



# Guide to International Moving 2010



To help prepare you for your upcoming relocation, we are providing you with this helpful "Guide To International Moving." This booklet is designed to take you step-by-step through the moving process to help facilitate a smooth and successful relocation.





# YOUR GUIDE TO A SUCCESSFUL RELOCATION

Information That Will Help You to Experience a Stress-Free Move.

## The Arpin Experience

Arpin International Group's assets and resources center around a staff of dedicated relocation professionals, many of whom have lived and worked overseas. Supporting our dedicated staff are our global network of Arpin**ACES**<sup>SM</sup> (Agents Committed to Excellent Service) and the STAR program, a state-of-the-art computer Shipment Tracking And Reporting system.

Arpin International Group assigns a dedicated Relocation Coordinator (RC) to oversee each relocation. Our teams of RCs 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 are 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 and reducing to an absolute minimum, the high per diem expenses associated with global relocation.

At Arpin International Group, our advanced tracking system combined with our RCs 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
- Packing of all clothing to be shipped in wardrobe cartons
- Wrapping, padding, and loading valuables/fragile items into specially constructed wooden crates
- 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 lift vans 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 (customs inspections, duties, and taxes are not included in our rates)
- Unloading and unpacking of items at destination
- Removal of all related packing debris at time of delivery, space permitting
- Follow-up evaluation to ensure service excellence

### Shipping Allowances

Typically, the employer for corporate relocations determines the scope of service and the volume or weight allowance. During the pre-move consultation, the RC will confirm shipping allowances. If upon completion of the pre-move survey the estimated weight exceeds the shipping allowance or the employer's scope of service, the RC will request approval for the additional services and weight or volume overages. Services or overages not authorized by the employer will be the employee's responsibility. RCs can assist in minimizing the cost of any additional expenses. If you have any questions

regarding specific shipping allowances, please contact your employer or RC.

### **Air Containers**

- **“E”**: 18 CFT. 100-125 LBS.  
42” X 29” X 25.5”
- **“D”**: 62 CFT. 300-400 LBS.  
58” X 41” X 45”
- **“LDN”**: 95 CFT. 400-500 LBS.  
54” X 54” X 56”



### **Sea Containers**

- **“20FT”**: 1,165 CFT. 5,000-6,500 LBS.  
19’5” X 7’6” X 7’9.5”
- **“40FT”**: 2,377 CFT. 12,000-14,000 LBS.  
39’6.5” X 7’6” X 7’9.5”



*These dimensions are approximate and for informational purposes only. Capacity may vary depending on volume/density of items.*

## **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, result 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 RC well in advance.

### **Automobiles**

Some employers may authorize the cost of shipping an automobile. Because customs regulations and required

documentation for shipping vehicles change regularly, please advise your RC immediately if you intend to ship a vehicle. Some countries require the original Title for export customs clearance, and most lien holders will not release the original Title until the automobile has been paid for in its entirety. In some cases, automobiles that have been manufactured outside of the destination country may need to undergo costly modifications to meet local driving standards of the destination country. Prior to shipping, all household goods, personal effects and documents must be removed from the vehicle (except for a copy of the Title and one key). Only automobiles containing standard-factory equipment and less than one-quarter tank of fuel can be shipped.

### **Pets**

Some employers may authorize the cost of shipping pets. Some countries require quarantine in excess of six months, while others require import permits, health certificates and vaccination records.

RCs can advise the necessary documentation for your specific destination and assist with pet transportation if necessary.

### **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. The specific voltage and cycles for your destination can be found in the country information included in your introductory email.

### **Pornography**

Many countries have very strict laws prohibiting importation of what they deem to be pornography. Even artwork depicting any form of nudity may be considered contraband and attempted importation could result in annulment of a work permit or imprisonment. It is imperative that you thoroughly review the country and customs information. If there is any doubt, please address your concerns with your RC.



### 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.

### Prohibited items

Certain items are prohibited by law in import/export/storage shipments. Including prohibited items in your shipment may result in unnecessary delays at customs or confiscation of part or all of the shipment. Examples include:

- Perishables
- Plants
- Hazardous materials such as paint, matches and articles of an explosive nature e.g., aerosol cans, cleaners, flammables, corrosives and explosives
- Pornographic material

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

Employers may not authorize the shipment of certain items, while other items may require advance approval. Examples may include, but are not limited to:

- Wood, bricks, cement, lumber, building materials, rocks and soil of any type

- Automobiles, boats, trailers, farm equipment
- Alcohol
- Weapons
- Stoves, propane tanks, 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 RC of preferred pack dates. Your preparation and participation in all aspects of the move ensures a more efficient transition.

The earlier your RC is aware of your schedule and preferred pack date(s), the greater the likelihood they will be able to secure those date(s) on your behalf. It is also critical that the RC 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



## Origin Services (cont.)

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 in accordance with international standards.

This time with our representative is the best opportunity to discuss any special needs you may have for your shipment, including requirements like temporary or permanent storage at origin or destination.

In order 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 RC 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, RCs must be informed as the inclusion of additional items may require a larger or additional container(s), and possibly result in taxes and duties not authorized by your employer.

### **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.

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. 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 RC.

### **Packing**

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.

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. The packing list the movers prepare does not replace your valued-insurance inventory. The valued-insurance inventory should be done in advance of your move. Please 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**

Small shipments are loaded into wooden crates called lift vans. Lift van loading is similar to putting a jigsaw puzzle together; each piece has to fit securely in place to minimize shipment size for cost-effectiveness and potential damage due to shifting in transit. Once the doors are secured, the lift vans are brought back to the origin agent's warehouse where they are labeled and steel-banded. Larger shipments are usually loaded directly into 20' or 40' steel containers using the same jigsaw puzzle technique. Containers will be loaded at residence unless access issues, scheduling conflicts, or weather constraints exist.

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 48 hours of loading, the RC will confirm actual weights and volumes of each portion of your relocation. If the actual weight and volume is less than or equal to the estimated/authorized weight or volume, and required paperwork is available for importation to your destination, we will forward the shipment. If the actual weight or volume exceeds the estimated/authorized weight or volume, we will request approval for the overage. If your employer does not authorize the overage, the additional charges will be your responsibility. RCs can assist in minimizing these additional costs.

RCs 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**

The country information included in your introductory email addresses documentation and customs requirements. Specific customs forms will also be included if they are available. Otherwise, our Destination Agent will provide them to you at destination. Because requirements may change without notice, it is best to confirm all the information with the RC.

Customs clearance is in the hands of government officials, and customs requirements vary worldwide. Primary concerns are that no restricted or illegal goods are imported and that goods eligible for duties are taxed. Customs inspections may still occur and are



solely at the discretion of the customs officials, even if all paperwork is in order. Customs in every country considers importation a privilege, not a right. Therefore, please comply with all customs regulations to avoid delays or additional expenses.

Please contact your RC to confirm the local customs procedures and required documentation for your destination. Completing the necessary forms in advance will expedite customs clearance. Some countries may require your physical presence and/or original passport during the clearance process. Oftentimes, permits, visas, and other documentation are also required for importation. This can be a timely process. In order to avoid any customs penalties/fines, we will hold your shipment at origin until all paperwork is in order.

### **Delivery**

The crew will arrive on the date and time previously 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



Destination Services (cont.)

surface, unwrapping all furniture and removing related unpacking debris on the day of delivery, space permitting. Unpacking and/or debris removal after day of delivery will result in additional charges.

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

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 items must be clearly noted on the packing list before you sign it.

If you will be unpacking a later date, note "Received; subject to further inspection" on the packing list.

**Storage**

The ArpinACES<sup>SM</sup> warehouses are held to the highest standards for safety and protection. Warehouses contain dedicated vaults for household goods and are alarmed and fully insured.

We can also provide climate controlled and fully air-conditioned storage in some locations. Additional charges for air-conditioned facilities will apply.

**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 (such as port container handling, container inspection during customs clearance, civil unrest or acts of God). For this reason, transit insurance exists.

Arpin International Group offers comprehensive transit insurance at competitive rates. Transit insurance may be provided by your employer or by a third party relocation management company. If insurance is purchased from Arpin International Group or arranged by your employer, your household goods should be protected by full value replacement protection coverage.



Full value replacement protection means your goods will be repaired or replaced with a similar item of equal value or its cash equivalent if loss or damage occurs while your household goods are in transit.

Full value replacement protection is based on the value declared on your valued inventory. RCs need a detailed valued inventory of all your belongings in advance of moving day. Items not included in the inventory are not insured.

When valuing household goods and personal effects, it is important to correctly value belongings based on replacement value at destination. Any item or set of

items worth more than \$1,500.00 should be listed separately.

Manufacturer/brand of furniture, electronics, and high-valued clothing should be noted, as well as pattern name of dinnerware, artist's name for artwork, or time period of antiques. If the value is understated, claims settlement will be based on the declared amount. If the value is overstated, claims settlement will be based on the replacement cost. Precise inventories result in expeditious and satisfactory settlement of insurance claims.

Please note, policy coverage may vary depending on the insurer. Check with your RC or employer to see which policy guidelines apply.

### **Valuables**

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

Valuables such as bonds, stocks, deeds, cash, stamp collections, or jewelry cannot be insured if shipped or stored. These items should be hand carried if they are required at destination.

### **Reporting a Claim**

If something is missing or damaged, contact your RC immediately so the claims process can be initiated. The RC or insurer will send a claim form for your completion.

## 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/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 floppy diskettes, a zip drive, or burned to a CD. 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.

### **Unlocking Security Devices**

If the system unit is bolted to a table, unbolt it for transport. Consider using a new security device in your new location. Some personal computers have keys to lock the cover of the system unit. Lock the unit and remove the key. Make sure you place the key where you can easily locate it.

### **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. On dot-matrix printers, tie the print



heads of the printers to one side. 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









