



## Move Management Administration

HomeServices Relocation's (HSR) Move Management Services provides a centralized source for all administration procedures, logistics planning and household goods transport services for transferring employees. Our clients and their employees benefit from our expert advice, best-in-class resources and single point of contact consultation.

Relocating an employee is more than just moving belongings from one place to another. We want your employee's move experience to go smoothly with minimal risk. Our move management process supports your talent recruitment goals. HomeServices Relocation (HSR) keeps the transferring employee and their family informed about move related details and we minimize stress so they can focus on their job responsibilities.

HSR's services includes coordination, management and monitoring of all aspects of an employee move from beginning to end including accommodations for specialty items such as cars, fine art, wine, or other valuable items. We also coordinate pet transportation for your furry family members!

We have contractual relationships with dozens of household goods carriers, providing services both domestically and overseas. Our clients receive significant discounts on interstate moves, waivers of

peak season surcharges, and competitive rates for household goods storage.

HSR's Move Management Administration Services cover the following essential steps to ensure success:

### Initial Call

Your employee's dedicated HomeServices Relocation consultant will begin the move process by performing a needs analysis, capturing the employee's information, specifications, and move requirements while considering your Relocation Policy's move related guidelines.

- The needs analysis allows the consultant to plan the necessary steps in a move timeline and perform proactively throughout the process
- Once this analysis is complete, the consultant will select the transportation carrier with the best performance scores at origin

## Carrier Selection and Notification

HSR only selects carriers that are in the top tier of their industry and provide a full array of household goods services including shipment, storage, state-of-the-art facilities/equipment performance at the highest service levels. They are considered an extension of our consultants' service delivery standards. We expect the same level of communication and responsiveness and we work to develop supported relationships that benefit our commitment to service excellence for our clients.

- Once the order is accepted by the carrier, the assigned HSR consultant will work with the carrier and transferee to schedule a survey of their household goods
- An estimate will be prepared for packing, transportation, partial unpack, and storage (if required)
- The HSR consultant will review the service estimate for policy compliance and contact the client to discuss and, if deemed acceptable, approve any exceptions to Policy
- All documents and timelines are thoroughly communicated to the transferee and tracked in HSR's MoveTrack system

## Move Schedule

Your HSR consultant works closely with the selected carrier to minimize transit time and prevent any potential conflicts that could affect the household goods delivery schedule.

- Help the employee create a detailed inventory of household goods items
- Advise that each item is appropriately labeled with contents and relevant handling instructions

- Work with transferee to establish move dates
- Communicate with carrier and enter into MoveTrack system
- 48-hour call to transferee to confirm move schedule and driver assignment

## Delivery

Depending on the location and type of move, the HSR consultant will make sure the moving company has obtained any necessary permits and clearances for transporting household goods before arranging for pack and load at origin and final delivery at destination.

- Notification of delivery completion by carrier including confirmation of any schedule inconsistencies
- Communicate with transferee if any items are scheduled to be moved into storage
- Assist in inspecting items for damage
- A customer service survey is sent to the transferee to evaluate carrier services
- Customer satisfaction scores reported to client

## Invoice auditing and quality checks

HomeServices Relocation's transportation audit begins with an examination of the carrier's invoice to ensure that charges were not incurred for any items outside of policy and verify that our negotiated discounts were applied.

- Independently verify need for assessorial services, such as crating high-value goods or shuttle service
- Fuel surcharges are monitored to ensure that rates are within industry norms

### **Claims advocacy**

All HomeServices transportation carriers are contractually required to settle claims within 30 days and to repair or replace damaged items. Each transferring employee will receive valuation coverage of up to \$100,000 for their move.

- HomeServices routinely monitors all claims and regularly meets with our transportation partners to ensure the resolution of such claims
- The assigned HSR consultant will assist and advise your employees in completing any filing of claims

There are numerous complications inherent in the moving process – especially the potential for your employee to fall victim to a host of moving-related scams. A professionally managed move from an RMC partner with a proven process and knowledgeable consultant staff ensures that preventative measures will be taken before the threat of inaccurate estimates, delayed deadlines or missing belongings.

### **Trust customized guidance**

HomeServices Relocation takes the worry out of moving with customized guidance that matches your employee's needs. Trust professionals to select the right moving partner and then manage the process so that you and your employee can sleep well, knowing that HSR has everything in hand.

