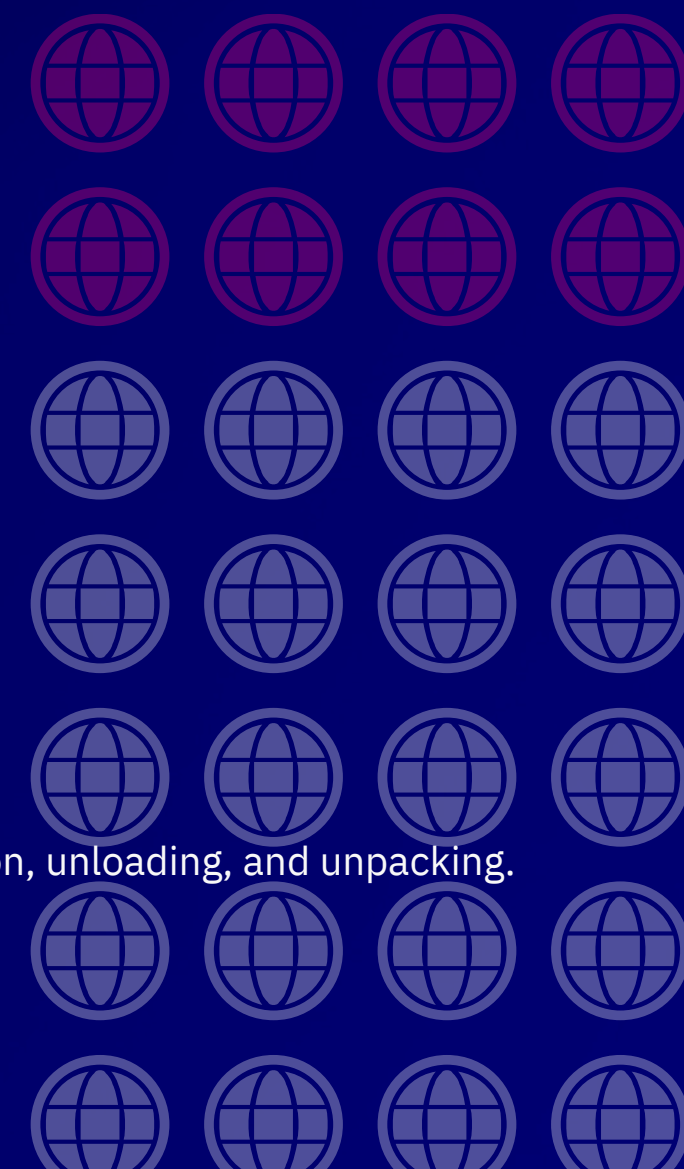




DALMATICA  
MOBILITY  
GROUP

# Glossary

1. **CMR (known as BOL in other countries):** A legal document between the shipper of goods and the carrier detailing the type, quantity, and destination of the goods being carried.
2. **Carrier:** The company responsible for transporting goods or household items during a move.
3. **Inventory:** A detailed list of all items being moved, including descriptions and conditions.
4. **Packing Materials:** Items used to protect and secure belongings during a move, such as boxes, packing paper, bubble wrap, and tape.
5. **Moving Quote/Estimate:** An approximation of the cost of moving services provided by a moving company based on factors like distance, weight, and additional services.
6. **Appliance Servicing:** The process of preparing appliances like refrigerators or washing machines for moving, which may involve disconnecting, draining, or securing them.
7. **Storage:** Facilities where belongings can be stored temporarily during a move, either short-term or long-term.
8. **Long-Distance Move:** Moving over a significant distance, typically across state lines or to a different region.
9. **Local Move:** Moving within the same city or metropolitan area.
10. **Packing Service:** A service provided by moving companies where professionals pack belongings securely for transportation.
11. **Unpacking Service:** Assistance provided by moving companies to unpack belongings at the destination.
12. **Loading and Unloading:** The process of moving items onto and off the moving truck.
13. **Binding Estimate:** A moving quote that guarantees the final cost of the move based on the services outlined in the estimate.
14. **Non-Binding Estimate:** An estimated cost of moving services that may change based on the final weight of the shipment and additional services provided.
15. **Valuation:** Coverage options provided by moving companies to compensate for damaged or lost items during transit.
16. **Claims Process:** The procedure for reporting and resolving issues with damaged or lost items during a move.
17. **Accessorial Services:** Additional moving services such as storage, heavy handling of items, use of special lifting equipment, etc.
18. **Stair carry:** An extra fee for carrying items up or down the stairs during a move.
19. **Moving Truck:** The vehicle used to transport belongings during a move, typically ranging from small vans to large moving trucks.
20. **Interstate Move or European Move:** Moving across countries, requires compliance with local regulations.
21. **Domestic Move:** Moving within the same country, subject to country-specific regulations.
22. **Moving Insurance:** Coverage options to protect belongings during a move
23. **Delivery Window:** The range of dates or times during which the moving company will deliver belongings to the destination.
24. **Full-Service Move:** A comprehensive moving package where the moving company handles all aspects of the move, including packing, loading, transportation, unloading, and unpacking.
25. **Move Manager:** A point of contact provided by the moving company to oversee and coordinate all aspects of the move.





DALMATICA  
MOBILITY  
GROUP

# Glossary

- 26. **Billable Weight:** The weight used by moving companies to calculate the cost of a move, which may include the actual weight of the shipment or the volume, depending on the type of move.
- 27. **Cube Sheet:** A document used by moving companies to calculate the volume of items being moved, typically used for international or overseas moves.
- 28. **Customs Clearance:** The process of obtaining authorization from customs authorities to move goods across international borders.
- 29. **Destination Agent:** A representative of the moving company at the destination who coordinates the delivery and unloading of belongings.
- 30. **Origin Agent:** A representative of the moving company at the starting point who coordinates the packing and loading of belongings.
- 31. **Intermodal Transportation:** The use of multiple modes of transportation, such as trucks, trains, and ships, to move goods over long distances.
- 32. **White Glove Service:** A premium moving service that includes extra care and attention to detail, such as packing, unpacking, furniture assembly, and arranging belongings in the new home.
- 33. **PBO (Packed by Owner):** Indicates items that were packed by the customer rather than by the moving company.
- 34. **High-Value Inventory:** Items of significant monetary or sentimental value that require special handling and insurance coverage during a move.
- 35. **Reference Number:** A unique identifier assigned to each move for tracking purposes.
- 36. **Long Carry Charge:** An additional fee for carrying items over a longer distance than usual between the moving truck and the residence.
- 37. **Pet Relocation:** Services provided by moving companies or specialized pet transport companies to move pets safely and comfortably to their new home.
- 38. **Portable Storage Container:** A movable storage unit typically used for short-term storage or as a moving container that can be transported to the destination.
- 39. **Shuttle Service:** Additional transportation service provided when a moving truck cannot access the residence directly, requiring smaller vehicles to shuttle belongings to and from the truck.
- 40. **Tare Weight:** The weight of the empty moving truck or container, subtracted from the gross weight to determine the net weight of the shipment.

