most moving crews have a designated team leader or crew

chief. Please accompany the crew chief on a walk-through of your home indicating the goods to be moved. Identify items of special concern, as well as items not to be shipped. If these are already clearly marked, simply advise the crew of the method you have used to separate items. Please put any items that must not be packed at a neighbor's house or somewhere that is impossible to be mistaken. Prescription medications, cash, car keys, passports, plane tickets, etc. should be someplace where the crew cannot pack them. The crews will move much faster than you think, and they will not decide what should and should not be packed.

The crew chief will be able to address any packing and loading related concerns, but all questions regarding logistics, scheduling, and timelines should be directed to your Coordinator.

Packing

Please do not pack any boxes yourself. Packed-by-Owner (PBO) cartons are not permitted in your shipment. Carrier packing also ensures full insurance coverage.

However, if you wish to pack boxes yourself, please leave the cartons open so the movers can ensure that they are wrapped safely for export and the contents are noted on the inventory.

Prior to loading, the movers will inventory the goods to be moved on the appropriate packing list (air, sea, or storage). Each item will be given an inventory number and its condition will be noted. Should you have any questions relating to the descriptions indicated, please discuss them with the crew chief. Each inventory page will require your signature. Please confirm that each packing list contains the correct items. Keep a copy of the signed packing list and all shipping documents close at hand.

Hanging wardrobes are not used for air shipments due to size restrictions. Instead, lay-down wardrobes are used. Please note that wrinkling of clothing during transit is inevitable.

Loading

GSA shipments are usually loaded into wooden crates called liftvans.

Liftvan loading is similar to putting a jigsaw puzzle together; each piece has to fit securely in place to minimize shifting in transit. Once the liftvan doors are secured, they are brought back to the origin agent's warehouse where they are labeled and steel-banded.

Before the crew leaves, a final walk-through of the home is required to be sure nothing has been overlooked. Again, be sure all items have been removed from attics, basements, closets, etc., as it may not be possible for us to retrieve items that have been left behind.

Within three to five business days of loading, your Coordinator will have the actual weights of each portion of your relocation. If the actual weight is less than or equal to the authorized weight, and we have approval from the Embassy or Consulate, we will forward your shipment. If the actual weight exceeds the authorized weight, we will request approval for the overage from both you and your employer. If your employer does not authorize the overage, we will typically hold the shipment until we are able to discuss it with you. Charges are generally your responsibility on overages and we would prefer that this is discussed in advance with you. One exception to this rule would be shipments that are estimated above the authorized weight, and the agency and customer are informed of this in advance.

Your Coordinator will confirm the estimated door-to-door transit times. Please be sure to consider these estimates when planning your move dates and housing arrangements.

Destination Services

Customs Clearance

As a diplomatic employee, your goods are imported tax and duty-free under most circumstances on a U.S. to foreign relocation. While inspections are unlikely, they are at the discretion of local Customs. The process for diplomatic entry can take a bit longer than a commercial entry, as the Embassy or Consulate must work with the local government to effect the entry. If any specific Customs' forms are necessary, they will be provided to you if they are available.

Some countries may require your presence or original passport during the clearance process. As soon as you arrive, contact the local General Services Officer to inform them you are in country. If possible, provide Arpin International Group with your new contact numbers.

On a foreign to U.S. move, the entry is not diplomatic and inspections are possible at the discretion of U.S. Customs.

Delivery

The crew will arrive on the date and time previously



Please do not pack any boxes yourself. Packed-by-Owner (PBO) cartons may draw the attention of customs officials and result in inspections and delayed delivery. Carrier packing also ensures full insurance coverage. However, if you wish to pack boxes yourself, please leave the cartons open so the movers can ensure that they are wrapped safely for export and the contents are noted on the inventory.

scheduled with you. Arriving before the movers ensures no additional waiting time charges. Prior to delivery, try to decide where individual furniture items are to be placed in your new home. Please arrange to be home throughout the move in process to guide the crew on the placement of your goods. Our door-to-door service includes unpacking boxes, placing the contents on the closest flat surface, unwrapping all furniture, and removing related unpacking debris on the day of delivery.

Any items disassembled at origin will be reassembled at destination assuming they are items included in the contract of approved by your agency. If the agent is unable to assemble the above items, arrangements will be made to have them done.

Your Coordinator must be informed of any items disassembled at origin to ensure proper reassembly at destination. Some reassembly may require contracting a third-party or specialty service provider.

As each item is brought into your home, check off the inventory number on the corresponding packing list.

Although we take great care to protect against damage, it will sometimes occur. All missing and damaged item(s) should be clearly noted on the packing list before you sign it.

If you will be unpacking at a later date, note "Received; subject to further inspection" on the packing list. You have 75 days to notify Arpin International Group of any loss or damage not noted at the time of delivery.

If you feel something is missing or damaged, contact your Arpin International Group Coordinator. We will send a claim form to you for your completion. If necessary, your Coordinator may ask one of our claims representatives to contact you directly.

We are here to service your needs; please call us at anytime. If you ever feel that we have not provided 100% effort on your behalf, please do not hesitate to let us know.



“You are the official shipper of record and are ultimately responsible for compliance with customs regulations. Our Relocation Coordinators will offer you guidance, however, please make sure you carefully read all materials and documents. Shipping of illegal or prohibited items tendered to Arpin International Group are solely your responsibility.”

Protecting Your Possessions

Arpin International Group takes specific steps to ensure your personal possessions are handled carefully. Unfortunately, sometimes damage or loss occurs. We want to make sure you understand the moving process and your rights and responsibilities so that you are protected and satisfied quickly in the case of damage or loss.

Transit Insurance

Arpin International Group is highly effective in claims reduction and management. Although we have safeguards in place to anticipate and prevent problems, there remains a possibility that damage can occur in transit for several reasons, e.g., port container handling, container inspection during customs clearance, civil unrest, or Acts of God. For this reason, transit insurance exists.

Your shipment is covered under a full replacement valuation up to a maximum amount determined by your agency. If your move is released at \$6.00 per pound full replacement value, it means that you have full replacement coverage on your move up to a \$6.00 per pound maximum. For example, on a 10,000-pound shipment, the maximum claim settlement would never exceed \$60,000.00 under this scenario. However, if a one-pound lamp that is part of that same shipment was damaged, it would be repaired or replaced up to its individual value.

Although total loss and a per pound payout is extremely rare, there have been several instances of extreme weather in the world that are cause for

concern. One of the major items excluded from the coverage included with your move is Acts of God coverage. Under proven Acts of God, the carrier is not responsible for your claim; most times the applicable remedy is the Military and Civilian Claims Act of 1964. This is a filing through the government that is generally limited to a \$40,000.00 maximum and is settled at depreciated value.

We can suggest or provide you with alternative coverage if you are interested.

Valuables

Items of high value must be specifically noted. Depending on their value, they may require a formal appraisal.

Valuables such as cash, jewelry, stocks, bonds, stamp collections, card collections, or other such valuables cannot be insured if shipped or stored. These items should be hand carried if they are required at destination. We recommend segregating your hand carried items during your move. Place them in a locked car, closet, or even with a neighbor to avoid them being packed.

Reporting a Claim

If something is missing or damaged, contact your Coordinator immediately so the claims process can be initiated. The Coordinator or insurer will send a claim form for your completion. You have 75 days to report your claim.

Moving Your Computer

Backing Up Data

The most fragile part of a computer is the hard disk. Although it is easy for a technician to replace a hard disk, recreating the data you have stored on the disk is very difficult or may be impossible. The most important rule in using a computer, regardless of whether or not the computer is about to be moved, is to make sure you have at least two different copies of any data or documents that you feel are of value. You should make sure copies of all program diskettes and CDs are labeled. Arpin International Group cannot be responsible for the loss of any data on a computer.

Files may be copied from the hard disk to an external drive, a CD, or to the cloud. A full backup of data directories should be conducted before a move. It is possible to recreate programs from the original program disks; however, printer drivers, default directories and preferences will have to be reselected, and macros or setup files may need extensive work to recreate.

Turning the Power Off

Before attempting to take your system apart, make sure all power switches are turned OFF. This is especially important if you use a power strip with an on/off switch and normally leave the individual component switches ON.

Labeling and Documenting the System

Make sure you write down serial numbers for each piece of equipment.

Using mailing labels or “invisible” tape, label both ends of the cables, describing where the cable is attached and which piece of equipment it serves. On a separate paper, describe the cables and how they are connected (in case the labels come off in transport).

Detaching Cables

You may need a small screwdriver to remove the cables. Cables permanently attached to the monitor or external disk drive can simply be taped to the device with masking tape.

Printers

Remove toner cartridges from laser printers and put them in their own box (once a toner cartridge has been used, toner can spill out). Remove font cartridges. Remove all paper trays and other plastic parts extending from the body of the printer. Use masking tape to hold plastic covers of dot matrix printers in place.

Packing

If you still have the original boxes for anything, use them instead of generic packing boxes. If you do not have the original boxes, Arpin International Group can provide sturdy packing containers and materials.

Pack all cables in one box and label the box accordingly. Pack any keyboard templates, user manual(s)

and the mouse in one box and label it. Pack your backup diskettes, program diskettes / CDs in a box and label it.

Remove and pack the anti-glare screen, if any, from the monitor.

Internet Service

Don't forget to call your service provider and disconnect any internet service or browser lines (such as dial-up telephone lines, Cable, DSL, etc.).

Moving With Children

Be Positive about the Move

At any age, children are uniquely tuned into the emotions of their parents. If you are positive about your move, your children will likely feel optimistic about their moving experience and look forward to it with excitement. Conversely, should you feel sad or negative about the move, they will likely feel the same.

Discuss the Move with Your Children

Include your children in the planning of the move from the very beginning. Talk openly and positively about the move. Explain to your child, in words that they will understand, why you are moving, what their new home will be like, and how each of them contributes to making the move a smooth one. If they are comfortable and their normal routine is not disrupted too much, they won't be overly concerned.

Children have big imaginations which can lead to fears. Encourage them to express how they feel about moving and calm any fears that they may have. Discuss your own feelings. Let your children know they are a part of the process. Attempt to include them in making the plans for the move and take them with you when you go house or apartment shopping. After all, the strength of your family plays a major part in determining how your family adapts to their new surroundings.

If your children have moved before, they may recall memories of feelings they experienced. If those feelings are not pleasant, your children may exhibit signs of depression, withdrawal or unruly behavior as moving day approaches. Watch for these signs and take whatever steps you can to reassure them. Let your children have as much say as possible on which room they will have in their new home and how they will decorate it. If this is your children's first move, they may feel insecure about what to expect. Encourage young children to “play moving” using dolls, boxes, a wagon, etc. Open and honest communication is the key to alleviating any fears they may have about moving.

How Different Age Levels May be Affected

Infants are the least affected by the moving process. However, pre-school age children have the most difficult time. They rely on their parents, the family routine, and objects that are special to them to provide security. At this age, their greatest fear is being left behind. You may be tempted to

send your pre-school age children to a sitter, but this might increase their fear of abandonment. Get them involved in the process.

Grade school-aged children have a more highly developed sense of self. Their developing sense of discovery will make the idea of moving exciting. The greatest concern for these children is how well they'll fit into the neighborhood, school, etc.

A teenager's social activities and friends normally overshadow the family as sources for identity. As hard as it can be with teens, encourage them to discuss their concerns. Since it is important for teenagers to "fit in," suggest ways for them to find out about their new home, school and neighborhood. The Internet may prove to be a big help.

To ease the adjustment to your new home, prepare a package for each child, labeled with their name. Include favorite toys, games or music, a change of clothes and put the package on each child's bed or in their room upon arrival.

Evaluation

We understand that moving is stressful and requires tremendous attention to detail on the part of your service providers. Following your move, you will receive an evaluation which rates our services on a one to five scale, with five being the best. Our goal is your complete satisfaction. While we make every effort to provide you with the highest level of service during each phase of your move, the moving industry offers its own unique set of challenges that may have arisen during the move. Even if issues arose, we hope that our staff used this as an opportunity to demonstrate our customer service capabilities and resolved any issue in a five-star manner. Ultimately, we hope that you would recommend us to your friends and colleagues.

The scores that we receive from our evaluations determine our standing in the program and affects the business we receive each year. If you feel any hesitation on giving us all fives on your evaluation, please contact any of the management personnel listed in the front of this guide.

Furthermore, because your feedback is so important, Arpin International Group will make a donation to Save the Children® for each evaluation returned. Our contributions to Save the Children® are based on the total number of evaluations completed by our customers. By completing the evaluation, you will not only be assisting us in our on-going quality program, but helping to enrich the lives of children worldwide.

Save the Children® is the leading independent organization creating lasting change in the lives of children in need in the United States and around the world. Recognized for their commitment to accountability, innovation, and collaboration, their work takes them into the heart of communities where they help children and families help themselves.

The Arpin International Group team wishes you success in your new endeavor!

When is the Best Time to Move?

It is a common myth that the best time to move children is in the summer. Since school is a primary source of new friends, moving during the school year allows children to go directly from one social situation to another. While some students don't like being the "new kid," classmates and teachers will give them an opportunity to make friends and begin the process of fitting into their new life.

Transferring a grade school child can be done with a minimum of academic challenges. High school courses vary more, which may cause some transitional difficulties. This can be overcome by contacting the school in advance of the move and getting to know the new curriculum. Teachers at both schools can help to manage this transition.



Happy Moving.

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