

**AGENT** – An independently owned moving company working under contract as a representative of the Atlas Van Lines. They are the key service providers in the relocation process.

**BOL (Bill of Lading)** – The formal carriage contract between the shipper (owner of the goods) and Atlas Van Lines. It specifies the term and conditions of that relocation and requires the shipper's signatures to prove agreement to, enact and acknowledge completion of the relocation service.

**COD (Cash on Delivery)** – Shipments where the customer pays the moving charges at the time of delivery. For COD shipments, payment is required in cash or by traveler's check, money order or cashier's cheque, E-transfer or Credit Card.

**CRS (Central Removal Services)** – The system of record for HG&E and PMV moves for the Royal Canadian Mounted Police and Public Works and Government Services Canada.

**CWT (Carton Weight)** – A weight measurement used for pricing shipments (per 100 pounds).

**DA (Destination Agent)** – Destination Agent.

**DDR (Direct Delivery to Residence)** – A Federal government contract term used on DND (Department Of National Defence) moves referencing government authorization to deliver a shipment to a DND member's residence.

**DND** – Department of National Defence

**DSR (Date service required)** – Federal Government contract term referring to the date a shipment must be loaded from origin residence.

**G-11** – a less common term, more commonly referred to as an APU, describes the process of loading a shipper's goods and bringing them to the local agent's warehouse for furtherance.

**GTT (Guaranteed transit time)** – A Federal Government contract term, referencing the transit time and delivery window (calendar days) which a shipment is expected and required to be delivered within. For non-Government business the term used is TTG (Transit Time Guide).

**HG&E (Household Goods & Effects) or HHG (Household Goods)** – Personal belongings and household items being moved.

**High-Value Article Inventory Form** – A descriptive list of items a shipper is moving with a value greater than \$5,000. Items on the list must be supported with appropriate documentation to justify their value as recorded.

**HVI (High Value Items)** – Antiques, fur, medals, etc., valued and appraised at \$5,000 or more.

**HVP (High Value Product)** – refers to electronics and other household items of high value. Can also reference final mile delivery of new household purchases (going from retailer to residence).

**Inventory** – A detailed descriptive list of the items in the shipment and their condition before the van is loaded.

**LOC (Local Move)** – A move where the distance from origin to destination is 150 miles or less.

**LHM (Long Haul Move)** – A move where the distance from origin to destination is greater than 150 miles.

**LPO (Labour Purchase Order)** – A document used when one agent, usually the PVO, hires help from another agent and pays for that on credit. The agent supplies the help will invoice the agent being assisted using the LPO form.

**LTS (Long Term Storage)** – A term referring to household goods shipments stored for an extended period. This is only applicable on Federal Government contact moves and some corporate account moves. The definition of the storage time frame is determined based on those account contracts. This is not applicable on COD (private client moves).

**MC (GOV Move Coordinator)** – A Federal Government term that references the government personnel that manage and are responsible for Federal Government employee relocation administration.

**Non-peak Season** – The period between September 1 and May 31.

**OA (Origin Agent)** – Origin Agent.

**Overflow** – Refers to the portion of shippers shipment that did not fit on the original assigned conveyance.

**PBO (Packed By Owner)** – Items packed by the customer.

**PC (Protection Coverage)** – Motor vehicle protection coverage for physical loss or damage that is attributable to Contractor mishandling and incidents which occur during loading, transportation and unloading.

**Peak Season** – The period between June 1 and August 31.

**PMC (Professional Moving Consultant)** – The representative who plans, coordinates, and supports a customer's move. A professional term for the salesperson.

**PMV (Personal Motor Vehicle)** – A person's own car being shipped as part of their move.

**Private Client Moves** – Moves for non-government, non-corporate customers — typically individuals or families booking a move on their own.

**PVO (Professional Van Operator)** – The driver responsible for transporting the shipment.

**QAC (Quality Assurance Certificate)** – A list of the steps, actions and processes that take place on a relocation that must be reviewed and discussed with the shipper prior to a move taking place. It is acknowledged by both the PMC conducting the review, and the shipper to acknowledge the list was reviewed and understood. It is to help set expectations with the shipper on what will be taking place on their relocation and where their responsibilities lay in providing that moving service.

**RCP (Replacement Cost Protection)** – Cargo/shipment protection (valuation) that covers the repair or if in event repair cannot be successfully completed of damaged item, its replacement with a new similar item (or value of) or the reasonable value of lost items.

**REG# (Registration Number)** – Registration Number.

**Remote Locations (CRL)** – Locations accessible only by air, water and rail, these areas within Canada are detailed in Appendix 3 used for the purposes of determining GTT for a CRL.

**Self Haul** – A term referring to when the booking agent is performing a full service on a move. Pack, load, haul, unload and unpack with their own crews.

**SIT (Storage in Transit)** – The short-term storage of goods in an agent's warehouse. The allowable length of this short-term storage period is determined by the associated contract for the relocation being performed.

**SIV (Storage in Van)** – When a shipment is allowed to stay on the moving conveyance for an extended period. This must be authorized and agreed to by Atlas and is usually on for a few days. All corporate accounts have rules and parameters that impact this sort of storage, and those rules must be strictly adhered to. This is also occasionally referred to "Hold on Van".

**SOW (Statement of Work)** – Directly linked to federal government moves, a document that outlines the rules, policy, process, and procedures to be followed when performing a federal government relocation.

**SWL (Standard Weight List)** – Commonly referenced on federal government moves. It is a list of common household furniture items and moving carton sizes with an associated average applicable standard and agreed to weight.

**TA (Technical Authority)** – A term used in the Federal Government contract referencing the Federal Government personnel, that are the contact and SOW experts. They are responsible for managing the contract and SOW execution, make policy decisions and for any authorizations

for deviation to the contract and the SOW. They are also responsible to provide clarification on the contract and the SOW, and for managing any amendments that may be implemented with agreement of all participating parties to that contract and the SOW.

**Third Party** – A term that references service provided by a non-Atlas entity. This could be a company providing electronic certifications or hauling services.

**TTG (Transit Time Guide)** – The estimated amount of time the shipment is expected to take from pickup to delivery.

**Un-Packing or Un-Packer** – Removing the client's goods from cartons, (only if packed by agent), placing them on a flat surface, and disposing of packing materials. Under normal circumstances this is to be completed the next day after the HHG's have delivered unless other arrangements have been made and are authorized. A shipper can elect not to have agent packed boxes unpacked, however that restricts their ability to claims for damages to backed items.

**VCR (Vehicle Condition Report)** – A Canada approved industry standard report prepared by the Contractor to detail the condition of the PMV on acceptance from the Shipper and at the time of delivery to the Shipper.

**VI (Value Index)** – Directly associated with Federal government business – a term used to describe the service rating system employed by the federal government to evaluate service levels and compliance with the statement of work (SOW).

**XLTS (Exiting Long Term Storage)** – This is a federal government term that references when the Federal Government authorizes for a federal government's employee's HHG's shipment that has been held in long term storage (time frame defined within the contract) to be delivered from storage to the employee's destination residence.