



# Moving Guide

ESSENTIAL INFORMATION FOR A SUCCESSFUL MOVE



Congratulations on your upcoming move. Sterling has a wealth of experience moving families around the world. We welcome the opportunity to use our expertise to help you successfully transition to your new country. With our expansive network of service centres in more than 180 countries, you can be confident that we will have an experienced professional to guide you during every step of your move.

A successful relocation starts with careful planning. This moving guide will serve as a supplement to the online tools and professional guidance you will receive along the way. If you have any questions, please don't hesitate to contact us and let us know how we can simplify the moving process for you.



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## Pre-move Planning

When moving your household internationally, you're not just transporting your possessions. You're beginning a new life in a different place – changing jobs, uprooting your family and confusing your pets.

The key to a stress-free relocation is pre-planning. Complete these initial steps in your move process to ensure you're starting your move properly.

### Choosing Your Mover

Choosing an experienced, qualified global relocation company is essential to a successful relocation. Sterling will send a surveyor to your home to explain the moving process, accurately estimate the size of your shipment, review customs information and answer any questions you may have regarding the move.

### Selecting Your Moving Dates

Like other services, the moving industry experiences high-volume periods. Moving services are in high demand during summer months and school holidays. Be sure to book your moving dates early to ensure your move will take place when you need it to.

### Involve Your Children

Moving can be stressful for the whole family. This is especially true of children. Involve them in the move process by talking to them about the move and explaining why it is important. Maintaining a positive attitude about the move will help your kids easily adapt to the changes coming their way.

### Identify Your Prized Possessions

We all have possessions that are irreplaceable: photos, family heirlooms, or gifts from friends or relatives. Make sure to tell your move consultant about the things that matter most to you so they can alert the packing crews to take extra steps to protect those items throughout the move.



# Your Pre-Move Consultation

For many people who have never experienced an international move, it can be an intimidating process. As a Sterling customer you can be confident that our team of experts will make your move as seamless and stress-free as possible.

## Pre-Move Survey

Your in-home pre-move survey is a critical step to accurately planning and scheduling your relocation. Be sure to show your move consultant every item that you are planning to move. Specify which items are staying behind or going into storage. This will help the surveyor accurately calculate a price for your move.

## Transportation Method

During your move your possessions could be shipped by land, sea, air or a combination of methods. The method used for your move will be determined by your destination, timeframe and budget. Your Sterling move consultant will develop a custom shipping plan for your specific needs.

## Important Move Documents

Successfully executing an international move requires several important, mandatory documents. Your move consultant will make sure you complete or provide all of the specific documents needed for your move. Some of these documents include:

- Copy of a Legal Passport
- Copy of a Visa
- Transit Cover Documents

## Customs Regulations

Some items you intend to ship to your new destination may be regulated by customs. Your move consultant will help you determine which items may be subject to special permissions. The most common items that often fall in this category include:

- Pets
- Money
- Motor Vehicles
- Alcohol
- Antiques
- Medication
- House Plants
- Firearms
- Food

## Protecting Your Belongings

You have always taken steps to carefully protect your personal items with all types of insurance. As you prepare to move your items internationally, it is more important than ever to make sure your belongings are protected. Your property may travel by truck, railroad, ship or plane over a very long distance.

Sterling takes steps to carefully protect your belongings. In the unexpected instance of lost or damaged items, our Transit Cover Protection will cover repair and/or replacement costs. You have two options for Transit Cover protection:

### Volume Cover (Lump Sum)

This option establishes an average value per cubic feet/metre. The value is calculated on the actual volume of goods you are moving. If you are paying the premium prior to packing and the actual volume is different from the estimated volume, an additional premium may be required. For road, sea, air and storage shipments, the

value is calculated at the current rate per cubic foot, plus any individual items valued at a high cost (see your transit cover application form for more details) which must be itemised separately and added to the total standard valuation.

### Itemised Valued Inventory Cover

For this option you would need to provide a complete list of the items to be shipped and their estimated replacement value at destination.

Regardless of which option you choose, any items of high value should be listed on the **high value inventory** so the moving crew can provide additional packing and/or crating services to protect those items (see your transit cover application form for more details).

For more information about your protection options, please contact your move consultant.



## Discovering Your Destination

Moving to a new country can be an exciting but challenging experience. There are many things to learn about such as, the language, culture and customs that will help you settle in. Sterling offers helpful services and informational tools to help you adapt to your new surroundings.

### Pre-Assignment Services

Sterling provides destination services that can help you and your family become familiar with your new destination . Ask your move consultant about these and other services.

- Preview Trip/Area Orientation
- Country/Culture Training
- Visa and Immigration Services
- Home Finding Assistance
- School Finding Assistance

### Destination Data

Sterling customers have access to our online destination data website. This valuable online tool provides you with information about your new home, covering topics including cultural, housing, language, currency and much more. The database is authorised by in-country specialists and includes information on more than 180 countries.

## Personal Documents

Make sure you have your important personal documents and paperwork together before your move. You may want to consider making photo or electronic copies of these documents and keep them somewhere safe. Examples of these documents include:

- Valid Passports
- Travel Documents
- Birth Certificates
- Bank and Credit References
- Pension/Social Security Documentation
- Medical and Dental Records
- Vaccination Records
- Insurance Documents
- School Records
- Tax Documents
- Vehicle Documentation

## Packing and Loading

On the packing day, your crew supervisor will review your move details before work begins to ensure that the services provided are consistent with those discussed during your pre-move consultation. Packers will protect your personal belongings with an assortment of materials and place them into cartons and/or tailor made wooden crates to keep them safe from damage.

### Inventory

A detailed inventory list will be created describing each item and its condition as your items are wrapped, packed and loaded. The inventory list will be used to clear your shipment through customs. You will also use this list at destination to ensure all your items have arrived and are in the same condition as when packed.

### “Do Not Pack” Items

Be sure to clearly define for the packing crew which items should be packed and loaded and which items should be left behind. You may need clothing, electronics, documents and personal care items during your trip. The pre-move surveyor will provide you with stickers which you can use on items that you do not intend to take to your new home.

### Appliances

Before the packers arrive, be sure that all appliances have been cleaned, disconnected and prepared for transport. Some items like washers, dryers and refrigerators may require special services to prepare for the move. Your move consultant can help arrange those services.

### Packing Your Own Cartons

To avoid delays or complications with potential physical inspection during customs clearance, it is recommended that Sterling packing crews pack your belongings. Allowing our crews to professionally pack your shipment can help minimise the risk of damage.





## Your Move Consultant

Once you have chosen to move with Sterling you will be assigned a certified move consultant who will be your guide throughout the moving process. Your move consultant will help you select a departure date, check in to your host country, meet packing requirements and more. During transit, your move consultant will monitor your belongings, confirm scheduled services with carriers and keep you informed of the progress. At destination, your move consultant will help schedule deliveries, obtain necessary documentation and assist with any destination services you may need.



## Your Delivery

When you have arrived at your destination, you will experience a transition period while adapting to your new surroundings and settling into your new home. The pre-planning you have done on the front end of your move will help make this adjustment much easier.

Be sure to contact your Sterling move consultant once you arrive at your new home and provide your new contact information. Your move consultant will notify you when your delivery date is confirmed.

It is extremely important that you are on-site when your shipment is delivered to your new home. Check your belongings thoroughly as they are unloaded. In the unlikely event that you find missing or damaged items, mark it on the inventory list and report it immediately to your move consultant.

## Destination Services

Having your household goods delivered is just the beginning of the settling-in process. Talk to your move consultant about additional services that can help you and your entire family feel at home in your new destination. These services include:

- Cultural Training
- Language Lessons
- School Finding
- Partner Support
- Home Finding Assistance
- Settling-In Service
- Short Term Accommodation
- Departure Service

Please contact us with questions or concerns you may have throughout the move process. We're here to help you transition to your new home as seamlessly as possible.

### Move Consultant

name \_\_\_\_\_

phone \_\_\_\_\_

email \_\_\_\_\_





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