

GUIDE TO INTERNATIONAL MOVING



Moving! The prospect can fill you with anticipation and anxiety. The thought of relocation can be overwhelming. We have designed this comprehensive guide to help you manage your moving process so that it is smooth and seamless. Yes, moving can be stressful, but we are positive that, with B.L. Williams, you will have the best move experience ever!



Your Guide to a Successful Move

The B.L. Williams Difference

At B.L. Williams Int'l Ltd, each customer is assigned a dedicated Coordinator to manage his/her relocation. The Coordinator will work closely with you to determine a suitable schedule and any other concerns or expectations that may arise. The Coordinator will be available, at all times either via phone, fax or email. Their investment of time, effort and accountability is critical to the success of your relocation.

The timely scheduling of activities is prompted by time-sensitive computer monitoring systems which signal the need for these scheduled activities. Continuous supervision of the individual relocation helps to prevent potential problems and minimize delays so that the move can meet its time and budget targets.

At B.L. Williams International Ltd., our advanced tracking systems combined with our Coordinator's goal to provide a flawless, carefully managed relocation, results in B.L. Williams International delivering consistently high levels of customer satisfaction.



Our Superior Door to Door Move

B.L. Williams International Ltd. offers the following services:

- » Pre-move consultation.
- » Pre-move assessment of the move including material and manpower needs.
- » Guidance and assistance with necessary paperwork and customs requirements.
- » Professional export wrapping of all furniture at residence, using high quality materials.
- » Packing of all clothing to be shipped in wardrobe cartons or flat-packed clothing cartons.
- » Careful padding, wrapping and loading of fragile items and valuables.
- » Wooden crating where necessary.
- » Quality materials for wrapping and packing of small items.
- » Loading of all items into approved sea and/or air containers.
- » Transportation to the port of exit.
- » Sea and/or air freight to the port of entry.
- » Marine and/or air insurance through our reputable partners.
- » Customs clearance and delivery to destination (customs inspection, duties and taxes are not included in our rates).
- » Unloading and unpacking of items at destination.
- » Removal of boxes and packing materials after unpacking.
- » Post-move assessment to ensure client satisfaction.
- » Assistance with claims in the unlikely event that it becomes necessary.

Shipping Allowances

Your shipping allowances will be discussed in the pre-move consultation. Generally, for corporate relocations, the employer determines the volume or weight allowance and the scope of service.

The pre-move assessment includes an estimation of the volume or weight of your belongings. If this estimate exceeds the shipping allowance or the employer's scope of service, your Coordinator will inquire about authorization for the added services, weight and volume overages. Services or overages not approved by the employer will be the employee's responsibility. If you have any questions regarding specific shipping allowances, please contact your employer or Coordinator.

The dimensions and weight given below are for information purposes only, as they are approximate. Actual capacity may vary depending on the volume and/or density of items.

Sea Containers

- » 40FT: 2,377 CFT. 12,000 – 14,000 LBS.
39'6"x7'6"x7'9.5" (LxWxH)
- » 20FT: 1,165 CFT. 5,000 – 6,500 LBS.
19'5"x7'6"x7'9.5" (LxWxH)



Air Containers

- » "D": 62 CFT. 300 – 400 LBS.
58"x41"x45" (LxWxH)
- » "E" : 18 CFT. 100 – 125 LBS.
42"x29"x25.5" (LxWxH)
- » "36 CUBE": 27 CFT. 200 – 300 LBS.
36"x36"x36" (LxWxH)



Items of Special Concern

Alcohol and Food

We strongly suggest that alcohol and food not be included in your shipment as many countries impose taxes and duties on alcohol. Some countries prohibit the importation of food and alcohol altogether. If these items are included in your shipment, customs officers may want to physically inspect it. This could result in delayed clearance and delivery times, and quite possibly, additional charges which are not normally covered in relocation estimates.

If you do want to ship alcohol or food, inform your Coordinator well in advance so that they can do the necessary research and provide you with feedback.

Weapons

Exportation and Importation of weapons and ammunitions is strictly prohibited.

Vehicles

Customs regulations and required documentation for shipping vehicles change regularly, please advise your Coordinator immediately if you intend to ship a vehicle. In some cases, automobiles that have been manufactured outside of the destination country may need to undergo costly modifications to meet local driving standards of the destination country. Additionally, some countries require the original Title for export customs clearance, and most lien holders will not release the original Title until the automobile has been paid for in its entirety.

Prior to shipping, all personal effects and important documents must be removed from the vehicle (except for a copy of the Title and one key). Only automobiles containing standard-factory equipment and less than one-quarter tank of fuel can be shipped.

All persons exporting vehicles from Jamaica must obtain an export permit prior to exportation. All persons importing vehicles into Jamaica must obtain an import licence permit prior to export of the vehicle from the origin country. Please refer to our website and contact the Trade Board for further information.

Appliances and Electrical Items

Electrical voltage and cycle in your destination country may be different from that of your residence. In most cases, home electrical items will work overseas with the appropriate accessories and adapters. Please check to be sure of your appliances' voltage and whether you may need an adapter.

Pornography

Many countries have very strict laws prohibiting importation of what they deem to be pornography. In some countries, artwork depicting any form of nudity may be considered unlawful. In such cases, attempted importation could result in annulment of a



work permit or even imprisonment. You must thoroughly review the country and customs information. If there is any doubt, please speak with your Coordinator.

Pets

Some countries require vaccination records, import permits and health certificates for imported animals. Others may require quarantine in excess of six months, or even forbid the importation of pets altogether. Please check to ensure your pet meets all the necessary requirements of your destination country.

Prohibited items

Each destination country will prohibit or restrict the entry of certain items in cargo shipments. It is important to adhere to these requirements as failure to do so can result in unnecessary delays at customs or seizure of part or all of the shipment. Each country has its own list of restricted items but common examples across countries include:

- » Perishables
- » Food Items
- » Plants
- » Hazardous materials such as paint, matches and articles of an explosive nature e.g., aerosol cans, cleaners, flammables, corrosives and explosives
- » Pornographic material
- » Weapons

In addition to being prohibited, hazardous materials are of particular concern as any damage caused by these items will not be covered by insurance and are entirely your responsibility.

Other items of concern may be:

- » Wood, bricks, cement, lumber, building materials, rocks and soil of any type
- » Automobiles, boats, trailers, farm equipment
- » Alcohol
- » Propane tanks, outboard motors and power motors, to include lawn mowers, must be completely drained of all fuel and thoroughly cleaned before moving day

Preparation and advance knowledge of requirements will prevent last minute surprises. Prior to making travel arrangements, please advise your Surveyor or Coordinator of your preferred pack dates. Your preparation and participation in all aspects of the move is critical to an efficient transition.

The earlier your Coordinator is aware of your schedule and preferred pack date(s), the greater the likelihood they will be able to secure those date(s) on your behalf. It is also critical that your Coordinator has accurate contact information for you throughout the relocation process.

Your Relocation Schedule

At Your Point of Origin

Pre-move Survey

The origin agent assigned to pack your household goods and personal effects will conduct a visual survey of your home prior to packing. The pre-move survey takes approximately 15-30 minutes, depending on the size of the home. The survey results are used to confirm that the move will be within shipping allowances, determine the necessary

packing materials, customized crating and assess the size and type of the air or ocean container(s) required. These determinations are important to safely pack and load the shipment in accordance with international standards.

This time with our representative is the best opportunity to discuss any special needs you may have about your shipment, including requirements such as temporary or permanent storage at origin or destination.

In order to provide an accurate estimate, items will have to be identified by the preferred mode of transport (air, surface, storage, etc.) Please be sure our representative is able to view all items you intend to ship including items located in your basement, attic, garages, etc.

As a follow-up to the survey, your Coordinator will contact you to review the results and confirm allowances, pack dates, destination address and contact information.

If any items are purchased after the pre-move survey, your Coordinator must be informed as the inclusion of additional items may require larger or additional container(s), and possibly result in charges not authorized.

Preparation

By reviewing your moving schedule in advance, you will be more prepared for the move-out process, with most important tasks already completed. If possible, allow an extra day after move for cleaning and unforeseen delays.

Depending on the size of a move, several days may be required for packing, wrapping and loading of household goods. Please arrange to be at home when the movers arrive and throughout the process to address any questions or concerns that may arise. For your convenience, please maintain your telephone service during move-out process.

Most moving crews have a designated team leader or foreman. Please accompany the foreman on a walk-through of your home indicating the goods to be moved. Identify items of special concern, as well as items not being shipped. If these are already clearly

marked, simply advise the crew of the method you have used to separate the items. The foreman will be able to address any packing and loading related concerns, but all questions regarding allowances, logistics, scheduling, and time-lines should be directed to your Coordinator.

Packing

Please do not pack any boxes yourself. Packed-by-Owner (PBO) cartons may draw the attention of customs officials and result in inspections and delayed delivery. Carrier packing also ensures full insurance coverage. However, if you wish to pack boxes yourself, please leave the cartons open so that they can be inspected to ensure they are wrapped safely for export and contain no contraband material. This will further allow our foreman to note the contents on the inventory.



Prior to loading, the movers will take an inventory of all the goods to be moved on the appropriate packing list (air, sea, or storage). Each item will be given an inventory number and its condition will be noted. Should you have any questions relating to the description indicated, please discuss them with the foreman. Each inventory page will require your signature and date. Please confirm that each packing list contains the correct items. The packing list the movers prepare does not replace your valued-insurance inventory. The valued-insurance inventory should be done in advance of your move. Please keep a copy of the signed packing list and all shipping documents close at hand.

Hanging wardrobes are not used for air shipments due to size restrictions, lay-down clothing cartons are used instead. Please be aware that wrinkling of clothing during transit is inevitable.

Loading

Less than container load (LCL) shipments are loaded into wooden crates called "lift vans." Lift van loading is

similar to putting a jigsaw puzzle together; each piece has to fit securely in place to minimize shipment size for cost-effectiveness and potential damage due to shifting in transit. Once the doors are secured, the lift vans are labeled and steel-banded. Larger shipments are usually loose-loaded directly into 20' or 40' steel containers using the same jigsaw puzzle technique. Containers will be loaded at our warehouse with the exception of Diplomatic Shipments which are loaded at residence.

After packing is complete, a final walk-through of the home is required to be sure nothing has been overlooked. Again, be sure that all items have been removed from the attics, basements, closets, etc., as it may not be possible for us to retrieve items that have been left behind. Please ensure that your travel documents and any other documents you require are not packed in the shipping boxes. There will be a charge to have us retrieve these documents if it is all possible to do so.

Within 48 hours of loading, the Coordinator will confirm actual weights and volumes of each portion of your cargo and provide either your or the agent with a final costing. If we have received approval and the actual weight and volume is less than or equal to the estimated/authorized weight or volume, (and the required paperwork is available for importation to your destination), we will forward the shipment immediately.

If the actual weight or volume exceeds the estimated/authorized weight or volume, we will request approval for the overage. If your move is a corporate move and your employer does not authorize the overage, the additional charges will be your responsibility.



The Coordinator will confirm the estimated door-to-door transit times. Please be sure to consider these estimates when planning your move, dates and housing arrangements.

At Your Destination

Customs Clearance

Customs Forms will be provided by us at origin if they are available, or our Destination Agent will provide them to you at destination. Requirements may change without notice, therefore it is best to confirm all information with the Coordinator.

Customs clearance is in the hands of government officials, and customs requirements vary worldwide. Primary concerns are that no restricted or illegal goods are imported and that goods eligible for duties are taxed. Customs inspections of your shipment may still occur and are solely at the discretion of the customs officials, even if all paperwork is in order. Customs in every country considers importation a privilege, not a right. Therefore, please comply with all customs regulations to avoid delays or additional expenses.



Please contact your Coordinator to confirm the local customs procedures and required documentation at your destination. Completing the necessary forms in advance will expedite customs clearance. Some countries may require your physical presence and/or original passport during the clearance process. Oftentimes permits, visas, and other documentation are also required for importation. This can be a timely process. In order to avoid any customs penalties/fines, we will hold your shipment at origin until all paperwork is in order and we have gotten approval to send it out.

Delivery

The crew will arrive on the date and time previously scheduled with you. Arriving before the movers

ensures no additional waiting time charges. Prior to delivery, try to decide where individual furniture items are to be placed in your new home. Please arrange to be home throughout the move-in process to guide the crew on the placement of your goods. Our door-to-door service includes unpacking boxes, placing the content on the closest flat surface, unwrapping all furniture and removing related unpacking debris on the day of delivery. Unpacking and/or debris removal after the day of delivery may result in additional charges.

The Coordinator must be informed of any items dissembled at origin to ensure proper reassembly at destination. Some reassembly may require contracting a third-party/ specialty service which will be an additional cost.

As each item is brought into your home, check off the inventory number on the corresponding packing list.

Although we take great care to protect against damage, it will sometimes occur. All missing and damaged items must be clearly noted on the packing list before you sign it.

Storage

B.L. Williams' warehouses are held to the highest standards for safety and protection. Our warehouses contain dedicated areas for household goods which are alarmed and fully insured.

We can also provide climate controlled and fully air conditioned storage in some locations. Additional charges for air conditioned service will apply.

Notes



Insuring Your Possessions

B.L. Williams International Ltd. takes measures to safeguard your personal possessions. However, damage or loss occurs sometimes, therefore we want to make sure you are protected and satisfied quickly, in the event of damage or loss. Understanding your rights and responsibility will equip you.

Transit Insurance

We have proactive systems in place to minimize and prevent problems. However, damage may occur in transit for several reasons (such as port container handling, container inspection during customs clearance, civil unrest or acts of God). For this reason, air/marine insurance exists.

We offer comprehensive air/marine insurance at competitive rates. If insurance is purchased through B.L. Williams, your household goods will be protected by full value replacement protection coverage, subject to the policy's terms and conditions. Please read them carefully. Full value replacement means that if loss or damage occurs while your household goods are in transit, your goods will be repaired or replaced with a similar item of equal value or its cash equivalent.

Moving With Your Computer

Backing Up Data

The computer hard disk is very fragile. Although the disk itself can be easily replaced, retrieving data stored on a damaged disk is very difficult or may be impossible. It is best practice to have at least two different copies (i.e. on separate media) of any data or documents that you feel are of value, regardless of whether or not your computer is about to be moved. B.L. Williams International Ltd cannot be held responsible for the loss of any data on a computer.

A full backup of data directories should be conducted before the move. Files can be burned to a CD or DVD or copied to an external storage device, such as a USB flash drive, or external hard drive. Online backup services are also available.



It is possible to recreate programs from the original program disks; however, printer drivers, default directories and preferences will have to be reselected, and macros or setup files may need extensive work to recreate.

Printers

Remove toner cartridges from laser printers and put them in their own box (once a toner cartridge has been used, toner can spill out). Detach cables. Remove font cartridges. Remove all paper trays and other plastic parts extending from the body of the printer. Some trays and covers are not removable; use masking tape to hold these parts in place.

Packing

If you still have the original boxes for anything, it is best to use these instead of generic packing boxes. If you do not have the original boxes, B.L. Williams International Ltd. can provide sturdy packing containers and materials to protect your valuables.

Pack all cables in one box and label the box accordingly. Pack any keyboard templates, user manual(s) and the mouse in one box and label it. Pack your backup diskettes, program diskettes/CDs in a box and label it. Remove and pack the anti-glare screen, if any, from the monitor.

Internet Service

Do not forget to call your service provider and disconnect any internet service or browser lines (such as dial-up telephone lines, Cables, DSL, etc.)

Notes



Relocating with Children

Be Positive about the Move

Your attitude can have a strong effect on your children's feelings. If you are optimistic about moving, your children will likely also share your positive feelings and look forward to it. On the other hand, if you are negative or gloomy about the move, your children will likely feel the same.

Include Your Children

From the very beginning, talk openly and positively about the move with your children. Explain why you are moving and what they can do to help with the moving process. Attempt to include them in making the plans for the move and, if possible, take them with you when shopping around for your new home. Encourage them to talk about their feelings towards moving and address any fears they may have. Share your own feelings with them but try not to disrupt their normal routine too much.

If this is your children's first move, they may feel anxious since they do not know what to expect. Describe what their new home will be like, so they can visualize themselves there. Encourage young children to "play

moving" using dolls, toy cars, etc. Open and honest communication is essential and will alleviate any fears they may have about moving.

If your children have unpleasant memories about a previous move, they may show signs of withdrawal, unruly behavior, or even depression as moving day approaches. Look out for these and take steps to comfort and reassure them. Let your children have as much say as possible on which room they will have in their new home and how they will decorate it.

How Different Age Levels May be Affected

Infants are the least affected by the moving process. However, pre-school aged children have the most difficult time. They rely on their parents, the family routine, and objects that are special to them to provide security. At this age, their greatest fear is being left behind. You may be tempted to send your pre-school aged children to a sitter, but this might increase their fear of abandonment so get them involved in the process.

Grade-school aged children have a more highly developed sense of self. Their developing sense of discovery will make the idea of moving exciting. The greatest concern for these children is how well they'll fit into the neighbourhood, school etc.

A teenager's social activities and friends normally overshadow the family as sources for identity. As hard as it can be with teens, encourage them to discuss their concerns. Since it is important for teenagers to "fit in". Suggest ways for them to find out about their new home, school and neighborhood. The internet may prove to be a big help.

To ease the adjustment to your new home, prepare a package for each child, labeled with their name. Include favorite toys, games or music, a change of clothes and put the package on each child's bed or in their room upon arrival. This will help to make their new environment feel homely.

When is the Best Time to Move?

It is a common myth that the best time to move children is in the summer, since school is a primary

