

**WASHINGTON UTILITIES AND TRANSPORTATION
COMMISSION**

**POST-AUDIT REVIEW
OF THE BUSINESS PRACTICES OF
ADVANCE RELOCATION EXPERT, LLC
d/b/a A.R.E.**

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PURPOSE, SCOPE, AND AUTHORITY

Purpose

In 2005, Staff conducted an audit of the business practices of Advance Relocation Expert, LLC (Advance Relocation), and found a number of violations of law, rule, and tariff. Staff provided extensive technical assistance as a result of that audit. The purpose of this post-audit review is to evaluate company records submitted to the Washington Utilities and Transportation Commission (Commission) by Advance Relocation after the 2005 audit and technical assistance was completed. Staff used this information to evaluate the company's business practices to determine if previous areas of non-compliance have been corrected, and to ensure that current practices comply with Commission laws and rules relating to household goods carriers.

Scope

The scope of the post-audit review includes Advance Relocation's business practices as reflected in records requested from the company and records on file with the Commission. Staff reviewed Advance Relocation's records and evaluated the company's business practices for compliance with the household goods carrier law, rules, and tariff.

Authority

Staff undertakes this audit under the authority of the Revised Code of Washington (RCW) 80.01.040(3). In addition, RCW 80.04.070 makes it clear that the Commission is authorized to conduct such an audit.¹

¹ See Appendix A for the text of all pertinent laws, rules, and the tariff.

POST-AUDIT REVIEW SUMMARY

In June 2004, Business Practices Investigations Staff began an audit of Advance Relocation's business practices. After conducting the audit, Staff found Advance Relocation did not comply with a number of state laws, Commission rules, or tariff requirements. Staff outlined each area of non-compliance in its investigation report.

At the time, Staff recommended the Commission take no formal action to sanction the company. Instead, Staff required that Advance Relocation submit a compliance plan indicating how the company planned to change its practices to comply with applicable laws, rules, and tariff requirements. Staff advised Advance Relocation in the audit report that if, in the future, the company's efforts to failed to show ongoing compliance, Staff would likely come before the Commission and ask that it take enforcement action.

The post-audit review of Advance Relocation's records indicates that the company is still not in compliance with the following Commission rules and tariff requirements.

- WAC 480-15-390, which requires a carrier to conduct operations under the name shown on the company's household goods permit.
- WAC 480-15-490(5), which requires that all household goods carriers charge the rates and charges and comply with the rules contained in the tariff unless the Commission has approved, in writing, deviations from the tariff.
- WAC 480-15-740, which requires carriers to fill out the bill of lading listing specific information necessary to bill the customer the correct rates and charges.
- WAC 480-15-740(3), which requires the exact address at which the shipment, or any part of that shipment, was loaded or unloaded be listed on the bill of lading.
- Tariff 15-A, Item 85(7)(e)(x), which requires a remarks section on the written estimate to be used for special instructions or agreements between the carrier and the customer.
- Tariff 15-A, Item 95(2)(c), which requires the exact name, address, and telephone number of the consignee (i.e., the person accepting the goods at the delivery).
- Tariff 15-A, Item 95(2)(d), which requires the exact location of the origin pickup point, any split pickups, stops to partially load or unload, and the final destination point of the shipment be listed on the bill of lading.
- Tariff 15-A, Item 95(2)(k), which requires the amount and type of any charges assessed be listed on the bill of lading and requires that each charge be fully described.

Staff is unable to determine compliance with the following laws, rules and tariff items, as Advance Relocation was unable to provide documentation to substantiate compliance.

- RCW 81.80.357 and WAC 480-15-610, which require a carrier to list its permit number in every means of advertisement and correspondence showing the carrier's name or address.
- WAC 480-15-650(2)(d), which requires that the complete physical address of the origin, destination, and any intermediate stops of the proposed shipment be listed on the written estimate.
- WAC 480-15-650(2)(e), which requires that the total mileage between the origin and destination, including any intermediate stops, be listed on the written estimate.
- WAC 480-15-650(2)(h), which requires that a list of articles upon which the estimate is based (inventory) be included on a written estimate.
- WAC 480-15-650(2)(i), which requires the estimated cubic footage for each article in the estimate.
- WAC 480-15-650(3), which requires that a customer sign the written estimate.
- Tariff 15-A, Item 110, which requires carriers to use the Rand McNally Mileage Guide to determine mileage.
- Tariff 15-A, Item 225, which lists fees to be added to the customer's total charge for new or used containers for hourly-rated moves.

In addition, documents submitted for the post-audit review indicate that Advance Relocation is out of compliance with several other tariff requirements. Staff has outlined these items in its report and offered technical assistance to Advance Relocation on each of the following.

- Tariff 15-A, Item 95(2)(e), which requires that the actual pickup date of the move be listed on the bill of lading.
- Tariff 15-A, Item 95(2)(g), which requires that the customer initial the type of estimate under which the shipment is moving, or an initial that no estimate was requested.
- Tariff 15-A, Item 95(2)(h), which requires a section on the bill of lading where a customer must select and initial the type of valuation coverage under which the shipment is moving.
- Tariff 15-A, Item 95(2)(p), which requires that the customer initial the method of payment shown on the bill of lading.
- Tariff 15-A, Item 230(6), which requires that when a single shipment is being transported, for hourly-rated moves the carrier must bill the customer for the

time beginning when the moving vehicle leaves the carrier's terminal until the time the vehicle returns to the carrier's terminal or is dispatched to another job.

Staff's initial audit gave Advance Relocation clear and comprehensive technical assistance to comply with state law and Commission rules. Staff recommends that where Advance Relocation continues to violate the same rules identified in the audit, the Commission assess a penalty for each violation.

Staff finds that the following penalties could be assessed against Advance Relocation for the following violations:

General Business Practices

1. Staff finds three violations of WAC 480-15-390, for Advance Relocation's failure to conduct operations under the name shown on the company's household goods permit, subject to a \$300.00 penalty.

Estimates – General Business Practices

2. Staff finds one violation of WAC 480-15-490(5) and Tariff 15-A, Item 85(7)(e)(x), for Advance Relocation's failure to revise the written non-binding estimate form to include the required section for remarks, subject to a \$100.00 penalty.

Bills of Lading – Rates and Charges – Hourly-Rated Moves

3. Staff finds eight violations of WAC 480-15-490(5) and Tariff 15-A, Item 95(2)(c), for Advance Relocation's failure to ensure that the name of the consignee is listed on the bill of lading, subject to an \$800.00 penalty.
4. Staff finds eight violations of WAC 480-15-490(5) and Tariff 15-A, Item 95(2)(k), for Advance Relocation's failure to charge the rates and charges contained in the tariff unless the Commission has approved deviations from the tariff, subject to an \$800.00 penalty.
5. Staff finds one violation of WAC 480-15-740(3) and Item 95(2)(d), for Advance Relocation's failure to list the exact address at which the shipment, or any part of that shipment, was loaded or unloaded, subject to a \$100.00 penalty.

Total Possible Penalties: \$2,100.00

BACKGROUND

Advance Relocation, LLC, d/b/a A.R.E, f/k/a Northwest Relocating Systems, was granted temporary household goods carrier authority in November 2001. The company was issued permanent authority in July 2002. Advance Relocation is headquartered in Seattle, Washington, with an additional location in Tacoma. For 2004, Advance Relocation reported gross intrastate operating revenues of approximately \$51,000.

In June 2004, Business Practices Investigations Staff began an audit of Advance Relocation's business practices. After conducting the audit, Staff found Advance Relocation did not comply with a number of state laws, Commission rules, or tariff requirements. Staff outlined each area of non-compliance in its investigation report.

In March 2005, Staff provided Advance Relocation with an audit report that identified specific areas of non-compliance with Commission rules, along with recommendations for coming into compliance in each area. In response, Advance Relocation provided a compliance plan on March 21, 2005, that explained what actions the company intended to take, including an estimated completion date, to come into compliance with each issue identified.² Staff responded to Advance Relocation's compliance plan on March 24, 2005, addressing a question posed by Mr. Thompson, providing additional technical assistance on several items in the compliance plan, and requesting clarification of several compliance plan items.³ Advance Relocation responded on March 29, 2005.⁴ Staff responded on March 29, confirming the information received from Advance Relocation.⁵

In August 2005, the Commission began a post-audit review of Advance Relocation's records to ensure that the company was following its compliance plan. The Commission sent a data request to the company on August 17, 2005, requesting records for all residential moves conducted from June 1 through July 31, 2005.⁶ Advance Relocation responded with the requested documents on October 13, 2005.⁷

² See Appendix B.

³ See Appendix C.

⁴ See Appendix D.

⁵ See Appendix E.

⁶ See Appendix F.

⁷ See Appendix G.

Staff reviewed Advance Relocation's compliance plan, documents received from the company in response to Staff's data request, and documents on file with the Commission. The following results indicate Advance Relocation's compliance status with Commission statutes and rules post-audit.

GENERAL BUSINESS PRACTICES

Advertising and Correspondence

RCW 81.80.357 and WAC 480-15-610 require a carrier to list its permit number in every means of advertisement and correspondence showing the carrier's name or address.

2005 Audit Recommendation

Advance Relocation must list its permit number in every means of advertisement and correspondence showing the carrier's name or address.

Compliance Plan

In its compliance plan, Advance Relocation stated, "Response: advance relocation experts will make sure on our next yellow page advertisement which will be in may 2006, reason been the high cost of advertising so we have decided to stay out of the yellow pages from may 2005-2006 but come may 2006 our hauling permit number company name and address will all be included in all forms of advertisement that we do."⁸ (sic)

Post-Audit Review Findings

Staff is unable to determine compliance regarding Advance Relocation's advertisements, as the company is not currently advertising. However, the company is listing its permit number on its letterhead.

Use of Business Name

WAC 480-15-390 requires a carrier to conduct operations under the name shown on the company's household goods permit.

2005 Audit Recommendation

Advance Relocation must revise its letterhead, forms, advertisements, etc., to reflect the name listed on its household goods permit.

Compliance Plan

On March 24, 2005, in response to the company's compliance plan, Staff advised the company of an additional item requiring attention. The business name listed on the company's letterhead was, "Advance Relocation Experts." The business name listed on the company's bill of lading and estimate forms was "Advanced Relocation Experts." Neither of these names matched the business name listed on the company's household goods permit, which states, "Advance Relocation Expert, LLC." Staff required the

⁸ See Appendix B.

company to revise its letterhead, forms, advertisements, etc., to reflect the name listed on its household goods permit.

Advance Relocation responded on March 29, 2005, stating, "Response: the error was from the printer and we have contacted them for reprint and we should be of full compliance with this issue by May05."⁹ (*sic*)

Staff responded on March 29, 2005, stating, "Based on your letter, I will update Advance Relocation's compliance file to indicate that the company estimates it will...address company name discrepancies by May 2005."¹⁰

Post-Audit Review Findings

Advance Relocation is not in compliance. As of October 13, 2005, the company's letterhead, bills of lading, and estimate forms still list, "Advanced Relocation Experts" as the company name.¹¹

Staff finds three violations of WAC 480-15-390, subject to a \$100 penalty per violation. **Total Possible Penalty = \$300.00**

⁹ See Appendix D.

¹⁰ See Appendix E.

¹¹ See Appendix H.

ESTIMATES - FORMAT

RCW 81.80.132 requires that when a carrier gives an estimate of charges for services in transporting household goods, the carrier will endeavor to accurately reflect the actual charges. WAC 480-15-490(5) requires that all household goods carriers comply with the rules contained in the tariff unless the Commission has approved, in writing, deviations from the tariff. WAC 480-15-650 defines when a carrier may provide an estimate, describes specific information required on a written estimate, and defines the retention period for estimates. Item 85 in Tariff 15-A describes additional information required in a written estimate.

Remarks Section

WAC 480-15-490(5) requires that all household goods carriers comply with the rules contained in the tariff unless the Commission has approved, in writing, deviations from the tariff. Item 85(7)(e)(x) requires a remarks section on the written estimate. Companies use this area for special instructions or agreements between the company and the customer.

2005 Audit Recommendation

Advance Relocation must revise the written estimate form to include the required section for remarks.

Compliance Plan

In its compliance plan, Advance Relocation stated, "Response: advance relocation has reviewed the copy of the estimate sheet and found no errors on our part a copy of our estimate sheet is included in this reply for reviews and if any errors are found please make note and we will reprint if we have to."¹² (*sic*)

Staff responded to this compliance plan item in its March 24 letter stating, "The estimate sheet provided with the response does not contain the required section for remarks. Advance Relocation must revise the written estimate form to include this section. This requirement is not unique to Advance Relocation; all carriers must include this section on their written estimate forms."¹³

Advance Relocation responded on March 29, 2005, stating, "advance relocation has reviewed tariff 15a item85 and found the error and promises to reprint, but as the commission can observe that this is one of the slowest winter in history and we are

¹² See Appendix B.

¹³ See Appendix C.

bearly surviving, we will appreciate if the commission can give us time to make some revenue estimated completion time may 05.”¹⁴ (*sic*)

Staff responded on March 29, 2005, stating, “Based on your letter, I will update Advance Relocation’s compliance file to indicate that the company estimates it will revise its written estimate forms...by May 2005.”¹⁵

Post-Audit Review Findings

Advance Relocation is not in compliance. As of October 13, 2005, the company’s non-binding estimate form does not contain the required section for remarks.¹⁶

Staff finds one violation of WAC 480-15-490(5) and Tariff 15-A, Item 85(7)(e)(x), subject to a \$100 penalty. **Total Possible Penalty = \$100.00**

¹⁴ See Appendix D.

¹⁵ See Appendix E.

¹⁶ See Appendix I.

ESTIMATES - COMPLETION

RCW 81.80.132 requires that when a carrier gives an estimate of charges for services in carrying household goods, the carrier will endeavor to accurately reflect the actual charges. WAC 480-15-650 defines when a carrier may provide an estimate, describes specific information required on a written estimate, and defines the retention period for estimates. Tariff 15-A, Item 85, describes additional information required in a written estimate.

Origin/Destination Addresses

WAC 480-15-650(2)(d) requires that the complete physical address of the origin, destination, and any intermediate stops of the proposed shipment be listed on the written estimate.

2005 Audit Recommendation

Advance Relocation, on the written estimate, must include the complete physical address of the origin, destination, and any intermediate stops of the proposed shipment.

Compliance Plan

Advance Relocation did not address this item in its compliance plan.

Post-Audit Review Findings

Staff is unable to determine compliance. In response to the data request, Advance Relocation responded, "there are no estimate forms because non was requested by the customers..."¹⁷ (*sic*)

Total Mileage

WAC 480-15-650(2)(e) requires that the total mileage between the origin and destination, including any intermediate stops, be listed on the written estimate.

2005 Audit Recommendation

Advance Relocation, on the written estimate, must include the total mileage between the origin and destination, including any intermediate stops.

Compliance Plan

In its compliance plan, Advance Relocation stated, "Response: advance relocation has since this review started to write total amount of mileage from origin to destination and stops or launch as required by the commission we have only done one estimate due to

¹⁷ See Appendix G.

slow business. The estimated completion date will be by the end of the second quarter which is in June 05.”¹⁸ (sic)

In its March 29 letter, Advance Relocation stated, “Response: advance relocation will make sure as of date that any estimates done will include the total amount of mileage from origin to destination and any intermediate stops that occurs during a move, we should be in full compliance with that as of May 05.”¹⁹ (sic)

Post-Audit Review Findings

Staff is unable to determine compliance. In response to the data request, Advance Relocation responded, “there are no estimate forms because none was requested by the customers...”²⁰ (sic)

Inventory

WAC 480-15-650(2)(h) requires that a list of articles upon which the estimate is based (inventory) be included on a written estimate. WAC 480-15-650(2)(i) requires the estimated cubic footage for each article.

2005 Audit Recommendation

Advance Relocation, on the written estimate, must include a list of articles upon which the estimate is based (inventory) with the estimated cubic footage for each article.

Compliance Plan

In its compliance plan, Advance Relocation stated, “Response: advance relocation as of March 17, 2005 will make sure all list of items been transported are recorded that’s (inventory) from now and we should be in compliance of the commission not later than June 05.”²¹ (sic)

In its March 29 letter, Advance Relocation stated, “Response: advance relocation will as of today record a list of articles of shipment that any of our estimates is based on, a proper inventory sheet in place and we intend to be in full compliance by June 05.”²² (sic)

¹⁸ See Appendix B.

¹⁹ See Appendix D.

²⁰ See Appendix G.

²¹ See Appendix B.

²² See Appendix D.

Post-Audit Review Findings

Staff is unable to determine compliance. In response to the data request, Advance Relocation responded, "there are no estimate forms because non was requested by the customers..."²³ (*sic*)

Customer Signature

WAC 480-15-650(3) requires that a customer sign the written estimate.

2005 Audit Recommendation

Advance Relocation must require the customer to sign the written estimate.

Compliance Plan

In its compliance plan, Advance Relocation stated, "Response: advance relocation is already in compliance up till date with this we require our customers sign our estimate sheet when we give estimates."²⁴ (*sic*)

Post-Audit Review Findings

Staff is unable to determine compliance. In response to the data request, Advance Relocation responded, "there are no estimate forms because non was requested by the customers..."²⁵ (*sic*)

²³ See Appendix G.

²⁴ See Appendix B.

²⁵ See Appendix G.

BILLS OF LADING - COMPLETION

WAC 480-15-490(5) requires that all household goods carriers charge the rates and charges and comply with the rules contained in the tariff unless the Commission has approved, in writing, deviations from the tariff. WAC 480-15-740 requires the company to fill out the bill of lading listing specific information necessary to bill the customer the correct rates and charges. Tariff 15-A, Item 95, requires the carrier to properly complete and issue a bill of lading for each shipment of household goods transported.

Name of Consignee

WAC 480-15-490(5) requires that all household goods carriers charge the rates and charges and comply with the rules contained in the tariff unless the Commission has approved, in writing, deviations from the tariff. Item 95(2)(c) requires the exact name, address, and telephone number of the consignee (i.e., the person accepting the goods at the delivery).

2005 Audit Recommendation

Advance Relocation, on the bill of lading, must ensure that the name of the consignee is listed.

Compliance Plan

In its compliance plan, Advance Relocation stated, "Response: advance relocation expert is already in compliance with this we write the name of the shipper/consignee address of origin and destination also included in every bill of lading."²⁶ (*sic*)

Post-Audit Review Findings

Advance Relocation is not in compliance. None of the eight bills of lading submitted by Advance Relocation in October 2005 lists the name of the consignee.

Staff finds eight violations of WAC 480-15-490(5) and Tariff 15-A, Item 95(2)(c), subject to a \$100 penalty per violation. **Total Possible Penalty = \$800.00**

²⁶ See Appendix B.

BILLS OF LADING - RATES AND CHARGES HOURLY-RATED MOVES

WAC 480-15-490(5) requires that all household goods carriers charge the rates and charges and comply with the rules contained in the tariff unless the Commission has approved, in writing, deviations from the tariff. WAC 480-15-740 requires the company to fill out the bill of lading listing specific information necessary to bill the customer the correct rates and charges. Tariff 15-A, Item 95, describes all items required on a bill of lading. Item 225 lists fees for containers. Item 230 describes the requirements for hourly rates.

Rates and Charges

WAC 480-15-490(5) requires that household goods carriers charge the rates and charges and comply with the rules contained in the tariff unless the Commission has approved deviations from the tariff. WAC 480-15-740 requires the company to fill out the bill of lading listing specific information necessary to bill the customer the correct rates and charges. Item 95(2)(k) requires the amount and type of any charges assessed be listed on the bill of lading and requires that each charge be fully described. Item 95(2)(l) requires that each accessorial charge performed and the charge for that service be shown as a separate line item on the bill of lading.

2005 Audit Recommendations

Advance Relocation, on the bill of lading, must charge the rates and charges contained in the tariff unless the Commission has approved deviations from the tariff.

Advance Relocation, on the bill of lading, must list specific information necessary to bill the customer the correct rates and charges.

Advance Relocation, on the bill of lading, must list the amount and type of any charges assessed and must fully describe each charge.

Advance Relocation, on the bill of lading, must show each accessorial charge performed as a separate line item and the charge for that service.

Advance Relocation, on the bill of lading, must not charge for items such as sales tax, reschedule fees, or extra pickups or deliveries.

Compliance Plan

In its compliance plan, Advance Relocation stated, "Response: advance relocation has been charging according to the commissions rates and tariff sheet in the past we have made mistakes but since this review we charge accurately for our hourly rated

shipment plus the new fuel supplemental; fuel surcharge which is 2.50% we should be within the commission compliance by end of the second quarter which is June 05." (sic)

"Response: advance relocation will accurately charge our customer based on the current commission rate sheet and we should be in total compliance by June 05." (sic)

"Response: advance relocation will make sure starting today 17th March 2005 that every charge applied to our customer is clearly explained in detail and if need a clear printed sheet explaining charges will be provided I am working on getting more help to get things in order we should be in compliance latest on this by the end the 2nd quarter which is June 05." (sic)

"Response: advance relocation will as of date show every accessorial charge performed as a separate line item and charge for that service." (sic)

"Response: advance relocation is already in compliance with not charging for sales tax or reschedule fees, for extra pickup and delivery charge will end as of date and we should be in compliance by the end of June."²⁷ (sic)

Staff responded to these items in its March 24 letter, stating, "Advance Relocation must comply with these rules. Any changes the company does not make now will be in violation of the rules and the Commission can issue penalties for violations at any time. Advance Relocation has been given technical assistance on these requirements by Commission Staff on numerous occasions and should be fully aware of the requirements for operating in the household goods moving industry. **Rates and Charges Violations:** Staff finds no reason to allow the company to continue to charge customers amounts it may not legally charge for an additional two months. Staff will recommend the Commission issue penalties for any rates and charges violations it finds in the future."²⁸

In its March 29 response, Advance Relocation re-addressed some of the items in its compliance plan. The company stated, "Response: advance relocation only charges for items that are listed in the tariff. the company in the past has made mistakes by charging for shrinkwrap and tape but after notified by the commission of the error the company has since then stop charging for such items so I will say the company is of full compliance on this issue as of date." (sic)

²⁷ See Appendix B.

²⁸ See Appendix C.

“Response: advance relocation has always listed every information necessary to charge customers correctly but we promise to make sure as of date to carefully go over the bill of lading for any possible errors ,and to be in full compliance by may 05” (sic)

“Response: advance relocation will make sure as of date that any charges assessed to a customer is clear and understandable by the shipper.”²⁹ (sic)

Post-Audit Review Findings

Advance Relocation is not in compliance. One of the eight bills of lading submitted lists a \$120.00 charge in the Packing and Packing Materials section of the bill labeled, “Truck.” There is no provision in the tariff for such a charge. The same bill of lading lists a \$21.00 charge, also in the Packing and Packing Materials section, labeled, “Surcharge,” but does not identify what the surcharge is for. Six of the bills of lading list a charge in the area marked, “Transportation Valuation Charges,” however, the customer selected basic value protection for valuation, so there is no charge for valuation.

Staff finds eight violations of WAC 480-15-490(5) and Tariff 15-A, Item 95(2)(k), subject to a \$100 penalty per violation. **Total Possible Penalty = \$800.00**

Location

WAC 480-15-740(3) requires the exact address at which the shipment, or any part of that shipment, was loaded or unloaded. Item 95(2)(d) requires the exact location of the origin pickup point, any split pickups, stops to partially load or unload, and the final destination point of the shipment.

2005 Audit Recommendation

Advance Relocation, on the bill of lading, must list the exact address at which the shipment, or any part of that shipment, was loaded or unloaded.

Compliance Plan

In its compliance plan, Advance Relocation stated, “Response; advance relocation is already in compliance with this but will make sure as date that is permanently enforced and of total compliance by latest june.”³⁰ (sic)

In its March 29 letter, Advance Relocation re-addressed this item and stated, “Response: advance relocation is already in compliance with this issue but promises to keep up with this system.”³¹ (sic)

²⁹ See Appendix D.

³⁰ See Appendix B.

Post-Audit Review Findings

Advance Relocation is not in compliance. One of the eight bills of lading submitted does not contain a destination address for the move.

Staff finds one violation of WAC 480-15-740(3) and Item 95(2)(d), subject to a \$100 penalty. **Total Possible Penalty = \$100.00**

Container Charges

Item 225 lists fees to be added to the customer's total charge for new or used containers for hourly-rated moves.

2005 Audit Recommendations

Advance Relocation, on the bill of lading, must only charge fees for new or used containers as listed in the tariff.

Advance Relocation must not charge for items not listed in the tariff, such as tape and shrink-wrap.

Compliance Plan

In its compliance plan, Advance Relocation stated, "Response: we are already in compliance with this we charge according to tariff." (*sic*)

"Response: advance will no longer as of date charge for shrink wrap and tape and should be in full compliance of the commission by end of june..."³² (*sic*)

Post-Audit Review Findings

Staff is unable to determine compliance regarding container prices as the bills of lading submitted did not contain charges for containers. However, Advance Relocation does not appear to be charging for shrink wrap and tape.

Recording Time

Item 230(4) requires that time be recorded to the nearest increment of 15 minutes. The carrier must require its employees to record breaks and interruptions and customers must not be charged for those breaks and interruptions.

³¹ See Appendix D.

³² See Appendix B.

2005 Audit Recommendation

Advance Relocation, on the bill of lading, must require its employees to record breaks and interruptions, and customers must not be charged for those breaks and interruptions.

Compliance Plan

In its compliance plan, Advance Relocation stated, "Response: as of date we have making sure that lunches are taking and customers are not been charge for it any interruption that do occur is not charge to the shipper we should be in full compliance by end of june."³³ (*sic*)

Post-Audit Review Findings

Advance Relocation appears to be complying with this requirement.

Minimum Charge

Item 230(5) states that the minimum charge for a shipment moving under hourly rates is one hour.

2005 Audit Recommendation

Advance Relocation must charge a one-hour minimum on hourly-rated moves.

Compliance Plan

In its compliance plan, Advance Relocation stated, "Response: as of date advance relocation will only charge a one hour min charge with every hourly rated shipment and will be in commission compliance by the end of june."³⁴ (*sic*)

Post-Audit Review Findings

Advance Relocation appears to be complying with this requirement.

³³ See Appendix B.

³⁴ See Appendix B.

BILLS OF LADING - RATES AND CHARGES MILEAGE-RATED MOVES

In response to the data request, Advance Relocation did not provide copies of any mileage-rated moves.

Mileage Guide

Tariff 15-A, Item 110, requires carriers to use the Rand McNally Mileage Guide to determine mileage.

2005 Audit Recommendation

Advance Relocation must use the Rand McNally Mileage Guide to determine mileage for mileage-rated moves.

Compliance Plan

In its compliance plan, Advance Relocation stated, "Response: as of date we have a copy of the rand mcnally mileage guide and intend to use it accurately and by the end of june we will be in full compliance of the commission."³⁵ (*sic*)

Post-Audit Review Findings

Staff is unable to determine compliance. None of the bills of lading provided was for a mileage-rated move. In response to the data request, Advance Relocation stated, "...every move done was local under 35miles."³⁶ (*sic*)

³⁵ See Appendix B.

³⁶ See Appendix G.

ADDITIONAL TECHNICAL ASSISTANCE – BILLS OF LADING

The following items were not addressed in the initial audit because Advance Relocation was not out of compliance in these areas at that time. However, in the documents provided for the post-audit review, the company was out of compliance. Staff offers the following information and recommendations as technical assistance to Advance Relocation. Future violations of these requirements could lead to Staff recommending enforcement action.

Move Date

Tariff 15-A, Item 95(2)(e), requires that the actual pickup date of the move be listed on the bill of lading.

Findings

Advance Relocation is not in compliance consistently. On two of the eight bills of lading, the actual pickup date is not listed on the bill of lading.

Recommendation

Advance Relocation, on the bill of lading, must list the actual pickup date for the move.

Estimates

Item 95(2)(g) requires a declaration of the type of estimate (binding or non-binding) under which the shipment is moving, including the customer's initials by the estimate option selected.

Findings

Advance Relocation is not in compliance consistently. In three of the eight bills of lading, customers did not initial whether an estimate was requested or not.

Recommendation

Advance Relocation must ensure that customer has initialed the type of estimate under which the shipment is moving on the bill of lading, or has initialed that an estimate was not requested.

Valuation

Item 95(2)(h) requires a section on the bill of lading where a customer must select and initial the type of valuation coverage under which the shipment is moving.

Findings

Advance Relocation is not in compliance consistently. On three of the eight bills of lading, customers either did not initial the type of valuation coverage selected. The type of valuation coverage must be selected by the customer prior to the customer's goods being loaded, in order for Advance Relocation to determine appropriate rates and charges.

Recommendation

Advance Relocation, on the bill of lading, must ensure that the customer has selected and initialed the type of valuation coverage under which the shipment is moving.

Method of Payment

Item 95(2)(p) requires that the method of payment be shown on the bill of lading. The customer must indicate his or her choice of payment type by initialing that choice on the bill of lading. This ensures that both the customer and the company understand how the customer intends to pay for the move prior to the beginning of a move.

Findings

Advance Relocation is not in compliance consistently. On four of the eight bills of lading, the customer did not initial the method of payment.

Recommendation

Advance Relocation must ensure that the customer selects a method of payment and makes the appropriate notation on the bill of lading.

Portal-to-Portal Travel Charges

WAC 480-15-490(5) requires that all household goods carriers comply with the rules contained in the tariff unless the Commission has approved, in writing, deviations from the tariff. Item 230(6) requires that when a single shipment is being transported, the carrier must bill the customer for the time beginning when the moving vehicle leaves the carrier's terminal until the time the vehicle returns to the carrier's terminal or is dispatched to another job.

Findings

Advance Relocation is not in compliance consistently. On three of the eight bills of lading, customers were charged for "travel time." Travel time should not be charged separately.

Recommendation

Advance Relocation, when a single shipment is being transported, must bill the customer for the time beginning when the moving vehicle leaves the carrier's terminal until the time the vehicle returns to the carrier's terminal or is dispatched to another job on the bill of lading.

SUMMARY OF POSSIBLE PENALTIES

Staff finds three violations of WAC 480-15-390, for Advance Relocation's failure to conduct operations under the name shown on the company's household goods permit, subject to a \$300.00 penalty.

Staff finds one violation of WAC 480-15-490(5) and Tariff 15-A, Item 85(7)(e)(x), for Advance Relocation's failure to revise the written non-binding estimate form to include the required section for remarks, subject to a \$100.00 penalty.

Staff finds eight violations of WAC 480-15-490(5) and Tariff 15-A, Item 95(2)(c), for Advance Relocation's failure to ensure that the name of the consignee is listed on the bill of lading, subject to an \$800.00 penalty.

Staff finds eight violations of WAC 480-15-490(5) and Tariff 15-A, Item 95(2)(k), for Advance Relocation's failure to charge the rates and charges contained in the tariff unless the Commission has approved deviations from the tariff, subject to an \$800.00 penalty.

Staff finds one violation of WAC 480-15-740(3) and Item 95(2)(d), for Advance Relocation's failure to list the exact address at which the shipment, or any part of that shipment, was loaded or unloaded, subject to a \$100.00 penalty.

Total Possible Penalties: \$2,100.00

APPENDIX A

RCW 80.01.040(3) General powers and duties of commission. The utilities and transportation commission shall:

(3) Regulate in the public interest, as provided by the public service laws, the rates, services, facilities, and practices of all persons engaging within this state in the business of supplying any utility service or commodity to the public for compensation, and related activities; including, but not limited to, electrical companies, gas companies, irrigation companies, telecommunications companies, and water companies.

[1985 c 450 § 10; 1961 c 14 § [80.01.040](#). Prior: (i) 1949 c 117 § 3; Rem. Supp. 1949 § 10964-115-3. (ii) 1945 c 267 § 5; Rem. Supp. 1945 § 10459-5. (iii) 1945 c 267 § 6; Rem. Supp. 1945 § 10459-6. Formerly RCW [43.53.050](#).]

RCW 80.04.070 - Inspection of books, papers, and documents. The commission and each commissioner, or any person employed by the commission, shall have the right, at any and all times, to inspect the accounts, books, papers and documents of any public service company, and the commission, or any commissioner, may examine under oath any officer, agent or employee of such public service company in relation thereto, and with reference to the affairs of such company: PROVIDED, That any person other than a commissioner who shall make any such demand shall produce his authority from the commission to make such inspection.

[1961 c 14 § [80.04.070](#). Prior: 1911 c 117 § 77; RRS § 10415.]

RCW 81.80.132

Common carriers--Estimate of charges for household goods--Penalty.

When a common carrier gives an estimate of charges for services in carrying household goods, the carrier will endeavor to accurately reflect the actual charges. The carrier is subject to a monetary penalty not to exceed one thousand dollars per violation when the actual charges exceed the percentages allowed by the commission.

[1993 c 392 § 1.]

RCW 81.80.357 - Advertising -- Household goods -- Permit number required -- Penalty. - (1) No person in the business of transporting household goods as defined by the commission in intrastate commerce shall advertise without listing the carrier's Washington utilities and transportation commission permit number in the advertisement.

(2) As of June 9, 1994, all advertising, contracts, correspondence, cards, signs, posters, papers, and documents which show a household goods motor carrier name or address shall show the carrier's Washington utilities and transportation commission permit number. The alphabetized listing of household good[s] motor carriers appearing in the advertising sections of telephone books or other directories and all advertising that shows the carrier's name or address shall show the carrier's current Washington utilities and transportation commission permit number.

(3) Advertising by electronic transmission need not contain the carrier's Washington utilities and transportation commission permit number if the carrier provides it to the person selling the advertisement and it is recorded in the advertising contract.

(4) No person shall falsify a Washington utilities and transportation commission permit number or use a false or inaccurate Washington utilities and transportation commission permit number in connection with any solicitation or identification as an authorized household goods motor carrier.

(5) If, upon investigation, the commission determines that a motor carrier or person acting in the capacity of a motor carrier has violated this section, the commission may issue a penalty not to exceed five hundred dollars for every violation.

[1994 c 168 § 1.]

WAC 480-15-390 What name may I use? (1) You must conduct operations under the name shown on your household goods permit. If you do business under a trade or assumed name, that name must also appear on your permit.

(2) You may not operate under a name that is similar to that of another carrier unless:

(a) The carrier whose name is similar has given you written permission to use the name; or

(b) The commission authorizes use of the similar name. Before authorizing use of a similar name, the commission must first determine that the use of the similar name will not:

(i) Mislead the shipping public; or

(ii) Result in unfair or destructive competitive practices.

[Statutory Authority: RCW [81.04.160](#) and [80.01.040](#), [99-01-077](#) (Order R-454, Docket No. TV-971477), § 480-15-390, filed 12/15/98, effective 1/15/99.]

WAC 480-15-490 Tariff and rates, general. (1) **What is a tariff?** A tariff is a publication containing the rates and charges that household goods carriers must assess on shipments of household goods, including rules that govern how rates and charges are assessed.

(2) **How are tariff rates and charges established?**

(a) Pursuant to RCW [81.80.130](#) and [81.80.150](#), the commission publishes tariffs to be used by all household goods carriers, or allows household goods carriers to file individual tariffs if the commission finds it is impractical to publish tariffs for certain commodities or services. The commission determines the rates and charges contained in the tariffs by commission order following notice and hearing. Under RCW [81.80.130](#), the commission must set fair, just, reasonable, and sufficient rates and charges. The commission will do this by setting minimum and maximum rates.

(b) Upon the effective date of these rules, and continuing until such time as the commission, after notice and hearing, determines a different rate level, household goods carriers must assess rates and charges within a band.

(i) The maximum rates and charges must be no more than twenty percent above the rates and charges as published by the commission in Tariff 15A in effect on February 1, 2000.

(ii) The maximum rates and charges established in (b)(i) of this subsection will be adjusted each June 1, through 2005, by an index calculated using the first-quarter implicit price deflator (IPD) of the gross domestic product as follows:

Index for Current Year = IPD for Previous Year First Quarter / IPD for Current Year First Quarter

Example: Using the following data:

IPD for Previous Year First Quarter 102.35

IPD for Current Year First Quarter 103.83

Index for Current Year is calculated as follows:

IPD for Current Year First Quarter 103.83

Divided by IPD for Previous Year First Quarter 102.35

Equals Index for Current Year = 1.0145

Maximum Rate or Charge is calculated as follows:

Maximum Rate for Previous Year \$ 100.00

Multiplied by Index for Current Year x 1.0145

Equals the Maximum Rate for Current Year = \$ 101.45

Round the maximum rate to the next \$.01, with \$.005 and greater rounded up and less than \$.005 rounded down.

Mileage rates are rounded to the next \$.0001.

(iii) The minimum rate or charge is fixed at no less than forty percent below the maximum rate or charge established in (b)(i) of this subsection.

(3) **Who must have tariffs?** Each person holding household goods permit authority must purchase and display at least one copy of the current tariff, and pay applicable tariff maintenance fees. Any interested person may purchase a copy by paying the applicable fees in advance.

(4) **Where must a household goods carrier display its tariffs?** A household goods carrier must display a current copy of the tariff in its main office and in each billing office.

(5) **Who must charge rates contained in the tariff?** All household goods carriers must charge the rates and charges, and comply with the rules contained, in the tariff unless the commission has approved, in writing, deviations from the tariff.

(6) **Is the tariff the only publication a household goods carrier needs to use to determine rates?** The commission may adopt other publications that will be used to assess rates. If we do, we will notify tariff subscribers of the change.

(7) **Where may the public view tariffs?** Tariffs are public documents and you must make them available for the public by posting copies at your main office and any billing office. Tariffs are also available for review at our headquarters office.

(8) **How much does a tariff cost?** The cost of tariffs may change periodically depending on our costs for compiling, printing, distributing, and maintaining them. To find out the current cost, you may contact the commission as described in WAC [480-15-060](#).

(9) **Are copies of current or expired tariff pages available?** The commission will supply you with current or expired single tariff pages upon request. Copies of entire expired tariffs, or entire tariffs applicable on a specific date in the past, generally are not available.

[Statutory Authority: RCW [81.04.160](#), [81.04.250](#), [81.28.040](#), [81.80.090](#), [81.80.120](#), [81.80.130](#), [81.80.290](#), [81.80.211](#), and [80.01.040](#). 00-14-010 (General Order No. R-471, Docket No. TV-991559), § 480-15-490, filed 6/27/00, effective 7/28/00. Statutory Authority: RCW [81.04.160](#) and [80.01.040](#). [99-01-077](#) (Order R-454, Docket No. TV-971477), § 480-15-490, filed 12/15/98, effective 1/15/99.]

WAC 480-15-610 What are my responsibilities regarding advertising? (1) You must include your permit number in any advertising of your household goods moving services. Advertising includes, but is not limited to, reference to your services on your vehicles, equipment, and in telephone books, internet, contracts, correspondence, cards, signs, posters, newspapers, and documents which show your name and address.

(2) You may only advertise services authorized by your permit.

(3) You may advertise services you provide as an agent of, or connecting carrier to, another household goods carrier if you include the name and permit number of the other household goods carrier in your

advertising.

(4) You must not advertise services or rates and charges that conflict with those in the tariff.

(5) If you violate these advertising rules we may assess a penalty of up to five hundred dollars for each violation, or initiate other administrative action. See WAC [480-15-130\(3\)](#).

[Statutory Authority: RCW [81.04.160](#) and [80.01.040](#). [99-01-077](#) (Order R-454, Docket No. TV-971477), § 480-15-610, filed 12/15/98, effective 1/15/99.]

WAC 480-15-650 Form of estimates. (1) **When must a household goods carrier provide a written estimate?** If a customer requests an estimate, you must provide a written estimate only after you, or your representative, have visually inspected the goods to be shipped.

(2) **What must a household goods carrier include on a written estimate?** Your written estimate must include the following information:

(a) The name, address and telephone number of the household goods carrier who will perform the service;

(b) The name, company affiliation, title and telephone number of the person preparing the estimate;

(c) The name of the customer and the receiver of the goods;

(d) The complete physical address of the origin, destination and any intermediate stops of the proposed movement;

(e) The total mileage between the origin and destination, including any intermediate stops;

(f) The rates on which the estimated charges will be based;

(g) A list of the articles upon which the estimate is based (inventory);

(h) The estimated cubic footage for each article;

(i) The estimated total weight of the shipment, based upon a formula of not less than seven pounds per cubic foot (example: A box one foot by one foot by one foot = seven pounds);

(j) An itemized statement of all known accessorial services to be performed, articles supplied, and their charges;

(k) An estimate of the total charges, including transportation and accessorial charges;

(l) A printed statement on the first page of a nonbinding estimate, in contrasting lettering, and not less than eight-point bold or full-faced type, as follows:

IMPORTANT NOTICE

This nonbinding estimate covers only the articles and services listed. It is not a warranty or representation that the actual charges will not exceed the amount of the estimate. If you request additional services to complete the move or add articles to the inventory attached to this estimate, the household goods mover must prepare a supplemental estimate which will change the amount of the original estimate and may change the rate on which these new charges are based.

Household goods carriers are required by law to collect transportation and other incidental charges computed on the basis of rates shown in their lawfully published tariffs, except as provided below:

(1) A household goods carrier may not charge more than twenty-five percent more than its written nonbinding estimate for time charges for a local hourly rated move nor can the household goods carrier charge more than fifteen percent more than the written nonbinding estimate for accessorial and other services not related to time, unless the household goods carrier prepares and the shipper signs a supplemental estimate.

(2) A household goods carrier may not charge more than fifteen percent above your written nonbinding

estimate for a long-distance-rated move, unless the household goods carrier prepares and the customer signs a supplemental estimate.

(3) **Must the customer sign the estimate?** Yes, customers must sign the written estimate.

(4) **How long must a household goods carrier keep written estimates?** You must keep a written estimate in your files for at least two years after you conduct the move.

(5) **What if a household goods carrier is unable to provide a written estimate?** If a customer requests a written estimate and you refuse to provide one, you may not conduct that move by agreeing to meet or beat another company's estimate.

[Statutory Authority: RCW [81.04.160](#), [81.04.250](#), [81.28.040](#), [81.80.090](#), [81.80.120](#), [81.80.130](#), [81.80.290](#), [81.80.211](#), and [80.01.040](#). 00-14-010 (General Order No. R-471, Docket No. TV-991559), § 480-15-650, filed 6/27/00, effective 7/28/00. Statutory Authority: RCW [81.04.160](#) and [80.01.040](#). [99-01-077](#) (Order R-454, Docket No. TV-971477), § 480-15-650, filed 12/15/98, effective 1/15/99.]

WAC 480-15-720 Who must issue bills of lading? You must issue a bill of lading for each shipment of household goods you transport.

[Statutory Authority: RCW [81.04.160](#) and [80.01.040](#). [99-01-077](#) (Order R-454, Docket No. TV-971477), § 480-15-720, filed 12/15/98, effective 1/15/99.]

WAC 480-15-730 What is the format for bills of lading? You must use the bill of lading format shown in our published tariff.

[Statutory Authority: RCW [81.04.160](#) and [80.01.040](#). [99-01-077](#) (Order R-454, Docket No. TV-971477), § 480-15-730, filed 12/15/98, effective 1/15/99.]

WAC 480-15-740 Information required on a bill of lading. You must list on the bill of lading all information necessary to determine tariff rates and charges. Any element that you use in determining transportation charges must be clearly shown on the bill of lading. This information includes, but is not limited to:

- (1) The date the shipment was packed, loaded, transported, delivered, unloaded and unpacked;
- (2) The number and size of each type of carton, crate, or container used in packing the customer's goods;
- (3) The exact address at which the shipment, or any part of that shipment, was loaded or unloaded;
- (4) The nature of any special services performed on behalf of the customer;
- (5) The name, address, and total charges of any third party services incurred on behalf of the customer;
- (6) Any special circumstances that entered into the determination of transportation charges (for example: Detours or road conditions that required you to take a circuitous route, thus incurring additional mileage charges);
- (7) The start time, stop time, and any interruptions for each person involved in or on a shipment rated under hourly rates:
 - (a) In lieu of recording each person's start time, stop time, and interruptions on the bill of lading, a carrier may maintain a separate, but complete, record of each person's activities in sufficient detail to verify the proper rates and charges.
 - (b) A carrier must be able to identify, through payroll records, each person involved in a move and provide that information to commission staff on request.

(c) In all cases a carrier must record on the bill of lading the start time and stop time of any hourly rated move, and any interruptions in service;

(8) On any shipments where the customer did not receive a written estimate, you must make a notation on the bill of lading that the customer was given a copy of the brochure "*Your Rights and Responsibilities as a Moving Company Customer*." The customer must initial on or near your notation on the bill of lading, acknowledging receipt of the information.

[Statutory Authority: RCW [81.04.160](#), [81.04.250](#), [81.28.040](#), [81.80.090](#), [81.80.120](#), [81.80.130](#), [81.80.290](#), [81.80.211](#), and [80.01.040](#). 00-14-010 (General Order No. R-471, Docket No. TV-991559), § 480-15-740, filed 6/27/00, effective 7/28/00. Statutory Authority: RCW [81.04.160](#) and [80.01.040](#). [99-01-077](#) (Order R-454, Docket No. TV-971477), § 480-15-740, filed 12/15/98, effective 1/15/99.]

Tariff 15-A

Item 85 – Estimates

1. All estimates must comply with the provisions of Chapter 480-15 WAC, Part 5.2.
2. Carriers may provide customers with two kinds of estimates:
 - Binding estimates; and
 - Non-binding estimates.
3. A supplemental estimate is to be used whenever there is any change to the move, by the customer, that results in an increase in cost. Supplemental estimates must be issued at the same level of rates as were contained in the original estimate.
4. Estimates must show each applicable rate and charge that will be used to determine the total transportation charge.
5. All estimates must be written. Verbal estimates are prohibited.
6. Whenever a written estimate is provided, all moving companies must give the potential customer a copy of the commission brochure "*Your Rights and Responsibilities as a Moving Company Customer*."
7. Carriers may design and use their own estimate and supplemental estimate forms. The Commission has not defined either a specific estimate form or a supplemental estimate form. The Commission instead establishes format criteria that must be used by all carriers in designing their own forms. Forms designed and used by carriers must:
 - a. Be printed on paper that is at least 8-1/2 inches by 11 inches in size.
 - b. Be printed in at least 8 point type.
 - c. Contain information that identifies the company name, address, phone number, telefacsimile number(if any), and e-mail address (if any) of the company making the estimate or supplemental estimate.
 - d. Contain information that clearly identifies whether the estimate or supplemental estimate

is binding or non-binding.

Contain clearly captioned sections that provide adequate information to the customer so that the customer may make informed choices regarding transportation needs. At a minimum the form must contain the following sections:

- i. Identification of customer – name, phone number, address of shipper, origin of shipment, destination of shipment, shipper’s contact person (if other than customer).
- ii. For hourly-rated shipments, the number of carrier personnel and carrier vans (or trucks) that will be used, and the number of hours each will be involved in the move.
- iii. For mileage-rated shipments, the mileage between origin and destination, the estimated weight of the shipment, and the total transportation cost. Note: If the customer requests additional stops be made, mileage must be figured through those stopping points.
- iv. Overtime.
- v. Services to be provided (stairs, long carry, third party, etc.)
- vi. Valuation charges.
- vii. Storage. (Storage-in-transit, storage-in-vehicle, permanent storage, etc.)
- viii. Packing, unpacking, and containers.
- ix. A summary of charges. The summary must be printed in the right lower quadrant of the form and must be set off by being placed in a box as shown in the following sample:
- x. “Remarks” section. This area to be used for special instructions or agreements between carrier and customer.
- xi. Signatures. This section must be in the lower, right-hand portion of the form and must contain the signature of the estimator, the estimator’s title, customer’s signature, and the date signed. See example:

Summary of Charges	
Moving	\$ _____
Storage.....	\$ _____
Packing/ Unpacking..	\$ _____
Containers....	\$ _____
Services.....	\$ _____
Valuation.....	\$ _____
Other.....	\$ _____

Estimator’s Signature _____
 Estimator’s Title _____
 Shipper’s Signature _____
 Date Signed _____

ITEM 95 -- BILLS OF LADING

- 1. In compliance with RCW 81.29.020 and WAC 480-15-720 carriers must issue a bill of lading on each shipment of household goods transported.

- (a) A sample bill of lading form follows the text of this item. Carriers are invited to have this sample bill of lading reproduced, in triplicate, for use on Washington intrastate household goods moves.
- (b) Carriers are not required to use the sample form, it is provided as a guideline only. Carriers may elect to publish their own forms, provided the information shown in this tariff item is contained on the bill of lading.
- (c) The information shown below, and on the sample bill of lading, is not required to be shown on a single document. Carriers may elect to divide the material between two or more documents. Carriers electing to do so, however, are required to cross reference the records to one another and must file all documents together to facilitate inspection of bills by Commission regulatory staff to determine that all information required by this tariff item have been included on the documents.

2. Information That Must Be Included on Uniform Household Goods Bills of Lading:

- a. The name, permit number, address, telephone number, and fax number (if any) of the household goods carrier;
- b. The name, address, and telephone number of the customer;
- c. The name, address, and telephone number of the consignee;
- d. The exact location of the origin pickup point, any split pickups, stops to partially load or unload, and the final destination point of the shipment;
- e. The actual pickup date; and
- f. A declaration of the length of time the shipper wishes property to be stored (permanent storage or storage in transit). The declaration must state as follows:

STORAGE: If shipment will be placed into storage, the customer must initial option selected.

_____ This shipment is to be placed in storage for a period of less than 90 days (storage in transit). I understand that on the 91st day of storage the shipment becomes permanent storage.

_____ This shipment is to be placed in storage for more than 90 days (permanent storage).

- g. A declaration of the type of estimate (binding or non-binding) under which the shipment is moving. If the household goods carrier does not offer binding estimates, the language shown below relating to binding estimates may be omitted. The declaration must state:

ESTIMATES: The customer must initial option selected:

_____ I did not request a written estimate on this shipment and understand I will be required to pay charges shown on this contract.

_____ I understand this shipment is moving under a binding estimate and that I will be required to pay the amount shown on that estimate.

_____ I understand this shipment is moving under a non-binding estimate. **NOTE:** If the charges shown on this bill exceed the charges on the non-binding estimate given me by the carrier, the carrier must release the shipment to me upon payment of no more than 110 percent of the estimated charges and will extend credit for 30 days in which I must

PAYMENT: The customer agrees to pay charges, at time of delivery, by:

____ cash ____ money order ____ certified check ____ credit card
____ personal check ____ business check ____ debit card

If credit arrangements are made, bill to:

Name: _____

Address: _____

ⓈNote: If carrier will never accept personal checks or debit cards, those options may be omitted from the section, or replaced with the term "other." (TV-001242)

ITEM 110 B MILEAGE

1. **ONE-WAY MILES.** Rates in Section 2 are based on one-way miles.
2. **COMPUTING MILEAGE.** Carriers must use the Rand McNally Mileage Guide to determine mileage.

ITEM 225 - CONTAINER PRICES

1. Prices are for containers (packing materials) only.
2. If the customer requests delivery or pickup of containers, Item 230 (Hourly Rates) and Item 235 (Labor Charges) will apply.
3. When available, the customer may purchase used containers at 50% of the prices shown below.

ITEM NO. 230 - HOURLY RATES

1. Hourly rates apply:
 - (a) On shipments where the loaded distance is 35 miles or less; or
 - (b) When referred to by another item of the tariff.

Note: For moves longer than 35 miles, see Item 200 (Mileage Rates).

2. Rates shown in this item apply for the vehicle and driver. See Item 235 (Labor Charges) if additional carrier personnel are involved in the move. Charges for the driver are computed at the same charges as those in Item 235 (Labor Charges), with the balance being the charge for use of the vehicle.
3. Hourly rates apply during regular hours only. For other than regular hours, overtime charges will apply in addition to these hourly rates. See Item 220 for overtime rates.
4. Time must be recorded to the nearest increment of 15 minutes. The carrier must require its employees to record breaks and interruptions. The customer must not be charged for those breaks and/or interruptions.
5. The minimum charge for a shipment moving under hourly rates is one hour.

6. When a single shipment is being transported, the carrier will bill the customer for the time beginning when the moving vehicle leaves the carrier's terminal, or other location of the vehicle, whichever is closest to the origin of the shipment, until the time the vehicle returns to the carrier's terminal or is dispatched to another job.
7. When two or more shipments are being transported on a single vehicle, the time charged to each customer must be:
 - (a) The actual time spent conducting packing, loading, unloading and unpacking; plus
 - (b) An equitable division of the total travel time.

APPENDIX B



Response to audit recommendation of business practices for advance relocation experts.

Dear carol- washburn

As the commission recommended at the end of the business review we have taken the following measures to correct the errors on our part

(1) advance relocation expert LLC must show permit number name and address
Response: advance relocation experts will make sure on our next yellow page advertisement which will be in may 2006, reason been the high cost of advertising so we have decided to stay of the yellow pages from may 2005-2006 but come may 2006 our hauling permit number company name and address will all be included in all forms of advertisement that we do.

(2) advance relocation must revise the written estimate form to include the require section for remarks.

Response: advance relocation has reviewed the copy of the estimate sheet and found no errors on our part a copy of our estimate sheet is included in this reply for reviews and if any errors are found please make note and we will reprint if we have to.

(3) advance relocation must include total mileage from origin to destination and intermediate stops

Response: advance relocation has since this review started to write total amount of mileage from origin to destination and stops or launch as required by the commission we have only done one estimate due to slow business.

The estimated completion date will be by the end of the second quarter which is in june 05.



18041 Des Moines Way South Seattle, Washington 98148 USA Eastside (425)467-6683 Seattle (206)391-0204
Tacoma (253)945-6632 Toll Free 1 (866) 945-6632 or (877) 450-6683



Response to audit recommendation of business practices for advance relocation experts.

(4) advance relocation on written estimates include list of article based on the shipment.(inventory)

Response: advance relocation as of March 17, 2005 will make sure all list of item been transported are recorded that's (inventory) from now and we should be in compliance of the commission not later than June 05.

(5) advance relocation must require customers to sign written estimates.

Response: advance relocation is already in compliance up till date with this we require our customers sign our estimate sheet when we give estimates.

(6) advance relocation must make sure that the name of the consignee is listed on the bill of lading

Response: advance relocation expert is already in compliance with this we write the name of the shipper/consignee address of origin and destination also included in every bill of lading.

(7) advance relocation must charge the rates and charges contained in the tariff unless the commission approves deviation from the tariff.

Response: advance relocation has been charging according to the commissions rates and tariff sheet in the past we have made mistakes but since this review we charge accurately for our hourly rated shipment plus the new fuel supplemental; fuel surcharge which is 2.50% we should be within the commission compliance by end of the second quarter which is June 05.

(8) advance relocation must on the bill of lading list specific information necessary to bill shipper accurately.

Response: advance relocation will accurately charge our customer based on the current commission rate sheet and we should be in total compliance by June 05.



18041 Des Moines Way South Seattle, Washington 98148 USA Eastside (425)467-6683 Seattle (206)391-0204
Tacoma (253)945-6632 Toll Free 1 (866) 945-6632 or (877) 450-6683



Permit #hg60330

Response to audit recommendation of business practices for advance relocation experts.

(9) advance relocation must list on the bill of lading amount and charges assessed and must fully describe each charges

Response: advance relocation will make sure starting today 17th march 2005 that every charge applied to our customer is clearly explained in detail and if need a clear printed sheet explaining charges will be provided I am working on getting more help to get things in order we should be in compliance latest on this by the end of the 2nd quarter which is june 05.

(10) advance relocation on the bill of lading must show each accessorial charge performed as a separate line item and charge for that service

Response: advance relocation will as of date show every accessorial charges incurred by shipper in detail according to commission standard and all error resolved by the end of june.

(11) advance relocation must not charge for items like sales tax reschedule fees or extra pickup or deliveries.

Response: advance relocation is already in compliance with not charging for sales tax or reschedule fees, for extra pickup and delivery charge will end as of date and we should be in compliance by the end of june.

(12) advance relocation on the bill of lading list of exact address at which the shipment or any part of that shipment was loaded or unloaded

Response; advance relocation is already in compliance with this but will make sure as date that is permanently enforced and of total compliance by latest june.

(13) advance relocation must only charge fees for new or used containers as listed in the tariff.

Response: we are already in compliance with this we charge according to tariff.



18041 Des Moines Way South Seattle, Washington 98148 USA Eastside (425)467-6683 Seattle (206)391-0204
Tacoma (253)945-6632 Toll Free 1 (866) 945-6632 or (877) 450-6683



Response to audit recommendation of business practices for advance relocation experts.

(14)advance relocation must not charge items not listed in tariff such as tape and shrinkwrap.

Response: advance will no longer as of date charge for shrink wrap and tape and should be in full compliance of the commission by end of june, we are requesting the commission to please explain what the company should do if a shipper request this item from us without our labor service what should we do can we charge for it or not even though we paid for it?

(15)advance relocation must require employees to record break and interruption and customer must not be charge for it.

Response: as of date we have making sure that lunches are taking and customers are not been charge for it any interruption that do occur is not charge to the shipper we should be in full compliance by end of june.

(16)advance relocation must charge a one hour min on hourly rated moves.

Response: as of date advance relocation will only charge a one hour min charge with every hourly rated shipment and will be in commission compliance by the end of june.

(17)advance relocation must use the rand mcnally mileage guide to determine mileage rated shipment

Response: as of date we have a copy of the rand mcnally mileage guide and intend to use it accurately and by the end of june we will be in full compliance of the commission .

If there is any we left unattended please contact me directly at the numbers stated below thanks

Austine-thompson



18041 Des Moines Way South Seattle, Washington 98148 USA Eastside (425)467-6683 Seattle (206)391-0204
Tacoma (253)945-6632 Toll Free 1 (866) 945-6632 or (877) 450-6683

APPENDIX C



STATE OF WASHINGTON

WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION

1300 S. Evergreen Park Dr. S.W., P.O. Box 47250 • Olympia, Washington 98504-7250
(360) 664-1160 • TTY (360) 586-8203

March 24, 2005

Austine Thompson
Advance Relocation Expert, LLC, d/b/a A.R.E.
31585 115th Avenue SE
Auburn, WA 98092

Dear Mr. Thompson:

The Commission received your letter on March 21, 2005, on behalf of Advance Relocation Expert, LLC (Advance Relocation), in response to the Commission's letter dated March 2, 2005. Advance Relocation was asked to provide a compliance plan to address the recommendations made in Staff's audit report.

In your letter, you listed a question relating to the operation of your business. This question is listed in Section 1 below, along with Staff's response.

Additionally, in response to the audit report, you provided a compliance plan that explained what actions Advance Relocation intended to take, including an estimated completion date, to come into compliance with each issue identified. There are several items addressed in your compliance plan that require additional attention from Advance Relocation. These items are addressed in Section 2.

Section 1 – Staff Response to Question

Question: Referring to the item in the audit report where Staff stated that Advance Relocation must not charge for items not listed in the tariff, such as tape, shrinkwrap, etc., Advance Relocation asked: "...we are requesting the commission to please explain what the company should do if a shipper request (sic) this item from us without our labor service what should we do can we charge for it or not even though we paid for it?"

Staff Response: Tariff Item 225 lists the charges you can assess for containers. You cannot charge for items that are not in the tariff, however, Advance



Austine Thompson

March 24, 2005

Page 2

Relocation currently has the flexibility to charge higher rates to cover the cost of the materials you mentioned, as long as the rates still fall within the rate bands listed in the tariff.

The Commission is currently revising Tariff 15-A. If Advance Relocation would like to propose specific changes to the tariff, WAC 480-15-510 describes the process for proposing such changes (copy enclosed).

Section 2 – Compliance Plan

In response to Staff's audit report and recommendations, Advance Relocation provided a compliance plan that explained what actions the company intended to take, including an estimated completion date, to come into compliance with each issue identified. Staff has concerns with the company's response on the following issues:

Staff Recommendation: Advance Relocation must revise the written estimate form to include the required section for remarks. (Tariff 15-A, Item 85(7)(e)(x), requires a remarks section on the written estimate. Companies use this area for special instructions or agreements between the carrier and the customer.)

Company Response: "advance relocation has reviewed the copy of the estimate sheet and found no errors on our part a copy of our estimate sheet is included in this reply for reviews and if any errors are found please make note and we will reprint if we have to."

Staff Response: The estimate sheet provided with the response does not contain the required section for remarks. Advance Relocation must revise the written estimate form to include this section. This requirement is not unique to Advance Relocation; all carriers must include this section on their written estimate forms.

Staff Recommendations: For the Staff Recommendations listed below, Advance Relocation stated that the company would be in compliance by June 2005:

- Advance Relocation, on the written estimate, must include the total mileage between the origin and destination, including any intermediate stops.
- Advance Relocation, on the written estimate, must include a list of articles upon which the estimate is based (inventory) with the estimated cubic footage for each article.
- Advance Relocation, on the bill of lading, must charge the rates and charges contained in the tariff unless the Commission has approved deviations from the tariff.

Austine Thompson

March 24, 2005

Page 3

- Advance Relocation, on the bill of lading, must list specific information necessary to bill the customer the correct rates and charges.
- Advance Relocation, on the bill of lading, must list the amount and type of any charges assessed and must fully describe each charge.
- Advance Relocation, on the bill of lading, must show each accessorial charge performed as a separate line item and the charge for that service.
- Advance Relocation, on the bill of lading, must not charge for items such as sales tax, reschedule fees, or extra pickups or deliveries.
- Advance Relocation, on the bill of lading, must list the exact address at which the shipment, or any part of that shipment, was loaded or unloaded.
- Advance Relocation must not charge for items not listed in the tariff, such as tape and shrink-wrap.
- Advance Relocation, on the bill of lading, must require its employees to record breaks and interruptions, and customers must not be charged for those breaks and interruptions.
- Advance Relocation must charge a one-hour minimum on hourly-rated moves.
- Advance Relocation must use the Rand McNally Mileage Guide to determine mileage for mileage-rated moves.

Staff Response: Advance Relocation must comply with these rules. Any changes the company does not make now will be in violation of the rules and the Commission can issue penalties for violations at any time. Advance Relocation has been given technical assistance on these requirements by Commission Staff on numerous occasions and should be fully aware of the requirements for operating in the household goods moving industry.

Rates and Charges Violations: Staff finds no reason to allow the company to continue to charge customers amounts it may not legally charge for an additional two months. Staff will recommend the Commission issue penalties for any rates and charges violations it finds in the future.

Other Bill of Lading Violations: Staff will recommend the Commission issue penalties for any violations other than rates and charges if it finds such violations after May 31, 2005.

Finally, the business name listed on the company's letterhead is, "Advance Relocation Experts." The business name listed on the company's bill of lading and estimate forms

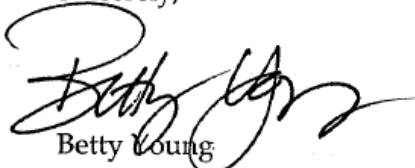
Austine Thompson
March 24, 2005
Page 4

is "Advanced Relocation Experts." Neither of these names matches the business name listed on the company's household goods permit, which states, "Advance Relocation Expert, LLC." WAC 480-15-390 requires you to conduct operations under the name shown on your household goods permit. Advance Relocation must revise its letterhead, forms, advertisements, etc., to reflect the name listed on its household goods permit.

By April 1, 2005, please advise in writing what actions the company intends to take, including an estimated completion date, to come into compliance with these issues.

If you have questions, require additional information, or would like to request a meeting to discuss these issues, please contact me at 360-664-1202, or by e-mail at byoung@wutc.wa.gov.

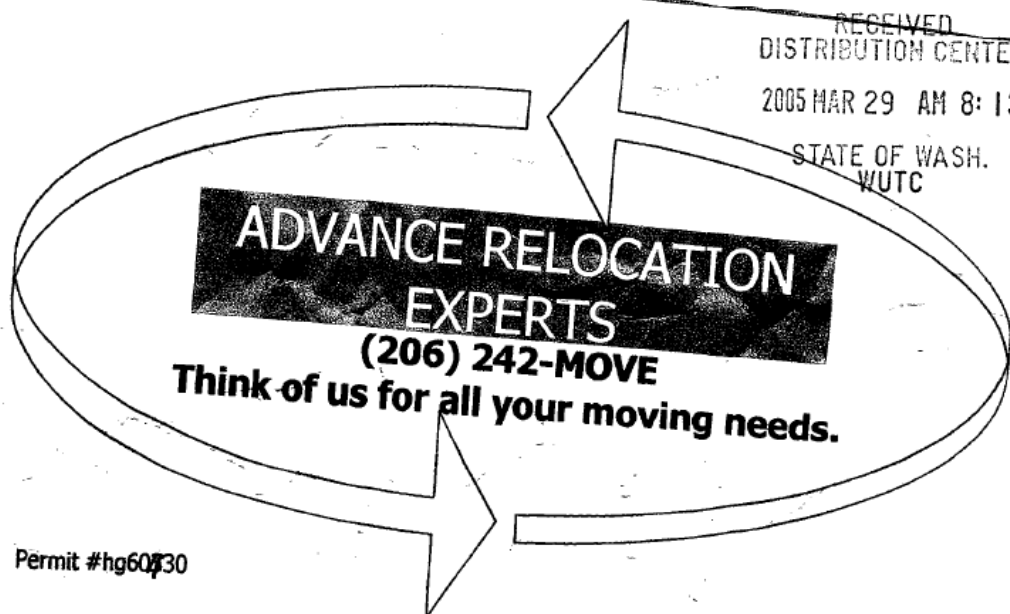
Sincerely,



Betty Young
Compliance Specialist
Business Practices Investigations

Enclosure

APPENDIX D



Response to audit recommendation of business practices for advance relocation experts.

Dear carol- washburn

As the commission recommended at the end of the business review we have taken the following measures to correct the errors on our part

(1) advance relocation has reviewed tariff 15a item 85 and found the error and promises to reprint, but as the commission can observe that this is one of the slowest winter in history and we are barely surviving, we will appreciate if the commission can give us time to make some revenue estimated completion time may 05

(2) advance relocation must on the written estimate sheet include the total mileage between the origin and the destination and any intermediate stops.
Response: advance relocation will make sure as of date that any estimates done will include the total amount of mileage from origin to destination and any intermediate stops that occurs during a move, we should be in full compliance with that as of may 05.

(3) advance relocation on its written estimate must include a list of articles upon which the estimate is based (inventory) with the estimated cubic footage for each article

Response: advance relocation will as of today record a list of article of shipment that any of our estimates is based on, a proper inventory sheet in place and we intend to be in full compliance by june 05

(4) advance relocation must charge the rate and charges contained in tariff unless the commission as approved deviation from the tariff.





Response to audit recommendation of business practices for advance relocation experts.

Response: advance relocation only charges for items that are listed in the tariff. the company in the past has made mistakes by charging for shrinkwrap and tape but after notified by the commission of the error the company has since then stop charging for such items so i will say the company is of full compliance on this issue as of date.

(5) advance relocation on the bill of lading must list specific information necessary to bill customers the correct rate and charges.

Response: advance relocation has always listed every information necessary to charge customers correctly but we promise to make sure as of date to carefully go over the bill of lading for any possible errors ,and to be in full compliance by may05

(6) advance relocation must on the bill of lading list every charge assessed to a customer.

Response: advance relocation will make sure as of date that any charges assessed to a customer is clear and understandable by the shipper.

(7) advance relocation must list on the bill of lading list the exact address at which the shipment or any part of the shipment was loaded or unloaded.

Response: advance relocation is already in compliance with this issue but promises to keep up with this system.

(8) advance relocation has stopped charging for items not listed in tariff sheet such as shrinkwrap tape reschedule fee etc, the question asked with my last response was a concern we had, but has the commission has explained will make sure as of date that this standard is retained.





(9) advance relocation must check the company the way its spelt is incorrect
Response: the error was from the printer and we have contacted them for
reprint and we should be of full compliance with this issue by may05
We appreciate the commissions concern about our company and will make sure
that we are in full compliance by june05 due to a very low source of revenue of
the company we intend to work hard to make everything a success by june for
any question I can be contacted at numbers stated below,thanks

Austine-thompson
Operational manager

18041 Des Moines Way South Seattle, Washington 98148 USA Eastside (425)467-6683 Seattle (206)391-0204
Tacoma (253)945-6632 Toll Free 1 (866) 945-6632 or (877) 450-6683

**advance Relocation
experts**

APPENDIX E



STATE OF WASHINGTON

WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION

1300 S. Evergreen Park Dr. S.W., P.O. Box 47250 • Olympia, Washington 98504-7250
(360) 664-1160 • TTY (360) 586-8203

March 29, 2005

Austine Thompson
Advance Relocation Expert, LLC, d/b/a A.R.E.
31585 115th Avenue SE
Auburn, WA 98092

Dear Mr. Thompson:

I received your letter today, on behalf of Advance Relocation Expert, LLC, d/b/a A.R.E. (Advance Relocation), in response to my letter dated March 24, 2005. My letter addressed the concerns I had with the company's compliance plan response on the issues of the written estimate form, compliance issues the company stated it would address by June 2005, and discrepancies in the company's business name.

Based on your letter, I will update Advance Relocation's compliance plan file to indicate that the company estimates it will revise its written estimate forms and address company name discrepancies by May 2005. I will also note that Advance Relocation states it is either currently complying or plans to be in compliance with the remaining issues identified by June 2005.

Thank you for your prompt response. If you have questions or require additional information, please contact me at 360-664-1202, or by e-mail at byoung@wutc.wa.gov.

Sincerely,

A handwritten signature in cursive script, appearing to read "Betty Young".

Betty Young
Compliance Specialist
Business Practices Investigations



APPENDIX F



STATE OF WASHINGTON

WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION

1300 S. Evergreen Park Dr. S.W., P.O. Box 47250 • Olympia, Washington 98504-7250
(360) 664-1160 • TTY (360) 586-8203

August 17, 2005

Austine Thompson
Advance Relocation Expert, LLC, d/b/a A.R.E.
31585 115th Avenue SE
Auburn, WA 98092

Dear Mr. Thompson:

In June 2004, Business Practices Investigations Staff began an audit of Advance Relocation Expert, LLC, d/b/a A.R.E. (Advance Relocation). The purpose of the audit was to review company records, policies, and processes of Advance Relocation. Staff used this information to evaluate the company's business practices and to determine how those practices complied with Commission laws and rules relating to household goods carriers.

In March 2005, Staff provided Advance Relocation with an audit report that identified specific areas of non-compliance with Commission rules, along with recommendations for coming into compliance in each area. In response, Advance Relocation provided a compliance plan that explained what actions the company intended to take, including an estimated completion date, to come into compliance with each issue identified.

The Commission is conducting a post-audit review of Advance Relocation's records to ensure that the company is following its compliance plan. Accordingly, please provide the following information and/or documents:

- A copy of Advance Relocation's letterhead and any advertisements.
- A copy of Advance Relocation's bill of lading.
- A copy of Advance Relocation's non-binding and binding estimate forms.



Advance Relocation Expert, LLC, d/b/a A.R.E.

August 17, 2005

Page 2

- For every in-state residential move performed from June 1 through July 31, 2005, please provide all supporting documents related to each customer's move, including, but not limited to: the bill of lading, estimate, supplemental estimate, certified scale weight slips, any record that documents the constructive weight of the shipment, inventory records, commercial ferry receipts, all documents related to the storage of goods in transit, etc.

Please respond with the requested documents, papers, and information no later than September 16, 2005. The information should be sent to Betty Young, Compliance Specialist, Business Practices Investigations Section. Ms. Young can be reached at 360-664-1202, or by e-mail at byoung@wutc.wa.gov.

Sincerely,



Carole J. Washburn
Executive Secretary

APPENDIX G



Response to audit recommendation of business practices for advance relocation experts.

Dear betty-young

Based on the commission request we are providing this documentation for your review.

- (1) enclosed is my letter head, and the company doesn't have any current advertisement due to the cost of advertising.
- (2) enclosed is my bill of lading
- (3) enclosed is my binding and non binding estimate forms .
- (4) enclosed are copies of our bills of lading from june 1st through july 31st 05 there are no estimate forms because non was requested by the customers, there was no ferry rides throughout that period and every move I did were repeat customers and every move done was local under 35miles. after reviewing this documentation and you have anymore questions please contact me at the numbers stated below. thanks

RECEIVED

OCT 13 2005

WASH. UT. & TP. COMM

Austine-thompson
Operational-manager


**advance Relocation
experts**

18041 Des Moines Way South Seattle, Washington 98148 USA Eastside (425)467-6683 Seattle (206)391-0204
Tacoma (253)945-6632 Toll Free 1 (866) 945-6632 or (877) 450-6683

APPENDIX H



Advanced Relocation Experts

17800 Des Moines Way S.
SeaTac, WA 98148
Seattle (206) 242-6683
Tacoma (253) 945-6632
Toll Free 1-877-450-MOVE

INVOICE #

Advanced Relocation Experts
USDOT 970687
Permit #HG-80430
DATE ORDER TAKEN

Uniform Household Goods Bill of Lading

MOVE DATE

Customer: This bill of lading establishes a contract between you and the household goods carrier. It confirms instructions and authorizes the carrier to move, ship, pack, store and/or perform the services shown. Before you sign this document it is important that you first read the entire document, including the back, and that you ask for an explanation of anything that is not clear or that is different from any previous information received from the carrier or the carrier's representative(s). This contract is subject to conditions on the back of this form.

Rights and Responsibilities Guide (customer must sign this section)

The carrier gave me, or I declined, a copy of the brochure "Your Rights and Responsibilities as a Moving Company Customer".
Signature of customer: _____

FROM				TO			
CUSTOMER NAME				CUSTOMER NAME			
PICK UP ADDRESS		STREET		DELIVERY ADDRESS		STREET	
		APT. NO.				APT. NO.	
CITY		STATE		CITY		STATE	
		ZIP				ZIP	
		PHONE				PHONE	
SPLIT PICKUP & DELIVERY AT				STORAGE-IN-TRANSIT (SIT) AT			
WEIGHT OF SHIPMENT (Weight Tickets Attached)							
GROSS WEIGHT				LBS. WEIGHMASTER			
TARE WEIGHT				LBS. WEIGHMASTER			
NET WEIGHT				LBS.			
Expedited shipment: Moving at weight of _____ pounds. Actual weight is: _____ pounds. Agreed to by customer: _____ Customer's signature: _____							
TIME RECORD							
LABORERS & VAN (Complete start and stop time chart below)							
REG HOURS @				PER HOUR = CHARGES			
OVERTIME HRS @				PER HOUR = CHARGES			
Person 1: Start Time		Stop Time		Total Hours			
Person 2: Start Time		Stop Time		Total Hours			
Person 3: Start Time		Stop Time		Total Hours			
Person 4: Start Time		Stop Time		Total Hours			
Details of packing and packing materials							
DESCRIPTION		QUAN.		RATE		AMOUNT	
DISH PACK							
CARTONS LESS THAN 1 1/4 CU. FT.							
1 1/4 CU. FT.							
3 CU. FT.							
4 1/4 CU. FT.							
6 CU. FT.							
8 1/4 CU. FT.							
WARDROBE CARTONS							
MATTRESS CARTONS CRIB							
MATTRESS CARTONS (not exc. 39"x75")							
MATTRESS CARTONS (not exc. 54"x75")							
MATTRESS CARTONS (exc. 54" x 75")							
GLASS CONTAINERS MINIMUM							
GLASS CONTAINERS _____ CU. FT.							
BOXES OR CRATES MINIMUM							
BOXES OR CRATES _____ CU. FT.							
OTHER:							
Total packing and materials charges -->							
Details transportation, valuation and services provided:							
APPLIANCE SERVICE							
OTHER SERVICES							
TRANSPORTATION: _____ MILES				NET WT			
TRANSP. OF STORAGE IN TRANSIT SHIPMENT							
WAREHOUSE TO DESTINATION: _____ MILES							
STORAGE IN TRANSIT 30 DAYS OR FRACTION							
WAREHOUSE HANDLING IN/OUT							
STORAGE VALUATION CHARGES							
EXTRA PICKUP/DELIVERY							
HOISTING OR PIANO HANDLING							
STAIRS, ELEVATORS OR CARRIES							
TRANSPORTATION VALUATION CHARGES							
OTHER:							
OTHER:							
Total for transportation, valuation, services-->							
TOTAL BOTH SECTIONS							
LESS AMOUNT PREPAID							
BALANCE DUE FROM CUSTOMER							

All goods were received in good condition except as noted on this contract or on the Inventory form.

Receipt for goods: Driver _____ Date _____ Delivery Receipt: Customer _____ Date _____

Damage Noted: _____

ADVANCED RELOCATION EXPERTS



18041 Des Moines Way South
 Seattle, WA 98148
 Eastside (425) 467-6683
 Seattle (206) 391-0204
 Tacoma (253) 945-6632
 Toll Free 1-866-945-6632
 Fax (206) 242-0414
 USDOT 970667 • Permit No. HG 60430

HOUSEHOLD GOODS BINDING ESTIMATE OF COST OF SERVICES

IMPORTANT NOTICE: This is a binding estimate. It is a representation of the actual charges which will apply on this shipment. If you change the conditions of the shipment (request additional services, add items to be shipped, etc.), the household goods carrier must prepare a supplemental estimate which will change the amount of the estimate for the shipment.

Name of shipper _____ Phone No. _____ Date: _____
 Address of shipper _____ Zip Code _____
 Moving from: City/State/Zip _____
 Moving to: City/State/Zip _____
 Shipper's destination contact person: _____ Phone Number: _____

ESTIMATED COST OF SERVICE

HOURLY RATED SHIPMENTS (under 35 miles)

Carrier employees, _____ hours @ \$ _____ per hour \$ _____
 Carrier vans, _____ hours @ \$ _____ per hour \$ _____

MILEAGE RATED SHIPMENTS (over 35 miles or transportation to storage-in-transit)

Miles _____ pounds @ _____ per pound \$ _____

OVERTIME: _____ # personnel, _____ # hours @ \$ _____ per hour \$ _____

BRIDGE OR FERRY TOLLS (Estimated) \$ _____

VALUATION CHARGES (choose one):

60 cents per pound per article \$ No Charge
 Depreciated value protection \$ _____ per \$100 declared value \$ _____
 Replacement cost, with deductible \$ _____ per \$100 declared value \$ _____
 Replacement cost, with no deductible \$ _____ per \$100 declared value \$ _____

Packing Date Requested
Loading Date Requested
Delivery Date or period of time requested

STORAGE

_____ pounds, @ \$ _____ per 100 pounds, for each 30 days or fraction ... \$ _____
 Warehouse Handling _____ pounds @ \$ _____ per 100 pounds \$ _____

OTHER SERVICES

Split pickup, split delivery or stop in transit (to partially load or unload or both) \$ _____
 Servicing of appliances \$ _____
 Hoisting, lowering, etc. \$ _____
 Piano/organ carry \$ _____
 Bulky articles \$ _____
 Stairs/elevator \$ _____
 Long carry \$ _____
 Other: \$ _____
 Other: \$ _____

SUMMARY OF CHARGES	
Moving	\$ _____
Storage	\$ _____
Packing/Unpacking	\$ _____
Other	\$ _____
Estimated total cost	\$ _____

PACKING, UNPACKING AND CONTAINERS

Quantity	Charge per unit	Total
Dish packs or barrels	_____	\$ _____
Cartons over 1-1/2 cu. ft.	_____	\$ _____
Cartons over 3 cu. ft.	_____	\$ _____
Cartons over 4-1/2 cu. ft.	_____	\$ _____
Cartons over 6 cu. ft.	_____	\$ _____
Wardrobes	_____	\$ _____
Mattress ctn. single	_____	\$ _____
Mattress ctn. double	_____	\$ _____
Mattress ctn. queen	_____	\$ _____
Mattress ctn. king	_____	\$ _____
Mattress ctn. crib	_____	\$ _____
Foam Sets	_____	\$ _____
Glass Packs	_____	\$ _____
Crate, size _____	_____	\$ _____
Crate, size _____	_____	\$ _____
Estimated Total Cost		\$ _____

REMARKS:

Estimator's Signature _____
 Estimator's Title _____
 Shipper's Signature _____
 Date Signed _____

APPENDIX I

ADVANCED RELOCATION EXPERTS



18041 Des Moines Way South
 Seattle, WA 98148
 Eastside (425) 467-6683
 Seattle (206) 391-0204
 Tacoma (253) 945-6632
 Toll Free 1-866-945-6632
 Fax (206) 242-0414
 USDOT 970667 • Permit No. HG 60430

HOUSEHOLD GOODS NON-BINDING ESTIMATE OF COST OF SERVICES

Name of shipper _____ Phone No. _____ Date: _____
 Address of shipper _____ Zip Code _____
 Moving from: City/State/Zip _____
 Moving to: City/State/Zip _____
 Shipper's destination contact person: _____ Phone No. _____

SUPPLEMENT TO BILL OF LADING:

IMPORTANT NOTICE: A non-binding estimate covers only the articles and services listed. It is not a warranty or representation that the actual charges will not exceed the amount of the estimate. If you request additional services to complete the move or add articles to the inventory attached to this estimate, the household goods mover must prepare a supplemental estimate which will change the amount of the original estimate.

If the total tariff charges for the listed articles and services exceed this estimate by more than ten percent, then, upon your request, the carrier must relinquish possession of your shipment upon payment of a maximum amount of 110% of the amount of the estimate (and any supplemental estimates). You are obligated to pay the balance of the total charges within 30 days.

Household goods carriers are required by law to collect transportation and other incidental charges computed on the basis of rates shown in their lawfully published tariffs, except as provided below:

(1) A household goods carrier may not charge more than twenty-five percent more than its written non-binding estimate for time charges for a local hourly rated move nor can the household goods carrier charge more than fifteen percent more than the written non-binding estimate for accessorial and other services not related to time, unless the household goods carrier prepares and the shipper signs a supplemental estimate.

(2) A household goods carrier may not charge more than fifteen percent above your written non-binding estimate for a long-distance-rated move, unless the household goods carrier prepares and you sign a supplemental estimate.

ESTIMATED COST OF SERVICE - ADDED OR CHANGED SERVICES

HOURLY RATED SHIPMENTS (under 35 miles) Estimated Charges
 Carrier employees, _____ hours @ \$ _____ per hour \$ _____
 Carrier vans, _____ hours @ \$ _____ per hour \$ _____

MILEAGE RATED SHIPMENTS (over 35 miles or transportation to storage-in-transit)
 Miles _____ pounds @ \$ _____ per pound \$ _____

OVERTIME: _____ # personnel, _____ # hours @ \$ _____ per hour \$ _____

BRIDGE OR FERRY TOLLS (Estimated) \$ _____

VALUATION CHARGES (choose one):
 60 cents per pound per article \$ No Charge
 Depreciated value protection \$ _____ per \$100 declared value \$ _____
 Replacement cost, with deductible \$ _____ per \$100 declared value \$ _____
 Replacement cost, with no deductible \$ _____ per \$100 declared value \$ _____

STORAGE
 _____ pounds, @ \$ _____ per 100 pounds, for each 30 days or fraction ... \$ _____
 Warehouse Handling _____ pounds @ \$ _____ per 100 pounds \$ _____

OTHER SERVICES
 Split pickup, split delivery or stop in transit (to partially load or unload or both) \$ _____
 Servicing of appliances \$ _____
 Hoisting, lowering, etc. \$ _____
 Piano/organ carry \$ _____
 Bulky articles \$ _____
 Stairs/elevator \$ _____
 Long carry \$ _____
 Other: \$ _____
 Other: \$ _____

Packing Date Requested _____
 Loading Date Requested _____
 Delivery Date or period of time requested _____

SUMMARY OF CHARGES
 Moving \$ _____
 Storage \$ _____
 Packing/Unpacking \$ _____
 Other \$ _____
 Estimated total cost: \$ _____

Maximum amount to be paid on delivery (estimate plus 10%)
 \$ _____

ADDED PACKING, UNPACKING AND CONTAINERS

Quantity	Charge per unit	Total
Dish packs or barrels \$ \$
Cartons over 1-1/2 cu. ft. \$ \$
Cartons over 3 cu. ft. \$ \$
Cartons over 4-1/2 cu. ft. \$ \$
Cartons over 6 cu. ft. \$ \$
Wardrobes \$ \$
Mattress ctn. single \$ \$
Mattress ctn. double \$ \$
Mattress ctn. queen \$ \$
Mattress ctn. king \$ \$

Mattress ctn. crib \$ _____
 Foam Sets \$ _____
 Glass Packs \$ _____
 Crate, size \$ _____
 Crate, size \$ _____
 Estimated Total Cost \$ _____

Estimator's Signature _____
 Estimator's Title _____
 Shipper's Signature _____
 Date Signed _____