



Industry Glossary

Access – Basically, how accessible is the property? The room to park a vehicle, the distance from vehicle to front door, the availability of lifts, how many floors the building has, and so on, all have an influence on access.

Account - The organization or company that finally pays for the whole move, usually the employer of the transferee

Actual Cash Value - Value of goods after depreciation is taken into account

Agent - Usually another moving company appointed to act as a partner in your move. The most likely situation is that your mover will appoint someone at destination to receive your shipment, clear it through Customs and arrange final delivery. The agent's services will be included in your quotation.

Bill of Lading - This is your contract with the carrier. It is your receipt for your goods and the contract for their transportation. Your signature on this document acknowledges that your goods have been loaded on the moving van and "released to the carrier".

Binding Quote - A guaranteed price based on the inventory.

Bonded Warehouse – A warehouse that meets with local Customs specifications, and allows shipments to be stored pending clearance by Customs.

Booker - The company which you have chosen to be in charge of your move.

Chargeable Weight - The weight used by an airline to determine the air freight charge.

COD - Cash-On-Delivery, where the payment is made upon the delivery of the goods

Consignee - The person to whom the shipment is to be delivered.

Consolidator – A company or person that will collect less than container load shipments from moving companies and ship them to destination once a container load has been obtained.

Container – a modular steel box that is designed to hold goods during transport. Container exist in rare as well as standard sizes (specified by ISO), which can be used for transport on sea and land.

Cost per 100 lb. – A rate given on the estimated weight of your belongings.

Cost per cubic metre/cubic feet – A rate given on the estimated space your belongings will fill on a truck /container.

Crate – A timber case for an overseas shipment (often referred to as a liftvan).

Customs Clearance – Formal inspection procedures carried out before allowing a shipment into a country.

CWT - This abbreviation stands for the rate or charge per 100 pounds.

Declared Value – Value the owner declare its goods to be for the purpose of insurance. This will form the basis of your insurance cover and it is important that it reflects the value of your belongings.

Deconsolidator – A company or person that will receive the a consolidated shipment at the destination port and break up the consolidated shipment back into individual shipments.

Density Factor – a ratio of weight and volume

Destination Agent - The moving company appointed to act on your behalf at destination.

Door-to-Door – transporting the shipper’s goods from their residence at origin to their residence at destination. This type of move will increase the degree of control you have over the move and subsequently minimize claims.

Door-to-Port – transporting the shipper’s goods from their residence at origin until the port at destination. This tends to happen if the shipper has decided to arrange transport with a destination agent of their choice from the destination port, and tends to be done by a shipper when they want to save money.

ERC – Employee Relocation Council

Export Wrapping - Method of packing household and personal effects for transportation overseas. Usually involves heavier and more specialist materials.

FAIM – FIDI Accredited International Mover

FCL – Full Container Load

FEDEMAC - Federation of European Moving Associations

Full Container Load (FCL) - A container carrying your belongings exclusively, with specified move dates as agreed with your mover.

Full Cover – Detailed insurance cover; usually includes loss, theft, fire and breakage, (breakage maybe restricted to items packed by your professional mover). May carry excess or deductible, maximum limits on total value or certain types of items, pairs and set clause, mechanical derangement clause and specific exclusions, for example money, stamp collection and jewellery. Always read details carefully.

Groupage – Filling a container with shipments that are less than container load on their own. The entire container is filled by your own shipment and as such you act as your own consolidator.

HAWB – House Airway Bill

HHGFAA – Household Goods Forwarders Association of America

IATA – International Air Transport Association

Insurance certificate – The official insurance document given to you by the insurance company. You will need this in the event of a claim.

Inventory – A list of your belongings to be moved or a list of your belongings in transit or storage.

Land Bridge – a land bridge is a form of Multimodal transportation, which would incorporate an overland route to a land-locked destination.

LCL – Less than Container Load

Less than Container Load (LCL) - Where your shipment does not fill a complete shipping container.

Liftvans - A crate used in the packing of your belongings.

Line Haulier – transports goods from terminal to terminal

Marine Insurance – Insurance specifically to cover your belongings whilst in transit over long distances and/or across water by vehicle, ship or aircraft. The policy will cover specific marine risks.

MAWB – Master Airway Bill

MTC – multi-modal transport carrier

MTO – Multimodal Transport Operator

Multimodal Transport - multimodal transport covers the door-to-door movement of goods, under one issued waybill, using various means of transport (train, ship, truck, air).

Multimodal Transport Operator – an operator engaging in multimodal transport

NVOCC – non-vessel operating common carrier

Origin Agent - The moving company appointed to handle your move at origin.

Packed By Owner (PBO) – When you choose to pack your belongings yourself, either into cartons supplied by the mover or into your own boxes. Insurance companies often refuse to insure goods packed by their owners.

Packers – Persons in charge of packing, wrapping, loading the goods at origin and unpacking, unwrapping and unloading the goods at destination.

Packing List – This document lists all the goods that are packed in a shipment and has 4 main purposes: It is used to check the goods at all stages of handling; as a receipt, therefore the importance for the customer of signing for agreement when the goods are collected and unpacked; as an attachment to the insurance certificate as it is an evidence that the goods were shipped and their conditions at the time of packing; for customs clearance as proof of the goods which are being imported.

PDT – Post Diploma Training (context: offered by the FIDI Academy)

Port-to-Door – transporting the shipper's goods from a port to destination residence. This is quite unusual; these moves are mostly taken care of by national companies contracted for a particular international move.

Port-to-Port – transporting the shipper's goods from the origin port to the destination port. Generally, these types of moves are booked directly with a forwarder.

Reciprocation – occurring by turns; sending goods to an agent who then reciprocates (returns the business) by sending goods to you.

Replacement Value - Value of goods equal to the replacement cost at destination

Ro-Ro – Roll on, Roll off

Routing – The route the shipment will take to the eventual destination (the route itself as well as the mode of transportation and type of carrier service).

Shipper - The person (customer) whose goods are being moved.

Storage In Transit (SIT) - Temporary storage of your household goods in the warehouse of the moving company, pending further transportation.

Surface Shipment – shipment that travels by sea (FCL or LCL)

Survey visit – To provide you with a quote the moving company will send a sales consultant to your home to assess the volume or weight of the goods to be removed.

Swap Body – type of freight container built to be lifted from the top and specifically designed to be used for road transport. Generally is made in the same dimensions as sea-shipping containers. The swap body has four collapsible legs to ease the transition from one truck to another and to allow for leaving the swap body on its own. These types of containers tend to have more than one door/opening to facilitate loading and unloading.

SWOT Analysis – Analyzing the Strengths, Weaknesses, Opportunities and Threats in a given situation

Third Party Services – Some movers offer to arrange / co-ordinate additional professional services e.g. Plumbers, House Cleaners, Waterbed dismantling/assembling, carpenters, maid service.

Transit Time – time it takes to get goods from point A to point B. In the moving industry this usually includes the packing and unpacking.

ULD – Unit Load Device

USP – Unique Selling Point