

# ABOUT U-PACK



## Coverage

With over 275 transportation facilities covering nearly 50,000 communities across North America, U-Pack has your move covered. Direct service is available to more than 97% of U.S. cities with a population of 25,000 or more.

## Safety & Security

Backed by ABF's efficient transportation system, U-Pack offers a safety record that's unmatched in the industry. Check out the gold standard set by ABF Freight:

- Only six-time winner of the American Trucking Association's (ATA) President's Award for Safety
- Only five-time winner of the ATA Excellence in Security Award
- Only six-time winner of the Excellence in Claims and Loss Prevention Award

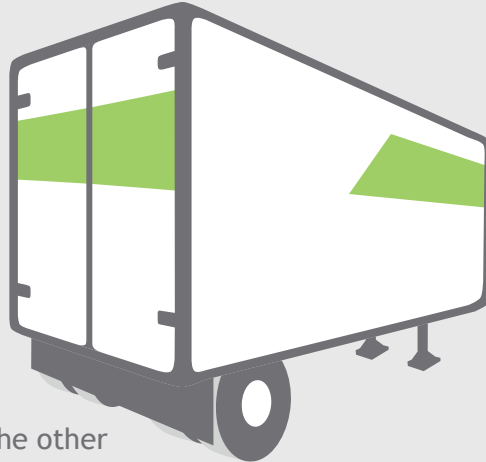
Rest easy knowing your belongings are safe and sound throughout the relocation process. Driver monitoring and a regular maintenance program ensures a secure move for each U-Pack customer.

# MOVING EQUIPMENT



U-Pack trailers are 28'x8'x9' and have capacity for an entire household of furniture and belongings.

Your belongings make up the only household move on the trailer and any remaining space is loaded with palletized, commercial freight on the other side of your bulkhead.



Due to the trailer's size, you'll need at least 3-4 car spaces (42 feet including the ramp) for parking. Overhead clearance is 14', so be sure to consider low-hanging branches and power lines.

Each trailer comes equipped with a bulkhead, which is a privacy barrier you'll install at the end of your shipment.

U-Pack also provides a loading ramp for easy access in and out of the trailer.

When we say 'powered by ABF,' we're not kidding.

Over 17,000 trailers, 6,800 Cubes, 1,600 road tractors and 2,500 city tractors are ready and waiting to move your belongings across the country.

To make sure you get your preferred equipment on the day you need it, we recommend reserving your move as soon as possible. We suggest confirming your move 4 weeks prior to your move date, but can reserve anytime (subject to availability). And don't worry—if plans change and you need to switch the dates around, we're here to help!

The Cube is perfect for smaller shipments, ideal for moving about one room of furnishings each.

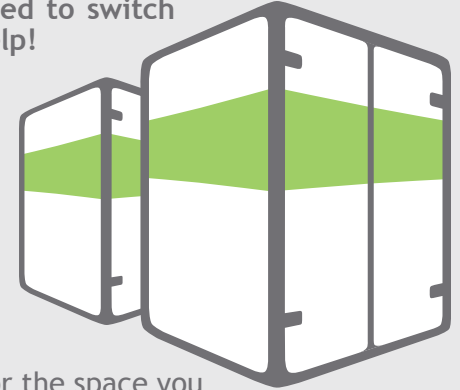
The Cube floor is ground level, which makes for easy loading.

Just like the trailer, you'll pay only for the space you require: fill as many Cubes as you need and only pay for the ones you use.

You load it, lock it, and keep the key—it's all yours! A key or combination lock with a 2" shank is recommended.

Parking for the Cube is simple: each container fits in a single car parking space.

A level, paved surface and 14' clearance are needed for the delivery equipment that drops off your Cube.



**PAY ONLY  
FOR THE SPACE  
YOU USE!**

If you use more or less than anticipated in your trailer, your price will be adjusted according to your 'per-foot' rate.

Reserve as many as you think you'll need and only pay for the Cubes you actually end up using.

**PAY ONLY  
FOR THE CUBES  
YOU USE!**

# MOVING CALENDAR



First things first: download the detailed moving checklist from [upack.com](http://upack.com) to make sure everything's covered. It's a good idea to get started on the list up to 8 weeks before moving day.

One of the most overlooked tasks on the checklist is parking. 2-3 weeks prior to your move date, confirm parking for your trailer or Cube. Check with your Homeowner's Association, property manager, or local police department to obtain permission or permits as needed.

## 5 WEEKS OUT

- Start purging your home. Separate items into those you will keep, donate, or discard. Plan a garage sale for items you no longer need or want.
- Begin packing up belongings you don't use often (seasonal items, things from closets, garage, attic, etc.) and label each box clearly with its contents.

## 4 WEEKS OUT

- Arrange for transfer or cancellation of local memberships (gym, lawn care, or newspaper delivery).
- Begin gathering all records for transfer—including medical, dental, immunization, prescription, school, veterinarian, legal, and financial files—and plan to carry these important documents with you when you travel for the move.

## 3 WEEKS OUT

- Notify utility services of your move (at both locations).
- Notify all government offices and professional services of your move.
- Check the Do Not Ship list at [upack.com](http://upack.com) and plan accordingly for these items (dispose of flammables/corrosives, donate perishable foods to a neighbor, plan for alternate transport of plants).

## 2 WEEKS OUT

- Confirm parking for your trailer or container. Obtain permits if needed.

## 1 WEEK OUT

- Be prepared for Moving Day by making sure you've completed each item on the checklist. Mark off each task to ensure the best possible move. Review your plans with your moving consultant. Email or call with questions!

**RESERVE YOUR MOVE NOW!**

go to [upack.com](http://upack.com) or call 888-257-6756

*Select an off-peak moving day to save even more!*



# PRE-MOVE PREP



Arrange for kids and pets to stay with family or friends to ensure their safety on moving day. Schedule flights and farewell parties on dates other than moving day. Take everything off the walls prior to your move, especially if you've hired labor help.

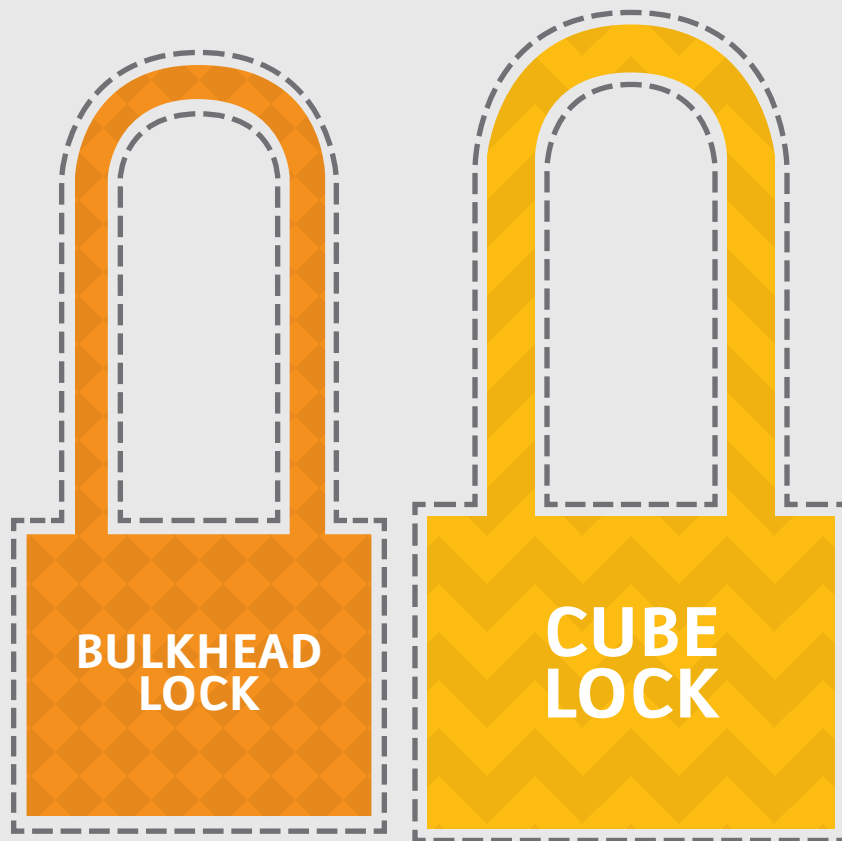
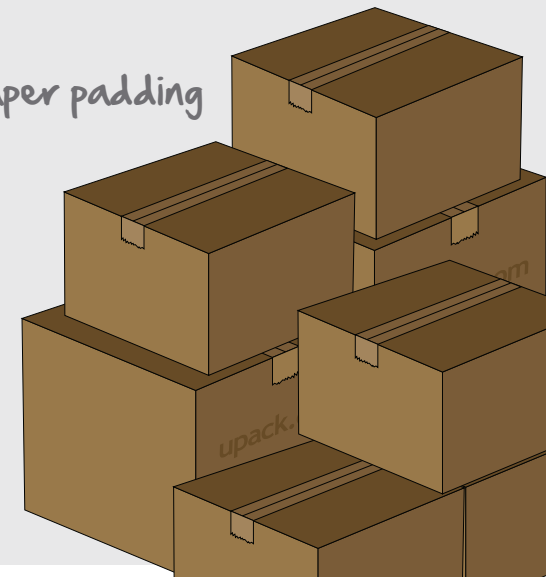
Drain gasoline and oil from all lawn/outdoor equipment. Have all dishes & clothes clean and ready to be packed. Don't forget about items in the attic or crawl space.

Designate a "Do Not Pack/Load" area for luggage, important docs, medicines, money, phones, etc. that you'll be taking with you.

## Supplies Needed:

- Step-stool/Small ladder
- Furniture/appliance dolly
- Mattress bags
- Tarp or plastic sheeting
- Assorted moving boxes
- Rope or moving straps
- Permanent marker
- Furniture pads or paper padding
- Bubble wrap
- Work gloves
- Packing tape
- Personal Lock

You can get industry standard boxes & other moving supplies by visiting [upack.com](http://upack.com)



Use the templates above as a measuring guide for the lock size needed for your move!

# PACKING TIPS



To pack like a pro, follow this rule: if it fits in a box, put it in a box! Use industry-standard boxes for maximum protection and avoid plastic tubs or bins—they can crush under the weight of other items. Clearly label each box with the contents and room destination to make unpacking easier.

Here's another tip: disassembling your furniture as much as possible makes it safer for shipping. Don't forget to wrap unboxed items in furniture pads, paper padding, or stretch wrap to avoid surface damage.

## Kitchen

- Remove all food from refrigerators/freezers in order to defrost these appliances 24-48 hours prior to loading.
- Pack glass shelving from kitchen appliances in boxes.
- Place china/glassware into a dish-pack box for safe transport; wrap each piece in bubble wrap for further protection.

## Bathroom

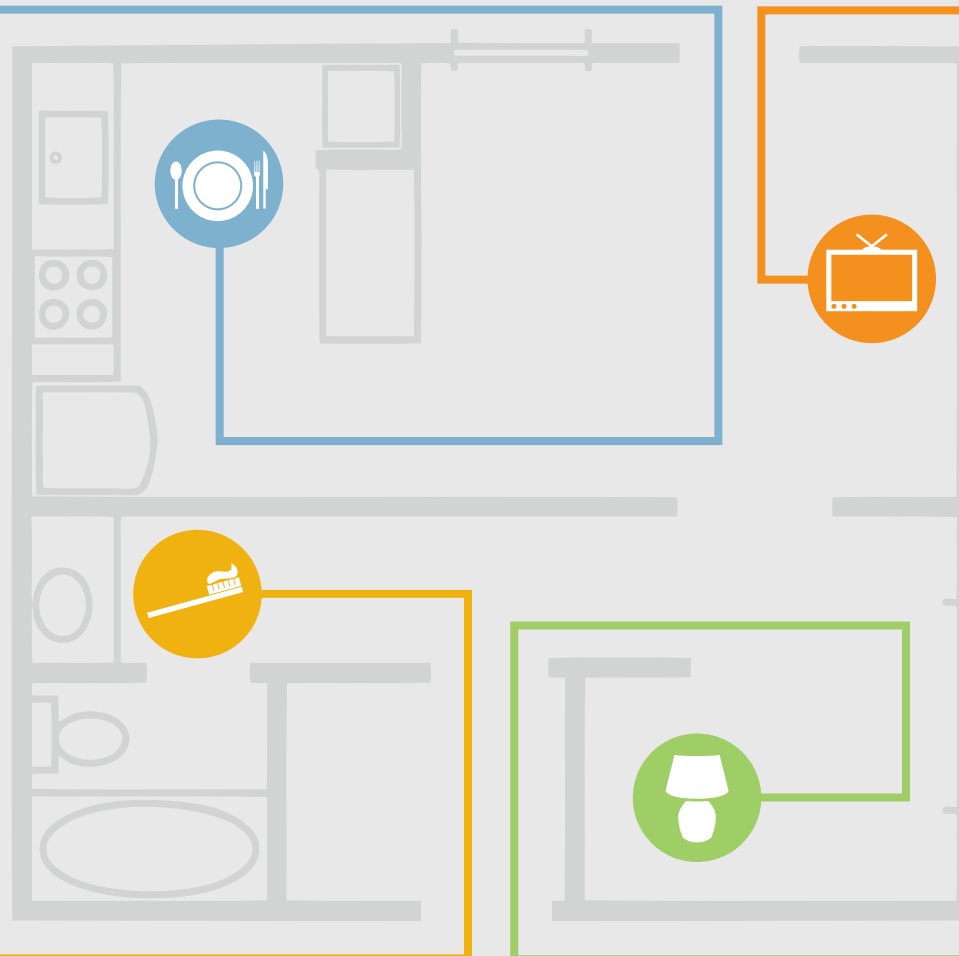
- Gather prescription medicines to take with you when you travel.
- Dispose of cleaners, aerosols, and candles (refer to the Do Not Ship list @ [upack.com](http://upack.com) for details).

## Living Room

- Disconnect electronics, remove all detachable cables & wires—label wiring to save time later!
- Whenever possible, use the original boxes for packing electronics/TVs.
- Wrap wall hangings and décor individually, packing flat items upright in a box on their edges.

## Bedroom

- Use wardrobe boxes to move hanging clothes directly to a box. Place purses, shoes, and belts in the bottom of the wardrobe box to save space.
- Put bedding & linens in plastic bags for filler when loading.



# LOADING TIPS

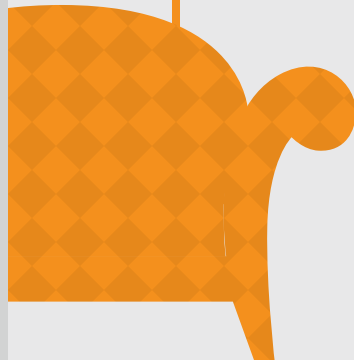


Before you start, cover the container floor with cardboard or plastic sheeting. Pack high & tight by stacking items from floor to ceiling with heavy pieces on the bottom.

Use straps or rope *throughout* the loading process (not just at the very end) to keep items secure during transit.

When you're finished, cover everything with plastic sheets or a tarp to protect from dust. One last tip—don't load the ramp in with your belongings; be sure to place it outside the bulkhead as it will be removed from the trailer before your items are shipped. You will receive another ramp for unloading at destination.

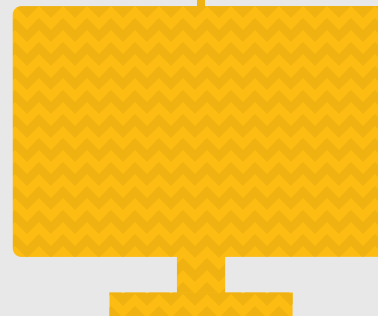
- Turn couches on end to conserve space



- Load the largest furniture & appliances first
- Don't load furniture against other furniture without proper padding
- Don't place corners or rough edges next to upholstered furniture or electronic screens



- Load flat panel TVs upright & secure them to remain upright during transit



- Load the biggest boxes on top of heavier boxes
- Stack lighter boxes on top of heavier boxes
- Pack items tight like a puzzle
- Use bagged pillows or blankets to fill any open spaces



Don't Forget!



U-Pack can coordinate labor assistance at your direction for loading or unloading

# TRANSIT TIME



U-Pack can move you virtually anywhere in the United States within 2-5 business days thanks to ABF's efficient transportation network.

Day-certain and time-certain deliveries are available in most locations; ask your U-Pack rep and we'll help you determine which service is best for your needs.

## MOVING DAYS CALCULATOR

Most locations allow up to three business days to load (not counting the weekends), plus another 3 days to unload. If you don't need that much time, just call for pickup whenever you're ready. Don't forget one of our top moving tips: schedule loading help for the day after your equipment arrives to avoid unnecessary downtime or waiting.

Below is an example of how to calculate your move dates:

(spot day found on your bill of lading) = **Spot day: 02/07**  
 (spot day) + (1 business day) = **Start loading on: 02/08**  
 (spot day) + (up to 3 business days) = **Pickup day: 02/10**

### ORIGIN DATES

#### SPOT DAY

(Equipment arrival date)

DD/MM

Call terminal 1-2 days before for spot time if not already scheduled

#### LOADING DAYS

(Begins day after arrival date)

DD/MM

Schedule labor for the day *after* equipment is dropped off

#### PICKUP DAY

(My spot date + up to 3 bus. days)

DD/MM

Don't forget to call for pickup when you're finished loading

A 'same day' spot and pickup may be available upon request. Ask your U-Pack rep for more info.

You can track your shipment 24/7 at [upack.com](http://upack.com)

### DESTINATION DATES

#### SPOT DAY

(Equipment delivery date)

DD/MM

Call terminal the day before estimated arrival to schedule delivery

#### UNLOADING DAY

(Begins day after delivery date)

DD/MM

Schedule labor for the day *after* your shipment arrives

#### PICKUP DAY

(Empty equipment picked up)

DD/MM

Don't forget to call for pickup when you're finished loading



Origin Terminal:

Destination Terminal:

Origin Labor:

Destination Labor:

Reserve Your Move.....1-888-257-6756  
 Changes to Your Move.....1-800-240-7422  
 Changes to Your Labor.....1-800-570-2052  
 Track Your Shipment.....1-800-367-2237  
 Boxes & Supplies.....1-479-785-6486  
 Corporate Relocation.....1-877-450-3608

Remember!



Transit times are estimates only.  
 If you need guaranteed delivery,  
 call 888-257-6756 before moving day.

# MORE DETAILS



## BBB

U-Pack is a member of the Better Business Bureau. Visit the BBB online or contact their Arkansas office at 501-664-7274 for details.

## DOT/Motor Carrier #

The Department of Transportation (DOT) number is 082866. The Motor Carrier (Interstate Operating Authority) number is MC299107342.

## Liability

U-Pack offers transportation of your household goods, providing customers the ability to pack and load their own items as a way to keep moving costs at a minimum.

In exchange for this lower rate, U-Pack offers limited liability coverage that applies only to damage caused by our negligence, omitting coverage due to improper packing or loading.

Here is what's included in your U-Pack rate:

- **Catastrophic Coverage:** \$3.00 per pound per piece, subject to a \$60,000 maximum per trailer or \$7,500 per Cube for the specific events of equipment fire, overturn, collision, or theft.
- **Carrier Negligence:** \$0.10 per pound per piece. Additional Carrier Negligence coverage is available for purchase, as well as added protection when you use U-Pack's labor coordination services.

Ask your U-Pack representative for more information!

## Payment

When you reserve your move with U-Pack, we'll take a credit card to confirm your move date. There are no down payments or deposits.

Payment options vary based on the services chosen at the time of reservation. Most moves can be paid with either a major credit card, debit card, cashiers check or money order. Moves booked with storage or labor require a credit card for payment. If you have any questions about our flexible payment options, please ask your U-Pack representative.

## Cancel fees

We understand that plans may change with an event as big as moving. If you need to reschedule your move date, we're here to help! Just call to let us know and we will update your reservation.

If a cancellation is necessary, there is no charge until the week before the move. Within 7 days of your scheduled move date, there is a \$50 cancel fee. A \$150 charge applies for cancelling on the day of your move.

## Storage

There are lots of options for storing your items with U-Pack. Choose to store your items in the trailer or cube:

- at your home, other approved location, or a local ABF terminal
- at your origin or destination spot

Storage charges vary by location and are based on availability, with storage rates applying per 30 day period. Let your U-Pack representative know at the time of reservation if storage is needed.