



A Higher Standard of Care



## United Van Lines Moving Guide

1-855-337-6848



We Deliver Happy Beginnings



[www.canadamoving.com](http://www.canadamoving.com)

Canada Moving is a member of United Van Lines

# Wherever life takes you, we'll get you there.



## Contents

Introduction	2
Who is United Van Lines?	3
Training	4
Your Estimate - The First Step	4
Service Options	6
Value Added Programs and Services	7
Protecting Your Goods in Transit	8
Packing Day	10
Loading Day	11
Your New Home	12
Moving Your Children	14
Moving Your Pets	15
Countdown Calendar	16
Remember to Notify	18
Take With Me Checklist	19

In life, few events match the stress of moving. In this busy time of new beginnings and major changes, we appreciate that you place a great deal of trust and responsibility with us. Moving everything you own is a very personal experience and something we don't take lightly... ever.

This Moving Guide is for you. It's a complete move planner, designed to answer any questions you may have. To help you keep track of your move from start to finish, a moving calendar and checklist are also included.

The United Van Lines Moving Guide is the product of 60 years of insight and experience in moving. Believe us when we say we are with you every step of the way, no matter where life takes you.

## *A Higher Standard of Care*



# Who is United Van Lines?



United Van Lines (Canada) Ltd. has a network of 175 privately owned moving companies who make up our Member Community. Together, United and its Members provide a seamless network to move you anywhere in Canada, the U.S., or around the world.

## **Proudly Canadian**

Sixty years ago, a few men had a simple dream; to create a Canadian owned and operated van line from coast to coast. Today, United Van Lines has the largest network of moving companies in Canada and is 100% Canadian owned and operated.

## **Leadership defined**

Any van line can claim they are the leader in the industry for one reason or another. While United is the largest van line in size, that doesn't define leadership. Being on the cutting edge and pioneering moving technologies that have changed the industry and the way people move has been United's legacy for 60 years. We are the only van line or moving company to be named one of *Canada's 50 Best Managed* private companies. Established in 1993, *Canada's 50 Best Managed Companies* is the

country's leading awards program, recognizing excellence in Canadian owned and Managed Companies with revenue over \$10 million.

## **Our focus on quality**

Our goal is to provide you with the perfect move.

We track customer satisfaction and quality service in a number of different ways. Our quality monitoring programs address reward, recognition, training and development.

20,000 Quality Measurement Surveys are sent each year to our Customers asking them to rate everything from sales, packing, loading, unloading and unpacking to our value added programs.

Information gathered from these surveys is used as a key component in the recognition and development of our Members, Drivers and van line staff.

Annual Quality Achievement Awards are awarded to those who continually provide excellent customer service, have a low claims ratio and deliver A Higher Standard of Care to our Customers.

## Training



The cornerstone of our growth and improvement to our service is our commitment to training.

We are especially proud of our in-house training centre. This 1,300 square foot training center is a replica of a typical furnished house, complete with 2 bedrooms, living room, dining room, kitchen, fully stocked cupboards and a classroom for instruction. This real life set-up gives us the opportunity to train our movers using proper procedures for packing, wrapping, loading, unloading and unpacking. We even have a see-through container just outside the training centre so everyone can see if items from the 2 bedroom house are being properly loaded and unloaded in the space by the participants.

Over 3,000 Drivers, Loaders, Packers, Moving Consultants, Operations and Administrative personnel have attended courses at our training center in its 30 year history.



## Your Estimate - The First Step



Once you have contacted a United Member in your area, a Moving Consultant will arrange a mutually convenient time to visit your home to conduct a visual survey of the items to be moved. Your Moving Consultant arrives ready to provide you with:

- A full explanation of the services offered by United Van Lines.
- Answers to your questions and solutions for any special concerns you might have.
- A delivery timeframe using an industry established Transit Time Guide.

The Transit Time Guide determines how long it will take for delivery based on the weight of your shipment and the distance between your current home and your new home.

### **A package of value added services**

United has partnered with other companies on discounts for products and services related to moving. Important information on your new destination city including utility and school board contact numbers is available through our United Customer Home Page on our website [www.uvl.ca](http://www.uvl.ca).

### **An estimate of the cost of your move**

United has designed its own electronic, hand held estimating system, a valuable tool in providing accurate estimates. Your estimate will be completed and provided to you by your United Moving Consultant.



## FAQ's

### How much will the move cost?

The cost of your long distance move (in excess of 150 miles) is based on the weight of the items that are to be moved and the distance they will be traveling. Your estimate will outline all of the services needed for your move and their associated costs.

Local moves (less than 150 miles) are priced on an hourly basis and are based on the time it will take to pack, load and deliver your items and the amount of labour required. Travel time to and from your residence will also be charged.

### Will the estimated cost be guaranteed?

Moving Consultants can guarantee their estimates when they have all of the necessary information to do so. For this reason, full disclosure is required. Please point out everything that is to be moved and any items that you may be giving away or selling. This includes all items in storage areas inside and outside of the house or anything being picked up from other locations, such as cottages, offices or storage facilities.

### What method of payment is required?

If your employer is to be billed for the move, make arrangements well in advance with both your company and your United Member. Unless these arrangements have already been made, your move will be Cash On Delivery (C.O.D.) before delivery can take place.

If you are paying for the move, United offers many payment options including: cash, certified cheque, MasterCard, Visa, American Express, bank draft or money order. Credit card payments must be made in advance of delivery. Please note that the Driver cannot unload a C.O.D. move until payment has been made.



## Service Options



### What works for you... it's your choice

Moving with United has many advantages. One of them is having the option of transporting your household by traditional van service or by United container service. Container service is available on long distance moves over 700 miles.

### United container service

United Van Lines pioneered the development of the container system in Canada. Today, our container fleet consists of more than one thousand containers with fifty-five container depots and storage sites across Canada. Having the largest container network spanning the country means we have the best coverage in Canada.

### What is a container?

A container is best visualized by dividing a moving van into compartments. Fully secured and loaded by trained professionals, containers can be stored without extra handling of your goods.

### Superior construction

Rest assured, when you use United's container service, you're getting the best. Not only did we create the domestic container service, we manufacture the containers at our own facility.

In addition to building new containers, United has a rigorous maintenance schedule to ensure every unit is worthy of our name.

### Storing your container

One of the biggest advantages of containers is that they are the perfect option for storage. Container storage is possible on long distance moves for up to 90 days and is very cost effective.

### Delivery options

In addition to short term storage, container service is ideal for situations where you may need expedited or delayed delivery. When you are ready to book your container move, advise your Moving Consultant of the container delivery option that best suits your needs.

### Exclusive use

An Exclusive Use option is available at an additional charge. Exclusive Use guarantees that no other move will be loaded into your container.

Talk to your United Moving Consultant to determine if container service is the right option for you.



## Value Added Programs and Services

### AIR MILES® Reward Program

When you move with United Van Lines you can earn 1 Air Mile reward mile for every \$30 spent with United.\*

United Member Companies are the only movers in Canada authorized to give AIR MILES reward miles.\*\* Whether you are moving across the city, across the country, or to the U.S., you can earn valuable reward miles on your move.

Not a Collector? Enrollment is free and simple to do. Enroll online at [www.airmiles.ca](http://www.airmiles.ca) or call toll free, 1-888-AIR MILES.

Ask your United Moving Consultant for more details on how many AIR MILES reward miles you can earn on your move.

### New Horizons

Our New Horizons program is another exclusive value that you can enjoy when you move with United. Developed in partnership with some of Canada's most respected companies, New Horizons is packed with bonus AIR MILES® offers and money-saving coupons that could save you up to \$300 on items and/or services you may need over the course of your move.

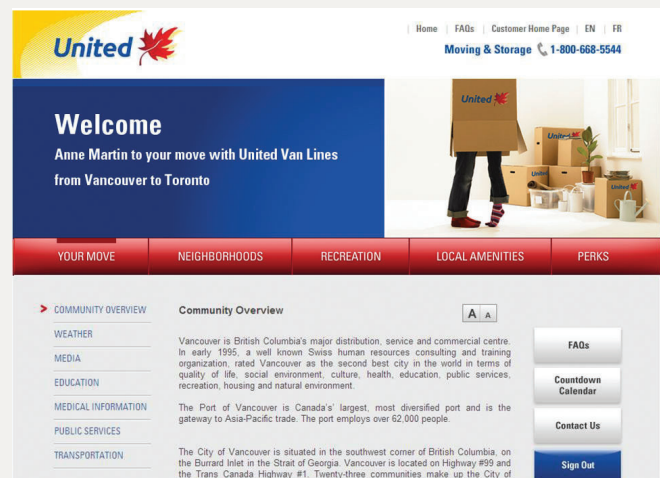
With so many valuable offers to take advantage of and such a wide variety of partners participating, earning extra AIR MILES® reward miles and saving is even easier.



### Customer Home Page

Wouldn't it be nice to know a little more about the history, the people, the important contacts and phone numbers for your new city? Let us do the homework for you.

When you move with United Van Lines you will receive access to your customized Home Page which contains all your move details, a wealth of helpful information and direct links to community information for your new city/town, local hospitals, school board information, local grocery stores, recreation centres, local entertainment venues and much more. You will receive your unique username and password automatically once your move is registered with United Van Lines. We have information for over 3,000 Canadian communities and locations across the U.S. and the world. Let us help you connect to your new community. Contact your United Moving Consultant for details.



\* Excluding Taxes \*\* At participating Members only

# Protecting Your Goods While In Transit

## Packing

Moving is a physically demanding process on your household items. Professional packing techniques are essential in order to reduce the risk of damage during a move. Responsibility for damage to owner-packed cartons is difficult to prove if there is no visible damage to the outside of the carton. Items such as paintings, glass table tops, large mirrors and marble slabs are easily damaged. Discuss the option of crating these items with your Moving Consultant.

## Valuation

First determine the value of your home's contents. A good reference point is the amount of content insurance you currently have. There are two coverage options offered by United and you will need to decide which coverage suits you best. For your protection, these options are part of the transportation contract.

### Option No. 1

The Federal Government stipulates that at no extra charge, all moving companies must provide basic compensation for damage or loss, which is called Released Rate Liability. With this option, United's maximum liability is \$0.60 per pound per article.

### Example

If a chair with a weight of 20 pounds is damaged or lost, the maximum settlement will be: 20 pounds X \$0.60 = \$12.00.

### If you select this option

On the day of loading, check the box marked Declaration of Value on your Bill of Lading and make sure the following is entered: Released to \$0.60 per pound per article. If nothing is entered here, Option No. 2 will automatically apply and valuation charges will be added to your bill.

### Option No. 2

You can increase the coverage on your contents and ensure protection to the replacement value of your possessions with Replacement Value Protection (RVP).

If an item is damaged it will be repaired. In the case of irreparable damage, the item will be replaced. With this option United's maximum liability is the value you declare on your contents which you must enter on the Bill of Lading in the designated space on loading day. The cost of this protection is minimal.

### Example

If a chair was purchased for \$250.00 but the current replacement value is \$350.00 and it was irreparably damaged or lost, you will be compensated at its replacement value of \$350.00. If you do not wish to have an item repaired or replaced, the settlement will be limited to the lesser of the cost to repair the item (exclusive of taxes) or its actual cash value (depreciated value).

The same applies to any item of extra-ordinary value such as a fur coat, provided that each item and its replacement value (if it is in excess of \$10,000.00) are listed on the Bill of Lading or on an attachment.





### **Replacement Value Protection (RVP)**

In order to have RVP coverage, the minimum value you must declare on your shipment is the greater of: the replacement cost of your contents or a minimum declared value of \$10.00 times the weight of your move.

#### **Example**

If your contents weigh 5,000 pounds the minimum declared value on your move will be \$10.00 X 5,000 pounds = \$50,000 minimum coverage. You must enter the declared value of your move on the line marked Declaration of Value on the Bill of Lading.

#### **Items of extraordinary value**

This applies to individual items with individual replacement value and/or matched sets with a combined value exceeding \$10,000.00. These items must be listed on the Bill of Lading and the value confirmed by written appraisal. The appraisal must be presented to United on or before the day of packing. Additional valuation will have to be purchased beyond the minimum declared value in Option 2.

#### **Appliance and electrical service**

Washing machines, dryers, refrigerators, grandfather clocks, photocopiers, satellite dishes and hot tubs are some of the equipment that must be prepared properly to be protected from internal damage. Your United Moving Consultant can arrange for your appliances and equipment to be serviced by a licensed professional at an additional charge.

#### **Shipping motorized vehicles**

For cars, trucks, boats and motors, motorcycles, all terrain vehicles, snowmobiles, trailers, campers and personal watercraft, valuation should be determined separately from the coverage for your contents.



If you purchase Replacement Value Protection for your vehicle, please note that our liability is limited to the Black Book value for cars and trucks and to the current market value for other vehicles. Your vehicle may travel at the Released Rate of \$0.60 per pound (Option 1) even if your household goods are covered by Replacement Value Protection (Option 2).

Only permanently attached vehicle accessories and vehicle tools used for changing tires may be shipped with the vehicle. Remove hubcaps and secure them in the trunk. Do not leave any articles in the vehicle.

Vehicles must be in running condition and contain the proper amount of oil and a minimum of one-quarter tank of gasoline. Make sure there is enough anti-freeze in the radiator to protect the vehicle from damage in cold weather as the carrier is not responsible for any damage caused by weather conditions. A Vehicle Condition Report will be completed prior to loading so it is important that you have the vehicle washed. Before accepting the vehicle at destination, it is your responsibility to re-check its condition against the Vehicle Condition Report.

## Packing Day



### When experience counts

Nothing is more vital to the success of a move than the proper packing and preparation of your home.

Our packers are professionally trained at United's state-of-the-art training facility. On pack day, your packing crew will use professional packing materials to provide the finest protection for your belongings.

Specialized cartons will be used for your china, glassware, prints, mirrors, valuable items and books. Clean, recyclable kraft paper is used to wrap items and to provide additional cushioning between china and glassware. Bubble wrap or micro foam may be used in addition to kraft paper to provide extra protection on valuable, fragile items.

Plastic covers will be used to cover your mattresses and box springs to protect them from dirt.

## FAQ's

### Can I pack some items myself?

Yes. It is recommended that you pack only unbreakable items, such as linens and books. Remember, all owner packed items travel at the owner's risk. Professional packing is the best way to safeguard against breakage.

### Does the packing crew remove curtain rods and paintings from the walls?

Your pack crew will bring special cartons to protect your paintings and wall hangings. United crews however, do not remove any items that are secured to your walls, including paintings, curtain rods and shelving. It is your responsibility to remove any fixed items from the walls for the packers.

### Are there items I can't take with me?

Yes. As a matter of public safety, the government restricts the transportation of dangerous goods. Some dangerous goods may be included in your shipment under controlled conditions while the law prohibits the transport of others. In either case, you must disclose to the Driver every item you intend to include with your move that poses a hazard. Some prohibited items include: gasoline, propane tanks, oxygen tanks, fire extinguishers, ammunition and some cleaning supplies. Ask your United Moving Consultant for our pamphlet Handling Dangerous Goods for a complete list of prohibited items.

### Do my appliances require special servicing?

Most appliances and mechanical equipment need to be prepared by a licensed professional before being moved. Your Moving Consultant can make these arrangements for you. It is important to remember that appliances or mechanical equipment not serviced by a professional travel at the owner's risk for internal damage. It is your responsibility to clean out the fridge and stove prior to servicing and to ensure all the appliances are completely emptied.



## Loading Day



On loading day, the Driver and his crew will arrive to prepare your furniture for loading.

Floor runners will be laid down to protect your carpets and floors during the loading process and your furniture will be wrapped in clean, quilted moving pads for extra protection. All upholstered items such as sofas and chairs will be wrapped in plastic for extra protection.

All items in your home will be inventoried on load day. Each item is numbered and a brief description of the condition of the item is listed on an Inventory Listing Sheet. Your signature will be required to confirm that you agree with the accuracy of any descriptions. On delivery day you will be required to check off each item number as it enters your home and make note of any missing or damaged items.

United takes the protection of your goods one step further. All of our vans, containers and furniture pads are treated with a Sanitized® process. Sanitized® is the trademark for a clean, fresh environment for your belongings.

## FAQ's

### How long will it take to move my goods?

There are many factors affecting the length of time it takes for a move to travel from origin to destination; the distance, the weight, Safety Code Regulations, Customs, weather, road conditions or ferry crossings. Please allow for extra time and be flexible when planning your moving schedule.

### Can my delivery date be guaranteed?

Yes. A delivery spread is calculated based on the weight of your move and the distance traveled. Your Moving Consultant strives to arrange delivery on the date you request. If delivery is delayed for any reason, beyond the date guaranteed to you, United will reimburse reasonable expenses for food and accommodations until we deliver your move.

### Loading day tips

- Arrange to be home when the moving crew arrives or assign someone (in writing) to direct the crew. Be sure to point out any items that are not to be loaded.
- Advise the Driver of any items that you will require immediately upon arrival at destination. These items will be loaded last and unloaded first upon delivery.
- Sign the Inventory Listing and keep your copy with your other moving related documents.
- Review the Bill of Lading to ensure both the Declared Valuation and your new destination address are accurate.
- Provide the Driver with your en-route contact numbers.
- Accompany the Driver on a final tour of the house to ensure that all items have been loaded. Check all closets, cupboards, garage, shed and storage areas.

# Your New Home



## Delivery day

If no storage is required, your Driver will contact you at least 24 hours in advance to confirm your scheduled delivery time. Regardless of where your move originated, a United Member assigned to look after your needs at destination has been involved behind the scenes throughout your move.

Once you arrive in your new community, please notify your United Destination Member. You will find their contact number on your Bill of Lading.

When the Driver arrives at your new home, the crew will lay down floor runners to protect your carpets and floors. The items will be unloaded, unwrapped and placed in the house as you direct them.

It is United's responsibility to reassemble any items that we disassembled at origin. If you disassembled any items, it will be your responsibility to reassemble those items once your move is delivered.

## Settling in

United provides destination services to help with the process of settling in. Services offered by your Driver and United Destination Member include:

## Unpacking service

If you purchased packing services at origin, unpacking service will normally be set up for the next business day after delivery. If your move weighs less than 5,000 pounds, unpacking may be arranged for the same day as delivery.

Our crews will unpack all cartons packed by United at origin. Contents from the cartons will be placed on a table or countertop near their final resting place. The unpacking crew will remove all the empty cartons and packing material debris from your residence before they leave.

## Completing and submitting a claim where required

United Van Lines will take every precaution to transport your move without incurring damage. If a claim does arise, you can file your claim electronically through your Customer Home Page on our website or alternatively, contact our office at 1-866-557-5150 and a claim form can be sent to you.

## Appliance servicing

If you had appliance servicing at origin, your United Destination Member will make arrangements for the servicing and reconnection of your appliances and electronics at your new home.



## FAQ's

### **What if for some reason I can't take delivery of my move as scheduled?**

In the event your move cannot travel directly from origin to your new residence, United can arrange to place your belongings into storage until you are ready to receive them. All United Member companies are equipped with completely secure, clean warehouses. Storage is at an additional charge.

### **What can I expect on delivery?**

Upon arrival at destination, the Driver will provide you with an Inventory Listing called a Bingo Sheet. The crew will call out the item number as they bring an item into the house. It is your responsibility to check off the item on the Bingo Sheet to ensure everything is accounted for. Any loss or damage should be noted on the Driver's copy of the Inventory Listing in the section called Exceptions on Delivery.

### **If I misplace my Driver's contact numbers who can I call?**

At any time throughout the move, please feel free to contact United Van Lines for assistance.

(905) 564-6400  
(800) 668-5544  
customerservice@uvl.ca  
www.uvl.com

## We Care

### **About our customers About our environment**

United Van Lines is dedicated to improving our environment by reducing waste and becoming more efficient in our daily operations.

United and our Member companies purchase cartons that contain recycled materials. The cartons and kraft paper used for packing are 100% recyclable. In addition, our Members keep a supply of gently used packing materials for customers who request them.

Our quilted furniture blankets are cleaned and sanitized on a regular basis. Once they become unusable for furniture items they are used to wrap items from the garage and garden sheds such as tools and lawn equipment.

When the long distance Service Fleet trailers reach a certain mileage, they are sold and/or used for local moving work. Tractors are traded in on a regular basis to keep them as efficient as possible. United containers are taken off the long distance fleet after fifteen years and are sold to companies and farmers for local storage.

United has strived to become paperless, and as a result it is policy that our Members must scan and email all paperwork on a move to the van line for invoicing. Our customers can now submit information online through our web site including our Quality Survey and when necessary, a Claim Form.

Our Move Management and Dispatch programs are paperless, utilizing an online system. Our Member Companies and van line personnel can enter notes, dispatch a shipment, record move information, monitor progress and create electronic invoices.

All of our facilities recycle paper, cans, bottles, cardboard and toner cartridges.

# Moving Your Children

Possibly the greatest emotional impact of moving is felt by children. Often, young children have not yet developed the capability to fully understand and adapt to what can be an overwhelming change in their lives.

## Consider these three factors to help:

- Have a positive frame of mind. Your approach to the stress caused by a move affects how your children deal with it. Being positive and realizing that some stress is acceptable and typical, keeps the atmosphere healthy.
- Communication within the family. Open communication about what is happening will help you manage how your children perceive the entire process.
- Actively involve children in preparing for the move. Giving them roles before, during and after the move makes them active participants in the process and boosts morale.

## Infants

Babies only need to be kept comfortable and to their daily routine. They are the least affected by the move.

## Toddlers

Let toddlers know about the move shortly before it takes place. Be sure they know they are going with you. Moving is a very busy time; try to spend a little extra time with them. Make the moving process an adventure with related games and stories. Let them pack their favourite treasures. Young children will be more content if they are kept occupied during travel. Travel games, storybooks, some favourite toys, and a few surprise items will make the trip an adventure.

## Pre-teens

Children this age are more aware of the move and of leaving their friends. They may have difficulty accepting this change. Gradually tell them about the move. First, drop hints that the family might be moving and stress the positive aspects.

When you feel they are ready to accept the news, tell them about the upcoming move. Let them take part in the planning and make their own decisions about which of their possessions they want to take. Involve them in organizing a garage sale. Give them change of address cards to complete and send to their current friends, as well as an address book to record their friends' addresses, phone numbers, email addresses and birthdays. Prepare a floor plan of your new home and let the children decide how their rooms might be arranged. When your furniture and belongings arrive at your new home, set up the children's rooms as quickly as possible and let them unpack and arrange their belongings.

## Teenagers

Teenagers have developed more interests and special friendships. They may be the most disturbed about moving. Plan to spend a lot of time with them. Make sure they know the reasons for the move and include them in decision-making. Let them share in the process by giving them specific and important responsibilities during the move.



# Moving Your Pets

A veterinarian is your best source of professional advice. Consult them for answers to specific questions.

## Planning the move

Regulations prevent moving companies from transporting live animals on moving vans and none of the major bus lines accept pets with the exception of Guide Dogs. You will be limited to train, plane, family car or companies that specialize in moving pets. Your United representative can make arrangements for one of these companies to move your pet at a reasonable charge.

## The day of the trip

- Place absorbent material (a diaper is better than newspaper) at the bottom of the cage.
- Provide water and food to your pet as usual, no later than four hours before the trip.
- Administer motion sickness or sedative medication if prescribed by your vet.
- Exercise your pet before confining it to the car or travel container. Comfort it. Remove its leash and collar once it is inside the car or cage.
- Include a few of its favourite toys.

## At destination

Segregate your pet in its cage or a fenced backyard until unloading is complete or make arrangements to board your dog or cat at a local kennel for the day. Arrangements for this will have to be made in advance. Keep your pet confined for a few weeks until it is used to its new environment. This is particularly important for cats who are more likely than any other pet to try to return to the old house. Try to recreate your pet's old habitat by placing its bowls and sleeping quarters in places similar to

the old ones. Keep to regular times and keep some favourite toys handy. If you have moved fish, replace the aquarium aerator as soon as possible. To allow them to adjust gradually, use as much of the old water as possible. Fish can easily bruise during transportation so you may wish to add some healing agents to the water. Consult a tropical fish store for advice.

## Pets requiring special attention

### Birds

If you cannot move your bird in the family car, shipping it by air is the next best thing. Contact the airline for container specifications as a regular bird cage will not be sufficient. If your bird is travelling in the family car, keep the cage covered for the length of the trip to keep it calm. The cage should be secured to prevent any risk of tipping. Give the bird fresh water at every stop and keep a supply of seeds in the cage. Make sure the cage is kept out of drafts. Birds are easily frightened and should be left undisturbed in a quiet area until they are used to the sounds in the new house.

### Hamsters, rabbits and other small pets

These pets can be flown to destination in the proper container. Give them water and food in spill-proof containers. Ship them air-express rather than air-freight. In the family car, keep the cage secured and well ventilated. Leave a supply of food in the cage and give them a steady supply of water. Small pets such as hamsters and guinea pigs will generally have no problem adapting to the new home, except for some stomach upset due to the change in the water supply. This is a normal reaction but consult a veterinarian if this lasts more than a day or two.





# Countdown Calendar

## 6 Weeks

- Arrange to have a United Moving Consultant perform your free In-Home Estimate
- Ask your United Moving Consultant how to move vehicles, plants, pets, and valuables
- Discuss the type of protection you will have on your belongings with your United Moving Consultant
- Be sure to give your United Moving Consultant your AIR MILES® Collector number
- Decide on your move date
- Create a special folder to hold all of your moving records (estimates, receipts, inventory lists, etc). Do not pack any documents connected with your move
- No sense moving things you don't want to keep. Go through your home, closets and garage and decide which items you want to sell, donate or discard

## 5 Weeks

- Make a list of all items that require special care and extra attention when packing (fine china, antiques etc.)
- Make any home repairs that you are committed to making
- Get copies or schedule to have all records transferred (medical, dental, school records, etc)
- Make an appointment with your doctor to review the names and dosages of any medications you and/or family members take

## 4 Weeks

- Finalize your moving arrangements with your United Moving Consultant
- If you are packing your own belongings, begin packing all non-essential items
- Label the boxes by room and contents
- Separate items that you will be moving yourself - label as "DO NOT MOVE"
- When packing be sure to keep an inventory of all items, including the serial numbers of electronics

## 3 Weeks

- Inform the following companies of your new address:
  - Telephone
  - Internet
  - Cable
  - Insurance
  - Utility
  - Post Office
  - Banks
  - Schools
  - Credit Cards
  - Doctors, Dentists & Optometrists
  - Memberships/ clubs
- Ask your financial institution about transferring your accounts to the branch nearest your new home
- Subscribe to any magazines? Many companies allow you to change your address online
- If necessary, arrange any flight, hotel/motel, and/or car rental reservations that you may need during your move

## 2 Weeks

- Confirm your move date with your United Moving Consultant
- Check your "to do" list for anything you have missed. Call your United Moving Consultant if you have any questions
- If you have any prohibited or dangerous goods that cannot be moved, contact your local Public Works Department to inquire about disposal options
- Use up canned goods and/or frozen foods before your move or give them to friends and/or family
- Arrange for someone to care for young children and pets during your move
- Cancel and/or transfer home services such as newspaper delivery, housecleaning, lawn and garden maintenance, pool cleaning, and water delivery
- Ensure all of your family's renewable prescriptions are filled
- Return any rented items (satellite box, library books, etc)

## 1 Week

- Have your vehicle serviced if you are traveling a long distance to your new destination
- If you are packing yourself, pack all remaining items minus what you will need to use over the next few days - bare essentials
- Don't forget to set aside any food, plates and utensils that you will need. Pack them on moving day
- Label the box that you will need immediately at your new home (cleaning supplies, toiletries, etc.)

- Make sure that all legal paperwork for the old and new home is complete
- Drain fuel from the lawn mower and other machinery
- Safely dispose of all gasoline, matches, paint and aerosol cans as listed in our booklet – Handling Dangerous Goods
- Ensure all moving details have been confirmed
- Ensure your toolbox is accessible on move day

## **2-3 Days Before**

- Confirm any flight, hotel/motel and/or car rental reservations
- Set aside any items that you do not want packed or moved such as luggage and playpens
- Take down any curtains, rods and/or shelves you will be moving
- Empty, defrost and dry all refrigerators and/or freezers that will be moving
- Confirm arrangements for the installation and connection of appliances, if necessary

## **Pack Day**

- Back-up and turn off all computers
- If United is packing your belongings, identify any items you feel require special care
- Once the crew has completed the packing, make a final check of closets, cabinets and storage areas to ensure no items have been overlooked

## **Moving Out**

- Ensure you are on hand when the moving crew arrives or authorize someone in writing to take your place
- The Bill of Lading is your legal document that gives United Van Lines your permission to move your home. This must be signed before any items are loaded
- You will be given a copy of the Bill of Lading for your records
- If you have any questions about the moving process, ask your Crew Leader
- Tell your Crew Leader about any items that you will need immediately at your new destination. These will be loaded last and unloaded first to make it easier for you to access them
- Accompany the Crew Leader as each item is tagged and listed with an identifying number. These numbers will appear

on your Inventory List. Identify any items that are not to be loaded

- When the Inventory List is completed, sign it and keep your copy with your moving documents

## **Moving In**

- Be on hand to accept delivery or authorize someone in writing to take your place
- If you are paying for your move via COD/Credit Card or Certified Cheque, the delivering driver must receive payment before your contents can be unloaded
- Confirm arrangements for the installation and connection of appliances
- Fasten a floor plan near the entrance to facilitate placing your belongings in the appropriate rooms
- Position yourself during the unloading so you can direct placement and inspect the condition of your furniture
- The crew will place rugs and reassemble furniture, but are prohibited from installing appliances, curtains, shelves or fixtures
- Check everything that was unloaded and unpacked. Report any loss or damage immediately to your Crew Leader or United Van Lines

## **Getting Started**

- Record emergency numbers, locate government agencies and local services. You can also access this information under the Customer Home Page at [www.uvl.ca](http://www.uvl.ca)
- If you have moved to a new country or province, consult your new lawyer about different laws affecting family matters such as taxes and wills
- Arrange for medical and dental services. Check with the local hospital for doctors accepting new patients
- As soon as permanent residence is established in a new province, new motor vehicle plates and drivers licenses must be obtained. Ask about any differences in driving laws
- Now that your move is over, it's important to take time to relax, settle in and introduce yourself to your new community.
- All of us at United Van Lines wish you the best in your new home

## Remember to Notify

### Moving Out ..... Moving In

#### Utilities & Services

- ☐ Electric ..... ☐
- ☐ Gas ..... ☐
- ☐ Water ..... ☐
- ☐ Garbage (special pick-up) ..... ☐
- ☐ Telephone ..... ☐
- ☐ Cell phone/Blackberry ..... ☐
- ☐ Cable/Satellite TV ..... ☐
- ☐ Fuel ..... ☐
- ☐ Water treatment ..... ☐
- ☐ Pool services ..... ☐
- ☐ Lawn/garden services ..... ☐
- ☐ Other ..... ☐
- ☐ Other ..... ☐

#### Professional Services

- ☐ Doctor ..... ☐
- ☐ Dentist ..... ☐
- ☐ Paramedical ..... ☐
- ☐ Lawyer ..... ☐
- ☐ Broker ..... ☐
- ☐ Veterinarian ..... ☐
- ☐ Other ..... ☐
- ☐ Banks ..... ☐
- ☐ Finance companies ..... ☐
- ☐ Loan institutions ..... ☐
- ☐ Pension plan ..... ☐
- ☐ Supplementary health plan ..... ☐
- ☐ Other ..... ☐
- ☐ Other ..... ☐

- ☐ Credit cards ..... ☐
- ☐ Diaper service ..... ☐
- ☐ Insurance company ..... ☐
- ☐ Housecleaning service ..... ☐
- ☐ AIR MILES Reward Program ..... ☐
- ☐ Other ..... ☐
- ☐ ..... ☐

### Government & Public Offices Federal

- ☐ Post Office ..... ☐
- ☐ Veteran's Affairs ..... ☐
- ☐ Revenue Canada ..... ☐
- ☐ Family Allowance ..... ☐
- ☐ Old Age Security ..... ☐
- ☐ Canada Pension Plan ..... ☐
- ☐ Employment Insurance ..... ☐
- ☐ Other ..... ☐
- ☐ Other ..... ☐
- ☐ Other ..... ☐

### Provincial

- ☐ Health plan ..... ☐
- ☐ Hospital insurance ..... ☐
- ☐ Vehicle registration ..... ☐
- ☐ Driver's License ..... ☐
- ☐ Other ..... ☐
- ☐ ☐

### Local

- ☐ Schools ..... ☐
- ☐ Library ..... ☐
- ☐ Property tax ..... ☐
- ☐ Other ..... ☐

### Publications

- ☐ Newspapers ..... ☐
- ☐ Magazines ..... ☐
- ☐ Book & music clubs ..... ☐
- ☐ Other ..... ☐
- ☐ Other ..... ☐
- ☐ Other ..... ☐

### Final Moving Day Check

- ☐ All meters read ..... ☐
- ☐ Furnace turned down or off ..... ☐
- ☐ Lights turned off ..... ☐
- ☐ Windows and doors locked ..... ☐
- ☐ Keys left as agreed with new owners ..... ☐
- ☐ Services discontinued ..... ☐



# Take With Me Check List

While planning your move, don't forget to plan for the things you will be taking with you. Tear out this page and keep it handy. Never send undeclared and irreplaceable valuables or cash with your shipment or container.

### Important Papers

- ☐ Moving related documents
- ☐ Children's school records
- ☐ Insurance policies
- ☐ Medical records
- ☐ Automobile ownership
- ☐ Dental records
- ☐ Passports
- ☐ Other .....
- ☐ .....
- ☐ .....
- ☐ .....
- ☐ .....

### Valuables

- ☐ Coin/stamp collection
- ☐ Furs
- ☐ Jewelry
- ☐ Irreplaceable photos
- ☐ Other .....
- ☐ .....
- ☐ .....
- ☐ .....
- ☐ .....

### For the Trip

- ☐ Suitcases (clothing)
- ☐ Sunglasses
- ☐ Water
- ☐ Medication/prescriptions
- ☐ Pre-moistened towels, or damp washcloths  
in a plastic bag
- ☐ Lunch/snacks
- ☐ Paper towels
- ☐ Several pillows and blankets
- ☐ Pet food and dishes
- ☐ Travel toys for children
- ☐ Credit cards

- ☐ Duplicate keys
- ☐ Baby's supplies
- ☐ Other .....
- ☐ .....
- ☐ .....
- ☐ .....
- ☐ .....
- ☐ .....
- ☐ .....
- ☐ .....
- ☐ .....
- ☐ .....
- ☐ .....
- ☐ .....
- ☐ .....

### In the Car

- ☐ Emergency tools
- ☐ Aerosol tire inflator
- ☐ First-aid kit
- ☐ Flashlight
- ☐ Fire extinguisher
- ☐ Litter basket/bag
- ☐ Road maps
- ☐ Driver's License
- ☐ Car ownership
- ☐ Insurance
- ☐ Cell phone/Blackberry
- ☐ Other .....
- ☐ .....

### Miscellaneous

- ☐ Camera & Film
- ☐ Portable CD/DVD player
- ☐ Other .....
- ☐ .....
- ☐ .....
- ☐ .....
- ☐ .....
- ☐ .....
- ☐ .....
- ☐ .....



Every move is as unique as each customer. If there is something we have not addressed or if you would like additional information, contact your United Moving Consultant or call us at 1-800-668-5544. You can also email us at [customerservice@uvl.ca](mailto:customerservice@uvl.ca).

We wish you all the best in your new home.

*A Higher Standard of Care*

Canada Moving Ltd., 55 Midpark Cr. London, Ontario, N6N 1A9 **1-855-337-6848**  
**[www.canadamoving.com](http://www.canadamoving.com)**

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