



Australian  
Furniture  
Removers  
Association

# Moving Guide Kit

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## Part 14 - Moving and Storage Glossary

### Accessorial Services

Services, other than transportation, performed by the removal company or their agent (such as pre-packing, unpacking, extra pick up etc).  
Accessorial services are charged in addition to transportation charges.

### Additional Charges

This adjusted charge compensates the removal company for additional services performed other than originally requested and noted on your quotation form.

### Australian Furniture Removers Association (AFRA)

The national organisation for the furniture removal industry, whose members operate under a Code of Conduct. This professional organisation is recognised nationally as the body that monitors and maintains removal industry standards.

### Agent Or Subcontractor

An affiliated moving company or an authorised car transport company. The affiliated removal company may serve as the uplift or delivery service provider.

### Auxiliary Service

If the assigned removal van or vehicle is unable to make a normal pick-up/delivery because of physical constraints and a second smaller vehicle is needed, this is referred to as an Auxiliary Service (i.e. Ferry vehicle). Examples of such physical restraints include a narrow road or driveway, low bridge, bridge unable to support the weight, and inability to park the vehicle within a reasonable distance from the pick-up or delivery residence.

### Bill Of Lading For International Removals

The document provided by the removalist who accepts the order for your move. The booking removalist may or may not also act as your origin or your destination removalist.

### Claim

Clients statement of loss or damage to any of the claimable household goods while under the care of the removal company. Such a statement is normally made on a "Claim Form".

### C.O.D. (Cash On Delivery)

Client pays for the removal charges at the time of delivery. For C.O.D. deliveries, payment is usually required in cash, bank cheque, money order, or credit card (if this facility exists within the removal company). A personal cheque is not normally acceptable unless prior arrangements have been agreed upon.



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### **C.O.P.U. - Cash On Pick- Up**

### **C.O.U. - Cash On Uplift**

Client pays for the removal charges at the time of uplift. Conditions of payment are noted under C.O.D.

### **Consignment**

Describes your household furniture and effects being transported.

### **Consignee**

The person to whom the consignment is to be delivered.

### **Consignor**

The person from whom the consignment is picked up.

### **Contract Form**

The form the client and the removal company sign setting out the agreement before the removal begins and after the quotation has been accepted.

### **Cubic Measurement**

The commonly used unit of measurement in the furniture removal industry.

### **Declared Valuation**

The value declared for the possession being transported based on current market value of the item being moved - beware of undervaluing.

### **Destination Agent/Subcontractor**

The agent/subcontractor designated in the destination area conducting your destination service. This agent is also able to assist and provide information to you regarding your delivery.

### **Driver**

The driver of the vehicle carrying your household furniture and goods; quite often the accredited removalist.



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### **Estimate**

A professional assessment as to the cubic measurement of your goods and effects to determine the removal van space requirement, time to conduct the packing, uplift and delivery of your household, and cost of the move. This is normally conducted by a representative of the company.

### **Extra Pick-Up Or Delivery Charge**

If a removal company is required to make an extra stop at either origin or destination (other than the main pick-up and delivery points) at the clients request, an extra charge may be assessed.

### **Flight Of Stairs Charge (Stair Carry)**

An extra charge for carrying such items as pianos to a higher or lower floor if not otherwise noted on your quotation.

### **Furniture Pantehnicon Or Furniture Removal Van**

A removal company calls all kinds of fully covered trucks used for moving furniture a furniture pantehnicon. A removal van can be as small as a bread van or as large as a 8 metre rigid van or 12 metre semi-trailer.

### **Furniture Removalist**

The person responsible for the physical carrying of your furniture out of and into your house or the removal van. Ideally, this person should hold an AFRA Accreditation.

### **Hourly Rate**

The rate per hour is usually calculated on a depot to depot basis.

### **Inspection**

See Estimate.

### **Inventory & Condition Report (ICR)**

The list itemising the goods, and their condition, that you have released to the removalists care.

### **Invoice Number (Inv No.)**

The number used to identify your consignment/shipment. It appears in the upper right corner of the Invoice, Receipt or Uplift/Delivery Docket.



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### **Job Number (Job No.)**

The number used to identify your a shipment/consignment. It appears on your invoice, Receipt or Delivery Docket.

### **Liability**

See Valuation. If no value is declared the liability is then based on the total market value of the items being moved.

### **Line Haul**

The transportation charge to move your household goods from point of origin to its final destination.

### **LOL (Left Off Load)**

Articles that are left behind due to insufficient space on the first removal van or container, to be loaded - on a second van or container for transportation and delivery.

### **Packed By Removalist (Pbr) Or Carrier Packed (CP)**

Articles packed into cartons or crates by the removalist or pre packer.

### **Packed By Owner (Pbo) Or Owner Packed (OP)**

Articles packed into cartons or crates by the owner or client/customer.

### **Payment In Advance Charges**

Payment is made in advance for services engaged in by the removalist on your behalf or when engaging a specialist to prepare items for a delivery. i.e. waterbed or billiard table dismantling.

### **Pre Pack Or Packing Service**

The professional service provided by the removalist to pack the goods nominated into cartons or crates, usually from a flat surface or cupboards, prior to a the uplift.

### **Quotation**

The price given to the client, by the removalist, on the Official Quotation form, indicating the total cost of the removal. Once agreed, the Contract form must be signed.

### **Removal Plan Number**

The number used to identify your shipment. It appears on your Invoice, Receipt or Delivery Docket.



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### **Removal Company, Contractor Or Carrier**

The company providing transportation for your household goods and on whose local, interstate or intrastate removal van, vehicle or container the goods are moved.

### **Shipper**

The person or company moving the goods.

### **Survey**

See Inspection.

### **Storage In Transit (SIT)**

Temporary storage of your household goods in the warehouse of the removalist, pending further transportation.

### **Unpacking**

The removal of your goods from cartons and crates onto a flat surface, and the removal of the materials used in the packing.

### **Uplift & Or Delivery Docket**

The document authorising the removalist to transport your household goods from point of uplift to delivery.

### **Valuation**

Client's declaration of the value declared for the possessions being shipped, thereby establishing the removal company's maximum liability for loss or damage to the consignment.

### **Waybill/Manifest/Job Docket**

The company who accepts the order for your move, documents your delivery information on this form.