



## **Moving Vocabulary and Definitions**

### **American Moving & Storage Association (AMSA)**

An organization of moving companies dedicated to improving the moving and storage industry for moving companies and their customers, advocating on behalf of moving companies.

### **Accessorial Surcharges**

Additional charges from a moving company for services such as packing, unpacking, crating, or appliance disconnection. These fees are added to the baseline moving cost.

### **Actual Charges**

The final cost of a move from start to finish including moving cost, warehouse fees, and accessorial charges.

### **Bill of Lading**

A legally binding document that outlines all of the details of the move from the shipping date to the items loaded on the moving truck. This document serves as a receipt of a customer's agreement with a moving company.

### **Claim**

A claim filed for loss, damage, or delay in the delivery of household goods during any stage of the move or during warehousing.

### **Delivery Window**

The time period in which a moving company is scheduled to deliver a shipment to its final destination. The delivery window will depend on the distance of the move.

### **Elevator Charge**

An additional charge applied when a moving process includes moving items in an elevator.

### **Estimate, Binding**

An agreement made between a customer and a moving company that guarantees the total cost of the move based on the weight of household items plus accessorial services.

### **Estimate, Non-binding**

A non-binding approximation of a moving cost based on the estimated weight of household items and any accessorial services.

### **Federal Motor Carrier Safety Administration (FMCSA)**

An agency within the Department of Transportation that regulates the operational requirements for moving companies, trucks, and equipment.

### **Full-Value Protection Insurance**

An insurance policy which covers the current market value of an item, an item's replacement, or the cost to repair an item if it's damaged or lost by a moving company during a move.

**Interstate Commerce Commission (ICC)**

The Interstate Commerce Commission, or ICC, is the federal agency governing interstate transportation. Their jurisdiction includes moving companies.

**Inventory**

A detailed list of the quantity and condition of household items.

**Long Carry Fee**

A charge applied when a moving company carries items an excessive distance from a home to the moving truck or vice versa. This distance is determined by the moving company.

**Moving Company / Carrier**

A company that helps people move their belongings from one place to another.

**Moving Cost**

The cost for a moving company to transport household items to their final destination. This does not include additional services or insurance costs.

**Non-Allowable List**

A list of prohibited items that moving companies will not handle because they may contaminate or damage the moving company's property or the property of the customer. Examples: furniture that will not fit through doorways, items infested with bugs, household chemicals, and propane tanks are subject to this list.

**Order for Service**

A document authorizing a moving company to move your items.

**Peak Season Rates**

Prices for moves that take place during the busiest season for moving companies. Typically, between May 15 and Sept. 30.

**ProMover**

A moving company who is certified by the American Moving and Storage Association as trustworthy, reputable, and professional.

**Quote**

The price of a moving company's services. Based on a customer's in-home estimate and their specific moving needs.

**Released Value Insurance**

A basic moving insurance policy required by federal law and offered at no additional charge. This policy insures your belongings for 60 cents per pound per item regardless of the item's value.

**Tariff**

A comprehensive list of a moving company's rates, rules, and regulations. There are separate tariffs for different types of moves such as long-distance and short-distance moves.

**Valuation**

A valuation is the estimated value of a customer's belongings. Before the Bill of Lading is signed, a customer will declare the monetary cost for all of the items included in their move. A moving company will use this number to determine their liability for damage to or loss of an item.