

# MOVE MANAGER GUIDE







***Moving a company is a significant undertaking.*** Help from Olympia Moving & Storage makes relocation easier. We're one of the few moving companies with the expertise and resources to provide a wide range of services to complete your move from top to bottom.

Our goal is to minimize your company's downtime, reduce interruptions, decrease stress, and meet your budget. Please use this office moving guide to start planning your move and ensure you've covered all of the details needed to make your relocation a success.

Don't hesitate to reach out to your move consultant and coordinator for recommendations or guidance. We're here to help!

#### SERVICES OFFERED BY OLYMPIA

Managing a move or project is hard enough without juggling multiple vendors. Olympia Office Movers offers a wide range of services to meet your needs. Reach out to your move consultant if you would like a quote for any of these services.

- Moving
- Storage
- Rental crate delivery
- Furniture installation
- Liquidation & decommissioning
- Document recycling & pre-move purging
- Computer disconnect/reconnect
- Warehousing Services
- FF&E
- Facilities Support
- Library relocation
- In Office Move/Reshuffle
- and more

## COMMUNICATE BILLING INFORMATION TO THE MOVER

Olympia will email you a pre-move information form at the time of booking. Please complete and return this form to ensure a smooth move.

Please provide the following to Olympia Moving & Storage to ensure easy billing:

- **Name, phone, and email of the billing contact**
- **Any PO# that needs to be referenced in billing**

Please note our payment terms:

- **Olympia requires an initial deposit of 30% of the total estimated cost of services.**
- **The next 60% of the total estimated cost of services is collected upon the crew's arrival on the first day of service.**
- **Olympia will send the billing contact the invoice for any remaining balances at the completion of the relocation.**
- **Payment is due within 7 days of receiving the invoice.**

Here are links to our **W-9** and **Certificate of Insurance**.

## CHOOSE A VALUATION COVERAGE PLAN

Our award-winning crews are among the best movers in the industry, but loss or damage may still occur. The federal standard across the relocation industry is that your moving company must compensate you for \$0.60 cents per pound for any broken or lost items and \$5.00 per pound per item for electronics. For example, if your 10-pound chair were damaged or lost, you would receive \$6.00 compensation.

If you would like additional coverage, we offer our clients full replacement value protection. Clients with full replacement value protection receive full repairs, replacement, or compensation for any lost or damaged items. For more information and pricing for our valuation programs, see “Protecting Your Company’s Assets” or visit [olympiaofficemovers.com/liability](http://olympiaofficemovers.com/liability)

Olympia’s liability for loss or damage varies depending on how you release the shipment. Your goods are not automatically covered for their full value in cases of loss or damage during the move. You must select the type of protection you desire and indicate your choice, in writing, on the Bill of Lading. The Bill of Lading is the moving contract between Olympia Moving & Storage and you. A selection must be made prior to the start of any packing or moving services.

You will be asked to choose between the options below:

**Option 1:** Replacement Cost Valuation (Recommended). This option covers repairs, replacement, or full reimbursement with no depreciation.. The mover will pay for the full cost of repairs if damage occurs while in our care and custody, up to the dollar amount of valuation selected. If the item cannot be repaired, we will replace it or replace it with a like item if the exact item is no longer available. If the item cannot be repaired or replaced we will pay you the cash value based on the current replacement cost (pending proof of value and application of the deductible).  
*COST: \$10 per \$1000 coverage with a \$250 deductible*

**Option 2:** 60 cents per pound per article, with the exception of electronic equipment which is \$5.00 per pound per article. This is the minimum coverage required by the government and is provided free of charge. If your goods are damaged or lost, the mover’s maximum liability is 60 cents per pound per article. If your goods are damaged or lost, you will be entitled to recover the depreciated value of the item damaged or lost, or 60 cents multiplied by the weight of the damaged or lost article (whichever is less). *COST: FREE*

## COORDINATE WITH PROPERTY MANAGERS AND BUILDING OWNERS

The following needs to be coordinated with the property management at both origin and destination when you schedule your move. Please provide your property management's information to your move consultant and Olympia can help coordinate.

### Moving Reservation Time

Many buildings require that a specific moving reservation is made with the building. This is particularly true if there are loading docks and/or elevators that must be utilized to accomplish the relocation.

### Certificate of Insurance

Most office buildings and complexes require a certificate of insurance from any moving company on the premises to ensure that the company is bonded and insured. To request a COI from Olympia Office Movers, email us your building management's fax number, the certificate holder, certificate holder address, and the additionally insured they would like listed.

### Building Protection Requirements

The building may have specific requirements for elevator, floor, or wall protection that the moving company must adhere to.

### Other Contractors

Be sure to coordinate with all other contractors to clear access for our movers. Remove all dumpsters and excess waste from loading zones.

## SCHEDULE CRATE & MATERIALS DELIVERY

Schedule a crate and moving materials delivery two weeks prior to the relocation to ensure that everything is ready to go by move day.

Materials you will need to order may include:

- Plastic totes/crates
- Crate dollies
- Color-coded labels
- Space planning placards
- Letter & legal size file boxes
- Packing paper
- Recycling, trash, and shredding bins

Ask your moving consultant for recommendations of what to include in your materials delivery. At this time you will also want to ensure you have bins and equipment available for your office to shred or purge while you pack.



## COMMUNICATE THE MOVE TO EMPLOYEES

### Provide a Move Manual to Employees

The best way to communicate with your staff is to give them all the information they need in a Move Manual which can take a paper or electronic format. Olympia Moving & Storage has a template to easily create a move manual for your employees, be sure to ask your move consultant to provide.

### Hold a Pre-Move Seminar for Employees

Communicating with the rest of the staff is one of the biggest challenges while planning a relocation. A pre-move seminar is included with your relocation. Your sales consultant will host a short meeting for your staff to instruct them on the move plan and ensure they do their part to achieve a smooth relocation. The seminar includes:

- Packing training
- Disposal instructions
- Labeling system directions
- Electronics disconnect overview
- Overview of move plan and schedule

A good time to schedule this seminar is for the day after your crates are delivered.

Don't assume that your team will actually read the moving guide! You will have to re-enforce any deadlines or action you expect them to carry out.



## PRE-MOVE DECLUTTER AND PURGE

To minimize the number of crates to move and to get a fresh start in your new space, most companies declutter and purge prior to the move. Here are the types of decluttering you should plan for and how Olympia can assist:

### Sensitive Documents

All sensitive documents to be disposed must be shredded. Set up designated shredding stations in the office prior to packing.

### Not Sensitive Documents and Paper

Have recycling bins available to dispose of all non-sensitive paper. Olympia can provide these bins at the time of the crate delivery.

### Trash

Anticipate the increased volume of trash in the weeks prior to the move. Increase the number of scheduled trash disposals and set up additional trash cans in the office.

### Furniture

If you have furniture that must be disposed because it is not going to the new office, confer with your Olympia Moving consultant. Olympia will be able to donate, recycle, or dispose of these pieces dependent on the type or volume.



## SPACE PLANNING

To ensure an efficient moving day, it is essential to placard your new space, whether you are moving one employee or one-thousand. The movers must know where to place the new furniture in the new space and where to deliver each employee in advance.

Depending on the size of the move, you might need additional space planning prior to moving day. Please ask Olympia Moving for assistance, or ask a space planning professional to create a floor plan for your new office.

These are the main components to space planning:

### Assign a color and number to each floor/space

Dependent on your layout, you will want to assign each floor or each distinct space a designated color and number. All the room placards and labels will match the designated color and number for this space.

### Assign a number to each room

Assign each room a specific number. A room can be defined by an office, conference room, storage space, huddle space, cubicle area, or another kind of space.

### Assign location numbers

You will want to get even more specific and assign specific location numbers to your workstations, desks, and major furniture locations.

### Create Floor Plan & Room Placards

Use the room placards supplied by Olympia to sketch the layouts and locations of each room.

- Start by indicating any structural landmarks in the room (like windows, doors, columns)
- Then block out the locations of workstations, desks, cabinets, and other furniture
- Stick a colored location tag label on the placard and indicate the floor and room numbers on it. You should have one room placard for each room.
- Indicate the numbers for specific locations on the room placard diagram
- Post the room placard prominently in the room of the new location.
- See an example room placard to the right.

[Click here](#) to download a room placard template.

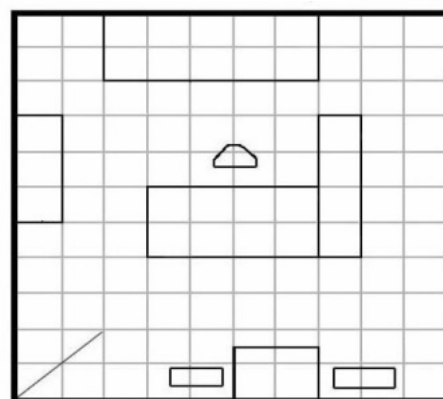
### Labels

EVERY CRATE, BOX, AND FURNITURE PIECE MUST HAVE A LABEL. The crew will not move anything that is not labeled. On each label, indicate the appropriate floor, room, and location number in legible sharpie marker (not pen or pencil). Be sure to use the correct-colored label for the floor.

PLACE LOCATION TAG HERE:

FLOOR	ROOM	LOCATION
4	21	

PLEASE PLACE MY FURNITURE LIKE THIS:



**\*\*INDICATE ANY STRUCTURAL LANDMARKS (I.E. WINDOWS, DOORS, ETC.)\*\***  
LOCATION CARD TO BE REMOVED BY MOVING COMPANY ONLY!

## LABEL PLACEMENT

Each office has been assigned a move label color. You will need to clearly mark each label with your floor number, office or workstation number and piece number. Mark the labels with felt tipped pen, like a Sharpie®. Do not use a ballpoint pin, as the labels need to be clear and easily read by the movers from some distance and often in poor light.

Remember, EVERY ITEM THAT IS MOVING MUST HAVE A LABEL. If you have a desk that is in several sections, each section must have a label. Additionally, all shelves from bookcases must be labeled along with all boxes.

During an office move, the movers are trained to look for labels in specific locations. This is why the labels must be clearly visible from distances and in poor lighting. The basic objective is to stand in front of any piece of furniture and see the label in the upper right hand corner or at about eye level for large pieces and for smaller objects to see the label on the top right front corner.

As the movers finish the move they will place each piece of furniture into your new work area based on the placement diagram that you provide the move coordinator for the arrangement of furniture. The crates will be placed on the rear wall, if available, with the labels facing forward and readable from the entrance to the work area.

### Packing and Label Placement Guide by Item

To ensure labels are clearly visible, the following is a list that describes where labels should be placed by item: *(The rule of thumb is to place the label in a visible spot on the upper-right hand side of the object.)*



**Art, Bulletin Boards, White Boards**



**Chairs**



**Plastic moving crate totes**



**Desks**



**File cabinets**



**Tables**



**Computer monitor**



**Bookcase**



**Waste can**



**Carpet / rug**



**Printer**



**Boxes**



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