

## Northwestern University Household Goods Move Process and Best Practices

1. The University has contracts with two contractors/carrier van lines for relocation moving services. The van lines work directly with the agent listed below to manager the entire move process. The following agents are the only vendors allowed to handle Northwestern account and receive our contracted discount.
  - Allied Van Line's agent is Reebie
  - Wheaton Van Line's agent is Bekins
2. **Important read information below.** Please read all information below before calling the contractor/carrier to set up your sight visit and prior to requesting quotes.

### **University Move Process and Best Practices**

1. Your school/department's administrative office is responsible for processing the move transaction. The administrative office will create a requisition in NUFInancials and approve the purchase order for the move based on your hiring agreement with the University. If you are not sure who your administrative office is, you should reach out the individual who sent you the information about the relocation move process.
2. Provide the Move Coordinator/Consultant's (carrier contact person) contact information (name, phone, and email address) to your administrative office.
3. The Move Coordinator/Consultant will arrange for a local Surveyor to perform a visual walk through.
4. The estimate/quote will be based on the contract discount off the tariff bottom line transportation cost. Each Contractor/Carrier is using a different tariff calculation formula and Shipper/Transferee should not just go by the Contractor that looks to have the highest discount. Obtain quote(s).
5. After you receive the quotes and decide which moving vendor you want to use to relocate your household goods, please inform the administrative office so they can create the requisition.
6. Once the Move Coordinator/Consultant receives the purchase order, the relocation move will be scheduled for the dates per the quote.
7. The estimate/quote is considered a 'not to exceed' amount. This means the final invoice will not exceed the estimate/quote provided and is the maximum amount the department/school will have to pay.

*\*\* Provided that the contractor/carrier is able to perform a visual sight survey prior to providing the original estimate/quote. The estimated price guarantee may not apply for the following reasons:*

- a) *Shipper/Transferee who refuse to have a visual sight visit to list inventory household good items to be moved. Department/School will be expected to pay the higher amount.*
- b) *Shipper/Transferee who want to submit their own written inventory list of household good items to be moved. Contractor/Carrier can provide an estimate/quote based on the written inventory list without a visual sight visit. Understanding if the final invoice price is higher than the estimated/quote. Department/School will be expected to pay the higher amount.*
- c) *Any unexpected change(s) to the original inventory list. May end up making the total invoice cost higher than the original estimate/quote.*

8. Third party services may be required for certain specialty services such as moving automobiles, boats, shuttle vehicle for narrow streets, pianos, or special crates for a unique items. The invoice will show actual amount of services.
9. If you have any concerns/issues about the Surveyor, Packer, or Movers, inform the Move Coordinator/Consultant as soon as possible.
10. If an accident or emergency occurs during the move date at the origin address (where you are moving from) or destination address (where you are moving to), you need to contact the Move Coordinator/Consultant as soon as possible. DO NOT tell the Driver or Mover to contact the Move Coordinator/Consultant. Also, let your Northwestern administrative office know about the accident or emergency as soon as possible.
11. If you have any concerns/issues about the Move Coordinator/Consultant, inform Sheila Watkins, Northwestern University Procurement Administrator, [s-watkins@northwestern.edu](mailto:s-watkins@northwestern.edu)
12. You should unpack and check for missing or damaged items within **three** weeks. If there are missing or damaged items, you must contact the Move Coordinator/Consultant as soon as possible, who will then contact the Account Claims Adjuster.
13. The Account Claims Adjuster should walk you through the claims process. If applicable, please do the following as soon as possible:
  - a) *Take picture of all damaged items including box or moving container.*
  - b) *Do not throw or discard any damaged items. If something is wet and needs to be discard, contact the Account Claims Adjuster first.*
  - c) *Arrange for Claims Inspector to come and view large damaged items that may need to be repaired or replaced as soon as possible.*
  - d) *Complete the claim form as soon as possible. List all items you want to include in the claim settlement.*
  - e) *If missing an item, find a photo online of a similar item and provide cost support, either with receipts, credit card charge or links of cost of similar item.*
14. After the move is complete, you should inform your Northwestern administrative office.

### **Contractor/Carrier Information**

For move arrangement or questions regarding scheduling a move, contact the appropriate representative for a quote:

- **Reebie Storage and Moving:**  
Brian Arnold at 847.994.8038 or [numoves@reebieallied.com](mailto:numoves@reebieallied.com)
- **Wheaton Van Lines:**  
Angela Bontrager at 317.558.0372 or [angela\\_bontrager@wvlcorp.com](mailto:angela_bontrager@wvlcorp.com)

### **Relocation/Moving Definition & Other Information**

1. Van Line – Contractor/Carrier that has the contract with Northwestern
2. Agent – works for the van line company
3. Shipper/Transferee – person relocating household goods
4. Move Coordinator – person responsible for arranging the entire move process

5. Surveyor – person responsible for the visual sight visit and works for the agent
6. *Never* provide your approved budge amount or allowance to the moving company or surveyor at the time the estimate/quote is being generated.
7. Replacement Value Protection Contract Terms for Northwestern Shippers/Transferee:
  - **Reebie Storage and Moving:** Full Value Protection – liability for loss of or damages to interstate and international shipment while in it custody is \$5 per pound times the actual weight of the shipment, up to a maximum of \$100,000, at NO CHARGE. Coverage and protection in excess of \$5 per pound of \$100,000, the charge will be \$.085 per \$100 for the amount of declared valuation.
  - **Wheaton Van Lines:** Full Value Protection coverage with no deductible shall be provided at **no additional cost** up to \$100,000 per shipment. Unless otherwise declared by the transferee, interstate shipments will be released at a value of \$6 per pounds times the weight of the shipment. Upon request of the transferee, valuation in excess of \$100,000 or \$6 per pound, shall be provided at an additional charge of \$.040 per \$100 of additional coverage. International shipments will be estimated with Full Replacement Value Protections coverage included.