

How a Move Works



What are the steps involved in a typical move? While experiences can vary based on your company's move policy, breaking it down into a series of key events is a good way to help you organize and manage the experience without feeling overwhelmed.



Review your policy

Let's assume you're moving for a job and your employer is covering at least part of the cost. Before you get started, you'll need to review the policy with your move manager to know what is covered.



Complete a survey

The first thing you'll need to do is complete a survey — either virtually or in-home. At United Van Lines, we have a survey app tool that lets you schedule a virtual walkthrough with an estimator using a smartphone or tablet. Many people find this quicker and simpler than scheduling an in-person appointment.



Approve your estimate

After you have all the numbers, the next step is to get your estimate approved by your employer before finalizing the booking. This way, there are no surprises, and you'll save yourself a lot of hassles down the road.



Crate specialty items

If it is a part of your package, services such as crating your specialty items, disconnecting major appliances and removing wall-mounted monitors will be done by a third party before packing or loading.



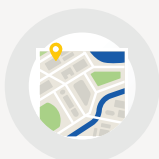
Start Packing

If you've already done some purging and consolidating — and you've organized everything for the packers to box up, you're in good shape. Be sure, however, that you double-check cabinets and closets for any stray items you may have overlooked.



Load the truck

It's time for the crew to load your belongings onto the truck. You'll definitely want to be on hand to oversee the process as the crew loads the truck — and sign off on the paperwork.



Your belongings are on the way!

By this time, your belongings are with a professional van operator. Make sure you have your moving company's contact information handy and know approximately when your belongings will arrive at their new destination so you're there to greet the driver.



Time to unload

Your move experience is almost over and the move crew is busily offloading the truck and placing your belongings into their new surroundings. Since you're using professionals to take care of the heavy lifting, take a moment to relax, but don't forget to sign off on the job.



File a claim

Signing off on the completed job is essential. For valuation coverage purposes, make sure any damaged or missed items are noted at this time. If necessary, file a claim. At United Van Lines, we'll also ask that you complete a survey about your move experience. Your responses help enhance the move experience for others.