



# Household Moving Guide

Allied Health



## WELCOME TO MAYO CLINIC!

We hope you are looking forward to joining your new team, as we also look forward to your arrival.

Before you start your first day, there is a great deal you need to do, both personally and professionally. Undoubtedly, the task of moving can be a challenging one. We hope you find that Mayo Clinic's relocation assistance helps to ease most of your concerns.

For your convenience, we have developed this "Household Moving Guide." Here you will find answers to questions you may have about the household moving services available to you.

To ensure a smooth and orderly move, we encourage you to thoroughly read this information and any other materials provided by your chosen carrier. We suggest keeping this information nearby at all times during the move for quick and easy reference. Please find a convenient location to store your moving-related documents, reservations and receipts.

Any questions or inquiries can be directed to the appropriate contacts listed in this guide.

We hope that your move proceeds smoothly.  
*Welcome!*



# How to Proceed

Here are the tools you will need for your relocation.

## Relocation Reference Guide & Checklist

- Thoroughly read the Relocation Reference Guide
- Thoroughly read the House Hunting Reference section
- Schedule on-site estimate by carrier
- Choose a carrier
- Contact a Mayo Clinic Relocation Services Director
- Prepare for the move
- Delivery of goods
- Unpack
- Make claims for loss or damage (if applicable)

# Getting Started

Mayo Clinic has contracted with multiple moving companies from which you can choose. **It is important that you choose one of the moving agents listed on page 3; not your local moving agent. If you choose not to use the identified moving companies you will not be reimbursed for your move.** All moves are coordinated through one of these agents and they will contact the local agent in or near your community.

All companies have been approved by Mayo Clinic for their quality and service. We suggest you call the carriers and select the company with whom you feel most comfortable and who meets your needs.

To be eligible for household relocation benefits provided by Mayo Clinic, you must currently reside a required distance from the Mayo Clinic site to where you will be relocating for work:

- 100 or more miles for Mayo Clinic Arizona
- 50 or more miles for Mayo Clinic Jacksonville
- 70 or more miles for Mayo Clinic Rochester (additionally, must relocate to within a 35-mile radius of Rochester)

After selecting a moving company, please call the Mayo Clinic number listed below to inform them of your choice for a moving company:

**Phone: 855-307-6203**

**E-mail: [householdmoving@mayo.edu](mailto:householdmoving@mayo.edu)**



# Authorized Moving Companies

listed alphabetically by site.

## WHEN MOVING TO ROCHESTER:

### ATLAS VAN LINES

Agents in Minnesota, Florida and Arizona

Toll Free: 877-256-6778  
Client Contact: Kendra Boles  
E-Mail: mayoclinic@atlasworldgroup.com

### MAYFLOWER TRANSIT/METCALF MOVING & STORAGE UNIGROUP

1550 Third Avenue SE • Rochester, MN 55904

Toll Free: 800-356-7996  
Local Phone: 507-288-5255  
Client Contact: Mayo Customer Coordinator  
E-Mail: mayo@metcalfmoving.com

### NORTH AMERICAN VAN LINES/ BELTMANN CO.

2840 Long Lake Road • Roseville, MN 55113

Toll Free: 800-859-4440 - ext. 4601  
Local Phone: 630-576-5558  
Client Contact: Jennifer Eltman, Corporate  
Relocation Consultant  
E-Mail: mayo@beltmann.com

## WHEN MOVING TO ARIZONA:

### ATLAS VAN LINES

Agents in Minnesota, Florida and Arizona

Toll Free: 877-256-6778  
Client Contact: Kendra Boles  
E-Mail: mayoclinic@atlasworldgroup.com

### DIRCKS MOVING SERVICES

Toll Free: 800-523-5038  
Local Phone: 602-269-5549  
E-Mail: atobin@dircks.com

### NORTH AMERICAN VAN LINES/ BELTMANN CO.

2840 Long Lake Road • Roseville, MN 55113

Toll Free: 800-859-4440 - ext. 4601  
Local Phone: 630-576-5558  
Client Contact: Jennifer Eltman, Corporate  
Relocation Consultant  
E-Mail: mayo@beltmann.com

### UNITED/HORIZON (Horizon Moving Systems of Arizona, Inc.)

Toll Free: 800-528-5302  
Local Phone: 602-252-5566  
Client Contact: Mayo Customer Coordinator  
E-Mail: mayo@horizonmoves.com

## WHEN MOVING TO FLORIDA:

### ATLAS VAN LINES

Agents in Minnesota, Florida and Arizona

Toll Free: 877-256-6778  
Client Contact: Kendra Boles  
E-Mail: mayoclinic@atlasworldgroup.com

### NORTH AMERICAN VAN LINES/ BELTMANN CO.

2840 Long Lake Road • Roseville, MN 55113

Toll Free: 800-859-4440 - ext. 4601  
Local Phone: 630-576-5558

### NORTH AMERICAN VAN LINES continued:

Client Contact: Jennifer Eltman, Corporate  
Relocation Consultant  
E-Mail: mayo@beltmann.com

### UNITED - Suddath Relocation Systems

8743 Western Way • Jacksonville, FL 32256

Toll Free: 800-333-8100 - ext. 5557  
Kotina (Kay) Spain: 904-256-5540 - ext. 5559  
Local Phone: 904-256-5540 - ext. 5557  
Client Contact: Mayo Customer Coordinator  
E-Mail: KSpain@suddath.com

# Preparing For Your Move

Once the moving company you have selected has received authorization from Mayo Clinic, you will work directly with the moving company to initiate the planning and implementation of your move. **During busy months (May through September), contact the mover four to five weeks prior to the move** to facilitate scheduling. During the remainder of the year, contact the mover **three to four weeks prior** to the move, earlier if possible.

When you contact your mover, be sure to request that the moving representative make a personal

visit to your residence in order to make a pre-move estimate of weight and costs for packing and removal of your goods. At that time, they will explain the moving procedure and answer any questions you have. Obtain the name, address and telephone number of the carrier's origin and destination agency offices.

It is important to keep the destination agent and/or the driver informed of how and where you may be reached at all times until your shipment is delivered.

## ▶ APPLIANCES

Certain appliances may require power disconnect at origin and reconnect at destination. Usually, this requires special service, as well as motor tie-down, to protect the mechanisms during movement. Please see "Authorized and Restricted Moving Expenses" for coverage of appliance-related moving services.

## ▶ TELEVISION SETS, FLAT SCREENS AND COMPUTERS

Because of the sensitivity of these electronic devices, no assurance can be made that readjustment will not be necessary after movement. Therefore, any service for color restoration or readjustment will be at the staff member's expense. Claims will only be honored when an item has sustained exterior damage or when a technician has certified that carrier mishandling or negligence caused interior damage.

## ▶ REFRIGERATORS AND FREEZERS

These items must be thoroughly defrosted, cleaned and free of any moisture 36 hours prior to shipping.

## ▶ PERISHABLE FOODS

Dispose of all perishable foods and beverages prior to the packing of your household effects.

## ▶ FLOOR COVERINGS AND WALL ATTACHMENTS

Curtain and drapery rods, mirrors and the like should be removed from wall surfaces. If carpeting is to be taken up, all tacks should be removed. The carrier will perform these services at an extra per-hour charge at your expense.

## ▶ ITEMS OF SPECIAL VALUE

Arrange for the handling of items of special or extraordinary value such as jewelry, precious stones, collector items, rare books, wills, insurance policies, securities, family pictures, money, etc. Inclusion of such items for shipment is solely your risk and responsibility. These items are excluded from insurance coverage.

Other high-value items, such as paintings, art objects, antiques, silverware, electronic equipment, expensive clothing or grandfather clocks, are covered by insurance and may be included in your shipment. These items must be noted separately with their values stated on the Carrier's Bill of Lading or on the manifest inventory, in order for adequate protection to be provided. You should let the mover pack and handle such items, and you should carry small valuables with you.

## ▶ DO NOT SHIP

Alcoholic beverages, combustibles (paints, lacquers, aerosol products), ammunition, live plants or shrubbery will not be shipped.

## ▶ BELONGINGS IN STORAGE

If any of the household goods to be moved by Mayo Clinic are housed in a storage warehouse, the employee must give written authorization for their release to the carrier for the warehousing agent. The employee is responsible for all costs associated with storage (see "Authorized and Restricted Moving Expenses"). Additionally, you must settle any outstanding storage charges prior to arranging for pickup of warehoused goods.

## ▶ CONTENTS INSPECTION

Carriers or agents can open and inspect the contents of boxes and other packages, or require other sufficient evidence to determine the actual character of the contents. Carriers and their agents will not accept any property for shipment that may be liable to contaminate or otherwise damage equipment or other property. If necessary, fumigation of infested household goods will be done at your expense.

Your moving package includes the cost of necessary packing and unpacking of ordinary and necessary items needed to establish a home, including the taping or tying of owner-packed cartons. Mayo will pay up to \$150 for crating as deemed necessary by the mover. Any additional charges will be assessed to you on a cost on demand (C.O.D.) basis.

# Authorized and Restricted

## moving expenses.

### AUTHORIZED MOVING EXPENSES

The following is authorized for your move:

1. Mayo Clinic requires prospective employees utilizing household relocation benefits to do so within 12 months of their start date.
2. All appliances are required to be disconnected from water lines prior to moving. Authorization does not include the repair or overhaul of appliance equipment, or front-load washing machine kits.
3. Up to \$100,000 valuation protection to protect the shipment from damage or loss. You will be required to sign a form declaring the value.
4. Rigging, hoisting or lowering services necessary to accomplish pickup or delivery.
5. Charges for a piano, organ, riding lawn tractor, big screen television or grandfather clock and for elevator, stair and/or excessive distance carry.
6. Necessary shuttle service between van and residence in cases where the residence is not readily accessible to the line-haul road van due to street conditions.
4. Dismantling or installing plumbing or electrical connections such as outlets or piping for appliances, stereos, televisions or any kind of antenna.
5. Removal or installation of attached floor coverings, draperies or related items.
6. Maid services or any comparable special services.
7. Automobiles and power-driven vehicles such as dune buggies, camping trailers, camper bodies, boats, trailers, aircraft, motorcycles, snowmobiles, jet skis, golf carts and ATV's.
8. The following items are either considered dangerous or are not deemed necessary to establish a household: Firearms, ammunition, explosives, flammable and hazardous materials, excessively heavy non-household items, living and perishable things, firewood, decorative stones, building materials, plants, or frozen foods.
9. Extra stops for pickup or delivery of items at locations other than origin or destination. In the event extra stops are requested, you will be responsible for these charges on a C.O.D. basis.
10. Exclusive use of a moving van (except when one single shipment may require total van capacity) or any specially expedited service.

### RESTRICTED MOVING EXPENSES

The following restrictions and services will be your responsibility:

1. Any weight above the Mayo-provided benefit of 12,000 pounds will result in a prorated fee which will be your responsibility to pay.
2. Movement of household effects is limited to one shipment. A person coming to Mayo Clinic and moving his/her family at a later date is reimbursed for only one move.
3. Cost to assemble or disassemble items such as swing sets, drapery or custom rods, pool tables, storage sheds, portable swimming pools and other items requiring such services.
11. Services required of moving company, which would incur overtime charges, including services performed on Saturdays, Sundays or legal holidays and/or before 8 a.m. or after 5 p.m.
12. Any charges regarding the storage of household goods and the moving of such items in and out of storage.
13. Bulky items that require additional loading and unloading charges such as satellite dishes, hot tubs and farm equipment. For items in question, please consult your selected mover.
14. Charges related to the moving of pet(s)

**Costs for shipment of any restricted items not listed above or for any required special services shall be performed at your expense.**

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# Additional Important Carrier Information

## Pre-move Estimate of Weight and Cost

When a carrier agent has been chosen to move your household effects, you will need to work with the agent to arrange details of your move. Mayo Clinic will also ask the carrier to prepare a pre-move estimate of weight and cost of your shipment and to furnish you with a copy of the Federal Highway Administration (FHWA) OEE –100 brochure. All intrastate moves will fall under their intrastate tariffs and regulations.

Before the estimator arrives, tour your home including the attic, patio and garage to be sure that everything to be moved is visible. During the estimate, show everything that is to be moved so that an accurate estimate of the total weight to be moved may be compiled. An accurate estimate is essential for carrier planning.

## Maximum Allowable Weight Coverage

There is not a weight limit for your household move. However, additional information may be requested for an amount over 12,000 pounds.

## Packing and Loading

Carriers are qualified to perform pack-and-load service efficiently and professionally. Since Mayo Clinic absorbs these costs, we recommend letting the movers both pack and load. You should point out fragile items that may need special attention by the packers.

Any items not to be shipped should be well identified by placing a large and visible “DO NOT LOAD” on each item. Have the driver adjust your copy of the estimated weight sheet if goods to be left behind were included in the estimate.

## Inventory

On all interstate moves the driver will inspect and tag each piece to be moved and compile an inventory of the goods to be shipped. Since the Household Goods Descriptive Inventory becomes the “manifest”, and is the basis for claim settlement, it would be advantageous to accompany the driver to inspect and ensure that the physical condition of each piece is properly described as he denotes it on the manifest.

## Delivery Dates at Destination

Carriers must provide pickup on one guaranteed date and delivery on one of two guaranteed dates (established on the day of load) for shipments of 4,000 pounds or more. The carrier must notify you if it is impossible to meet those dates and then set up a new delivery schedule if necessary. You are also to receive notification of the van’s location, condition of your shipment and reason for delay.

## Bill of Lading

The bill of lading is the contract for transportation of your shipment. The bill should contain the “tare,” or pre-loading weight, of the vehicle. Compare the bill of lading weight against the tare weight shown on the weight certificate. If you find inaccuracies, insist they be corrected immediately. This document should also clearly and accurately include the place of delivery and the name, address and telephone number of where you, or some other concerned party, can be notified of possible delays while your goods are in transit.

## Insurance Coverage

The carrier will be responsible for the cost of insurance covering your shipment for an insured valuation up to \$100,000, based on \$5/lb. For example, a 10,000-pound shipment would have \$50,000 of insurance coverage. Should you wish insurance coverage in excess of the determined amount for your shipment, this can be arranged with the carrier at your expense.

In the event of a claim, you are responsible for providing the evidence of loss or damage. Reimbursement for repairs and/or replacement shall be subject to normal depreciation.

The carrier’s pre-move estimate of weight and cost is not a firm contract and is not binding on either you or the carrier. However, it should fall within 10 percent of the actual weight or cost of an interstate move or as regulated by state or provincial regulatory bodies in the case of intrastate moves. The estimate allows the carrier to plan for needed equipment and manpower, and to give you a reasonable idea of what your move will cost and weigh. Eventual charges are based on actual weight. The Federal Highway Administration (FHWA) may investigate carriers whose estimates are found to be inaccurate.

# Suggestions for Delivery

## and unpacking.

### ► DELIVERY

Be at your new location on or before the delivery date; be present when your shipment arrives. Check off each item from your copy of the inventory as it is unloaded, and note missing or damaged items. Transpose these notations to the carrier's copy of this document for damaged items.

Do not sign any papers until the delivery has been completed and you have verified the driver has not charged for services that were not performed. Sign for only those services performed by the carrier at origin and at destination. Write "none" in any blank spaces relating to services that were not rendered.

### ► UNPACKING

You have the option of performing your own unpacking. Unpacking only includes the removal of the contents from the cartons and the disposal of the empty cartons and packing material. Movers are not required to unpack cartons you have packed, though they must unpack everything the origin agent packed, if you so desire.

If you choose to do your own unpacking, you must dispose of any debris or cartons at your own expense. If you request the agent to make a trip to your residence to retrieve the packing materials, additional charges will be your responsibility.

If it is necessary for unpacking to be completed on the day following delivery, make definite arrangements for this service with the driver.

### ► CLAIMS FOR LOSS OR DAMAGE

If loss or damage occurs to your goods during shipment, you must have proof for any claim you file. The best proof is the written notation of losses or damage that you make on the bill of lading, the inventory or the delivery receipt. If you later discover you have further loss or damage, you may still file a claim within nine months.

Some claims must be verified by inspection. Do not begin repairing, replacing or destroying items that were damaged or broken until you have contacted the carrier.

The most critical factor in your claim will be notations you make for missing or damaged goods. If notations of damage or loss are not made, you are giving a clear receipt that states loss or damage has not occurred.





# Frequently Asked Questions

*May I contact a local moving company to get the moving process started?*

**Mayo Clinic requires that the move be coordinated through the offices/contact names listed on page 3. They will coordinate the move with their counterpart in your city.**

*Should I do my own packing?*

Carriers are qualified to perform pack-and-load services in an efficient and professional manner. Since Mayo Clinic absorbs these costs, we recommend letting the movers both pack and load. You should point out fragile items that may need special attention by the packers.

*Will Mayo Clinic pay for pickups or deliveries on Saturdays, Sundays or holidays?*

Mayo Clinic will not pay for the moving company's overtime charges, including service on Saturdays, Sundays, legal holidays and/or before 8 a.m. or after 5 p.m.

*Will Mayo Clinic pay for storage of my household goods?*

Mayo will not pay charges related to the storage of household goods and the moving of such in and out of storage.

*If I have household goods at more than one location, will Mayo Clinic pay for an extra stop?*

Movement of household goods is limited to one shipment. A person coming to Mayo Clinic and moving his/her family at a later date is only reimbursed for one move. Mayo will not pay for extra stops for pickup or delivery of items at locations other than origin or destination. In the event extra stops are requested, you will be responsible for these charges on a C.O.D. basis.

*Will Mayo Clinic pay to move our automobile?*

Mayo will not pay for automobiles and power-driven vehicles such as dune buggies, camping trailers, camper bodies, boats, trailers, aircraft, motorcycles, snowmobiles, jet skis and golf carts.

*I was recently hired at Mayo. In what time frame can I move?*

During the busy months of May through September, contact the mover four to five weeks prior to the move to facilitate scheduling. We realize this is not possible at times. We recommend that you contact the carrier as soon as possible to assure the relocation process goes smoothly. Additionally, Mayo Clinic requires prospective employees utilizing household relocation benefits to do so within 12 months of their start date.

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