

Instructions For Proper Application Of Atlas' Customer Responsibilities / High Value Inventory Form

BOTH FORMS MUST ACCOMPANY BILL OF LADING

The intent of the Customer Responsibilities Guide/High Value Inventory Form is to assure that Atlas' COD and National Account HHG customers give Atlas ample notification of any items requiring special handling or any items of high value to be transported. It also advises our customers of items that cannot be transported by Atlas and additional customer responsibilities before beginning the relocation process. Both forms are to be completed and signed by our customer prior to beginning any packing, crating or loading. It is the customer's responsibility to designate in writing which items in the shipment are high value.

Every COD and National Account shipment must include these forms. The Customer Responsibilities form outlines the additional Atlas information that must be provided to all COD customers. Be sure that each COD customer receives the Important Information brochure and have them check and initial the boxes indicating receipt of the additional Atlas information, especially the Atlas Important Information brochure.

The level of agent participation in the shipment determines its responsibility regarding delivery, explanation and/or completion of the Customer Responsibilities/High Value Inventory Form:

Non Performing Origin Agent - No Responsibility For Form

Performing and/or Commissioned Origin Agent:

- Survey only - Responsible for delivery and explanation of the form at the initial "in person" contact with the customer.
- Survey and/or Pack and/or Pick up at Origin - Responsible for delivery and explanation of the form at the initial "in person" contact with the customer. Also responsible for securing a properly completed form prior to packing any items, noting any High Value items on the Household Goods inventory (if picked up at origin) and delivery of the properly completed form to the hauling van operator and Atlas.
- If no High Value items are being transported, whether loose, PBO or carrier pack cartons, note "**NONE**" on the form and secure the customer's signature.

Hauling Van Operator:

- No packing by van operator - Responsible for getting the properly completed form from the Performing O/A, noting the High Value items on the HHG Inventory. Secure the carton containing the high value items with the **security tape** and note the applicable HHG inventory number on the High Value form. Verify the delivery of the items and secure the properly completed form at destination.
- Packing by van operator - Responsible for securing a properly completed form prior to packing any items and noting the High Value items on the HHG Inventory and securing the properly completed form at destination delivery. Secure the carton containing the high value items with the **security tape** and note the applicable HHG inventory number on the High Value form. Verify the delivery of the items and secure the properly completed form at destination.
- If no High Value items are being transported, whether loose, PBO or carrier pack cartons, note "**NONE**" on the form and secure the customer's signature.

Destination Agent:

- Responsible for securing this form from the Hauling Van Operator when a shipment delivers to SIT or Perm Storage. Upon receipt of the item, confirm the condition of any **security tape** and make note on the rider if it is disturbed. Verify the delivery of the items and secure the properly completed form at destination.

If the responsible Atlas agent/driver fails to properly deliver, explain, execute or secure this form, and a claim is paid that the form would have averted, the agent may be responsible for up to 100% of the claim chargeback per AVL Claims Rule 9-1-3-5 (Improper Procedure).

Be sure to remove this page before presenting forms to customer.



CUSTOMER RESPONSIBILITIES GUIDE / HIGH VALUE INVENTORY

ATLAS VAN LINES, INC.
1212 ST. GEORGE ROAD, P.O. BOX 509
EVANSVILLE, INDIANA 47703-0509
(800) 252-8885 / (812) 424-2222

ATLAS REGISTRATION NO. _____

The following list sets out your responsibilities prior to and at packing/loading, during transportation, and at time of delivery. This list is meant to alleviate most problems encountered during a relocation. Failure to complete these items may result in damage to your goods as well as to Atlas equipment or personnel. Thank you for taking the time to do the following:

• Pre Packing/Loading •

- Discard perishable items (food, house plants, etc.)
- Arrange non-Atlas transportation of jewelry, coins, currency, stocks, bonds, legal documents, valuable collectables, collections and medicines.
- Discard flammables, ammunition, cleaning solutions, paint, liquids, aerosol cans and propane tanks.
- Separate and identify items not being packed or transported by Atlas.
- Empty attic and crawl space of items to be packed or transported by Atlas.
- Remove wall art and ceiling fixtures and prepare them for packing or transport.
- Disassemble all particle board, press board and prefab furniture.
- Prepare electronics, audio, video and computer equipment for packing or transport.
- Disassemble or unhook appliances, including water and gas connections. Have appliances prepared for transport.
- Remove personal items from boats, autos and motorcycles. Make sure the gasoline level is no more than one quarter tank.
- Empty gasoline and oil from small engine gas-powered equipment (lawnmowers, blowers, etc.)
- Identify all High Value Items on the attached inventory form and give form to the van operator.
- Advise packers or the van operator of any firearms being packed or transported.
- Be present at time of packing and loading to verify inventory and sign documents.
- Check drawers, cabinets and closets to be sure all items are removed.
- Perform residence walk through with the van operator after loading is complete and make note of any residence damage on the appropriate documents.

• During Transport •

- Notify your relocation coordinator of any schedule or contact information changes.
- Be available to accept delivery at any time during delivery dates.
- Verify total charges due with your move coordinator prior to delivery day. (C.O.D. shipments only)
- Arrange proper payment method (check, money order, credit card) prior to delivery day. (C.O.D. shipments only)

• During Delivery •

- Be present during entire delivery.
- Verify items delivered by using the Customer Check Off Sheet. Ask your van operator for this before delivery begins.
- Verify receipt of all items listed on High Value Inventory.
- Note any loss or damage (including damage to your residence) on Atlas documents prior to the van operator leaving, especially if the delivery is being made to a non-Atlas or mini storage facility.
- Perform residence walk through with the van operator, making note of any residence damage on the appropriate delivery documents.

• Atlas Literature/Forms Received •

- Atlas' Important Information Booklet _____
- Don't Move Gypsy Moth and Gypsy Moth Advisory
- Personal business card of the survey origin agency representative
- Let Atlas Take You Home Kit

I have discussed the customer responsibilities listed above with an Atlas agency representative and understand each of the items and what is expected and required of me. I have received the Atlas literature/forms marked.

Customer's Signature: _____ Date: _____

Agency Representative's Signature: _____ Date: _____

