

KMS PACKING 101 COURSE

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I. Introduction

Packing services are commonly requested by our customers. Each home has hundreds of individual items that may need to be professionally packed for transport. Understanding the packing tools, supplies, and techniques is critical to your success as a mover.

II. Quick Glance: Packing Tools and Supplies

When performing a pack job, you will use different supplies and a wide variety of boxes to properly pack the items. This section offers a quick glance at these tools and supplies. These items will be explained in further detail later in this training document.

A. Packing tools

1. Utility knife

The utility knife (also referred to as a box cutter) is essential to customize a box to fit a certain item.



2. Tape roll

The tape we use is 2" wide and comes in 55 yard rolls. Compared to some packing tape, this tape is thin, but it adheres well to cardboard.



3. Tape gun

A tape gun is a special dispenser designed to easily apply packing tape to surfaces. After learning hand techniques for applying packing tape, many movers choose not to use a tape gun.



4. Permanent marker

Labeling cartons properly is essential for the unpacking process. We supply wide-tipped permanent black markers to label the boxes with customer name, room and box contents.



5. Paper supplies

a) Kraft paper roll

Kraft paper is made of a coarse brown paper that is similar to paper sacks. This paper comes in 36" rolls and is ideal for padding larger items such as large dishes, small appliances, electronics, pictures, etc.

b) Tissue paper

Tissue paper is a type of thin, translucent paper that we use to wrap and pack various fragile articles such as fine china and delicate glass decorations and figurines.

c) Newsprint bundle

A newsprint bundle is a large bundle of newsprint sheets of packing paper. A bundle consists of 325 – 36" x 24" sheets and weighs 20 pounds. Using clean, white newsprint sheets is a fast, economical solution to wrap and protect dishes, glasses, and other breakable items. Newsprint is the most commonly used type of packing paper.

d) 3-ply paper

3-ply paper is made in large sheets measuring 70" x 40". Each sheet has 3 layers consisting of two outer sheets of kraft paper and an inner sheet of newsprint. Because of its size, 3-ply paper is ideal for packing pictures.

6. Carton (box) types, sizes, and descriptions

Carton Size		Details	Items to Pack
1.5 cu. ft. (most common)		16" x 12.5" x 12.5" Wt. limit: 65 lbs.	<ul style="list-style-type: none"> • books • kitchen items • desk items • fragile items • tools • lamps • liquids
3.0 cu. ft.		18" x 18" x 16" Wt. limit: 65 lbs.	<ul style="list-style-type: none"> • clothing • pots and pans • electronics • toys • decorations
4.5 cu. ft.		18" x 18" x 24" Wt. limit: 65 lbs.	<ul style="list-style-type: none"> • larger lamps • linens • toys • games • larger kitchen items
6.0 cu. ft.		22" x 22" x 21 1/2" Wt. limit: 65 lbs. 	 Only pack lighter items in this box. <ul style="list-style-type: none"> • pillows • toys • large blankets • couch/chair cushions • decorations

Carton Size		Details	Items to Pack
Dish Packs 5.2 cu. ft.		18" x 18" x 28" Wt. limit: 120 lbs. * Constructed of double-walled cardboard to safely carry more weight.	<ul style="list-style-type: none"> • fragile items • dishes • glasses • cups • liquor • wine bottles • electronics
Mirror Packs		2 standard* sizes: 30" x 40" x 3" 40" x 60" x 3" * All mirror packs can be adjusted to get a longer, wider fit.	<ul style="list-style-type: none"> • framed pictures • artwork • mirrors <p>Wrap items in 3-ply paper before placing them in the box.</p>
Hanging Wardrobe		2 sizes; both sizes have a metal bar across to hang clothes Most common: 18" x 21" x 46" Less common: 24" x 21" x 46"	<ul style="list-style-type: none"> • closet items that may not lie flat • large bulky items • kids' toys • golf clubs • garage items • sporting goods
Mattress Carton		Designed to fit every size mattress from crib to king size.	
Lamp Carton (3.5 cu. ft.)		12" x 18" x 40"	Telescoping carton that works well for: <ul style="list-style-type: none"> • pole lamps • golf clubs • fishing rods • rifles • shotguns

III. Preparing the Supplies

To begin, collect the necessary boxes and tools. The following procedure will help you understand the best way to prepare for a pack job.

- A. First, obtain a copy of the completed pack list from the office, and review the following information on the pack list (see the blank Pack List form on the following page):
 - new or used boxes
 - amount and size of boxes
 - amount of packing paper
 - amount of paper pads
 - tape
 - packing tools
- B. If you have any questions about the pack list, ask the office manager for clarification. Forgetting items or receiving incorrect quantities wastes time.
- C. Based on the pack list, pull the packing items and supplies from the packing supplies storage area.
- D. Place the items in one of two areas: (1) on the pack vehicle/truck, or (2) on the warehouse floor.
 1. When loading supplies onto a pack vehicle, follow these guidelines.
 - a) The office or dispatch will be able to tell you which vehicle to load. Sometimes we load the packing onto the moving truck and sometimes we use a smaller pack van to transport the packing supplies to the job site. Dispatch determines the vehicle to be used based on the availability and needs of the job.
 - b) When loading the packing onto the vehicle, load and secure the packing in an organized, professional manner.
 - c) If a vehicle is not available when pulling the packing materials, then stage the supplies on the warehouse floor as follows:
 - (1) If the pack job contains fewer than 100 boxes, pull the order and place the items in an organized manner anywhere on the shop floor that is convenient for pickup at a later time.
 - (2) If the pack job is large (contains more than 100 boxes), pull and place the order on one or more pallets and store on the shop floor where it's convenient. Storing the supplies on a pallet saves time when loading supplies later.
 - (3) In both cases, clearly label the supplies by writing the customer's full name on a blank piece of paper and taping it to the supplies.

PACK LIST New Used

Customer Name: _____ Truck/Trailer: _____

Cube Sheet Information

DP	1.5	3	4.5	6.1	WR	Lamp	MP
Crib Bed	Single Bed	Full Bed	Queen - Regular	Queen - Pillow Top	King - Regular	King - Pillow Top	Other

Load List

Carton Type	Amount to Pull	Notes
DP		Bump 20-30% of cube sheet
1.5		Bump 20-30% of cube sheet
3		Bump 20-30% of cube sheet
4.5 - regular		Bump 20-30% of cube sheet
4.5 - long		Make sure each job has approx. 5
6.1		Make sure each job has approx. 5
Lamps	pieces	Make sure each job has approx. 5
Wardrobe + bars		Bump 20-30% of cube sheet
MP - large	pieces	Bump 20-30% - each MP is 4 pieces
MP - small	pieces	Add the same amount of sm. MP pieces to the load
Crib mattress		
3/3 - single matt	pieces	Use for single beds only don't use on King box springs
4/6 - full matt	pieces	
K/Q - combo	pieces	1 piece per king split / 2 pieces per king matt/queen matt
K/Q - PT inner	pieces	Pillow Top King or Queen need 1 inner + 1 outer
K/Q - PT outer	pieces	Pillow Top King or Queen need 1 inner + 1 outer
Armor Packs	pieces	Each Armor Pack is 4 pieces + 4 foam corners
Other		

Item/Supply	Amount to pull	Notes	Item/Supply	Amount to pull	Notes
Newsprint - Bundle		1 bundle per 3 DP	Tape - Rolls		
3-Ply - Sheets		1 sheet per MP	Tape - guns		
Kraft Paper - Roll			Markers		
Tissue Paper			Utility Knife		

Notes:

IV. Preparing the Job Site to Pack

Each pack job will vary because no two homes are exactly the same. However, it is critical to approach each job in an organized manner. Follow these basic guidelines to help the pack job go smoothly.

- A. Park the vehicle on the street as customers may need to move their vehicles before you park the truck in a better location.
- B. The job foreman handles all initial customer interaction, including the following:
 1. Greeting
 - a) Crew introductions
 - b) Explanation of process
 - c) Special requests
 2. Walk-through
 - a) To properly understand the customer's needs, the job foreman performs the property walk-through with the customer upon arrival and prior to loading/unloading.
 - b) Crew members (no more than three*) participate in the walk-through, observing the scope of work in each room of the house.
*The limit on the crew members is set to avoid overwhelming the customer with excessive questions from too many crew members.
NOTE: Additional crew members should be getting the truck and equipment ready.
 3. Following walk-through
 - a) The job foreman informs the customer of the available home preparation options following the walk-through. If floor and home preparation is desired, complete this prior to packing.
 - b) Discuss any other details that relate to the job: customer contact information in case s/he needs to leave during the day, where to park the truck/pack van, and similar details.
- C. Unloading and setting up packing supplies
 1. Unload the packing supplies and place them in a logical area (such as the garage or living room) that is large enough to hold most or all of the packing supplies.
 2. Organize the boxes according to size; avoid stacking different sizes together so smaller sizes do not get buried behind larger sizes.
 3. Place the packing tools (tape guns, utility knives, and markers) in the same area.

4. Set up a single trash box (3.0 size carton) in a centrally located area on each job (often the kitchen is ideal). Clearly label the box "TRASH" so there is no confusion with crew members. The trash needs to stay picked up throughout the day.
5. Have an action plan for handling the parts from disassembling furniture.
Almost every job has items that must be disassembled and reassembled. One of our biggest challenges is keeping track of all necessary parts of the disassembled items; we must ensure that hardware is not lost or misplaced.
NOTE: Parts may include hardware for beds, dressers, hutches, and other items that will be disassembled; parts also include smaller items like remote controls and phones.
 - a) When possible, the same person should do the disassembly and reassembly to avoid confusion, especially on complicated items.
 - b) Use the following process to keep track of parts and hardware.
 - (1) Place parts and hardware in a small zip lock bag (located in tool boxes on each truck) or wrap in paper and label accordingly.
 - (2) The job foreman will determine the best way to transport the parts and hardware with one of the following options:
 - (a) Use a parts box, typically a 1.5 carton, which can be assembled onsite. Make sure that all sides are labeled "PARTS BOX." This box should be loaded last and unloaded first. We recommend that the parts box remain in the kitchen area at origin and destination.
 - (b) Use a parts bag, which is a small duffle bag and is located in the trailer/truck.
 - (c) Use tape and secure the parts and hardware (located in a zip lock bag or wrapped in a paper packet) to the disassembled item. Parts for items with drawers should always be placed in the top right drawer.
6. When all packing supplies are unloaded, the job foreman will assign the crew members their packing assignments. Take the necessary boxes, supplies, and tools to your designated area and begin packing.



Be careful when having beverages around the packing area. Do not place them on furniture because condensation may damage the furniture.

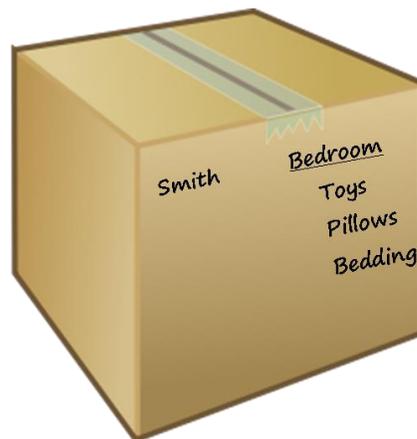
V. Packing Procedures and Guidelines

- A. Evaluate the assigned room.
 1. Gather any tools you may need such as a box cutter, tape gun, and permanent marker.
 2. Gather enough cartons to begin your packing. Usually, packing materials have been placed in a central location in the home. Obtain a reasonable assortment of cartons for easy access.
 3. Discuss specific needs the customer may have within that specific room. Ask any specific questions that you may have as the packer: "Are there items that do not need to be packed or items that are not being moved?"
- B. Use proper taping procedures.
 1. Use proper techniques to ensure that the box remains secure.
 - a) Start by folding the flaps in on the bottom of the box by folding two down and then folding the other two over. **Do not alternate the flaps.**
 - b) Then apply the first strip of tape over the seam. Allow the strip of tape to extend a minimum of six inches past the edge for maximum strength.
 - c) If the box contains heavy items, apply up to three strips of tape over the bottom seam. Additional strips should overlap each other creating a wider strip of tape across the bottom.
 - d) After the box is packed, fold in the top flaps and apply one strip of tape over the seam. Extend the tape a minimum of six inches past the edge. It is rarely necessary to add additional strips to the top.
 2. Use a tape gun to easily tear tape.
 - a) Some movers prefer a tape gun because of its ability to easily tear the tape; however, loading a tape gun properly requires practice.
 - (1) Load the tape so the adhesive is facing downwards.
 - (2) Each gun has a tension mechanism; set the tension to a moderate level to ensure proper taping.
 3. Use a tape roll without a tape gun.
 - a) Most movers prefer to not use tape guns while taping a box because they can be cumbersome to operate.
 - b) Ripping the tape properly is the key to using a tape roll without a gun.
 - (1) Pinch the edge of the tape and tear across the strip of tape.
 - (2) Packing tape has a tendency to stretch easily, so it's critical to pinch and tear quickly before stretching occurs.

- C. Fill boxes as full as possible.
 1. If the top of the box is only partially filled and has gaps, the box can easily get crushed or the top may collapse.
 2. Use crushed newsprint paper to fill out the top of boxes, if necessary.

NOTE: This does not apply for items that need to be loosely packed; for example, lamp shades. Follow proper instructions for packing a lamp shade and labeling its box.

- D. Properly label (see example) and stack cartons.
 1. Each carton needs to be properly labeled to maintain a good inventory and to help in the unpacking process.
 - a) Label each carton with the customer's last name in the upper-left corner.
 - b) On the same side of the box, write the room the items were packed in as well as a list of primary items packed, using 2-3 descriptive words. (It isn't necessary to list every item packed.)



- a) Avoid using the following non-descriptive words: "etc.," "misc.," "stuff," and "junk".
 - d) Use legible hand writing and proper spelling.
2. After cartons are filled and taped, stack cartons in the room.
 - a) Stack cartons according to size (larger on the bottom), stack about 5 feet high, and stack with the labeling facing out and visible.
 - b) Keep the boxes condensed into stacks and keep them well organized.
 - c) Ensure that doorways and bathrooms are accessible.
- E. Complete a final room evaluation before you leave the room you were packing.
 1. Check to make sure everything was packed.
 2. Don't leave cartons open; all cartons should be secured and taped.
 3. Double check areas that you might have overlooked.
 4. Once you are absolutely sure that the room is completed, report to the job foreman that it is finished and is ready to be inventoried and moved.

NOTE: Unfinished rooms can cause frustration for other crew members as they are ready to move and load a **completed** room.
 5. At the end of each day of packing (for multi-day pack jobs), make sure the packing supplies are organized and uncluttered.

F. Packing rates are vital to maintain efficiency.

1. The packing rate is the average number of cartons that a packer is able to pack per hour.
2. Although packing is a skill that takes time to develop, you should maintain an awareness of your packing rate even while you are learning. However, your packing rate should not be at the expense of breakage.
3. On average, a skilled packer should be able to pack approximately 6 - 10 cartons per hour. Listed below is the breakdown of each carton size and the amount a packer should be able to pack in an hour.

Carton size/type	Packing rate
1.5 carton	6 - 10 / hour
4.5 carton	6 - 10 / hour
3.0 carton	6 - 10 / hour
6.0 carton	6 - 10 / hour
Mirror packs	8 - 12 / hour
Dish packs	3 / hour
Wardrobes	8 - 12 / hour
Lamp cartons	6 - 10 / hour
Mattress cartons	6 - 10 / hour

VI. Non-allowables



Non-allowables are items that movers do not pack nor do they move; if you are packing a room containing non-allowables, simply set the items aside. Make sure to explain to the customer why these items were not packed.

A. Hazardous materials

1. Hazardous items are generally those considered explosive, flammable or corrosive.
2. You may be surprised to see some of the items listed as hazardous, but there are good reasons to have them included.

HAZARDOUS MATERIALS			
acids	aerosols	ammonia	paint and paint thinner
batteries (car and household)	charcoal and lighter fluid	matches	propane tanks
fire extinguishes	fireworks	gasoline and motor oil	kerosene and lamp oil
liquid bleach	cleaning solvents	chemistry sets	flammable cosmetics
ammunition	loaded guns	reloading supplies (gunpowder)	pool chemicals
poison	fertilizer	Pesticides	weed killer

B. Perishables

1. Perishable items are in their nature perishable and will not keep. These items may also attract pests that may damage the customer's other personal property.
2. With long-distance moving, our company is not responsible for perishable food items as noted below.
3. However, if a move will be picked up and delivered within 24 hours, we may allow perishables to be transported as long as they are properly packed.

PERISHABLE ITEMS		
Frozen food	Refrigerated food	Produce
Opened food products	Plants, including indoor	

C. Personal Items

1. Personal items are those items that are best left for the customer to be in control of due to the inherent risk of loss or damage.

NOTE: The customer should be aware of this and should have already collected these items.

2. The loss of medical records, financial documents or school records could be difficult to replace. Jewelry, cash, collections and personal videos or CDs cannot be replaced if lost.

Financial	Medical
Certificates of Deposit	Medicine
Stocks and bonds; IRAs	Medical records
Checkbooks	Dental records
Cash	
Insurance policies	Valuables
Tax records	Jewelry
Deeds	Sterling silver
Other financial documents	Collections (coin, etc.)
Sentimental	Other personal items
Photographs and photo albums	Address books
Wedding albums	Airline tickets
Personal video tapes, DVDs	Car titles
	Computer or audio discs
Keys	Laptops
Car keys	Professional files
Safe keys	Research projects
House keys	
Furniture keys	

VII. Packing Strategies for Different Carton Sizes and Types

A. 1.5 cartons 16" x 12 ½" x 12 ½" 65 lb. limit

Used to pack a variety of smaller and/or heavier items.

1. Books

- a) Pack books flat or as they would sit on a bookshelf. This method protects them during travel and allows you to fit the most into the box.
- b) If you are unable to fill the carton to the top, use crushed newsprint paper.

2. Kitchen items

- a) Items from the kitchen may include canned goods, utensils, spices, and dry foods.
- b) When packing sharp utensils such as knives, place the knife in a guard first whenever possible. If it does not have a guard, wrap it in packing paper (newsprint).



Write "SHARP" on the outside of the paper to avoid an accident during unpacking.

3. Desk items

- a) Group small, loose items together and wrap them before putting them in the box to keep things organized.
- b) Wrap items like pens, pencils, or paperclips in packing paper to keep them from spilling throughout the box.

4. Fragile items

- a) Fragile items include items like picture frames, knickknacks, decorations, and stemware.
- b) Wrap fragile items in packing (newsprint) paper before placing them in the box.
- c) Wrap knickknacks loosely and with plenty of packing paper to avoid breakage.
- d) Place pictures on their side; do not lay them flat.
- e) Stemware should be packed and placed on the stem end in the 1.5 box; then place the 1.5 inside a dish pack.

5. Hand tools

- a) Because hand tools can be heavy, pack them in a 1.5 carton.
- b) Wrap tools in small bundles with packing paper before placing in the box.

6. Lamp shades

- a) Any lamp shade small enough to fit inside of a book box should be packed in this box.
- b) Never put more than one lampshade in a box.
- c) Surround the lampshade with crushed packing paper to protect it.
- d) Write "TOP LOAD" on the outside of the box, so the movers know not to stack anything on the lampshade boxes.
- e) Smaller lamp bases may also be packed in a 1.5.

7. Liquids

- a) Many liquids are on the non-allowables list, so make sure the liquid you're packing is not a hazardous material.
- b) When packing liquids, make sure the lids to the containers are sealed shut; if necessary, use tape to secure the lids shut.
- c) Label the box "LIQUIDS" and draw arrows pointed upwards on all sides of the box, so the crew members keep the box upright at all times.

B. 3.0 cartons 18" x 18" x 16" 65 lb. limit

Used to pack a variety of light and medium weight items.

1. Clothing/linens

- a) Any type of clothing, shoes, linens, bedding, and towels can be packed in this carton.
- b) Pack clothing in an organized, neat manner.
- c) Do not overfill the carton as nicer items like shoes or hats may be crushed.

2. Pots/pans

- a) Pots, pans, cake pans, cookie sheets, and similar non-breakable items from the kitchen can be packed in this box.
- b) In most cases, wrap these items in packing (newsprint) paper before placing them in the box. Although these items are not breakable, the packing paper helps fill the box better.

3. Electronics

- a) Any type of electronic item that fits can be packed in this box. This may include stereo components, DVD players, speakers, and surround sound equipment.
- b) Wrap each item with packing paper before placing it in the box.
- c) If the total weight of the items appears to be more than the box is rated (in this case, 65 pounds), consider using a dish pack instead.

4. Toys
 - a) Pack non-breakable toys in this box; this includes plastic toys, board games, and stuff animals.
 - b) Use packing paper to wrap items that may get damaged.
 5. Decorations
 - a) Pack non-breakable decorations in this box; this includes baskets, accent pillows, wreaths, décor, and craft items.
 - b) Use packing paper as needed to protect items.
 6. Lamp shades
 - a) Choose the box size to fit the lamp shade, and never put more than one lampshade in a box.
 - b) Surround the lampshade with crushed packing paper to protect it.
 - c) Write "TOP LOAD" on the outside of the box, so the movers know not to stack anything on the lampshade boxes.
 7. Dry foods/miscellaneous kitchen items
 - a) These items include paper products, plastic ware, cereals. You seldom need packing paper when packing these items.
 - b) If these items exceed the recommended weigh limit (65 pounds), consider using a dish pack instead.
- C. 4.5 cartons 18" x 18" x 24" 65 lb. limit
- Used to pack a variety of large and/or light weight items.
1. Lamps
 - a) Pack the lampshades in a separate box.
 - b) Wrap lamp bases in packing paper before placing into the box.
 - c) Typically, several lamp bases may be packed in one box. Use crushed packing paper in between the lamps for added protection.
 - d) If the lamps are too large (or very fragile), consider using a lamp carton or dish pack instead.
 2. Lamp shades
 - a) Any lampshade that will fit can be packed in this box.
 - b) Never put more than one lampshade in a box.
 - c) Surround the lampshade with crushed packing paper to protect it.
 - d) Write "TOP LOAD" on the outside of the box, so the movers know not to stack anything on the lampshade boxes.

3. Clothing/linens
 - a) Pack any type of clothing, shoes, linens, bedding, and towels in this box.
 - b) Place the items in the box in a neat and orderly manner.
 4. Toys
 - a) Pack non-breakable toys in this box; this may include plastic toys, board games, and stuffed animals.
 - b) Use packing paper to wrap items that might get damaged.
 5. Larger, lighter kitchen items
 - a) Items such as paper products, plastic ware, cereals, and the like may be packed in this box. You seldom need packing paper when packing these items.
 - b) If the items you are packing will exceed the recommended weight limit (65 pounds), consider using a dish pack instead.
 6. Decorations
 - a) Place non-breakable decorations in this box; these may include baskets, accent pillows, wreaths, décor, and craft items.
 - b) Use packing paper as needed to protect items.
- D. 6.0 cartons 22" x 22" x 21.5" 70 lb. limit
- Used to pack a variety of large and lighter weight items.
1. Oversized bedding/pillows
 - a) Pack items such as pillows, comforters, large blankets, accent pillows in this box.
 - b) If items you are packing will exceed the recommended weight limit (65 pounds), consider using a smaller (3.0 or 4.5) carton instead.
 2. Toys
 - a) Place non-breakable toys in this box; this may include plastic toys, board games, and stuffed animals.
 - b) Use packing paper to wrap items that might get damaged
 3. Decorations
 - a) Place any type of non-breakable decorations in this box; these may include baskets, accent pillows, wreaths, and décor.
 - b) Use packing paper as needed to protect items.
 4. Large lampshades
 - a) Pack any lamp shade or lamp base that is large enough to fit inside this box.
 - b) Never put more than one lampshade in a box.

- c) Surround the lampshade with crushed packing paper to protect it.
 - d) Write "TOP LOAD" on the outside of the box, so the movers know not to stack anything on the lampshade boxes.
- E. Dish packs 18" x 18" x 28" 120 lb. limit

Used to pack and protect the most fragile and breakable items (plates, bowls, glasses, cups, stemware, small appliances, vases, lamp bases). Methods for packing fragile items will be discussed in Packing 201. However, this section will discuss some other items that can be packed in dish packs.

1. General guidelines for packing dish packs:
 - a) Use plenty of packing paper. Any empty space inside the box should be filled with crushed packing paper to ensure no movement.
 - b) Start every box by filling the bottom of the box with a layer of crumpled up packing paper. This will give the bottom layer items a soft cushion of protection.
 - c) When you are done packing and the box is full, be sure to do the same thing again. Another layer of crushed newsprint paper at the top should be used to give the box a firm top and protect the top layer of items.
 - d) Wrap each item individually with a sheet of packing paper.
 - (1) Lay the item near the corner of a sheet of paper, and wrap diagonally, tucking in the ends of the paper as you go.
 - (2) Once wrapped, place items into the dish box in rows.
 - e) Once you have filled one layer of the box, put down another layer of crushed newsprint on top of the layer before you begin loading the next layer of the box.
 - f) Small appliances, like toasters, can go in a dish box. Wrap these objects in a large paper pad before placing into the box.
 - g) Lamp bases can also go inside a dish box. These should be wrapped in a large paper pad, and then placed up on end inside the box. Be sure to use crushed packing paper to fill any extra space between items.
 - h) Lamp shades should be packed in their own box.
 - i) Electronics, such as DVD players or computer monitors, should also be packed inside the dish box. Similar to the other large items, wrap each piece in its own paper pad before placing it inside the dish box.

- F. Mirror packs small: 30" x 40" x 3" large: 40" x 60" x 3"

Used to pack flat thin items; any flat item that is wider than 18" should be packed in a mirror pack.

1. Pictures, mirrors, and glass shelves
 - a) Depending on the size of the item, use the small or large mirror pack.

- b) In most cases, wrap the item in 3-ply packing paper before placing in the box.
 - c) Depending on the thickness of the items, you may pack more than one in a mirror pack, but generally limit to three items per mirror pack.
2. Small flat screen TV's
- a) Use the mirror pack to pack flat screen TV's that are too small to pack in an Armor Pack (a special box designed for packing flat TV's).
 - b) Wrap the TV with 3-ply packing paper before packing into the box.
 - c) In most cases, leave the base attached to the TV.
3. Decorations
- a) Wreaths and dry-floral decorations that are 3" thick or less can be packed in a mirror pack.
 - b) Typically, packing paper is not needed for these items.
 - c) If an item is too large for a mirror pack, consider tailoring a mattress carton to fit the item. Be creative and think "outside of the box."
- G. Wardrobe cartons 18" x 21" x 46"

Used to pack clothes (contains a hanging bar) and a variety of larger items.

1. Hanging clothes

- a) Items such as coats, shirts, dresses, and other hanging clothes can be packed in this box.
- b) Pack wardrobes reasonably full to utilize space and help hold the clothes in place on the hanging bar.
- c) Typically, there is extra space in the bottom of a packed wardrobe for additional items such as shoes or hats. When possible, utilize this extra space.

NOTE: However, there are some restrictions to this method, so ask the job foreman before you pack the bottom of a wardrobe carton.

2. Large toys and sporting goods

- a) Because of its size, the wardrobe carton can carry larger items, such as golf clubs, baseball equipment, and large plastic toys.
- b) Wardrobes are double-walled, so they can handle heavier items. It is acceptable to pack them heavy, but use common sense.

NOTE: Before packing these larger, non-clothing items, check with the job foreman because he may prefer to load these items onto the truck unpacked as they take up less room when not placed in a box.

3. Garage items

- a) Larger garage items – such as lawn tools, leaf blowers, and shop vacs – may also be packed in a wardrobe carton.

NOTE: As mentioned earlier, check with the job foreman because he may prefer to load these items onto the truck unpacked.

H. Lamp cartons 12" x 18" x 40"

Used to pack longer, skinnier items that are light to medium weight; such as floor lamps, golf clubs, guns, and the like. To pack taller items, two lamp cartons can be telescoped together.

1. Floor lamps

- a) Remove the lamp shade and pack in a different carton such as a 1.5, 3.0, or 4.5 carton, depending on its size.
- b) Place the lamp base into the lamp carton.
- c) Use crushed packing paper around the lamp only if it will keep the lamp from shifting in the carton.
- d) If necessary, telescope a second lamp carton over the top of the lamp and tape it to the bottom lamp carton. This allows you to pack taller items.

2. Golf clubs

- a) If they fit, place golf clubs in a lamp carton.
- b) Typically, packing paper is not necessary.

I. Mattress cartons

Used to pack various sized mattresses.



If you are packing a mattress outside, make sure the mattress does not touch the ground before placing it in the mattress carton. Keep the mattress clean.

1. Crib mattress

- a) Use the smallest mattress box to pack a crib mattress.
- b) This size may also be used or modified to pack large decorations.

2. Twin mattress (also referred to as a 3/3 mattress)

- a) These are designed to fit single mattresses and box springs.
- b) Avoid soiling a mattress when packing a mattress outside.

3. Full mattress (also referred to as a 4/6 mattress)

- a) These are designed to fit full mattresses and box springs.
- b) Use two crew members to properly pack these items.
- c) Avoid soiling a mattress when packing it outside.

4. King/queen mattress

- a) This is a 2-piece carton that comes in two thicknesses: regular and pillow-top.
- b) These are designed to fit king and queen mattresses and box springs.
- c) When loading the packing supplies at the warehouse, check the pack list for the specific type of king/queen mattress carton.
- d) The box springs for a king bed are the same as the twin mattress box spring. The individual pieces of the king/queen set are designed to fit the twin sized box springs. When using the two pieces together, they are designed to fit the full size king or queen mattress.
- e) Use two crew members to properly pack these items.
- f) Avoid soiling a mattress when packing a mattress outside.

VIII. Strategies for Packing Specific Rooms

Each pack job will vary because no two homes are exactly the same. Having an organized approach to each room can help you pack more efficiently and thoroughly. When packing any room, have a plan for how you hope to pack. Without a plan, your packing will lack efficiency and organization.

NOTE: Your goal is to finish the room completely packed and ready to be inventoried.

A. Bedrooms and offices

If you are an inexperienced packer, bedrooms are a great place to start because there are very few, if any, breakable items. Listed below are some guidelines to help you have a good approach to packing most bedrooms.

1. Evaluate the room before you begin to determine the supplies and tools that you will need.
2. Determine the customer's needs. Discuss any questions you may have for the customer such as:
 - a) Does the customer need this bed to remain set up to sleep that evening? (This is relevant only on jobs that take more than a day)
 - b) Are there items in the room that do not need to be packed?
3. Determine the best place to begin. If a room is cluttered, clean a small work area for you to start packing. Every room is different, so look for the most logical place to start.
4. Work systematically in the room. Start in an area that you are comfortable with that has plenty of working area and work around the room clockwise.
5. Keep 2-3 cartons of different sizes open and ready to pack at all times as you work systematically around the room.

NOTE: Avoid double handling items.
6. Focus on the items that are on the floor or on or in furniture. Check furniture with drawers and pack any small, loose, fragile, or heavy items. This may include pens, pencils, miscellaneous desk items, books, and knickknacks. These items should be wrapped in packing paper and placed in cartons.
7. You may leave light weight items, such as clothing and linens, in furniture drawers.
8. Save the items that are fragile or are hanging on the wall for later.
9. Label, tape, and stack cartons properly.
10. Handling breakables
 - a) Make a plan to handle the breakables that you may have in your area. Breakables may include collectibles, lamp bases, and decorations.

- b) Electronics may also be included in dish packs.
- c) Breakables require special attention and should be packed in a dish pack only by qualified packers.
- d) If you are not qualified to pack dish packs, take any breakables from your area to a qualified packer who is working on packing fragile items.



Do not pack breakables if you haven't been trained.

11. Wall hangings

- a) Before packing the wall hangings, discuss them with the job foreman first. At times, the foreman may want all pictures in the home packed in one area. In such cases, take all pictures and wall hangings to this area to be packed.
- b) If this is not the case, pack these items only after you have completed all other packing in the room.



Do not pack pictures if you have not been trained.

12. Furniture disassembly

- a) Pack all other items in a room before disassembling furniture.

13. Mattresses

- a) Packing mattresses can be difficult in smaller rooms. If you have enough room, pack the mattress at this time, ensuring that you have the necessary clearance to get a packed mattress out of the bedroom.
- b) Since packed mattresses lack the flexibility to get around tight corners, you may need to pack them in a larger area or outside.

NOTE: Consult the job foreman for direction.

- 14. Do a final evaluation before you leave the room to make sure it's completely finished.

B. Closets

Typically, closets are used for hanging clothes, other clothes, and miscellaneous extra storage.

1. Bedroom and coat closets

- a) Gather the supplies and tools that you will need. Typically, you will need an assortment of wardrobe cartons, 3.0, and 4.5 cartons.
- b) Pack all hanging items first. When this is completed, you will be able to better evaluate remaining items.

- c) Most bedroom and coat closets will have items such as clothes, hats, toys, games, and other various storage items. These items work best in 3.0 and 4.5 cartons.
 - d) Properly label, tape, and stack boxes in a logical area.
2. Storage closets and storage rooms
- a) Storage closets usually have some items that have already been packed in boxes by the customer.
 - (a) Check each box or tote to ensure that the contents are properly packed and the carton is properly taped.
 - (b) Remove all packed boxes and stack them in a logical location outside of the closet.
 - (c) When this is completed, you will be able to better evaluate remaining items to determine a strategy.
 - b) Gather the supplies and tools that you will need.
 - c) Storage closets can vary significantly but often have items such as linens, toiletries, cleaning supplies, books, decorations, clothes, and toys. Most of these items work best in 1.5, 3.0 and 4.5 cartons.
 - d) Open 2-3 boxes of varied sizes and fill them working from the top shelf down to the bottom.
 - e) Properly label, tape, and stack boxes in a logical area.
- C. Laundry rooms and bathrooms
1. Gather the supplies and tools that you will need. Typically, you will need an assortment of 1.5 and 3.0 cartons. Items such as liquids, scales, irons, linens, and decorations are located in these rooms.
 2. Remember that you cannot pack any non-allowable items, such as aerosols and flammable or corrosive items. Set these items aside for the customer.
 3. Follow these guidelines when packing typical liquids:
 - a) When packing liquids, always make sure the lids to the containers are sealed shut; if necessary, use tape to secure the lids.
 - b) Pack liquids upright to avoid leakage.
 - c) Since it is difficult to pack a liquids carton completely full, use crushed packing paper on top to fill out the box.
 - d) Aside from the typical labeling procedure, label the box "LIQUIDS" and draw arrows pointed upwards on all sides of the box, so the crew members keep the box upright at all times.
 4. All other items located in the laundry and bathroom can typically be packed into 1.5 and 3.0 cartons.
 5. Use packing paper to wrap items like decorations, irons, and knickknacks.

6. Use crushed packing paper as needed to protect items and to fill up cartons.
7. Properly label, tape, and stack boxes in a logical area.

D. Living and family rooms

Living rooms and family rooms are as varied as our customers. It's common to see decorations, entertainment equipment, books, and breakables.

1. Because these areas have more foot traffic than other areas of the house, try to pack in a way that does not inhibit the work flow of the rest of the crew.
2. Listed below are some guidelines to help you have a good approach to packing most living and family rooms. Your goal is to finish the room completely packed and ready to be inventoried.
3. Evaluate the room before you begin to determine the supplies and tools that you will need.
4. Determine the customer's needs. Discuss any questions you may have for the customer such as:
 - a) Do they want their TV to remain set up and unpacked? (This is a common request on jobs that take more than a day.)
 - b) Are there items in the room that do not need to be packed?
5. Determine the best place to begin. If a room is cluttered, clean a small work area for you to start packing. Every room is different, so look for the most logical place to start.
6. Work systematically in the room. Start in an area that you are comfortable with that has plenty of working area and work around the room clockwise.
7. Keep 2-3 cartons of different sizes open and ready to pack at all times as you work systematically around the room.

NOTE: Avoid double handling items because it lacks efficiency.
8. Focus on the items that are on the floor or on or in furniture. Check furniture with drawers and pack any small, loose, fragile, or heavy items. This may include pens, pencils, miscellaneous desk items, books, and knickknacks. These items should be wrapped in packing paper and placed in cartons.
9. You may leave light weight items, such as clothing and linens, in furniture drawers.
10. Save the items that are fragile or are hanging on the wall for later.
11. Label, tape, and stack cartons properly.

12. Handling breakables

- a) Make a plan to handle the breakables that you may have in your area. Breakables may include collectibles, lamp bases, and decorations.
- b) Electronics may also be included in dish packs.
- c) Breakables require special attention and should be packed in a dish pack only by qualified packers.
- d) If you are not qualified to pack dish packs, take any breakables from your area to a qualified packer who is working on packing fragile items.



Do not pack breakables if you haven't been trained.

13. Wall hangings

- a) Before packing the wall hangings, discuss them with the job foreman first. At times, the foreman may want all pictures in the home packed in one area. In such cases, take all pictures and wall hangings to this area to be packed.
- b) If this is not the case, pack these items only after you have completed all other packing in the room.



Do not pack pictures if you have not been trained.

14. Furniture disassembly

- a) Pack all other items in a room before disassembling furniture.

15. Do a final evaluation before you leave the room to make sure it's completely finished.

E. Garages

Garages are as varied as our customers. Most garages have lawn care items, tools, sporting goods, toys, and storage items. Your goal is to finish the room completely packed and ready to be inventoried.

1. Garages usually have some items that have already been packed in boxes by the customer.
 - a) Check each box or tote to ensure that the contents are properly packed and the carton is properly taped.
 - b) Remove all packed boxes and stack them in a logical location.
 - c) When this is completed, you will be able to better evaluate remaining items to determine a strategy.
2. Evaluate the garage before you begin to determine the supplies and tools that you will need. Typically, you will need 1.5, 3.0, 4.5, and wardrobe cartons.

3. Determine the customer's needs. Discuss any questions you may have for the customer; for example, does s/he have items that do not need to be packed?
4. Determine the best place to begin. If the garage is cluttered, clean a small work area for you to start packing. Every garage is different, so look for the most logical place to start.
5. Work systematically in the garage.
 - a) Start in an area that you are comfortable with that has plenty of working area and work around the room clockwise.
 - b) Work on an entire section at a time, such as a wall and the floor space corresponding to that wall.
 - c) When working on shelving, work from the top shelf down to the bottom.
6. Keep 2-3 cartons of varied sizes open and ready to pack at all times.
NOTE: Avoid double handling items.
7. Tools
 - a) Pack the hand tools in smaller boxes because they are heavy.
 - b) Most smaller wrenches, saws, and small power tools should be wrapped with packing paper before placing in a box. In most cases, use 1.5 or 3.0 cartons.
 - c) Heavy small power tools may also be packed in dish packs.
 - d) Use crushed packing paper, so the tools are protected during transport.
8. Disassembly of shelving units
 - a) Shelving units in a garage will need to be disassembled if they are being moved.
 - b) If the shelving is affixed to the wall, the shelving must be removed by the customer.
9. Complete a final evaluation before leaving the room to ensure that the packing is completely finished.

IX. Cleaning Up at the Packing Job Site

To maintain professionalism, it is important to finish the pack job well. By maintaining organization throughout the packing process, you can help keep the customer's stress level at a minimum.

Follow these procedures when cleaning up on a packing job:

- A. If the pack crew is returning the following day to finish the pack job, then organize the supplies and leave an uncluttered environment.
- B. Whether you are completely finished or just finished for the day, follow these procedures regarding trash:
 1. A clearly marked "TRASH" 3.0 carton should be centrally located at the beginning of the job, and all crew members should know where it is.
 2. Pick up trash within the rooms that you packed, as well as any trash that might be laying around the home as well.
 3. Throughout the packing process, try to keep trash picked up. This includes old tape rolls, paper, paper bindings, and personal trash.
- C. Load packing materials.
 1. When the packing is completed, load the packing supplies onto the pack van or truck.
 - a) Load the packing supplies in a neat and organized way, and secure them in the pack van if necessary.
 - b) Sometimes the packing supplies will need to be loaded on to the truck. In this case, load all of the customer's belongings before you load the packing supplies, so they are easily located.
- D. Complete a final walk-through.
 1. After the trash and packing are picked up, complete a final walk-through.
 2. Confirm that nothing has been left behind.

X. Unloading Supplies at the Warehouse

- A. Upon arrival at the warehouse, unload the packing supplies from the truck or pack van and place them in the main warehouse to be properly sorted and put away.
 - 1. When sorting the packing supplies, separate the new and used packing supplies properly and place **in** their designated areas.
 - 2. Remove all loose tape from the used packing supplies before placing them in the used section.
 - 3. Separate all used crushed paper and place in large trash bags or larger cartons and store in the recycle area.
 - 4. Place all unusable cardboard, as well as boxes that are not resalable due to damage or overuse, in the recycle area. Condense the cardboard and paper as much as possible to utilize space.
 - 5. Sort out miscellaneous trash and discard as needed.
 - 6. Properly put away all tools and packing supplies.

XI. Unpacking at the Destination

Although very few customers request that we unpack their cartons at the destination, if this service is requested, follow these guidelines:

- A. Remove items and place on a flat surface.
 - 1. Items in 1.5, 3.0, 4.5, 6.0, and dish packs should have the items removed and placed on a flat surface such as the floor, a table, or a counter top.
 - 2. We are not required to place these items on shelves or assist the customer in organizing their belongings.
- B. Unpack hanging clothes from wardrobe cartons.
 - 1. Unpack hanging clothes and hang them on a closet hanging bar.
 - 2. We are not required to organize their clothes beyond this.
- C. Unpack pictures, wall hangings, and glass shelves.
 - 1. These items should be unpacked and placed in an upright position in a location within the home requested by the customer.
 - 2. It is common practice for us to place glass table tops and glass shelves.
 - 3. We are not responsible to hang pictures for the customer.
- D. Clean up packing supplies.
 - 1. Per the customer's request, remove all packing debris resulting from the unpack.
 - 2. We are not required to haul away other debris for the customer. However, the job foreman determines the level of customer service we wish to provide in this area.
- E. Complete the necessary unpack paperwork.
 - 1. Typically, it is necessary to inventory the number and type of cartons unpacked by our crew to properly bill the customer.

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