

# New Hire Relocation Travel Information Guide

This information guide is provided by the CFO Travel Relocation Office to assist you in planning your relocation to Los Alamos. Please contact the Relocation Office at least two to four weeks prior to your relocation to discuss your relocation plans. You can contact the Relocation Office at (505) 665-4484 or by e-mail at [relocation@lanl.gov](mailto:relocation@lanl.gov).

You must have met all contingencies, if any, of your hire as well as have proper work authorization before the Relocation Office can authorize or reimburse expenses. If you have not received or signed your offer letter and returned it to your Human Resources Generalist, you should not depart for Los Alamos. Expenses incurred prior to signing the offer letter and returning it to HR are **not** reimbursable. *The signed relocation agreement must also be returned to the Relocation office before your household goods shipment can be authorized.*

The Relocation Office receives your relocation information from your Human Resources Generalist. For situations not mentioned in this guide, please contact your Human Resources Generalist.

## **I. Point of Hire**

The Human Resources Division establishes a point of hire for the purpose of determining the maximum distance for which travel costs are reimbursed. Your point of hire is usually the address where your offer letter was sent.

If you elect to travel from a point other than the established point of hire or by an indirect route, reimbursement will be made for actual allowable charges not to exceed the charges normally allowed between the point of hire and the Laboratory.

If you are traveling from a location other than the established point of hire, please contact your Human Resources Generalist.

## **II. VISA – Non-US Citizen**

Appropriate work authorization must be obtained prior to the Laboratory committing any funds for your relocation expenses. Please contact the Immigration Services Office at (505) 667-8650 or by email at [immigration@lanl.gov](mailto:immigration@lanl.gov) to ensure a proper visa is obtained. You should also advise the Relocation office of any pending authorization.

## **III. Income Tax on Allowances**

Per IRS regulations, the reimbursement of travel expenses to the employee will be reported as "Other Compensation" on the employee's W-2 form. Effective January 1, 1994, the Revenue Reconciliation Act requires the Laboratory to withhold taxes on specific travel and relocation expenses at the time of reimbursement. Per IRS Publication 521 - Moving Expenses, the expenses subject to withholding, include house hunting trip, settling in allowance, residence relocation allowance, temporary storage of household goods exceeding 30 days and the inbound meal allowances.

Tax assistance is provided for expenses subject to tax withholding to offset taxes withheld on relocation expenses. The reimbursement payment will be based upon standard reimbursement rates and therefore will not be an exact match of taxes withheld.

Relocating employees are responsible for filing their own tax returns and are advised to consult their own tax advisors on these matters.

***For specific tax questions, please consult current Internal Revenue Service regulations.***

## **IV. Travel Arrangements**

### **1. AIR TRAVEL**

If you are traveling by air, the closest major airport to Los Alamos is the Albuquerque Sunport; flight arrangements should be made to Albuquerque. There is a small airport in Santa Fe, but it does not offer service to all airlines. If a flight is available from your local airport to Santa Fe, it is allowable to arrange a flight to Santa Fe.

#### **“FLY AMERICA ACT”**

**Federal Travel regulations require that all employees traveling to/from a foreign county must use a US Flag carrier for air travel. US Flag carriers include United, American, Continental and Delta Airlines. There are foreign carriers which have agreements with US carriers for flights, but your ticket must indicate the US company in order for you to be reimbursed for your airline ticket.**

#### **Airline Tickets**

You may purchase your own tickets or you can request that the Travel Office make your airline reservations for you. If you choose to purchase your own tickets you may use an internet provider such as Expedia or Orbitz for the airfare only (not for lodging; see **V. Lodging**).

If you choose to have the Travel Office make your reservations, please contact the Relocation Office. NOTE: airline tickets cannot be issued for house-hunting trips/they are issued for in-bound travel only.) You must have a Z number (employee ID number) assigned to you before the Laboratory can issue your tickets. If you are not sure whether or not you have been assigned a Z number, please contact your HR Generalist. You will need to provide the following information for the Travel Reservations team in order for tickets to be issued:

- \*Date of travel
- \*Preferred flight time
- \*Names of all family members – must match the form of identification used at airport security
- \*Ages of children
- \*Credit card information
- \*E-mail address (either your personal address or your Laboratory contact)

#### **Travel from the Airport to Los Alamos**

Transportation from Albuquerque or Santa Fe can be completed by rental car or by shuttle bus. Rental cars can be picked up in Albuquerque and returned in Los Alamos if you have made arrangements with Hertz. The Laboratory currently has a contract with Hertz. The contract number is 72120. This contract covers you for insurance so you do not need to accept any insurance from Hertz. In order to ensure that your Hertz rental car is reserved under the LANL contract, it is advisable that you have the Relocation Office make rental car arrangements for you.

There is one shuttle bus service providing ground transportation from Albuquerque to Los Alamos: RoadRunner Shuttle (505-424-3367). There is no taxi service in Los Alamos. However, there is a local bus service that can transport you from your hotel to the Laboratory, if needed. The service is provided by Atomic City Transit (505-662-2080).

#### **Canceled Reservations**

Charges incurred if you fail to cancel reservations within the specified time limits are not normally reimbursable.

### **2. RAIL OR BUS**

Rail or bus travel is considered to be for personal convenience.

When travel by railroad or bus is used instead of available air travel for the personal convenience of the traveler, reimbursement for travel cost is limited to the fare that the Laboratory would have paid if travel had been by air plus a ground transportation allowance or actual ticket cost, whichever is less. The cost of meals and lodging while in transit are not reimbursed.

#### **Canceled Reservations**

Charges incurred if you fail to cancel reservations within specified time limits are normally not reimbursable.

### **3. PRIVATE AUTOMOBILE**

Reimbursement is provided for driving or transporting a maximum of two automobiles.

#### **Driving Your Private Automobile**

The allowance is based on the Rand McNally Standard mileage guide between authorized points by the most direct route. The mileage allowance is for the use of the automobile and applies regardless of the number of persons traveling in it. It includes all costs related to the operation and maintenance of the vehicle, including oil, tires and any expenses incurred to prepare the auto for the relocation trip. Private vehicle mileage is reimbursed at the IRS-approved *moving* rate per mile.

#### **Shipping Your Private Automobile**

Please advise your selected household goods carrier when making arrangements if you will be shipping one or more privately owned vehicles.

#### **Toll and Parking Charges**

Necessary ferry, bridge, tunnel or road toll charges are allowed in addition to the mileage allowance. You will also be reimbursed for necessary parking or garage charges. Receipts are required if the daily charge is \$75.00 or more.

### **4. PRIVATE AIRCRAFT**

Private aircraft will not be authorized for travel, nor will any reimbursement be made for use of a private aircraft.

## **V. Lodging**

The Laboratory does not require that you stay in specific hotels; however, your reimbursement is limited to the amount that is allowed for Los Alamos County based on GSA rates. If you choose to stay in Santa Fe or the surrounding area, you may not be fully reimbursed for your lodging.

*Please do **not** use internet sites such as Hotels.com, Expedia or Orbitz to make your lodging arrangements! Itemized receipts from the hotel are required for reimbursement; hotels cannot provide an itemized receipt if an internet site is used for booking.*

If you choose to sign a short term lease for settling in, the length of the lease cannot exceed 120 days or it will not be considered settling in. A signed copy of the lease as well as a cancelled check or credit card statement are required for reimbursement; please bring these to the Relocation Office when you have your appointment to complete your reimbursement request paperwork (see **VII. Reimbursement of Expenses and Required Receipts**).

## **VI. Relocation Allowance**

This allowance is intended to cover any additional expenses you incur outside of your en route, temporary living or shipping expenses. Expenses that this allowance is intended for, but not limited to, include the following:

- \*Pet transportation
- \*Driver's license in the new state
- \*Vehicle registration
- \*Phone and utility deposits
- \*Disconnecting and connecting household appliances

## **VII. Reimbursement of Expenses and Required Receipts**

Reimbursement of expenses will be made by the Laboratory's Relocation office. To receive reimbursement for your allowable expenses you will need to contact the Relocation Office and schedule an appointment to complete your reimbursement request paperwork; please bring all necessary receipts with you at that time. You do not need to wait until the entire relocation is complete before scheduling your appointment; additional appointments may be scheduled if you wish.

Itemized receipts must be provided for reimbursement of the following:

- \*Air ticket stubs or passenger coupons when purchased by the traveler

- \*Hotel or other lodging
- \*Airport limousines or other local transportation charges if more than \$75.00
- \*Rental car
- \*Excess baggage charges
- \*Ocean freight shipment; itemization is required.
- \*Parking or garage charges, if more than \$75.00
- \*Personal effects shipment; itemization required
- \*Miscellaneous expenses of \$75.00 or more
- \*Long-distance telephone charges – must show date, place and person called. Telephone calls necessary to arrange hotel or transportation accommodations are not reimbursed because these are covered by the Daily Expense Allowance.

Reimbursements are issued by the Payroll Office and are usually complete within 7 business days.

### **VIII. Household Goods Shipping Arrangements**

Please contact the Relocation Office two to four weeks prior to your relocation to discuss your moving plans. During the summer months (May to September), contact the Relocation Office six to eight weeks prior to your relocation; (505) 665-4484 or by e-mail at [relocation@lanl.gov](mailto:relocation@lanl.gov). After discussing your moving options, the Relocation Office will contact your selected carrier and provide them your contact information; a representative from the moving company will then contact you to make the arrangements for your move. Once your Relocation Agreement is received, the Authorization of Services and direct billing will be sent to the selected Household Goods carrier you have selected.

You must have met all contingencies, if any, of your hire as well as have proper work authorization before the Relocation Office can send the Authorization of Services to the selected carrier.

#### **Time Limitation**

All household goods shipments must be completed within two years of the employee's date of hire.

#### **Subsequent Moves**

Transportation of household goods is generally limited to one shipment. Subsequent relocation costs are not covered should you, for example, find closer or more suitable housing after having made your initial move. Should closer housing be secured at a later date, the cost of relocating in such an instance is not reimbursable.

#### **Weight Limit**

Household goods shipments are limited to 18,000 pounds. Please advise your carrier representative at the time of the survey that you have a weight limit. You will also need to clarify for the representative which items are to be shipped and which items are staying in the residence so that a proper survey can be completed. If your survey is close to the 18,000 limit, you will need to decide which items can be eliminated from the shipment or you can choose to pay for the additional weight. If you have professional items to ship such as books or papers, please let the representative know not to include those items in the 18,000 pound limit. Please note that office furniture is *not* considered to be a professional item.

#### **Items Not Allowed**

Household goods shall not include wines, liquors, birds, pets, livestock, boats, canoes, kayaks, trailers, motorcycles, similar motor vehicles, airplanes, cordwood, building material or property belonging to any person other than yourself or your family. In addition, the Laboratory will assume no liability for loss, damage, or additional expenses caused by shipment of perishable items, including plants.

#### **Packing and Unpacking**

The actual costs of normal packing, crating, unpacking, and uncrating are allowed, subject to the weight limitation. One debris pick up is authorized within 30 days of your household goods being delivered to your residence. Carton deliveries are not authorized. Unpacking is defined as the removal of household goods from cartons that were packed by the moving company. The moving company will place these items on a flat visible area such as a table or counter top. The moving company will then remove the debris and empty cartons from your residence. Should you want unpacking, notify the relocation service provider to make arrangements for an unpacking crew to be assigned to your move.

The current household goods tariff requires you to decide on the appropriate type of packing and unpacking. This determines which costs will apply based on the service provided. A full pack or unpack is charged by the hundredweight. A custom pack or unpack is charged by the container. Please discuss your options during the survey process with the estimator or Laboratory's relocation office.

### **Overtime Charges and Special Services**

Should you desire immediate shipment, or other shipments in addition to your household goods, you may request "exclusive use" of the common carrier's vehicle. In such cases, transportation charges are likely to be greater and you are responsible for any charges arising as a result.

Charges for premium overtime, holiday or weekend loading or unloading labor requested by you for your convenience are not allowed.

### **Disconnecting and Connecting of Appliances and Furnishings**

Reasonable and miscellaneous expenses necessary for the transportation or relocation of household appliances or furnishings are allowed. Miscellaneous expenses are defined as servicing, disconnecting, re-servicing and reconnecting household appliances or furnishings. Should your carrier deem it necessary to have a third party perform the service, reasonable costs will be allowed; receipts are required. Maintenance costs are not reimbursable.

### **Temporary Storage**

Reimbursement is permitted for storage of household goods up to the specified weight limit, subject to the following limitations:

- \*Temporary storage period must not exceed 90 days
- \*Temporary storage is normally at one location only
- \*When the total storage period exceeds 90 days, charges for taking the goods out of storage (such as dock handling, local transportation, or drayage charges) are not reimbursable
- \*Charges associated with permanent storage (such as mothproofing, additional insurance, or additional packing after reaching storage) are not reimbursable

### **Valuation for Shipping**

Valuation rates vary according to the released or declared value of the shipment. This released valuation is not insurance, but determines the carrier's maximum liability should an article become lost or totally destroyed. A higher value may be declared, but the valuation charges will be higher. Such excess charges are not covered. The Laboratory relocation policy allows you to value your shipment at \$10/pound. Any amount over the \$10/pound cannot be paid by the Laboratory. For example, if your shipment weighs 5,000 pounds, your maximum value would be \$50,000.

### **Declaring the right value for your shipment**

The type of coverage for cargo damage or loss is called valuation. Valuation is not insurance. Valuation protects you from damage or loss that can be attributed directly to the van line's mishandling. Valuation typically excludes coverage for acts of God; acts of omissions by you; atmospheric conditions (resulting in mold, mildew, or warping); and mechanical malfunction or other types of "inherent vice." Valuation generally limits coverage to only the item that sustains damage or loss and does not cover other items in a pair or set that do not sustain damage or loss.

Valuation is your declaration of the "value" of your goods being shipped. Put simply, "The dollar amount is the total of what your goods are worth." The declared dollar figure is the van line's maximum liability in the event of loss or damage to your goods while the shipment is in the care, custody, and control of the van line.

You will need to take into consideration any items of extraordinary value that will be included in your shipment. An item of extraordinary value is defined as an item having a value in excess of \$100 per pound. For example, you are moving a painting weighing 10 pounds, but its value exceeds \$1,000, the painting would be considered an item of extraordinary (or high) value. The van lines have a "high value inventory form" where you can list any items of extraordinary value that will be given to the van line for shipping. The high value inventory process allows the van line to be aware of any items that may require special care or handling. By creating an awareness of your most treasured and/or costly items, the van line can either arrange for special handling or, in some instances, suggest that items of both sentimental and high value might better travel in your care.

Before moving day you should evaluate the household goods being shipped and determine the dollar amount that will be sufficient coverage in the event of loss or damage. On moving day you will be expected to select the desired valuation by entering the dollar amount followed by a signature in the valuation section of the bill of lading (your contract with the van line for the shipment).

The Laboratory will provide valuation based on the following:

**Domestically:** Valuation of household goods not to exceed the cost for replacement value protection based on the appropriate tariff. (Currently at \$10.00 for each pound shipped, subject to the weight limitation.) Example: Shipment weighs 8,000 pounds x \$10.00 = \$80,000. In this example, the van line will repair or replace any item up to \$80,000 subject to substantiation of value. You have the option to purchase additional valuation from the van line/shipping company at your own expense.

**Internationally:** Valuation of household goods for a minimum replacement value protection (currently \$9.00 for each pound shipped, subject to the weight limitations) or value inventory, whichever is less. Example: Shipment weighs 8,000 pounds x \$10.00 = \$80,000. In this example, the shipping company will repair or replace any item up to \$80,000 subject to substantiation of value. When declaring the value of your shipment, you will need to take into consideration the value to replace those items in the destination country. Example: Value inventory list dishware 20 pieces at \$150. In this example, if one item is damaged reimbursement is \$7.50 (value for 20 pieces \$150 ÷ 20 = \$7.50). You have the option to purchase additional valuation from the van line/shipping company at your own expense.

You may be asked to substantiate the value of certain items if lost or damaged during the relocation, particularly for items of extraordinary value. Substantiation may be in the form of appraisals, purchase receipts, cancelled checks, or some other form of documentation that will support the claimed value.

You may want to contact your insurance agent and ask if your goods would be covered under your homeowners/renters policy if damage were due to the van line mishandling your goods. Typically homeowners/renters insurance policies only cover damage if involved in some type of catastrophic incident, but not from dents, dings, or scratches that might occur in a move. Again, contact your insurance agent regarding what your specific policy might cover.

### **Preparation for Shipping Your Household Goods**

In preparation for the actual transportation of your household goods, it is important to understand the timeline involved in the move process. Your selected carrier will explain the move process and set up a physical survey of your residence. The survey establishes the basis for the date(s) of packing and loading, as well as, the delivery spread to the final destination. The survey also provides for the assignment of a specific van line driver to your shipment. The timeframe for the delivery dates is based on the weight of your shipment, the distance to your new destination and the time of year of your shipment. The summer months (May to September) are a high volume time of year for the carriers and more time is needed to coordinate your shipment. Your selected carrier will advise you of dates for the delivery spread following receipt of the survey results.

### **The Survey**

The selected carrier will make arrangements with you to have a local agent come to your residence to do an estimate. This estimate will be given to the Relocation Office. To obtain an estimate the carrier's representative will walk through your residence. The representative will be looking in your closets, dressers and cabinets. The representative will ask such questions as:

- \*Do you have anything under the beds?
- \*Do you have items in your attic?
- \*What are in these boxes?
- \*Will you be purchasing any new items prior to the move date?
- \*Do you have items stored at a friend's or relative's home that you want shipped with these goods?

Before the carrier's representative arrives, you should decide the following:

- \*Which items will be shipped?
- \*Which items will not be shipped?
- \*Which items will be needed immediately at destination?
- \*Which items are you concerned about regarding special handling and should they be treated as "fragile" or "pack with care"? Do you want a valued inventory or similar procedure for these

items? A valued inventory will require the driver to count the contents in a box for you at loading and delivery.

**Suggestion:** *Mark the appropriate items by placing a color coded tab (which may be provided by your carrier) on them.*

When the carrier's representative arrives at your residence to do the estimate, the representative will be looking at the following:

- \*Access to the residence - will the van be able to park at the residence?
- \*Distance from residence to where the van is parked
- \*How many steps are outside and/or inside?
- \*The representative needs the same information stated above for the destination location

The carrier's representative should discuss the following with you:

- \*How items will be listed on the boxes
  - \*How the inventory is completed
  - \*Items which cannot be shipped (see **Articles Not Accepted** below)
  - \*The types of forms you will be signing and why you are signing them
  - \*How to complete a value inventory for international shipments
  - \*How to process customs forms for international shipments
  - \*Any questions you may have regarding the move
- Please be explicit in your instructions to your carrier's representative.*

### **Condition of Residence for the Survey**

It is your responsibility to make sure that the surveyor has complete access to your belongings and that any items to be shipped will not damage any other shipments on the truck. Also, please make sure that items to be shipped are clean, including appliances. This is a perfect time to begin sorting through your residence and deciding what will or won't be shipped, what is necessary to keep and what you may be able to get rid of. If the surveyor is not able to see everything, it could have an impact on the estimated weight which could result in an out-of-pocket cost to you if the actual weight exceeds the Laboratory allowance. Any time required for the driver and crew to sort, organize or clean items before packing is considered extra labor and these additional labor costs are not paid by the Laboratory.

### **Fumigating to Eliminate Household Pests**

Your household goods cannot be shipped when pests are present in the home because these pests will spread to other shipments on the truck. The Laboratory does not reimburse fumigating expenses.

### **Articles Not Accepted – Hazardous Materials**

Carriers will not accept for shipment explosives or dangerous goods, including ammunition, matches, gasoline, aerosol cans, cleaning fluid, turpentine or flammable liquids of any kind, or property liable to permeate or otherwise damage the carrier's equipment or other property.

#### **HELPFUL HINTS:**

- \*Dispose of flammables such as fireworks, cleaning fluids, matches, acids, chemistry sets, aerosol cans, ammunition, etc.
- \*Drain fuel from your power mower and other machinery and discard partly used cans of oil, paint, thinner, pesticides, chlorine, bleach or any other substances that may leak
- \*Refillable propane tanks, such as those used on barbecue grills, must be purged, tagged and sealed by a propane gas dealer; discard non-refillable propane tanks

### **Valuables**

Carriers are not responsible for any of the following articles included in a shipment:

- \*Articles of extraordinary value
- \*Stamp or coin collections
- \*Valuable papers of any kind
- \*Coins or currency

It is recommended you handle the transporting of personal, financial, health and educational records, money, tickets, passports, furs, jewelry, collections, etc.

If valuables (silverware, paintings, electronic items, etc.) must be included in the shipment, take the following precautions:

- \*Have documentation to prove ownership of the item(s); documentation can be receipt of purchase, photograph, appraisal, listing of the item on your homeowner's policy, etc.
- \*Discuss the shipment of valuable items with your carrier's representative
- \*Ask that a value inventory or similar procedure be completed
- \*Note at origin which boxes contain valuables and have the driver unpack those boxes at destination before the driver leaves

### **Pets, Plants and Perishables**

For obvious reasons, these items are usually not allowed on a moving van.

### **Electronics**

Check all electronic equipment before moving. Check with the manufacturer for proper handling to ship the item. Electronic equipment may need special servicing at origin and destination to prepare for shipping. On the inventory sheets list model, make and serial number of high value electronic items (e.g., television, VCR, stereo, CD player, computer, etc.).

**NOTE:** No liability is assumed for the mechanical or electrical derangement of computers, pianos, radios, clocks, refrigerators, television sets, automatic washers or other instruments or appliances unless evidenced by external damage to such equipment. The carrier reserves the right to inspect these articles or appliances to determine whether they are in good working order before accepting them for shipment. The carrier assumes no liability for retuning, refocusing or other adjustments of television sets unless such services are necessary due to carrier's negligence.

### **Preparation of Refrigerators and Freezers**

Disconnect, defrost, clean and completely dry your refrigerator and freezer. Leave the door open for several hours. It is suggested a small cotton bag filled with ground coffee be placed inside the appliance to help eliminate any odors that may develop during transit and storage. The carrier is not responsible for mildew or loss due to moisture.

Contents in the freezer should be disposed of or shipped in any manner you may see fit. In any event, the contents cannot be guaranteed, nor is the Laboratory or the carrier liable for any spoilage that may occur if shipped in the freezer.

### **Dispose of Unnecessary Items**

Every family accumulates items that have no personal or intrinsic value. Please sort through and throw out, give away, sell or dispose of any item not worth the cost of shipping.

### **Packing and Loading**

- \*You or a knowledgeable representative must be present during the packing
- \*Make certain the packers have been given any special concerns or instructions you requested when your carrier's representative did the estimate
- \*Before the van departs, thoroughly check your residence to be certain all items to be moved have been loaded; this includes checking the attic, yard and garage areas. Also check the premises for any physical damage.
- \*Make certain any items you are especially concerned about are clearly marked on the outside of the box and listed on the inventory sheets. Be certain these items and all your household goods are listed on the inventory sheets with correct descriptions.

**NOTE:** The inventory sheets are one of your most important shipping documents. You will need to refer to the inventory sheets at destination and you will be asked to sign the inventory sheets again after you have received your goods. Should a damage claim need to be filed, the information on the inventory sheets is used in settling the claim.

- \*You are responsible for signing the bill of lading, statement of additional services (DD-619 or similar form) and drivers' inventory sheets. If you do not agree with something on these documents, discuss those items with the mover **before** you sign the documents.
- \*The bill of lading contains information regarding the loading and delivery addresses, the local Agent's name at origin and destination, storage, valuation, loading and delivery spread dates. Please confirm with the booking agent the loading and delivery spread dates, as it is usually not possible to confirm a single day for loading or delivery of your goods.



\*The statement of additional services contains information regarding packing material provided, packing or unpacking completed by the carrier, stairs, appliance servicing, pianos, additional labor charges and any additional services provided by the carrier.

\*The inventory sheets list all items that are being shipped. Make certain all your possessions are listed with accurate descriptions.

\*Provide the van driver and the booking agent with a delivery address for your shipment and a day and night telephone number where you can be reached. The driver will notify you 24 hours prior to shipment delivery.

### **Delivery Day**

What happens when my furniture arrives?

\*You or a knowledgeable representative must be present during the unloading of the shipment; this direct supervision should eliminate any misunderstandings.

\*The driver needs to know where to place your furniture

\*The driver should ask you to check off the items on the inventory sheets as they are brought into the residence. You and the driver should be looking for any physical damage to the furniture or boxes. Make notations on the inventory sheets of any obvious damage or loss and notify the booking agent immediately.

\*After the furniture is in place, the boxes will be placed in the appropriate rooms.

\*You are again responsible for signing the bill of lading and any statement of additional services forms (DD-619 or similar form). You are also required to sign the inventory sheets. Only sign for receipt of the goods on the driver's copy of the inventory sheets **after** you have inspected your furniture, the exteriors of the packed cartons and the premises for any physical damage.

**SUGGESTIONS:** If no unpacking or only partial unpacking is done, note which items were not unpacked on the inventory sheets.

\*If the driver did not have you check off items on the inventory sheets as they were brought into the residence, make a notation that the mover did not allow you to check items against the inventory sheets as they were brought into the residence.

\*Once all items are in the residence, let the unpackers know which items to unpack.

**NOTE:** You should have notified the contracted moving representative you wanted items unpacked prior to the household goods being delivered.

### **Unpacking:**

\*Should you want unpacking, notify the relocation service provider to make arrangements for an unpacking crew to be assigned to your move.

\*Unpacking is defined as the removal of household goods from cartons that were packed by the moving company. The moving company will place these items on a flat visible area such as a table or counter top. The moving company will then remove the debris and empty cartons from your residence.

\*If you choose to do the unpacking, it's suggested you have the carrier at least unpack the breakable items.

\*If you choose to unpack all or part of your shipment rather than having the carrier unpack, you will have to furnish reasonable proof of any damage sustained. To show reasonable proof of damage save the container and packing material and leave the damaged items in the carton until the carrier has inspected them. Also note the inventory sticker number of the carton where you found the damaged goods. Your claim can be denied without furnishing reasonable proof of damage.

\*LANL will reimburse the carrier directly for any unpacking charges.

### **Claims**

The Laboratory does not prepare or file damage claims. You must file your claim in writing with the carrier that performed your move according to that carrier's requirements. The Laboratory cannot withhold payment on any move until the damage claim is settled and the carriers will not settle a claim until the invoice has been paid.

\*It is critical to the claims process to clearly note any missing or damaged items on the original inventory sheets. These notations will create the record and documentation required to for a potential claim at the time of delivery. If no notations are made at the time of delivery, it will potentially complicate the ability to substantiate transit related damage. Please ensure you sign

all of the receiving documents, including the inventory sheets. The driver will retain the original inventory sheets. You should get a legible copy of the inventory sheets that show any notations made regarding missing or damaged items. Also note any damage to the premises.

\*If your belongings are damaged or lost, notify the booking agent (LANL approved agent) as soon as possible. Give the agent all details concerning the loss or damage.

\*The carrier will provide the necessary forms to complete your claim or advise you on how they will restore your property.

\*Carriers must be given the opportunity to inspect concealed damage discovered after delivery. You need to furnish reasonable proof of damage by saving the container and packing material and leave the damaged items in the carton until the carrier has inspected them. **Do not** have any items repaired without the carrier doing an inspection or giving you documented approval for the repair. Your claim can be denied without furnishing reasonable proof of damage.

\*Your claim must be filed within 9 months from the shipment delivery. We recommend the claim be filed as soon as possible after your goods are delivered.

\*The claim settlement coverage on items determined to be damaged in transit are covered under the terms "fixed or replaced as new". Once a claim is filed, an insurance adjuster will be assigned to physically review the claimed items to determine if the damage is transit related. Based on the adjusters review, the carrier has the option to either attempt repairs or replace the claimed item(s) damaged in transit.

\*In order to help facilitate the claim process, any receipts or proof of purchase showing the actual value of the items should be made available to the carrier. Should the carrier choose to replace the item, you will be provided with a cash-out settlement for the value of the item. In this case, the carrier's insurance company requires the carrier to collect the damaged item. Should the carrier choose to repair the item, they will coordinate the process with you and the actual repair firm.

\*The carrier has 30 days to acknowledge receipt of your claim and must deny or make an offer in settlement of the claim with 120 days. If your claim has not been acknowledged within 30 days, please contact the Relocation Office at the Laboratory to assist you in settling your claim. If your claim is not settled within a reasonable length of time, you can contact the Relocation Office for assistance.

## **IX. Laboratory-Approved Carriers**

All shipments paid by the Laboratory must be arranged with the agents listed below. These agents are Laboratory-approved carriers based on cost and performance. By using one of the Laboratory approved agents, the cost will be billed to the Laboratory and your shipment will be insured at \$10/pound. Please feel free to contact these carriers prior to contacting the Relocation Office if you feel you need more information before selecting a carrier. Once you have made your selection, please send an email to the relocation office ([relocation@lanl.gov](mailto:relocation@lanl.gov)) so that the shipment process can begin. Include the following information in your e-mail: name, phone number where you (or an authorized representative) can be contacted day or night, address (street, city, state, zip) of location you're moving from, address (same info) of destination location and your preferred moving date(s).

If you choose to make your own arrangements, your reimbursement will be limited to the lesser of your actual cost or the cost of using one of the Laboratory agents. The following documentation is required for reimbursement: Bill of lading showing the weight of the shipment, the pick up date and the delivery date, copy of a certified check, personal check or credit card receipt showing full payment to the carrier, carriers inventory showing that no unallowable items are included in the cost.

The following carriers are able to provide service within the state of New Mexico, within the continental United States, and from foreign countries to the United States:

### **Laboratory Approved Agents**

All American Moving Services  
3300 Second St.  
Albuquerque, NM 87107  
Dorothy Romero-Montoya  
800-333-3495

### **National Affiliation**

Mayflower Transit

Albuquerque Movers, Inc.  
531-D Gallatin Pl., NW  
Albuquerque, NM 87121  
Patty Mondragon  
800-344-9668

Graebel Companies

Johnson Southwest Moving Systems  
Rt. 20, Box 2911  
Santa Fe, NM 87501  
Lorrie Alvarado  
800-876-6683

United Van Lines