

KMS INDUSTRY TRAINING 101 COURSE

Table of Contents

- I. Government Regulations..... 1
- II. Types of Moves and Pricing Basics..... 1
- III. Understanding Volume and Weight Basics 2
- IV. Moving Terminology Basics 2

I. Government Regulations

- A. Because moving involves handling customer personal belongings and is subject to fraudulent activities, the industry is heavily regulated to protect customers and movers.
- B. These rules and regulations are posted in tariffs that outline the guidelines movers are to follow.
- C. To be a legal moving company, companies must be licensed and insured according to government regulations.

II. Types of Moves and Pricing Basics

- A. Local moves
 - 1. A local move is any move that takes place within a 15-mile radius of the origin address.
 - 2. Pricing is based strictly on an hourly rate; for example: Kearney Moving charges \$30 per hour per employee and \$30 per hour per truck for local moves.
 - 3. We currently have a one-hour minimum.
- B. Intrastate moves
 - 1. An intrastate move is any move that originates and ends within the state but is further than a local move.
 - 2. Pricing for intrastate moves is based on the weight of the items being transported. Weight is determined by weighing the truck empty, loading the truck, and then weighing it loaded to get the actual weight of furniture.
 - 3. The customer's charges are based on the weight and mileage.
- C. Interstate moves
 - 1. An interstate move is any move that originates in one state but delivers to a different state.
 - 2. Rates are based on actual weight and mileage.
 - 3. All rates are found in the government tariff for interstate moves.
- D. Storage customers
 - 1. Accessorial charges are additional services that Kearney Moving provides, including packing services and storage services.
 - 2. These rates are set forth in the tariffs.

III. Understanding Volume and Weight Basics

- A. Whether it's a local move or a long distance move, we typically refer to the size of the move based on weight. For example, most of our straight trucks hold a maximum of 8,000 lbs.; our semi-trucks hold a maximum of 20,000 lbs.
- B. The amount of customer belongings help us determine what size truck and crew is needed. The following examples can help you understand the volume to expect with different size homes.
 - 1. 1-2 bedroom home typically has 3,000-4,000 lbs.
 - 2. 2-3 bedroom home typically has 4,000-8,000 lbs.
 - 3. 3-4 bedroom home typically has 8,000-16,000 lbs.
 - 4. 4-6 bedroom home typically has 16,000-25,000 lbs.
 - 5. On average, a trained crew member should be able to load or unload approximately 650 lbs. per hour.

IV. Moving Terminology Basics

- A. With any industry, there is jargon that is used to communicate. The following words will give you an idea of what to expect when working as a crew member.
 - 1. **2-wheeler**
This refers to our 2-wheeled hand trucks used to move furniture and cartons.
 - 2. **4-wheeler**
This refers to our hard rubber wheeled carts used to move heavy items like pianos.
 - 3. **Agent**
This is an affiliated moving company authorized to act on behalf of the van line. The agent may handle the booking, origin, hauling and/or destination services. For example, Kearney Moving is locally owned and operated but is an agent for Atlas Van Lines.
 - 4. **Bands**
These are larger rubber bands used to hold furniture pads to the furniture. Rubber bands come in three color-coded sizes: tan (small), green (medium), and blue (extra large).
 - 5. **Bill of lading**
This refers to the customer's receipt for goods and contract for transportation. The customer's signature acknowledges that the household goods can be loaded on the van and released to the carrier (moving company).
 - 6. **Bulky article**
This refers to those shipment articles (e.g., big screen TVs, motorcycles, hot tubs, etc.) that require extra handling to ensure safe transportation. Extra charges apply for such articles.

7. **Claim**
If a move incurs damage, the customer can file a claim with our company. This is an official statement of loss or damage while the item(s) were in the care of the company.
8. **COD (cash on delivery)**
This refers to those shipments where the customer pays the moving charges at the time of delivery. For COD shipments, payment is required in cash, traveler's check, money order or cashier's check. If a credit card or personal check is used, it must be approved by the company.
9. **Extra pickup or delivery**
Typical customers have one address for pick up and one address for delivery. However, there are times in which they may have additional pick up or delivery locations. For interstate and intrastate moves, additional charges are assessed for each stop. Because local moves are an hourly rate, the extra cost will be incurred by the length of the job.
10. **Foreman**
This is the job site manager.
11. **Hump strap**
This is the long cotton or burlap strap used to move mattresses and other furniture items.
12. **Interstate moves**
These are moves that cross state lines. Rates are based on weight and mileage.
13. **Intrastate moves**
These are moves that originate and deliver within the same state but are beyond the local move 15-mile radius. Rates are based on weight and mileage.
14. **Inventory**
Intrastate and interstate moves are required to have an inventory completed. This is a detailed descriptive list of the items in the shipment and their condition.
15. **Line driver**
These are movers that do not work for our company, but they hire our employees for day labor to help load or unload their truck.
16. **Local moves**
This refers to moves that take place within a 15-mile radius of the origin address. Rates are based on an hourly charge.
17. **Non-allowable list (prohibited items)**
Our company will not accept property that could potentially contaminate or damage our property or the property of other customers (e.g., bug infestations, chemicals, propane tanks). We will not accept liability for perishable items like food and plants.

18. **Overflow**
This refers to articles to be shipped that are left behind due to insufficient space on the truck. An additional truck(s) is then utilized for transportation and delivery.
19. **Pack list**
This is a list of cartons and packing supplies needed for a customer's belongings. This list is produced by the office staff from information we received during the estimation process. This list is to be used by the warehouse staff to properly pull and load items onto our truck.
20. **Pads**
These are thick quilts used to cover and protect furniture.
21. **PBO (packed by owner)**
When items are packed by the customer for moving, the boxes are referred to as PBO's.
22. **Shipper**
This is simply another word for the customer.
23. **Shuttle service**
At times, a large moving van cannot get close to the origin address for pick up or delivery because of physical constraints (extremely narrow road, inadequate parking area for the truck, weak bridge, and the like). A shuttle service is the use of a secondary, smaller vehicle to complete the pickup or delivery. Charges for this service are based on the weight of the shipment.
24. **Skins**
These are smaller pads that are made of burlap and are used to cover furniture.
25. **Storage-in-transit (SIT)**
This is the temporary storage of household goods in the warehouse of the company, pending further transportation at a later date. Storage rates can vary on weight, type of move, and length of storage time.
26. **Survey**
This is a service performed by our company to examine the customer's belongings in order to develop an estimate of move charges. In most cases, we prefer to do onsite surveys (as opposed to phone surveys) because they are more accurate and personal. They are free of charge to the customer.
27. **Tariff**
This is a government publication that contains the rates, rules and regulations for moving services performed and are applicable to the customer's move. The U.S. Department of Transportation publishes a tariff for interstate moves while individual states publish tariffs for local and intrastate moves.

28. **Valuation**

This is similar to insurance but cannot be legally referred to as insurance. Valuation options are outlined in tariffs, and they outline the levels of coverage for the customer's belongings while in the care of the company. Valuation is *not* insurance.

29. **Van**

This refers to the semi and trailer that is especially equipped to handle household goods.

30. **Vaults**

This refers to the large crates used to store customer items in our warehouse.

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