



Investigation Report

Starving Students, Inc.

TV-140643

Darren Tinnerstet
Compliance Investigations

April 2014

TABLE OF CONTENTS

Purpose, Scope, and Authority.....	2
Executive Summary	3
Background.....	5
Investigation	7
Consumer Complaints.....	8
Estimates - Completion.....	12
• Binding / Non-binding	15
Bill of Lading - Completion.....	17
• Long Distance Moves	19
Tariff Rates, Terms, and Conditions.....	21
Recommendation	23
Appendices.....	27

PURPOSE, SCOPE AND AUTHORITY

Purpose

Starving Students, Inc. (Starving Students) holds common carrier authority within the state of Washington, including the transportation of household goods. The purpose of this investigation is to determine the company's compliance with Washington state laws and Washington Utilities and Transportation Commission rules.

Scope

The scope of this investigation focuses on Starving Students' intrastate transportation of household goods in Washington state from June 1 through Aug. 31, 2013, and the company's compliance with state laws and commission rules during that period.

Authority

Staff conducts this investigation pursuant to Revised Code of Washington (RCW) 81.04.070, RCW 81.80.130, and RCW 81.80.330. Washington Administrative Code (WAC) 480-15-010 describes the commission's authority to regulate companies that transport household goods within the state of Washington.

Staff

Darren Tinnerstet, Compliance Investigator
(360) 664-1108
dtinnerstet@utc.wa.gov

EXECUTIVE SUMMARY

On Dec. 13, 2013, commission staff initiated an investigation into Starving Students' overall business practices.

Staff reviewed 651 moves conducted by Starving Students between June 1 and Aug. 31, 2013. The documents reviewed included estimates, bills of lading, tables of measurements (cube sheets), and receipts for customer payment transactions. Staff also reviewed claims filed against the company during the review period.

Based on its review, staff finds that Starving Students violated commission rules and Household Goods Tariff 15-C in a number of areas, as follows:

- Failure to provide written estimates in violation of WAC 480-15-630 and Tariff 15-C, Item 85.
- Failure to properly complete estimate forms in violation of WAC 480-15-630(7) and Tariff 15-C, Item 85.
- Failure to obtain the company and/or customer's signature and date on the estimate in violation of WAC 480-15-630(8) and Tariff 15-C, Item 85(2)(s).
- Failure to provide supplemental estimates in violation of WAC 480-15-630(3) and Tariff 15-C, Item 85(3).
- Failure to follow the terms, conditions, and rates imposed by Tariff 15-C in violation of WAC 480-15-490(3)
- Failure to properly complete the bill of lading form in violation of WAC 480-15-710(3) and Tariff 15-C, Item 95.
- Failure to maintain weight tickets on long distance moves in violation of WAC 480-15-710 and Tariff 15-C, Item 115(5).
- Failure to accurately document long distance calculations in violation of WAC 480-15-710 and Tariff 15-C, Item 95(1)(L)(ii).
- Failure to document breaks or interruptions by company employees in violation of WAC 480-15-490(3) and Tariff 15-C, Item 230(2).

Staff also finds that Starving Students violated RCW 81.80.132 for actual charges exceeding the rates allowed by commission rule and Tariff 15-C. These violations resulted in overcharges to 62 customers totaling \$8,273.22. Staff also determined that Starving Students failed to document breaks or interruptions by company employees, which resulted in overcharges to 61 customers totaling \$3,016.46.

Recommendation

Staff recommends the commission issue a formal complaint against Starving Students and assess a total penalty of \$7,300 for the following violations:

- \$100 for each category of violations of WAC 480-15-630 and Tariff 15-C, Item 85, for failure to properly complete written estimates, for a total penalty of \$400.
- \$100 for each category of violations of WAC 480-15-710 and Tariff 15-C, Item 95, for failure to properly complete bills of lading , for a total penalty of \$500.
- \$100 for each violation of RCW 81.80.132, for charging in excess of commission-allowed percentages, for a total penalty of \$6,200.
- \$100 for each category of violations of WAC 480-15-710, Tariff 15-C, Item 115(5), and Item 95(1)(1)(ii) for failure to maintain weight tickets and accurately document long distance moves, for a total penalty of \$100.
- \$100 for each category of violations of WAC 480-15-490(3) and Tariff 15-C, Item 230(2), for failure to record breaks and interruptions of employees, for a total penalty of \$100.

Additionally, staff recommends the commission order the company to remit to affected customers a total refund of \$11,289.68 for the following violations:

- \$2,953.27 for excess charges to customers issued binding and non-binding estimates in violation of RCW 81.80.132;
- \$5,319.95 for excess charges to customers issued nonbinding estimates in violation of RCW 81.80.132; and
- \$3,016.46 for excess charges to customers for breaks or interruptions in violation of WAC 480-15-490(3) and Tariff 15-C, Item 230(2).

A discussion of staff's recommendations appears at the end of this report.

BACKGROUND

Company Information

Starving Students, Inc. is a limited liability corporation located at 1850 Sawtelle Blvd. Suite 300, Los Angeles, CA 90025. Ethan Margalith is the Chief Executive Officer of the company. The company's annual report states that Jean Fria, Vice President of Finance, is the responsible account officer.

Starving Students operates 33 terminal locations in nine states. They have two terminal locations in the state of Washington: 3718 S. Tacoma Way, Tacoma, WA 98409; and 624 South Lander Street, Unit 60-A, Seattle, WA 98134.

According to commission records, Starving Students has held common carrier authority with the commission since 1986, originally doing business as Starving Students of Seattle, Inc. On Jan. 15, 1999, the company's common carrier permit was automatically transferred to permanent household goods authority, permit number HG-041035, in Docket No. TV-971477

As reflected in its annual reports filed with the commission, Starving Students reported the following intrastate revenue for the past three years:

Reporting Year	Date Filed	Revenue	# of Moves
2012	May 3, 2013	\$1,141,276	2,146
2011	May 4, 2012	\$1,003,296	2,222
2010	May 23, 2011	\$1,067,180	2,600

Household Goods Carrier Training

In 2008, the commission made significant changes to the way household goods carriers are required to provide services and bill their customers in both the rules and the tariff.

To assist permitted companies with understanding and implementing these changes, the commission began providing rule and tariff training sessions for all interested parties. The commission continues to provide this training to permitted companies, as well as new entrants, on a quarterly basis.

The day-long household goods carrier training provides each attendee with important technical assistance. The training covers every topic in Washington Administrative Code 480-15 and Tariff 15-C; as well as, the state and federal rules and statutes related to transportation safety. Each attendee is provided with copies of the rules, statutes, tariff, and safety manual. They are also provided with a Training Verification Form. At the beginning of the training, attendees are provided with the instruction that on that form they must initial the line next to each subject addressed in the training to attest that they know, understand and will implement each item – and will ensure that their employees do the same.

Attendees are also instructed that the training is considered technical assistance and that subsequent violations of rules, statute or tariff may result in enforcement action, including penalties and/or cancellation of a permit. They are further instructed that they should not sign off on any topic that they do not understand and to seek additional instruction or guidance if needed. At the end of each training, the attendees turn in the form. Commission staff scan the forms and add the document to the commission's SharePoint database. The attendee's name is also added to a master list of those who have attended the training.

Starving Students had four employees attend the September 16, 2009 training class, and three employees attend the April 26, 2011 class.¹

¹ See Appendix A for signed Verification of Training Received records for Starving Students

INVESTIGATION

Data Request

On Dec. 13, 2013, staff requested the following records and information from Starving Students:

1. For every residential move performed within the state of Washington from June 1, 2013, through Aug. 31, 2013, please provide all original supporting documents related to each customer's move, including, but not limited to, the bill of lading, estimate, supplemental estimate, inventory records, weight slips, and all documents related to temporary storage of the goods. As noted about, the commission requires original documents. Photocopies will not be accepted.
2. A copy of the company's customer complaint and claims register, listing all complaints and claims received from June 1, 2013, through Aug. 31, 2013, and including all documents related to each complaint and claim.

Staff requested Starving Students respond to the data request no later than Dec. 27, 2013.² On Dec. 27, Starving Students provided documents for 651 jurisdictional moves performed within the state of Washington from June 1 to Aug. 31, 2013. Starving Students also provided a claim register, which listed a total of nine claims filed during the requested period.

Staff used the documents and information furnished from this data request to conduct its investigation of the company's business practices.

² See Appendix B for a copy of the Dec. 13, 2013 data request letter.

CONSUMER COMPLAINTS

Since 2000, there have been 51 consumer complaints filed against Starving Students. Seven of those complaints were filed in the last two years, resulting in significant technical assistance in a number of areas. Each of these complaints is discussed in detail, below.

Consumer Complaint 119208

On Nov. 25, 2013, a consumer filed a complaint with the commission against Starving Students (complaint 119208). At the conclusion of the complaint investigation, staff recorded 11 violations of commission rules, and provided technical assistance for each, as follows:

WAC 480-15-890(1) 2 violations	Failure to respond timely to a commission referred complaint.
WAC 480-15-630(7) / Tariff 15-C, Item 85(2)(g) 2 violations	Failure to list the cubic footage of each item on the table of measurements.
WAC 480-15-890(2) 4 violations	Failure to respond timely to a commission request for clarifying information.
WAC 480-15-630(5) / Tariff 15-C, Item 230.4 1 violation	Company charged the customer for travel time when it had not yet visually inspected the customer's goods or issued an estimate for the move.
WAC 480-15-710(2) 1 violation	Company issued two bills of lading for one shipment.
WAC 480-15-490(3) 1 violation	Failure to follow terms, conditions, rates and all other requirements imposed by the tariff when it charged the customer in excess of 125 percent of the written non-binding estimate amount.

Consumer Complaint 118831

On Oct. 3, 2013, a consumer filed a complaint with the commission against Starving Students (complaint 118831). At the conclusion of the complaint investigation, staff recorded six violations of commission rules, and provided technical assistance for each, as follows:

WAC 480-15-890(4)(a) 3 violations	Failure to resolve claim within 90 days. Company did not, for each thirty-day period until claim was settled, inform customer in writing of the reason it failed to resolve the claim or state its final offer or denial of claim.
WAC 480-15-710(3) / Tariff 15-C, Item 95(1) 2 violations	Failure to obtain dates from customer on bill of lading of when goods were released and received.
WAC 480-15-630(7) / Tariff 15-C, Item 85(2)(g) 1 violation	Failure to list the cubic footage of each item on the table of measurements.

Consumer Complaint 113999

On May 22, 2012, a consumer filed a complaint with the commission against Starving Students (complaint 113999). At the conclusion of the complaint investigation, staff recorded seven violations of commission rules, and provided technical assistance for each, as follows:

WAC 480-15-890(1) 1 violation	Failure to respond timely to a commission referred complaint.
WAC 480-15-630(7) / Tariff 15-C, Item 85(2)(d) 1 violation	Failure to obtain customer's phone number on estimate.
WAC 480-15-630(7) / Tariff 15-C, Item 85(2)(g) 1 violation	Failure to list the cubic footage of each item on the table of measurements.
WAC 480-15-710(3) / Tariff 15-C, Item 95.1(a) 2 violations	Company's name and website were not provided on bill of lading form.
WAC 480-15-710(3) / Tariff 15-C, Item 95.1(m) 1 violation	Failure to document employees' 30 minute lunch period on the bill of lading.
WAC 480-15-710(3) / Tariff 15-C, Item 95.1(n) 1 violation	Failure to describe in sufficient detail on the bill of lading that the proper rate was charged. Bill of lading indicated 10.75 hours worked but only 9.75 hours were billed without explanation for the one hour reduction.

Consumer Complaint 115342

On Sept. 17, 2012, a consumer filed a complaint with the commission against Starving Students (complaint 115342). At the conclusion of the complaint investigation, staff recorded one violation of commission rules, and provided technical assistance, as follows:

WAC 480-15-630(7) / Tariff 15-C, Item 85(2)(h) 1 violation	Failure to properly estimate total weight of long distance shipment. Written estimate was calculated on 12,000 pounds, although table of measurements form indicated the estimated weight of the customer's goods was 20,586 pounds.
--	--

Consumer Complaint 115516

On Oct. 3, 2012, a consumer filed a complaint with the commission against Starving Students (complaint 115516). At the conclusion of the complaint investigation, staff recorded 12 violations of commission rules, and provided technical assistance for each, as follows:

WAC 480-15-630(7) / Tariff 15-C, Item 85(2)(d) 1 violation	Failure to obtain customer's phone number on estimate.
WAC 480-15-710(3) / Tariff 15-C, Item 95.1(a) 1 violation	Company's name and website were not provided on bill of lading form.
WAC 480-15-710(3) / Tariff 15-C, Item 95.2 1 violation	Failure to list the current and accurate terms and conditions on the back of the bill of lading. Section 6 did not list correct language.
WAC 480-15-630(7) / Tariff 15-C, Item 85(2)(g) 1 violation	Failure to list the cubic footage of each item on the table of measurements.
WAC 480-15-610(1) 6 violations	Failure to include company's physical address and telephone number on inventory sheet, "Understanding Your Move" guide, and claim form.
WAC 480-15-490(3) / Tariff 15-C, Item 230(2) 1 violation	Failure to accurately bill travel time.
WAC 480-15-810(1) 1 violation	Failure to provide a written response to customer within ten business days acknowledging customer's complaint.

Consumer Complaint 118828

On Oct. 3, 2013, a consumer filed a complaint with the commission against Starving Students (complaint 118828). At the conclusion of the complaint investigation, staff recorded three violations of commission rules, and provided technical assistance for each, as follows:

WAC 480-15-890(4)(a) 3 violations	Failure to resolve claim within 90 days. Company did not, for each thirty-day period until claim was settled, inform customer in writing of the reason it failed to resolve the claim or state its final offer or denial of claim.
---	--

Consumer Complaint 116369

On Jan. 11, 2013, a consumer filed a complaint with the commission against Starving Students (complaint 116639). At the conclusion of the complaint investigation, staff recorded 10 violations of commission rules, and provided technical assistance for each, as follows:

WAC 480-15-630 / Tariff 15-C, Item 80(1) 1 violation	Company did not specify the method of payment on the estimate.
WAC 480-15-630 / Tariff 15-C, Item 85(2)(r) 1 violation	Estimate did not include all of the forms of payment that the company will accept.
WAC 480-15-660(3) / Tariff 15-C, Item 83(3)(b) 1 violation	Failure to complete the supplemental estimate as required by tariff. The supplemental estimate did not contain the customer's phone number
WAC 480-15-630 / Tariff 15-C, Item 85(2)(g) 1 violation	Company did not complete a table of measurements (cube sheet inventory).
WAC 480-15-660(1) 1 violation	Company improperly issued a supplemental estimate. The circumstances surrounding the move did not change in any way to cause the rates or charges to increase.
WAC 480-15-710(3) / Tariff 15-C, Item 95.1(a) 1 violation	Company's website was not provided on bill of lading form.
WAC 480-15-710(3) / Tariff 15-C, Item 95(4)(d) 1 violation	Company failed to include the information in a bill of lading as described in the commission's tariff. The bill of lading did contain the required language.
WAC 480-15-710(3) / Tariff 15-C, Item 95(6) 1 violation	Company failed to include the information in a bill of lading as described in the commission's tariff. The bill of lading did not contain the required language.
WAC 480-15-610(1) 1 violation	Company failed to include the required information in the consumer brochure. Brochure did not include company's physical address or telephone number.
WAC 480-15-630(5) / Tariff 15-C, Item 230(4) 1 violation	Company charged the customer for travel time when it had not yet visually inspected the customer's goods or issued an estimate for the move.

ESTIMATES – COMPLETION

Investigation

WAC 480-15-630 requires a household goods moving company to provide a written estimate to every customer before the move occurs. An estimate is a written approximation of the cost of a move prepared in compliance with the provisions of the household goods rules and Tariff 15-C. Estimates are based on factors such as the size of the shipment, the weight of the household goods, the amount of time needed to complete the move, and the type of special services to be provided. A household goods company may provide customers with either a binding or non-binding estimate.

WAC 480-15-630(7) requires moving companies to complete the estimates as required by Tariff 15-C, Item 85. This includes documenting customer contact information, calculating estimated local and long distance charges, and obtaining customer preference for type of estimate and valuation. Furthermore, WAC 480-15-630(8) states that “all written estimates must be signed and dated by both the carrier and customer prior to the move.”

Staff reviewed documents for 651 moves completed by Starving Students between June and August 2013. Staff found the following violations of WAC 480-15-630 and Tariff 15-C, Item 85:

Description	Tariff 15-C	WAC	Violations
Failure to obtain signature acknowledging receipt of “Guide to Moving” brochure	85(2)(c)	480-15-630(7)	23
Failure to provide estimate	85(1)	480-15-630	40
Incomplete customer contact information	85(2)(d)	480-15-630(7)	16
Failure to document origin or destination of shipment	85(2)(f)	480-15-630(7)	39
Failure to calculate local and long distance charges	85(2)(i,j)	480-15-630(7)	79
No valuation selection	85(2)(m)	480-15-630(7)	10
No binding or non-binding selection	85(2)(p,q)	480-15-630(7)	22
Failure to obtain signatures and dates of carrier personnel and/or customer	85(2)(s)	480-15-630(8)	63

Supplemental Estimates

WAC 480-15-630(3) requires household goods carriers to issue a supplemental estimate “if the circumstances surrounding the move change in any way to cause the rates or charges to increase.” WAC 480-15-630(2) states that, “the customer is not required to pay more than 125 percent of the estimate regardless of the cost unless the carrier issues and the customer accepts a supplemental estimate.”

Staff discovered 62 customers who were not provided supplemental estimates when their charges exceeded the original estimate, which violates WAC 480-15-630(3).³

Staff also discovered that several estimates were apparently altered by Starving Students' employees. In one example, a move for customer Scott on June 26, 2013, the original quote of \$399.95 was crossed out on the estimate form and the amount actually charged, \$639.92, was inserted.⁴

Previous Technical Assistance

Starving Students has previously received technical assistance related to the proper completion of estimates prior to moves, via previous consumer complaints and the commission's household goods training.

Findings

Staff finds that Starving Students failed to properly complete estimates as required by WAC 480-15-630 and Tariff 15-C, Item 85, and finds the following 354 violations:

- 40 violations of WAC 480-15-630 for failure to provide a written estimate to 40 customers prior to the move.
- 189 violations of WAC 480-15-630(7) for failure to complete each of the estimate forms according to the requirements of Tariff 15-C, specifically Item 85(2)(c), Item 85(2)(d), Item 85(2)(f), Item 85(2)(i) and (j), Item 85(2)(m), and Item 85(2)(p) and (q).
- 63 violations of WAC 480-15-630(8) and Tariff 15-C, Item 85(2)(s) for failure to obtain the company and/or customer's signature and date on the estimate form for 63 moves.
- 62 violations of WAC 480-15-630(3) for failure to provide supplemental estimates to 62 customers when the circumstances surrounding the move changed.

Recommendation

Because Starving Students received technical assistance in most of these areas as a result of consumer complaints filed with the commission in 2012 and 2013, staff believes penalties are warranted. Staff believes that citing one violation for each violation category (rather than 354 separate violations) is sufficient. Future violations will result in escalated penalties or other enforcement action.

³ See Appendices C & D for a list of customers who were not provided supplemental estimates.

⁴ See Appendix E for a copy of June 26, 2013, move documents for customer Scott.

Penalty

Staff recommends a \$100 penalty for each of the following four categories of violations of WAC 480-15-630, for a total penalty of \$400, as follows:

- \$100 for failure to supply an estimate to customers prior to moving household goods in violation of WAC 480-15-630 and Tariff 15-C, Item 85(1).
- \$100 for failure to properly complete each of the estimate forms in violation of WAC 480-15-630(7) and Tariff 15-C, Item 85.
- \$100 for failure to obtain the company and/or customer's signature and date on the estimate form in violation of WAC 480-15-630(8) and Tariff 15-C, Item 85(2)(s).
- \$100 for failure to provide supplemental estimates to customers in violation of WAC 480-15-630(3) and Tariff 15-C, Item 85(3).

ESTIMATES – BINDING/NON-BINDING

Investigation

WAC 480-15-490(3) requires household goods carriers to follow the rates, terms and conditions authorized by Tariff 15-C. Customers must select between two options when completing an estimate with a household goods moving company. They must choose either a binding estimate or a non-binding estimate.

Additionally, RCW 81.80.132 states that, “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.”

Staff reviewed 651 moves completed by Starving Students, and identified overcharges for moves with both binding and non-binding estimates.

Binding Estimates

Tariff 15-C, Item 85(2)(p), requires that a binding estimate be a guarantee of the cost of the move, and that the carrier will not charge above the estimated charges without preparing a supplemental estimate if the circumstances of the move change. Staff identified 24 customers who received a binding estimate but were charged more than the original binding estimate without being provided a supplemental estimate.⁵ For example:

- On July 8, 2013, customer Anderson was issued a binding estimate for \$359.96 for a local move from Woodinville, WA to Kirkland, WA. Ms. Anderson was subsequently charged and paid \$674.93 for her move, resulting in an overcharge of \$314.97.⁶

In total, 24 customers were overcharged \$2,953.27.

Non-Binding Estimates

Tariff 15-C, Item 85(2)(q)(iv), provides that a customer who receives a non-binding estimate is not required to pay more than 125 percent of the estimate regardless of the total cost unless the carrier issues and the customer accepts a supplemental estimate. Staff found 38 customers who received a non-binding estimate and were charged more than 125 percent of the original estimate without being provided a supplemental estimate.⁷ The following is an example of a customer who was charged more than 125 percent of their non-binding estimate:

⁵ See Appendix C for list of customers who were issued binding estimates.

⁶ See Appendix F for a copy of July, 8, 2013, move documents for customer Anderson.

⁷ See Appendix D for a list of customers who were issued non-binding estimates.

- On June 1, 2013, customer Watkins was issued a non-binding estimate for \$474.95 for a local move in Tacoma, WA. Ms. Watkins was subsequently charged and paid \$1,163.62 for the move. The maximum amount allowed was 125 percent of \$474.95, or \$593.69. This resulted in an overcharge of \$569.93⁸.

In total, 38 customers were overcharged \$5,319.95.

Previous Technical Assistance

Starving Students received technical assistance regarding charges exceeding 125 percent of non-binding estimates in response to complaint number 119208 filed with the commission on Nov. 25, 2013. This technical assistance was provided after the review period.

Findings

Staff finds that Starving Students failed to follow the rates, terms and conditions of Tariff 15-C as required under WAC 480-15-490(3). Starving Students also violated RCW 81.80.132 when (1) actual charges exceeded the amount allowed by the commission for binding estimates, and (2) actual charges exceeded the percentages allowed by the commission for non-binding estimates.

Staff finds 62 violations of RCW 81.80.132 for the company's actual charges exceeding the percentages allowed by the commission.

Recommendation

Staff believes that due to the nature and financial impact of the violations, penalties are warranted. Staff also recommends customer refunds for charges exceeding binding and non-binding estimates according to the schedule set forth in Appendices B and C, totaling \$8,273.22

Penalty

Staff recommends a \$100 penalty for each of the 62 violations of RCW 81.80.132, for a total penalty of \$6,200.

⁸ See Appendix G for a copy of June 1, 2013, move documents for customer Watkins.

BILL OF LADING – COMPLETION

Investigation

WAC 480-15-710(2) requires a household goods company to issue a properly completed bill of lading for every move. WAC 480-15-710(3) further requires that the carrier “must include the information in the bill of lading as described in the commission’s tariff.” Tariff 15-C, Item 95, identifies the required elements for all bills of lading.

The bill of lading provides an itemized overview of all of the charges related to a given move, and explains when and how a carrier is required to release a shipment and extend credit. The back of the bill of lading must contain specific language regarding the terms and conditions of the contract. All of this information is required to ensure that consumers are aware of their rights and obligations under the law.

Staff reviewed documents for 651 moves completed by Starving Students during the review period. Staff found the following violations of WAC 480-15-710 and Tariff 15-C, Item 95:

Description	Tariff 15-C	WAC	Violations
Failure to obtain signatures and dates of carrier personnel and/or customer	95(1)	480-15-710(3)	139
Failure to obtain customer phone number	95(1)(b)	480-15-710(3)	50
Failure to document origin or destination of shipment	95(1)(e)	480-15-710(3)	35
No binding or non-binding selection	95(1)(h)	480-15-710(3)	97
No valuation selection	95(1)(k)	480-15-710(3)	62

Previous Technical Assistance

Previous technical assistance has been provided to Starving Students for this category of violations via the commission’s household goods training program.

Findings

Staff finds that Starving Students failed to properly complete bills of lading as required by WAC 480-15-710(3) and Tariff 15-C, and finds the following 383 violations:

- 139 violations of WAC 480-15-710(3) for failure to obtain the company and/or customer’s signature and date on the bill of lading form for 139 moves.
- 50 violations of WAC 480-15-710(3) for failure to include the customer’s telephone number on the bill of lading for 50 moves.
- 35 violations of WAC 480-15-710(3) for failure to document the destination address on the bill of lading for 35 moves.
- 97 violations of WAC 480-15-710(3) for failure to document a binding or non-binding selection on the bill of lading for 97 moves.
- 62 violations of WAC 480-15-710(3) for failure to document a valuation selection on the bill of lading for 62 moves.

Recommendation

Due to the high number of violations found involving bills of lading, staff believes that citing one violation for each violation category (rather than 383 separate violations) is sufficient. Future violations will result in escalated penalties or other enforcement action.

Penalty

Staff recommends a \$100 penalty for each of the following five categories of violations of WAC 480-15-710(3), for a total penalty of \$500, as follows:

- \$100 for failure to obtain the company and/or customer's signature and date in violation of Tariff 15-C, Item 95(1).
- \$100 for failure to include the telephone number of customers in violation of Tariff 15-C, Item 95(1)(b).
- \$100 for failure to document the destination address in violation of Tariff 15-C, Item 95(1)(e).
- \$100 for failure to document a binding selection in violation of Tariff 15-C, Item 95(1)(h).
- \$100 for failure to document a valuation selection in violation of Tariff 15-C, Item 95(1)(k).

BILL OF LADING - LONG DISTANCE MOVES

Investigation

WAC 480-15-710(3) requires that the carrier “must include the information in the bill of lading as described in the commission’s tariff”. Tariff 15-C provides the rates for long distance moves, which are described in Item 105(1) as being those household goods moves “of more than 55 miles.” Charges for long distance moves are calculated based on the mileage and the weight of the shipment.

Of the 651 moves reviewed, staff found that Starving Students failed to comply with the rules associated with long distance moves for 13 different customers, as follows:

1. Providing Weight Tickets

Item 115(5) of Tariff 15-C requires that, “Carriers must maintain all weight tickets or documentation of the calculation of weight with the bill of lading.” Staff found that Starving Students failed to provide documentation of weight tickets in connection with ten moves. Without proof of the weight of the shipment, staff is unable to determine whether these ten customers were correctly charged.

2. Calculation of Long Distance Charges

Item 95(1)(L)(ii) of Tariff 15-C requires that the bill of lading include, “the net weight of the shipment, either by constructive or actual weight as evidenced by documentation of the constructive weight calculation or the actual weight ticket.” Staff found that in three moves, Starving Students failed to accurately document the long distance moves, as follows:

- On June 6, 2013, Starving Students completed a move for customer Monroe and calculated charges based on a 7,800 pound shipment. The bill of lading stated the shipment weighed 3,000 pounds, rated at \$0.2867 per pound. No calculations were provided on the estimate other than a notation of “3,000 pounds @ 28.67 per pound.” The weight tickets were included and confirmed that the shipment weight was 7,800 pounds. The customer was properly charged according to the actual weight, but the bill of lading was completed incorrectly.
- On June 16, 2013, Starving Students completed a move for customer Carroll in which the company charged the customer based on a 6,200 pound shipment. The bill of lading stated the shipment weighed 4,000 pounds, rated at \$0.32 per pound. No estimate was provided for this move. The weight tickets were included and confirmed that the shipment weight was 6,200 pounds. The customer was properly charged according to the actual weight, but the bill of lading was completed incorrectly.

- On Aug. 21, 2013, Starving Students completed a move for customer Dore in which the company charged the customer based on a 3,000 pound shipment. No weight ticket was included, and the bill of lading did not document any calculation of weight charges. The only notation is the mileage rate of \$.032. The estimate was completed for an hourly move. Staff is unable to determine if customer was charged properly due to no weight tickets being provided.

Previous Technical Assistance

In 2012, Starving Students received technical assistance regarding their failure to properly estimate the total weight of a long distance shipment as a result of consumer complaint 115342.

Findings

Staff finds that Starving Students violated Tariff 15-C by (1) failing to maintain weight tickets for ten moves, and (2) failing to accurately document long distance calculations on the bills of lading for three moves.

Recommendations

Staff recommends a penalty of \$100 for the violation category, failure to maintain weight tickets and accurately complete long-distance move rate calculations as required by WAC 480-15-710(3) and Tariff 15-C.

TARIFF TERMS

Investigation

WAC 480-15-490(3) requires household goods carriers to follow the rates, terms and conditions authorized by Tariff 15-C. For hourly-rated moves, Tariff 15-C, Item 230(2) requires carrier employees to record breaks and interruptions. The customers must not be charged for breaks or interruptions caused by the carrier's personnel.

Staff reviewed 651 moves that Starving Students performed during the review period. Staff found 61 moves where Starving Students' employees failed to document breaks taken during moves and the customers were presumably charged for this time.⁹ An example of this violation of Tariff 15-C, Item 230(2) is as follows:

- On June 19, 2013, Starving Students performed a local move for customer Western. Customer was charged for 16.5 hours of labor between the hours of 10:00 a.m. and 2:30 a.m. No breaks were documented for the duration of the 16.5 hours period and customer Western was charged the full amount for the labor costs.¹⁰

Previous Technical Assistance

Starving Students received technical assistance for not documenting employees' 30 minute lunch period on the bill of lading as a result of a May 22, 2012, complaint investigation (complaint 113999). The company also received technical assistance on hourly rated moves via the commission's household goods training program.

Findings

Because staff assumes that Starving Students' employees took meal breaks as required by law absent a notation to the contrary, the company failed to record interruption times. When a company does not record interruption time, it increases the cost of the move and the customer is improperly billed.

Staff finds that Starving Students violated WAC 480-15-490(3) and Tariff 15-C, Item 230(2), by failing to document breaks or interruptions by company employees during 61 moves. Staff found that even though Starving Students' employees worked in excess of five hours straight, there were no meal periods or breaks recorded as interruption time on many of the bills of lading reviewed. Washington State law requires an employer give breaks to employees for any time worked in excess of five hours.¹¹

⁹ See Appendix H for a list of customers who were presumably overcharged for break periods.

¹⁰ See Appendix I for a copy of June 19, 2013, bill of lading for customer Western's move.

¹¹ Department of Labor and Industries WAC 296-126-092 ; Meal periods -- Rest periods. "(1) Employees shall be allowed a meal period of at least 30 minutes which commences no less than two hours nor more than five hours from the beginning of the shift. Meal periods shall be on the employer's time when the employee is required by the employer to remain on duty on the premises or at a prescribed work site in the interest of the

Recommendations

Staff recommends a penalty of \$100 for the violation category, for failing to document breaks and interruptions as required by WAC 480-15-490(3) and Tariff 15-C, Item 230(2).

Staff also recommends that, due to the nature and financial impact of these violations, those customers who were overcharged for hours worked should be refunded all overpayments according to the schedule set forth in Appendix G, totaling \$3,016.46.

Penalty

Staff recommends a \$100 penalty for the category of violations of WAC 480-15-490(3) and Tariff 15-C, Item 230(2), for a total penalty of \$100.

employer. (2) No employee shall be required to work more than five consecutive hours without a meal period..." [Order 76-15, § 296-126-092, filed 5/17/76.]

RECOMMENDATION

Penalty

In this investigation, staff documented 873 violations of WAC 480-15 and Tariff 15-C.

Staff typically recommends a “per violation” penalty against a regulated company where the violations result in serious customer harm; for repeat violations of a rule after a company receives technical assistance from staff; or for intentional violations of commission laws or rules. The commission has the authority to assess penalties of \$100 per violation, per day against a regulated company without providing the opportunity for a hearing.¹² The commission also has the authority to assess penalties of up to \$1,000 per violation, per day following a formal complaint and hearing.¹³

In this case, staff recommends the commission issue a formal complaint and assess penalties of \$100 for each of the nine categories of repeat violations documented in this report; \$100 for each of the 62 violations of RCW 81.80.132; \$100 for one violation of WAC 480-15-710; and \$100 for one violation of WAC 480-15-490(3) for a total penalty of \$7,300. Staff also requests the commission order Starving Students to refund overcharges to affected customers totaling \$11,289.68. Each of these recommendations is based on the factors discussed below.

1. How serious or harmful the violation is to the public.

Staff believes the violations cited in this report caused serious harm to consumers. Failing to provide written estimates to consumers prior to a move precludes them from making an informed decision. Additionally, Starving Students failed to properly fill out the estimates and bills of lading as required by Tariff 15-C. Starving Students also failed to issue supplemental estimates when the actual charges incurred were more than the commission-allowed percentages of the estimated costs. This resulted in significant overcharges to customers. The company also failed to maintain the proper weight slip documentation for long distance moves, which prevented staff from determining if the proper rates were charged for those moves. Finally, Starving Students failed to document the breaks its employees took while performing moves. This also resulted in overcharges to customers.

2. Whether the violation is intentional.

Staff believes the evidence supports a finding that the violations were intentional in light of several factors. First, Starving Students has received extensive technical assistance for the violations for which staff is seeking a penalty. Second, the overcharges assessed to

¹² RCW 81.04.405 allows the commission to assess an administrative penalty for any violation by a regulated company of a statute, rule, the company’s own tariff or an order of the commission.

¹³ RCW 81.04.380 allows the commission to assess a penalty of up to \$1,000 for each violation after hearing.

customers regarding binding selections and hours worked represent deliberate disregard of common industry regulations. Finally, the volume of violations discovered during the review period suggests that compliance with commission and tariff regulations is not a priority for Starving Students.

3. Whether the company self-reported the violations.

The company did not self-report any of the violations cited in this report.

4. Whether the company was cooperative and responsive.

Starving Students was responsive and cooperative throughout this investigation.

5. Whether the company promptly corrected the violations and remedied the impacts.

Starving Students has not corrected any of the violations cited in this report, including many that were the subject of past technical assistance.

6. The number of violations and the number of customers affected.

In this investigation, there were 873 documented violations, affecting 289 customers. This represents approximately 44 percent of all moves reviewed.

7. The likelihood of recurrence.

The likelihood that these violations will recur is significant. Despite receiving technical assistance on these same issues as a result of consumer complaints and the commission's household goods training, staff alleges that the company continues to willfully violate commission laws and rules.

8. The company's past performance regarding compliance, violations and penalties.

In 2009, Transportation Safety staff conducted a compliance review of Starving Students. During the review, staff found that the company had been using a driver whose license was suspended. This violated WAC 480-15-570, which adopts by reference 49 CFR Part 391.11(b)(5), for using a driver without a currently valid motor vehicle operator's license or permit. According to the company's records, this driver drove for a total of 16 days during September 2009. This constituted 16 violations.

Staff recommended, and the commission assessed, \$1,600 penalty for 16 violations of commission-enforced rules, in Docket TV-091592, on October 9, 2009. Starving Students did not respond to the penalty assessment or pay the penalty within the required 15 day

period. On November 5, 2009, the Commission sent a delinquency letter to Starving Students requesting immediate payment. On November 12, 2009, the commission received full payment from Starving Students for the \$1,600 penalty.

On December 7, 2012, in Docket TV-121927, the commission suspended the company's household goods permit for failure to file acceptable proof of liability and property damage insurance. The commission received proof of insurance from Starving Students on December 14, 2012, and the suspension was subsequently lifted.

On May 3, 2013, Starving Students filed its 2012 annual report and paid its 2013 regulatory fee. That date was two business days from May 1, when penalties began to accrue, resulting in a potential penalty assessment of \$200. Starving Students had not previously missed the deadline for filing its annual report and paying its regulatory fees. The commission, therefore, exercised its discretion to mitigate the penalty to \$25 per day, resulting in a total penalty of \$50.

As documented in this report, Starving Students has received technical assistance in seven consumer complaints in the last two years

9. The company's existing compliance program.

The company presented no evidence of a compliance program.

10. The size of the company.

Starving Students reported gross intrastate operating revenue of \$1,003,296 in 2011, and \$1,141,276 in 2012.

Recommendation

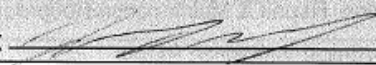
1. Staff recommends a total penalty of \$7,300 for the following violations:
 - \$100 for each category of violations of WAC 480-15-630 and Tariff 15-C, Item 85, failure to properly complete written estimates, for a total penalty of \$400.
 - \$100 for each category of violations of WAC 480-15-710 and Tariff 15-C, Item 95, failure to properly complete bills of lading , for a total penalty of \$500.
 - \$100 for each violation of RCW 81.80.132, charging in excess of commission-allowed percentages, for a total penalty of \$6,200.
 - \$100 for each category of violations of WAC 480-15-710, Tariff 15-C, Item 115(5), and Item 95(1)(L)(ii), failure to maintain weight tickets and accurately document long distance moves, for a total penalty of \$100.
 - \$100 for the category of violations of WAC 480-15-490(3) and Tariff 15-C, Item 230(2), for failure to document breaks and interruptions of employees, for a total penalty of \$100.

2. Additionally, staff recommends a total refund of \$11,289.68 to affected customers for the following violations:
 - A refund of \$2,953.27 for excess charges to customers issued binding estimates in violation of RCW 81.80.132.
 - A refund of \$5,319.95 for excess charges to customers issued nonbinding estimates in violation of RCW 81.80.132.
 - A refund of \$3,016.46 for excess charges to customers for break or interruption hours they were charged for in violation of WAC 480-15-490 and Tariff 15-C, Item 230(2).

APPENDIX A

VERIFICATION OF TRAINING RECEIVED

This document is used to record completion of training in specific topics important to the operations of household goods carriers operating in the State of Washington. It will become part of the motor carrier file maintained by the Commission.

Name of HHG Company (as registered) and Permit No. <i>Starving Students 41035</i>		Date of Training 9/16/09	Name of Trainer(s) Alan, Suzanne & Carlene
Name of Attendee (please print clearly) <i>Jeremy Andrews</i>	Phone Number <i>(253) 255-7808</i>	Email address	
Safety Regulations		Attendee must sign below, then initial each line acknowledging that training was received for each subject.	
		X 	
Applicability/Definitions/Acronyms	JPA		
Drug and Alcohol Testing	JPA		
Pre-Employment Drug Testing	JPA		
Post Accident Testing	JPA		
Random Testing	JPA		
Selection & Notification	JPA		
Reasonable Suspicion Testing	JPA		
Subpart B Prohibitions	JPA		
Drug & Alcohol Policy	JPA		
Consequences for Engaging in Drug & Alcohol Use	JPA		
Commercial Driver's License Vehicles that require a CDL/Endorsements	JPA		
Qualifications for Drivers	JPA		
Entry Level Driver Training	JPA		
Driver Qualification File	JPA		
Multiple Employer Driver	JPA		
Driver Operations	JPA		
Inspection and Use of Equipment	JPA		
Pre-Trip Inspection	JPA		
Accident Register	JPA		

Hours of Service	JPA
Maximum Driving Times	JPA
34- Hour Restart	JPA
Non-CDL Drivers Short-Haul Exception	JPA
16-Hour Short Haul Exception	JPA
100 Air Mile Radius Driver	JPA
Driver's Duty Status Record	JPA
Driver's Log Book Requirements	JPA
Inspection, Repair & Maintenance Records	JPA
Driver Vehicle Inspection Report	JPA
Periodic Inspection	JPA
Marking of Motor Vehicles	JPA
Equipment Leasing	JPA
Safety Compliance Review (CR)	JPA
Rules and Tariff Training	
Permits	JPA
Insurance	JPA
Advertising	JPA
Estimates	JPA
Loss & Damage Protection (Valuation)	JPA
Bill of Lading	JPA
Rates (Hourly-Rated Moves)	JPA
Rates (Mileage-Rated Moves)	JPA
Storage	JPA
Complaints and Claims	JPA
Annual Reports & Regulatory Fees	JPA

VERIFICATION OF TRAINING RECEIVED

This document is used to record completion of training in specific topics important to the operations of household goods carriers operating in the State of Washington. It will become part of the motor carrier file maintained by the Commission.

Name of HHG Company (as registered) and Permit No. <i>STARVING STUDENTS INC</i>		Date of Training 9/16/09	Name of Trainer(s) Alan, Suzanne & Carlene
Name of Attendee (please print clearly) <i>JOHN BOLTON</i>	Phone Number <i>425-471-3339</i>	Email address <i>SCAT@SSMOVERS.COM</i>	
Safety Regulations		Attendee must sign below, then initial each line acknowledging that training was received for each subject.	
		X <i>John Bolton</i>	
Applicability/Definitions/Acronyms	<i>JB</i>		
Drug and Alcohol Testing	<i>JB</i>		
Pre-Employment Drug Testing	<i>JB</i>		
Post Accident Testing	<i>JB</i>		
Random Testing	<i>JB</i>		
Selection & Notification	<i>JB</i>		
Reasonable Suspicion Testing	<i>JB</i>		
Subpart B Prohibitions	<i>JB</i>		
Drug & Alcohol Policy	<i>JB</i>		
Consequences for Engaging in Drug & Alcohol Use	<i>JB</i>		
Commercial Driver's License	<i>JB</i>		
Vehicles that require a CDL/Endorsements	<i>JB</i>		
Qualifications for Drivers	<i>JB</i>		
Entry Level Driver Training	<i>JB</i>		
Driver Qualification File	<i>JB</i>		
Multiple Employer Driver	<i>JB</i>		
Driver Operations	<i>JB</i>		
Inspection and Use of Equipment	<i>JB</i>		
Pre-Trip Inspection	<i>JB</i>		
Accident Register	<i>JB</i>		

Hours of Service	JB
Maximum Driving Times	JB
34- Hour Restart	JB
Non-CDL Drivers Short-Haul Exception	JB
16-Hour Short Haul Exception	JB
100 Air Mile Radius Driver	JB
Driver's Duty Status Record	JB
Driver's Log Book Requirements	JB
Inspection, Repair & Maintenance Records	JB
Driver Vehicle Inspection Report	JB
Periodic Inspection	JB
Marking of Motor Vehicles	JB
Equipment Leasing	JB
Safety Compliance Review (CR)	
Rules and Tariff Training	
Permits	JB
Insurance	JB
Advertising	JB
Estimates	JB
Loss & Damage Protection (Valuation)	JB
Bill of Lading	JB
Rates (Hourly-Rated Moves)	JB
Rates (Mileage-Rated Moves)	JB
Storage	JB
Complaints and Claims	JB
Annual Reports & Regulatory Fees	JB

VERIFICATION OF TRAINING RECEIVED

This document is used to record completion of training in specific topics important to the operations of household goods carriers operating in the State of Washington. It will become part of the motor carrier file maintained by the Commission.

Name of HHG Company (as registered) and Permit No. <i>Starving Students 41088</i>	Date of Training 9/16/09	Name of Trainer(s) Alan, Suzanne & Carlene
Name of Attendee (please print clearly) <i>Sally Wickes</i>	Phone Number <i>253 255 6088</i>	Email address <i>wickes@starving.com</i>
Safety Regulations	Attendee must sign below, then initial each line acknowledging that training was received for each subject.	
	X <i>[Signature]</i>	
Applicability/Definitions/Acronyms	<i>SL</i>	
Drug and Alcohol Testing	<i>SL</i>	
Pre-Employment Drug Testing	<i>SL</i>	
Post Accident Testing	<i>SL</i>	
Random Testing	<i>SL</i>	
Selection & Notification	<i>SL</i>	
Reasonable Suspicion Testing	<i>SL</i>	
Subpart B Prohibitions	<i>SL</i>	
Drug & Alcohol Policy	<i>SL</i>	
Consequences for Engaging in Drug & Alcohol Use	<i>SL</i>	
Commercial Driver's License Vehicles that require a CDL/Endorsements	<i>SL</i>	
Qualifications for Drivers	<i>SL</i>	
Entry Level Driver Training	<i>SL</i>	
Driver Qualification File	<i>SL</i>	
Multiple Employer Driver	<i>SL</i>	
Driver Operations	<i>SL</i>	
Inspection and Use of Equipment	<i>SL</i>	
Pre-Trip Inspection	<i>SL</i>	
Accident Register	<i>SL</i>	

Hours of Service	<i>Y</i>
Maximum Driving Times	<i>Y</i>
34- Hour Restart	<i>Y</i>
Non-CDL Drivers Short-Haul Exception	<i>Y</i>
16-Hour Short Haul Exception	<i>Y</i>
100 Air Mile Radius Driver	<i>Y</i>
Driver's Duty Status Record	<i>Y</i>
Driver's Log Book Requirements	<i>Y</i>
Inspection, Repair & Maintenance Records	<i>Y</i>
Driver Vehicle Inspection Report	<i>Y</i>
Periodic Inspection	<i>Y</i>
Marking of Motor Vehicles	<i>Y</i>
Equipment Leasing	<i>Y</i>
Safety Compliance Review (CR)	<i>Y</i>
Rules and Tariff Training	
Permits	<i>Y</i>
Insurance	<i>Y</i>
Advertising	<i>Y</i>
Estimates	<i>Y</i>
Loss & Damage Protection (Valuation)	<i>Y</i>
Bill of Lading	<i>Y</i>
Rates (Hourly-Rated Moves)	<i>Y</i>
Rates (Mileage-Rated Moves)	<i>Y</i>
Storage	<i>Y</i>
Complaints and Claims	<i>Y</i>
Annual Reports & Regulatory Fees	<i>Y</i>

VERIFICATION OF TRAINING RECEIVED

This document is used to record completion of training in specific topics important to the operations of household goods carriers operating in the State of Washington. It will become part of the motor carrier file maintained by the Commission.

Name of HHG Company (as registered) and Permit No. <i>Starving Students 41035</i>		Date of Training 9/16/09	Name of Trainer(s) Alan, Suzanne & Carlene
Name of Attendee (please print clearly) <i>Sean M Wynn</i>	Phone Number <i>(253) 250-2119</i>	Email address	
Safety Regulations	<i>Attendee must sign below, then initial each line acknowledging that training was received for each subject.</i>		
	<i>X Sean M Wynn</i>		
Applicability/Definitions/Acronyms	<i>[Initials]</i>		
Drug and Alcohol Testing	<i>[Initials]</i>		
Pre-Employment Drug Testing	<i>[Initials]</i>		
Post Accident Testing	<i>[Initials]</i>		
Random Testing	<i>[Initials]</i>		
Selection & Notification	<i>[Initials]</i>		
Reasonable Suspicion Testing	<i>[Initials]</i>		
Subpart B Prohibitions	<i>[Initials]</i>		
Drug & Alcohol Policy	<i>[Initials]</i>		
Consequences for Engaging in Drug & Alcohol Use	<i>[Initials]</i>		
Commercial Driver's License Vehicles that require a CDL/Endorsements	<i>[Initials]</i>		
Qualifications for Drivers	<i>[Initials]</i>		
Entry Level Driver Training	<i>[Initials]</i>		
Driver Qualification File	<i>[Initials]</i>		
Multiple Employer Driver	<i>[Initials]</i>		
Driver Operations	<i>[Initials]</i>		
Inspection and Use of Equipment	<i>[Initials]</i>		
Pre-Trip Inspection	<i>[Initials]</i>		
Accident Register	<i>[Initials]</i>		

Hours of Service	
Maximum Driving Times	
34- Hour Restart	
Non-CDL Drivers Short-Haul Exception	
16-Hour Short Haul Exception	
100 Air Mile Radius Driver	
Driver's Duty Status Record	
Driver's Log Book Requirements	
Inspection, Repair & Maintenance Records	
Driver Vehicle Inspection Report	
Periodic Inspection	
Marking of Motor Vehicles	
Equipment Leasing	
Safety Compliance Review (CR)	
Rules and Tariff Training	
Permits	
Insurance	
Advertising	
Estimates	
Loss & Damage Protection (Valuation)	
Bill of Lading	
Rates (Hourly-Rated Moves)	
Rates (Mileage-Rated Moves)	
Storage	
Complaints and Claims	
Annual Reports & Regulatory Fees	

VERIFICATION OF TRAINING RECEIVED

This document is used to record completion of training in specific topics important to the operations of household goods carriers operating in the State of Washington. It will become part of the motor carrier file maintained by the Commission.

Name of HHG Company (as registered) and Permit No. <i>STARVING STUDENTS INC</i>		Date of Training <i>4-26-11</i>	Name of Trainer(s) <i>RAY Suzanne</i>
Name of Attendee (please print clearly) <i>DEAN H. MARKIE</i>	Phone Number <i>(925) 260-4203</i>	Email address <i>dmarkie@ssmovers.com</i>	
Safety Regulations		<small>Attendee must sign below, then initial each line acknowledging that training was received for each subject.</small>	
		<i>X</i> <u><i>Dean H. Markie</i></u>	
Applicability/Definitions/Acronyms	<i>Dr</i>		
Drug and Alcohol Testing	<i>Dr</i>		
Pre-Employment Drug Testing	<i>Dr</i>		
Post Accident Testing	<i>Dr</i>		
Random Testing	<i>Dr</i>		
Selection & Notification	<i>Dr</i>		
Reasonable Suspicion Testing	<i>Dr</i>		
Subpart B Prohibitions	<i>Dr</i>		
Drug & Alcohol Policy	<i>Dr</i>		
Consequences for Engaging in Drug & Alcohol Use	<i>Dr</i>		
Commercial Driver's License Vehicles that require a CDL/Endorsements	<i>Dr</i>		
Qualifications for Drivers	<i>Dr</i>		
Entry Level Driver Training	<i>Dr</i>		
Driver Qualification File	<i>Dr</i>		
Multiple Employer Driver	<i>Dr</i>		
Driver Operations	<i>Dr</i>		
Inspection and Use of Equipment	<i>Dr</i>		
Pre-Trip Inspection	<i>Dr</i>		
Accident Register	<i>Dr</i>		

Hours of Service	<i>Dr</i>
Maximum Driving Times	<i>Dr</i>
34- Hour Restart	<i>Dr</i>
Non-CDL Drivers Short-Haul Exception	<i>Dr</i>
16-Hour Short Haul Exception	<i>Dr</i>
100 Air Mile Radius Driver	<i>Dr</i>
Driver's Duty Status Record	<i>Dr</i>
Driver's Log Book Requirements	<i>Dr</i>
Inspection, Repair & Maintenance Records	<i>Dr</i>
Driver Vehicle Inspection Report	<i>Dr</i>
Periodic Inspection	<i>Dr</i>
Marking of Motor Vehicles	<i>Dr</i>
Equipment Leasing	<i>Dr</i>
Safety Compliance Review (CR)	<i>Dr</i>
Rules and Tariff Training	
Permits	<i>Dr</i>
Insurance	<i>Dr</i>
Advertising	<i>Dr</i>
Estimates	<i>Dr</i>
Loss & Damage Protection (Valuation)	<i>Dr</i>
Bill of Lading	<i>Dr</i>
Rates (Hourly-Rated Moves)	<i>Dr</i>
Rates (Mileage-Rated Moves)	<i>Dr</i>
Storage	<i>Dr</i>
Complaints and Claims	<i>Dr</i>
Annual Reports & Regulatory Fees	<i>Dr</i>

VERIFICATION OF TRAINING RECEIVED

This document is used to record completion of training in specific topics important to the operations of household goods carriers operating in the State of Washington. It will become part of the motor carrier file maintained by the Commission.

Name of HHG Company (as registered) and Permit No.	Date of Training	Name of Trainer(s)
STARVING STUDENTS	4-26-11	
Name of Attendee (please print clearly)	Phone Number	Email address
John M. Bolton	206-622-9296	SEAT@SSMOVES.COM
Safety Regulations	Attendee must sign below, then initial each line acknowledging that training was received for each subject.	
	X <u>John Bolton</u>	
Applicability/Definitions/Acronyms		
Drug and Alcohol Testing		
Pre-Employment Drug Testing		
Post Accident Testing		
Random Testing		
Selection & Notification		
Reasonable Suspicion Testing		
Subpart B Prohibitions		
Drug & Alcohol Policy		
Consequences for Engaging in Drug & Alcohol Use		
Commercial Driver's License Vehicles that require a CDL/Endorsements		
Qualifications for Drivers		
Entry Level Driver Training		
Driver Qualification File		
Multiple Employer Driver		
Driver Operations		
Inspection and Use of Equipment		
Pre-Trip Inspection		
Accident Register		

Hours of Service	
Maximum Driving Times	
34- Hour Restart	
Non-CDL Drivers Short-Haul Exception	
16-Hour Short Haul Exception	
100 Air Mile Radius Driver	
Driver's Duty Status Record	
Driver's Log Book Requirements	
Inspection, Repair & Maintenance Records	
Driver Vehicle Inspection Report	
Periodic Inspection	
Marking of Motor Vehicles	
Equipment Leasing	
Safety Compliance Review (CR)	
Rules and Tariff Training	
Permits	
Insurance	
Advertising	
Estimates	
Loss & Damage Protection (Valuation)	
Bill of Lading	
Rates (Hourly-Rated Moves)	
Rates (Mileage-Rated Moves)	
Storage	
Complaints and Claims	
Annual Reports & Regulatory Fees	

VERIFICATION OF TRAINING RECEIVED

This document is used to record completion of training in specific topics important to the operations of household goods carriers operating in the State of Washington. It will become part of the motor carrier file maintained by the Commission.

Name of HHG Company (as registered) and Permit No. STARVING STUDENTS INC.		Date of Training 4/26/11	Name of Trainer(s) RAY GARDNER SUSANNE STILLWELL
Name of Attendee (please print clearly) KARL ESTENSON	Phone Number (541) 891-3272	Email address KARL@IMPERIAL CARRIERS OF WA	
Safety Regulations		Attendee must sign below, then initial each line acknowledging that training was received for each subject.	
		X	
Applicability/Definitions/Acronyms	KE		
Drug and Alcohol Testing	KE		
Pre-Employment Drug Testing	KE		
Post Accident Testing	KE		
Random Testing	KE		
Selection & Notification	KE		
Reasonable Suspicion Testing	KE		
Subpart B Prohibitions	KE		
Drug & Alcohol Policy	KE		
Consequences for Engaging in Drug & Alcohol Use	KE		
Commercial Driver's License Vehicles that require a CDL/Endorsements	KE		
Qualifications for Drivers	KE		
Entry Level Driver Training	KE		
Driver Qualification File	KE		
Multiple Employer Driver	KE		
Driver Operations	KE		
Inspection and Use of Equipment	KE		
Pre-Trip Inspection	KE		
Accident Register	KE		

Hours of Service	KE
Maximum Driving Times	KE
34- Hour Restart	KE
Non-CDL Drivers Short-Haul Exception	KE
16-Hour Short Haul Exception	KE
100 Air Mile Radius Driver	KE
Driver's Duty Status Record	KE
Driver's Log Book Requirements	KE
Inspection, Repair & Maintenance Records	KE
Driver Vehicle Inspection Report	KE
Periodic Inspection	KE
Marking of Motor Vehicles	KE
Equipment Leasing	KE
Safety Compliance Review (CR)	KE
Rules and Tariff Training	
Permits	KE
Insurance	KE
Advertising	KE
Estimates	KE
Loss & Damage Protection (Valuation)	KE
Bill of Lading	KE
Rates (Hourly-Rated Moves)	KE
Rates (Mileage-Rated Moves)	KE
Storage	KE
Complaints and Claims	KE
Annual Reports & Regulatory Fees	KE

APPENDIX B



STATE OF WASHINGTON
UTILITIES AND TRANSPORTATION COMMISSION
1300 S. Evergreen Park Dr. S.W., P.O. Box 47250 • Olympia, Washington 98504-7250
(360) 664-1160 • www.utc.wa.gov

Dec. 13, 2013

Ethan Margalith
Starving Students, Inc.
1850 Sawtelle Blvd., Suite 300
Los Angeles, CA 90025

RE: Data Request

Dear Mr. Margalith:

Under Washington State law (Revised Code of Washington 81.04.070), the Utilities and Transportation Commission has the right to inspect the accounts, books, papers, and documents of any household goods moving company doing business in this state.

As part of a staff review of your company's business practices, please send us the following information and documents:

1. For every residential move performed within the state of Washington from June 1, 2013, through Aug. 31, 2013, please provide all original supporting documents related to each customer's move, including, but not limited to, the bills of lading, estimate, supplemental estimate, inventory records, weight slips, and all documents related to temporary storage of the goods. As noted above, the commission requires original documents. Photocopied documents will not be accepted.
2. A copy of the company's customer complaint and claims register, listing all complaints and claims received from June 1, 2013, through Aug. 31, 2013, and including all documents related to each complaint and claim.

You are required to furnish the above requested documents to commission staff by no later than **5:00 p.m. on Dec. 27, 2013**. Please attach a copy of this letter to the documents for reference.

If you have any questions you may contact Lauren McCloy, Compliance Investigator. Ms. McCloy can be reached at (360) 664-1108 or at lcmccloy@utc.wa.gov.

Sincerely,



Steven V. King
Executive Director and Secretary

APPENDIX C

Binding Customers

#	Invoice	Customer	Estimate	Charged	Refund
1	4813335	Albert Tally	\$449.94	\$498.00	\$48.06
2	4811948	Steven Shadwick	\$239.97	\$319.96	\$79.99
3	4807584	Francisco Delgado	\$319.96	\$479.94	\$159.98
4	4817385	Aaron Rankin	\$159.98	\$259.97	\$99.99
5	4815786	John Harris	\$509.94	\$603.42	\$93.48
6	4820223	Matt Marcus	\$599.94	\$742.92	\$142.98
7	4821306	Susan Hope	\$599.94	\$674.93	\$74.99
8	4822507	Julie Sniadoski	\$179.98	\$224.97	\$44.99
9	4825304	Carrie Avlonitis	\$664.93	\$712.42	\$47.49
10	4827187	Brad Longaker	\$239.97	\$399.95	\$159.98
11	4828646	Patty Minnihan	\$949.90	\$1,282.36	\$332.46
12	4830132	Randle Tiffany	\$159.96	\$292.46	\$132.50
13	4820765	Ben Wells	\$839.88	\$944.86	\$104.98
14	4823441	Jessica Lacey	\$359.96	\$472.45	\$112.49
15	4829362	Kay Clarke-Willson	\$89.99	\$134.98	\$44.99
16	4829222	Keri Trent	\$219.96	\$259.96	\$40.00
17	4832765	Robert Olsen	\$399.96	\$499.95	\$100.01
18	4830572	Tami Selby	\$435.96	\$653.94	\$217.98
19	4809678	Doug Wilson	\$297.97	\$349.99	\$52.02
20	4808030	Michelle Anderson	\$359.96	\$674.93	\$314.97
21	4808191	Krystal Reece	\$339.96	\$382.46	\$42.50
22	4820168	Jeanna Stone	\$179.98	\$202.48	\$22.50
23	4817720	Doris Mathews	\$879.84	\$1,138.81	\$258.97
24	4818666	Valerie Mosser	\$359.96	\$584.93	\$224.97
Total Binding Overcharges					\$2,953.27

APPENDIX D
Non-Binding Customers

#	Invoice	Customer	Estimate	Charged	125%	Refund
1	4803908	Edwards Jones	\$399.95	\$519.93	\$499.93	\$20.00
2	4803739	Avery Watkins	\$474.95	\$1,163.62	\$593.69	\$569.93
3	4811022	Hilda Sobolewski	\$639.92	\$819.89	\$799.90	\$19.99
4	4815766	Beka Teklu	\$359.96	\$539.94	\$449.95	\$89.99
5	4817692	Cecilia Kennedy	\$449.95	\$629.93	\$562.44	\$67.49
6	4813316	Carol Padgett	\$860.10	\$1,668.59	\$1,075.13	\$593.47
7	4827908	Toru Garofalo	\$399.95	\$519.93	\$499.94	\$19.99
8	4827176	Lee Neater	\$179.98	\$319.96	\$224.98	\$94.99
9	4827882	Alexandra Marler	\$359.96	\$517.44	\$449.95	\$67.49
10	4828519	Jesse Jempson	\$524.95	\$944.91	\$656.19	\$288.72
11	4829107	Tizah Monson	\$159.99	\$239.97	\$199.99	\$39.98
12	4826934	James Delacore	\$449.95	\$787.41	\$562.44	\$224.97
13	4828647	Patty Minnihan	\$949.90	\$1,282.36	\$1,187.38	\$94.98
14	4829576	Congrega Oberlin	\$179.98	\$247.47	\$224.98	\$22.50
15	4821232	Debbie Bronson	\$499.95	\$674.93	\$624.94	\$49.99
16	4826001	Brian Dore	\$539.98	\$960.00	\$674.98	\$285.03
17	4829156	Barbara Gibson	\$539.94	\$832.40	\$674.93	\$157.48
18	4806582	Lexi Hartman	\$399.95	\$639.99	\$499.94	\$140.05
19	4802893	Susan Scherer	\$239.97	\$319.96	\$299.96	\$20.00
20	4803715	Thiago Hirai	\$479.94	\$639.92	\$599.93	\$40.00
21	4811603	Carkia Cobb	\$319.96	\$519.94	\$399.95	\$119.99
22	4808996	Mary Scott	\$399.95	\$639.92	\$499.94	\$139.98
23	4806196	Melanie Weber	\$239.97	\$319.96	\$299.96	\$20.00
24	4810744	Mala Kandiar	\$169.98	\$254.97	\$212.48	\$42.50
25	4818440	Chamu Kallem	\$108.99	\$163.48	\$136.24	\$27.24
26	4816317	Hannah Trulock	\$599.94	\$799.92	\$749.93	\$49.99
27	4827136	Konni Boll	\$779.88	\$1,039.84	\$974.85	\$64.99
28	4826429	Urban Land Institute	\$179.98	\$314.97	\$224.98	\$90.00
29	4821500	Nancy Burke	\$599.94	\$914.91	\$749.93	\$164.99
30	4822961	Robert Frederick	\$319.96	\$619.91	\$399.95	\$219.96
31	4818088	Kitty Willers	\$179.99	\$269.97	\$224.99	\$44.98
32	4831451	Jennifer Quinlin	\$759.92	\$1,139.88	\$949.90	\$189.98
33	4824370	Kelsey Fava	\$734.93	\$949.91	\$918.66	\$31.25
34	4798553	Tim Fang*	\$150.00	\$269.97	\$187.50	\$82.47
35	4806272	Ro Rippon*	\$250.00	\$517.44	\$312.50	\$204.94
36	4811366	Scott Beasley*	\$860.00	\$1,416.00	\$1,075.00	\$341.00
37	4823753	Kim Fredrick*	\$419.96	\$603.70	\$524.95	\$78.75
38	4825965	Kenna Klosterman*	\$239.96	\$799.85	\$299.95	\$499.90
Total Non-Binding Overcharges						\$5,319.95

** Denotes customers who did not select a binding option on either their estimate or bill of lading.
If no option was selected, the default option applied was non-binding.*

APPENDIX F

**STARVING STUDENTS, INC
STANDARD JOB ORDER**



Branch	SEAT	Work Phone	()	Book Date	06/10/2013
Customer	ANDERSON/MICHELLE	Home Phone		Booked By	ISMOR
Move Date	07/09/2013	Cell Phone		Confirm Date	6/12/13 10:39
Order #	4808030	Source	YP	Confirm By	SEAT
Origin		Destination		Destination 2	
	WOODINVILLE WA 98072	KIRCKLAND WAY KIRCKLAND WA 98033		Priority Pickup:	NO
	GROUND FLOOR	STORAGE UNIT GROUND FLOOR			

Terms 2 Man Rate 89.99 3rd Man Rate 34.99 Drive Time PP Minimum 4.0 Hrs Fuel Truck 0.00 % WCmp/Safe 0.00 % Stretchwrap 0 # of bedrooms 3 Booked Sq. Footage ? Not to exceed \$1,800.00 Pay Info Credit Card Arrival Window 8:00 - 12:00 Concerns / Issues on last move	Inventory Manpower Needs Piano Televisions Htub/Ptable/Gsafe Appliances Other Bulky Items: gun safe reglar safe Rooms, garage etc 3 bed room Number of Boxes Square Feet Stairs inside Long carry from truck Email Miles 10 LOCAL 0.00 0 0.00	Personalized Service <u>Special Requests</u> 3 man 129.98 Hardwood floors / tile Bought our boxes Wardrobes Needed 0 Bring Tools Special Mgr call required Attitude (1-10) Attitude Notes Cxl CD
--	---	---

Payment Received (Circle Method/List Amount) Cash / C Card / Check \$ <u>674.93</u> Cash / C Card / Check \$ _____ Cash / C Card / Check \$ _____ Truck #: <u>Rest #2</u> Movers Names: <u>Chris Neal</u> DR PW QLT <u>John Lawrence</u> DR PW QLT DR PW QLT DR PW QLT	Revenue Codes <table border="0"> <thead> <tr> <th></th> <th>QTY</th> <th>Rate</th> <th>Rev Amount</th> </tr> </thead> <tbody> <tr> <td>CHL Charge By Hour</td> <td><u>25</u></td> <td><u>87.79</u></td> <td><u>\$ 674.93</u></td> </tr> <tr> <td>CWT Charge by Weight - 2 Man</td> <td></td> <td></td> <td>\$ _____</td> </tr> <tr> <td>CWS Charge By Weight - 1 Man</td> <td></td> <td></td> <td>\$ _____</td> </tr> <tr> <td>MOP Move on Premise</td> <td></td> <td></td> <td>\$ _____</td> </tr> <tr> <td>PHL Packing By The Hour</td> <td></td> <td></td> <td>\$ _____</td> </tr> <tr> <td>ASL Appliance Service</td> <td></td> <td></td> <td>\$ _____</td> </tr> <tr> <td>LCL Long Carry / Flight</td> <td></td> <td></td> <td>\$ _____</td> </tr> <tr> <td>ECL Elevator Charges</td> <td></td> <td></td> <td>\$ _____</td> </tr> <tr> <td>BCL Bulk Charge</td> <td></td> <td></td> <td>\$ _____</td> </tr> <tr> <td>BOX Box Sales</td> <td></td> <td></td> <td>\$ _____</td> </tr> <tr> <td>STX Sales Tax</td> <td></td> <td></td> <td>\$ _____</td> </tr> <tr> <td>WRAP Stretch Wrap</td> <td></td> <td></td> <td>\$ _____</td> </tr> <tr> <td>STR Storage</td> <td></td> <td></td> <td>\$ _____</td> </tr> <tr> <td>VAL Valuation</td> <td></td> <td></td> <td>\$ _____</td> </tr> <tr> <td>TIP TIP</td> <td></td> <td></td> <td>\$ _____</td> </tr> <tr> <td>WCS Workers Comp</td> <td></td> <td></td> <td>\$ _____</td> </tr> <tr> <td>FCHG Fuel and Truck Chg</td> <td></td> <td></td> <td>\$ _____</td> </tr> <tr> <td>Total Billed Amount</td> <td></td> <td></td> <td>\$ <u>674.93</u></td> </tr> <tr> <td>Total Amount Received</td> <td></td> <td></td> <td>\$ <u>674.93</u></td> </tr> <tr> <td>Balance Due</td> <td></td> <td></td> <td>\$ _____</td> </tr> <tr> <td>Billing:</td> <td></td> <td></td> <td>\$ _____</td> </tr> <tr> <td>Employee AR: name</td> <td></td> <td></td> <td>\$ _____</td> </tr> <tr> <td>Expense: For:</td> <td></td> <td></td> <td>\$ _____</td> </tr> <tr> <td><Refund></td> <td></td> <td></td> <td>\$ _____</td> </tr> <tr> <td><Over> / Short</td> <td></td> <td></td> <td>\$ _____</td> </tr> <tr> <td>Explanation:</td> <td></td> <td></td> <td>\$ _____</td> </tr> </tbody> </table>		QTY	Rate	Rev Amount	CHL Charge By Hour	<u>25</u>	<u>87.79</u>	<u>\$ 674.93</u>	CWT Charge by Weight - 2 Man			\$ _____	CWS Charge By Weight - 1 Man			\$ _____	MOP Move on Premise			\$ _____	PHL Packing By The Hour			\$ _____	ASL Appliance Service			\$ _____	LCL Long Carry / Flight			\$ _____	ECL Elevator Charges			\$ _____	BCL Bulk Charge			\$ _____	BOX Box Sales			\$ _____	STX Sales Tax			\$ _____	WRAP Stretch Wrap			\$ _____	STR Storage			\$ _____	VAL Valuation			\$ _____	TIP TIP			\$ _____	WCS Workers Comp			\$ _____	FCHG Fuel and Truck Chg			\$ _____	Total Billed Amount			\$ <u>674.93</u>	Total Amount Received			\$ <u>674.93</u>	Balance Due			\$ _____	Billing:			\$ _____	Employee AR: name			\$ _____	Expense: For:			\$ _____	<Refund>			\$ _____	<Over> / Short			\$ _____	Explanation:			\$ _____
	QTY	Rate	Rev Amount																																																																																																										
CHL Charge By Hour	<u>25</u>	<u>87.79</u>	<u>\$ 674.93</u>																																																																																																										
CWT Charge by Weight - 2 Man			\$ _____																																																																																																										
CWS Charge By Weight - 1 Man			\$ _____																																																																																																										
MOP Move on Premise			\$ _____																																																																																																										
PHL Packing By The Hour			\$ _____																																																																																																										
ASL Appliance Service			\$ _____																																																																																																										
LCL Long Carry / Flight			\$ _____																																																																																																										
ECL Elevator Charges			\$ _____																																																																																																										
BCL Bulk Charge			\$ _____																																																																																																										
BOX Box Sales			\$ _____																																																																																																										
STX Sales Tax			\$ _____																																																																																																										
WRAP Stretch Wrap			\$ _____																																																																																																										
STR Storage			\$ _____																																																																																																										
VAL Valuation			\$ _____																																																																																																										
TIP TIP			\$ _____																																																																																																										
WCS Workers Comp			\$ _____																																																																																																										
FCHG Fuel and Truck Chg			\$ _____																																																																																																										
Total Billed Amount			\$ <u>674.93</u>																																																																																																										
Total Amount Received			\$ <u>674.93</u>																																																																																																										
Balance Due			\$ _____																																																																																																										
Billing:			\$ _____																																																																																																										
Employee AR: name			\$ _____																																																																																																										
Expense: For:			\$ _____																																																																																																										
<Refund>			\$ _____																																																																																																										
<Over> / Short			\$ _____																																																																																																										
Explanation:			\$ _____																																																																																																										



STARVING STUDENTS, INC
 624 South Lander Street, Unit 60-A Seattle, WA 98134
 Tel: (206) 621-9296 Fax: (206) 625-1662
 HG-41035 www.ssmovers.com

Order 4802000
 Pack _____
 Load _____
 Del _____
 Sales 8-13
 Coord _____
 Job Code Local

Uniform Household Goods Bill of Lading

Customer: This bill of lading establishes a contract between you and the household goods carrier. It confirms instructions and authorizes the carrier to move, pack, store, and/or perform services shown. Before you sign this document it is important that you 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 carrier's representative(s). This contract is subject to conditions on the back of this form.

From	To
Customer _____	Customer <u>Michelle Anderson</u>
Address _____	Address <u>Robert Way</u>
City/State/Zip <u>Linden Vile WA 98072</u>	City/State/Zip _____
H/Phone _____ Cell _____	H/Phone _____ Cell _____
W/Phone _____ Pager _____	W/Phone _____ Pager _____
email _____	email _____
Add'l Pickup _____	Extra-Stop _____
Billing Address _____	Other _____

Hourly Rated Moves	Vars	Personnel	Start	Arrive	Breaks	Depart	End	Total Hrs	Rate	Charges
<u>7/8</u>		<u>2/1/13</u>	<u>10:25</u>	<u>10:30</u>		<u>5:30</u>	<u>6:10</u>	<u>7.5</u>	<u>87.99</u>	<u>674.95</u>

Storage
 Shipment will be placed into storage, the customer must initial option selected.
 Shipment is to be placed in storage for a period of 90 days or less (Storage-In-Transit). I understand that on the 91st day of storage the shipment becomes permanent storage.
 The storage location will be _____
 Shipment is to be placed in storage for more than 90 days.
 I certify that I have requested Storage-In-Vehicle for a period of _____ days at an agreed upon rate of \$ _____ per day.

Storage-In-Transit	Cuft	_____	_____
Trans In/From W/We	lbs at	_____	Cwt _____
Storage per month	lbs at	_____	Cwt _____
W/We Handling In/Out	lbs at	_____	Cwt _____
Add'l Valuation \$	at	_____	per \$100 _____
Permanent Storage	Cuft	_____	_____
Labor	at	_____	per hour _____
Storage per month	lbs at	_____	Cwt _____
W/We Handling In/Out	lbs at	_____	Cwt _____
Add'l Valuation \$	at	_____	per \$100 _____
Pickup/Load Vauls	at	_____	per vault _____
Overseas Items	at	_____	ea _____
Storage	months	_____	per month _____
Delivery of Vauls	_____	_____	_____

Mileage Rated Moves

Actual Shipment Weight(lbs)	_____	at	_____	Chg _____
Billed Shipment Weight	_____	at	_____	Cwt _____
Long Carry	_____	at	_____	Cwt _____
Stairs/Elevator	_____	at	_____	ea _____
Extra pickup/del	_____	at	_____	ea _____
Planer/Organ Carry	_____	at	_____	ea _____
Overtime Labor	_____	at	_____	per hour _____
Mileage	_____	at	_____	ea _____
Other	_____	at	_____	ea _____

Materials, Additional Services

Dishpaks	_____	at	_____	per unit _____
Less than 3.0 cuft ctns	_____	at	_____	per unit _____
3.0 cuft ctns	_____	at	_____	per unit _____
4.5 cuft ctns	_____	at	_____	per unit _____
6.0 cuft ctns	_____	at	_____	per unit _____
Wardrobe ctns	_____	at	_____	per unit _____
Child matt carton/cover	_____	at	_____	per unit _____
Single matt carton/cover	_____	at	_____	per unit _____
Double matt carton/cover	_____	at	_____	per unit _____
Queen matt carton/cover	_____	at	_____	per unit _____
King matt carton/cover	_____	at	_____	per unit _____
King box ctn	_____	at	_____	per unit _____
Minor ctn	_____	at	_____	per unit _____
Lamp Carton	_____	at	_____	per unit _____
Plasma TV Carton	_____	at	_____	per unit _____
Crates cuft	_____	at	_____	per unit _____
Appliances	_____	at	_____	per unit _____
Add'l Labor	_____	at	_____	per hour _____
Ferry or Bridge Toll	_____	at	_____	per hour _____

Declarations (Customer must initial preferences)
LOSS AND DAMAGE PROTECTION (Valuation): The customer must select and initial only one of the following options:
 Basic Value Protection: I release this shipment to a value of 60 cents per pound per article, at no cost to me. This means I will be paid 60 cents per pound for the net weight of the lost or damaged item, regardless of the actual value of the item.
 Replacement Cost Coverage with Deductible: which includes a \$300 deductible paid by me. This option will cost \$ _____ . The value I declare must be at least \$5.00 times the net weight of the shipment.
 Replacement Cost Coverage with no deductible: at a cost of \$ _____ . The value I declare must be at least \$5.00 times net weight of the shipment.
Estimates: The customer must initial option selected
 I understand this shipment is moving under a binding estimate and that I will be required to pay the amount shown on the estimate.
 I understand this shipment is moving under a non-binding estimate. If the charges shown on the bill of lading 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% of the estimated charges and will extend credit for at least 30 days in which I must pay the remainder due. In no case will I be required to pay more than 125% of the estimate (plus any supplements) for mileage rated shipment, or more than 125% of the estimate plus supplements for hourly rated shipments.

Subtotal Moving, Packing, Materials, Storage Charges	_____
Additional Valuation	_____
Total Relocation Charges	_____
Total Amount Paid	<u>644.43</u>
Balance Due	<u>674.28</u>

Method of Payment:
 Cash Check

I declare a lump sum total dollar valuation of this entire shipment at \$ _____

I have read and understand this contract thoroughly, and release my goods to the carrier subject to the terms and conditions above.

Release of Goods/Customer _____ Date 7/8/13
 Receipt for Goods/Driver _____ Date 7/8/13

All goods were received in good condition, except as noted on this contract from the inventory form.
 Receipt for Goods/Customer _____ Date _____

ORIGINAL BILL OF LADING



STARVING STUDENTS, INC #18
 824 South Lander St., Suite 60 - A
 Seattle, WA 98134

HQ 41035 Tel: (206) 621-9296 Fax: (206) 625-1862

Order 41808030
 Pack _____
 Load _____
 Del _____
 Sales 7-8-13
 Coord _____
 Job Code Local

ESTIMATED COSTS FOR SERVICES

From Customer <u>Michelle Anderson</u> Address _____ City/State/Zip <u>Washouville WA 98072</u> H/Phone _____ Cell _____ W/Phone _____ email _____		To Customer <u>Sam C</u> Address <u>Kirkland way</u> City/State/Zip <u>Kirkland WA 98033</u> H/Phone _____ Cell _____ W/Phone _____ email _____	
--	--	---	--

PACKING DATE EARLIEST _____ LATEST _____ PREFERRED _____	AGREED PICK-UP DATE EARLIEST _____ LATEST _____ PREFERRED _____	AGREED DELIVERY PERIOD EARLIEST _____ LATEST _____ PREFERRED _____	PAYMENT The customer and carrier agree that payment, at time of delivery, will be made by: <input type="checkbox"/> Cash <input type="checkbox"/> Check Comments _____
--	---	--	--

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 carrier must prepare a supplemental estimate which will change the amount of the original estimate. Household goods carriers are required by law to collect transportation and other incidental charges computed on the basis of rates shown in their tariff published tariffs, except as provided below:
 (1) A household goods carrier may not charge more than twenty-five percent above its written non-binding estimate for time charges for a local hourly rated move nor can the household goods carrier charge more than twenty-five percent above the written non-binding estimate for accessorial and other services not related to time, unless the household goods carrier prepares and you sign a supplemental estimate.
 (2) A household goods carrier may not charge more than twenty-five 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.

Your Guide to Moving in Washington State
 The carrier gave me a copy of the brochure "Your Guide to Moving in Washington State".

 SIGNATURE OF CUSTOMER

Valuation
 Basic Valuation: Releases the shipment to a value of \$500 per pound per article.
 Replacement Cost Coverage (300% Deductible): Releases the shipment to a value of \$5.00 per pound times the shipment wt. at a rate of \$ _____ per \$100 of declared value.
 Replacement Cost Coverage (No Deductible): Releases the shipment to a value of \$5.00 per pound times the shipment wt. at a rate of \$ _____ per \$100 of declared value.

I declare a lump sum total dollar valuation of this entire shipment at \$ _____
Estimates:
 This shipment is moving under a binding estimate. This means the shipment is moving under a guaranteed price. The carrier will not charge more than the estimated charges without preparing a supplemental estimate.
 This shipment is moving under a non-binding estimate. If the charges shown on the bill of lading exceed the charges on this estimate, the carrier must release the shipment upon payment of no more than 110% of the estimated charges and will extend credit for at least 30 days at which time the remainder is due. Interest and late payment fees may apply. In no case will I be required to pay more than 125% of the estimate plus supplements.

ESTIMATED COSTS OF SERVICES		
HOURLY RATED SHIPMENTS (56 miles or less) Est. # _____ hours for _____ van and _____ men @ \$29.99 per hour		Estimated Charges \$ <u>319.90</u>
OVERTIME: _____ personnel, _____ hours @ \$ _____ per hour		\$ _____
MILEAGE RATED SHIPMENTS (56 miles or more) Miles _____ pounds @ _____ per pound		\$ _____
BRIDGE OR FERRY TOLLS (Estimated)		\$ _____
VALUATION CHARGES (choose one) 60 cents per pound per article		\$ No Charge
Replacement cost, with deductibles \$ _____ at _____ per \$100 declared value		\$ _____
Replacement cost, with no deductibles \$ _____ at _____ per \$100 declared value		\$ _____
STORAGE _____ pounds, @ \$ _____ per 100 pounds, for each 30 days or fraction		\$ _____
Warehouse Handling _____ pounds @ \$ _____ per 100 pounds		\$ _____
Valuation \$ _____ @ _____ per \$100 declared value		\$ _____
OTHER SERVICES		\$ _____
Extra pickup, delivery or stop in transit at _____		\$ _____
Servicing of appliances _____		\$ _____
Piano/organ carry _____		\$ _____
Bulky articles _____		\$ _____
Long carry _____		\$ _____
Stairs/Elevator _____		\$ _____
Other _____		\$ _____
Other _____		\$ _____
Containers (see below) _____		\$ _____
Packing/Unpacking (see below) _____		\$ _____

IMPORTANT NOTICE: If this a binding estimate, it is a representation of the actual charges which will apply on the 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 estimated costs of shipment.
 TOTAL ESTIMATED CHARGES \$ 319.90
 TOTAL AMOUNT OF BINDING ESTIMATE \$ _____

REMARKS:
 Intermediate Stop (if any)

Notice to Excessor: It is mandatory that the total cubic footage shown on the Table of Measurements form be multiplied by not less than SEVEN to determine the total estimated weight. Articles not to be shipped should be indicated by a "check mark" in the column provided on the table of measurements. A table of measurement form must be attached to this form.

DESCRIPTION	CONTAINERS		PACKING	
	QUAN	RATE	QUAN	AMOUNT
DISH PACK				
CARTONS LESS THAN 3 CU. FT.				
3 CU. FT.				
4 1/2 CU. FT.				
6 CU. FT.				
WARDROBE CARTONS				
MATTRESS CARTONS/COVER CRIB				
MATTRESS CARTONS/COVER TWIN				
MATTRESS CARTONS/COVER DOUBLE				
MATTRESS CARTONS/COVER QUEEN				
MATTRESS CARTONS KING BOX				
MATTRESS CARTONS/COVER KING				
MIRROR CARTONS				
LAMP CARTON				
PLASMA TV CARTON				
CRATES AND CONTAINERS _____ CU. FT.				
CRATES AND CONTAINERS MIN				
TOTAL				

Signature above this table is receipt of an estimate of the charges for a move. Only the items listed are included in the cost. Any additional items or services may require additional costs.

ESTIMATOR'S SIGNATURE [Signature] CUSTOMER'S SIGNATURE [Signature]
 REV. 6/11 DATE 7-8-13 DATE _____

APPENDIX G

**STARVING STUDENTS, INC
STANDARD JOB ORDER**



Branch TAC
Customer WATKINS/AVERY
Move Date 06/01/2013
Order # 4803739

Work Phone () -
Home Phone [REDACTED]
Cell Phone [REDACTED]
Source YP

Book Date 05/27/2013
Booked By ISMOR
Confirm Date 5/28/13 11:48
Confirm By TACM

Origin
[REDACTED]
TACOMA WA 98466
GROUND FLOOR

Destination
[REDACTED]
TACOMA WA 98466
GROUND FLOOR

Destination 2
[REDACTED]

Priority Pickup:
NO

Terms 2 Man Rate 94.99 3rd Man Rate 29.95 Drive Time PP Minimum 4.0 Hrs Fuel Truck 0.00 % WCmp/Safe 0.00 % Stretchwrap 0 # of bedrooms 4 Booked Sq. Footage ? Not to exceed \$2,100.00 Pay Info <input checked="" type="checkbox"/> Credit Card Arrival Window 8:00 -12:00	Inventory Manpower Needs Piano Televisions Htub/Ptable/Gsafe Appliances w/d Other Bulky Items: dressers, cedar chest Rooms, garage etc 3 bedroom, bunk bed Number of Boxes Square Feet Stairs Inside Long carry from truck Email Miles 10 LOCAL 0.00 0 0.00	Personalized Service Special Requests boxes, wardrobe, bring tools Hardwood floors / tile Bought our boxes Wardrobes Needed 0 Bring Tools Special Mgr call required Attitude (1-10) Attitude Notes Cxl CD
---	--	---

Concerns / Issues on last move Truck Hours

Payment Received (Circle Method/List Amount)
 C Card / Check \$ 1,163.62
 Cash / C Card / Check \$ _____
 Cash / C Card / Check \$ _____
 Truck #: 127
 Movers Names:
PAULO LIVIERO DR PW QLTY
John King DR PW QLTY
 _____ DR PW QLTY

Revenue Codes	QTY	Rate	Rev Amount
CHL Charge By Hour	<u>12.25</u>	<u>97.95</u>	\$ <u>1,163.62</u>
CWT Charge by Weight - 2 Man			\$ _____
CWS Charge By Weight - 1 Man			\$ _____
MOP Move on Premise			\$ _____
PHL Packing By The Hour			\$ _____
ASL Appliance Service			\$ _____
LCL Long Carry / Flight			\$ _____
ECL Elevator Charges			\$ _____
BCL Bulk Charge			\$ _____
BOX Box Sales			\$ _____
STX Sales Tax			\$ _____
WRAP Stretch Wrap			\$ _____
STR Storage			\$ _____
VAL Valuation			\$ _____
TIP TIP			\$ _____
WCS Workers Comp			\$ _____
FCHG Fuel and Truck Chg			\$ _____
Total Billed Amount			\$ <u>1,163.62</u>
Total Amount Received			\$ <u>1,163.62</u>
Balance Due			\$ <u>0 -</u>
Billing:			\$ _____
Employee AR: name _____			\$ _____
Expense: For: _____			\$ _____
<Refund>			\$ _____
<Over> / Short			\$ _____
Explanation: _____			\$ _____

Rated By: _____
 Mgr Aprv: _____
 Audited By: _____
 Director Aprv: _____



STARVING STUDENTS, INC.
 3718 S. Tacoma Way
 Tacoma, WA 98409
 HG 41035 Tel: (253) 472-5506 Fax: (253) 472-5526
 www.ssmovers.com

Order 4403739
 Pack _____
 Load 6-1-13
 Del 6-1-13
 Sales _____
 Coord _____
 Job Code Less

Uniform Household Goods Bill of Lading

Customer: This bill of lading establishes a contract between you and the household goods carrier. It confirms instructions and authorizes the carrier to move, pack, store, and/or perform 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 carrier's representative(s). This contract is subject to conditions on the back of the form.

From		To	
Customer <u>Avery Watkins</u>	City/State/Zip <u>Tacoma, WA 98409</u>	Customer <u>Avery Watkins</u>	City/State/Zip <u>Tacoma, WA 98409</u>
Address _____	Address _____	Address _____	Address _____
H/Phone _____	Cell _____	H/Phone _____	Cell _____
W/Phone _____	Pager _____	W/Phone _____	Pager _____
email _____	email _____	email _____	email _____
Add'l Pickup _____	Extra-Stop _____	Extra-Stop _____	Extra-Stop _____
Billing Address _____	Other _____	Other _____	Other _____

Hourly Rated Moves	Days	Vans	Personnel	Start	Arrive	Breaks	Depart	End	Total Hrs	Rate	Charges
	6/1/13	127	Famlo	9:00	9:00	0	5:00	9:00	12.75	54.55	1763.6
	6/1/13	127	John	9:00	9:00	0	9:20	9:45			
							7:30	9:45			

Storage
 If shipment will be placed into storage, the customer must initial option selected.
 _____ Shipment is to be placed in storage for a period of 90 days or less (Storage-in-Transit). I understand that on the 91st day of storage the shipment becomes permanent storage.
 _____ The storage location will be _____
 _____ Shipment is to be placed in storage for more than 90 days.
 _____ I certify that I have requested Storage-In-Vehicle for a period of _____ days at an agreed upon rate of \$ _____ per day.

Storage in Transit	Cuff	_____	_____
Trans to/from Warehouse	lbs of _____	Cwt _____	_____
Storage per month	lbs of _____	Cwt _____	_____
Warehouse Handling in/out	lbs of _____	Cwt _____	_____
Add'l Valuation \$	at _____	per \$100 _____	_____
Permanent Storage	Cuff	_____	_____
Labor	at _____	per hour _____	_____
Storage per month	lbs of _____	Cwt _____	_____
Warehouse Handling in/out	lbs of _____	Cwt _____	_____
Add'l Valuation \$	at _____	per \$100 _____	_____
Pickup/Load Vaults	at _____	per vault _____	_____
Oversized Items	at _____	ea _____	_____
Storage	months _____	per month _____	_____
Delivery of Vaults	_____	_____	_____

Mileage Rated Moves

Actual Shipment Weight(lbs)	_____	Net _____	_____
Billed Shipment Weight	_____	at _____	Chg _____
Long Carry	_____	at _____	Cwt _____
Stairs/Elevator	_____	at _____	Cwt _____
Extra pickup/del	_____	at _____	ea _____
Piano/Organ Carry	_____	at _____	ea _____
Overtime Labor	_____	at _____	per hour _____
Mileage	_____	_____	_____
Other	_____	at _____	ea _____

Materials, Additional Services

Dishpacs	_____	at _____	per unit _____
Less than 3.0 cuft ctns	_____	at _____	per unit _____
3.0 cuft ctns	_____	at _____	per unit _____
4.5 cuft ctns	_____	at _____	per unit _____
6.0 cuft ctns	_____	at _____	per unit _____
Wardrobe ctns	_____	at _____	per unit _____
Crib matt carton/cover	_____	at _____	per unit _____
Single matt carton/cover	_____	at _____	per unit _____
Double matt carton/cover	_____	at _____	per unit _____
Queen matt carton/cover	_____	at _____	per unit _____
King matt carton/cover	_____	at _____	per unit _____
King box ctn	_____	at _____	per unit _____
Mirror ctn	_____	at _____	per unit _____
Lamp Carton	_____	at _____	per unit _____
Plasma TV Carton	_____	at _____	per unit _____
Crates cuft	_____	at _____	per unit _____
Appliances	_____	at _____	per unit _____
Add'l Labor	_____	at _____	per hour _____
Ferry or Bridge Toll	_____	at _____	_____

Declarations (Customer must initial preferences)
LOSS AND DAMAGE PROTECTION (Valuation): The customer must select and initial only one of the following options:
 Basic Value Protection: I release this shipment to a vault of 60 cents per pound per article, at no cost to me. This means I will be paid 60 cents per pound for the net weight of the lost or damaged item, regardless of the actual value of the item.
 Replacement Cost Coverage with Deductible: which includes a \$300 deductible paid by me. This option will cost \$ _____. The value I declare must be at least \$5.00 times the net weight of the shipment.
 Replacement Cost Coverage with no Deductible: at a cost of \$ _____. The value I declare must be at least \$5.00 times net weight of the shipment.
Estimates: The customer must initial option selected
 I understand this shipment is moving under a binding estimate and that I will be required to pay the amount shown on the estimate.
 I understand this shipment is moving under a non-binding estimate. If the charges shown on the bill of lading 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% of the estimated charges and will extend credit for at least 30 days in which I must pay the remainder due. In no case will I be required to pay more than 125% of the estimate (plus any supplements) for mileage rated shipment, or more than 125% of the estimate plus supplements for hourly rated shipments.

Subtotal Moving, Packing, Materials, Storage Charges	1163.62
Additional Valuation	_____
Total Relocation Charges	1163.62
Total Amount Paid	379.96
Balance Due	783.66

Method of Payment:
 Cash Check
 Comments _____

I declare a lump sum total dollar valuation of this entire shipment at \$ _____
 I have read and understand this contract thoroughly, and release my goods to the carrier subject to the terms and conditions above.
 Release of Goods/Customer: Avery Watkins Date: 6/1/13
 Receipt for Goods/Driver: [Signature] Date: 6/1/13

All goods were received in good condition, except as noted on this contract or on the inventory form.
 Receipt for Goods/Customer: [Signature] Date: 6/1/13



STARVING STUDENTS, INC.
 3718 S. Tacoma Way
 Tacoma, WA 98409
 HG 41035 Tel: (253) 472-5506 Fax: (253) 472-5526

Order 580333
 Pack _____
 Load 6-1-13
 Del 6-1-13
 Sales _____
 Coord _____
 Job Code Local

ESTIMATED COSTS FOR SERVICES

From		To	
Customer <u>Avery Watkins</u>	Address _____	Customer <u>Avery Watkins</u>	Address _____
City/State/Zip <u>Tacoma wa 98461</u>	H/Phone _____ Cell _____	City/State/Zip <u>Tacoma wa 98461</u>	H/Phone _____ Cell _____
W/Phone _____ email _____		W/Phone _____ email _____	

PACKING DATE	AGREED PICK-UP DATE	AGREED DELIVERY PERIOD	PAYMENT
EARLIEST _____ LATEST _____ PREFERRED _____	EARLIEST _____ LATEST _____ PREFERRED _____	EARLIEST _____ LATEST _____ PREFERRED _____	The customer and carrier agree that payment, at time of delivery, will be made by: <input type="checkbox"/> Cash <input type="checkbox"/> Check

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

Your Guide to Moving in Washington State
 The carrier gave me a copy of the brochure "Your Guide to Moving in Washington State".

 SIGNATURE OF CUSTOMER

Valuation
 Basic Valuation: Releases the shipment to a value of \$500 per pound per article.
 Replacement Cost Coverage/\$300 Deductible: Releases the shipment to a value of \$5.00 per pound times the shipment wt. at a rate of \$ _____ per \$100 of declared value.
 Replacement Cost Coverage/No Deductible: Releases the shipment to a value of \$5.00 per pound times the shipment wt. at a rate of \$ _____ per \$100 of declared value.

Estimates:
 This shipment is moving under a binding estimate. This means the shipment is moving under a guaranteed price. The carrier will not charge more than the estimated charges without preparing a supplemental estimate.
 This shipment is moving under a non-binding estimate. If the charges shown on the bill of lading exceed the charges on this estimate, the carrier must release the shipment upon payment of no more than 110% of the estimated charges and will extend credit for at least 30 days at which time the remainder is due. Interest and late payment fees may apply. In no case will I be required to pay more than 125% of the estimate plus supplements.

ESTIMATED COSTS OF SERVICES

HOURLY RATED SHIPMENTS (56 miles or less)
 Est. 5 hours for 1 van and 2 men @ 24.95 per hour **\$124.95**
 OVERTIME: _____ personnel, _____ hours @ \$ _____ per hour \$ _____

MILEAGE RATED SHIPMENTS (56 miles or more)
 _____ Miles _____ pounds @ _____ per pound \$ _____

BRIDGE OR FERRY TOLLS (Estimated) \$ _____

VALUATION CHARGES (choose one)
 60 cents per pound per article \$ **No Charge**
 Replacement cost, with deductibles \$ _____ at _____ per \$100 declared value \$ _____
 Replacement cost, with no deductibles \$ _____ at _____ per \$100 declared value \$ _____

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

OTHER SERVICES
 Extra pickup, delivery or stop in transit at _____ \$ _____
 Servicing of appliances _____ \$ _____
 Piano/organ carry _____ \$ _____
 Bulky articles _____ \$ _____
 Long carry _____ \$ _____
 Stairs/Elevator _____ \$ _____
 Other _____ \$ _____
 Other _____ \$ _____
 Containers (see below) _____ \$ _____
 Packing/Unpacking (see below) _____ \$ _____

IMPORTANT NOTICE: If this is a binding estimate, it is a representation of the actual charges which will apply on the 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 estimated costs of shipment.

TOTAL ESTIMATED CHARGES 174.95
 TOTAL AMOUNT OF BINDING ESTIMATE \$ _____

REMARKS:
 Intermediate Stop (if any)? _____

DESCRIPTION	CONTAINERS			PACKING		
	QUAN	RATE	AMOUNT	QUAN	RATE	AMOUNT
DISH PACK						
CARTONS LESS THAN 3 CU. FT.						
3 CU. FT.						
4 1/2 CU. FT.						
6 CU. FT.						
WARDROBE CARTONS						
MATTRESS CARTONS/COVER CRIB						
MATTRESS CARTONS/COVER TWIN						
MATTRESS CARTONS/COVER DOUBLE						
MATTRESS CARTONS/COVER QUEEN						
MATTRESS CARTONS KING BOX						
MATTRESS CARTONS/COVER KING						
MIRROR CARTONS						
LAMP CARTON						
PLASMA TV CARTON						
CRATES AND CONTAINERS _____ CU. FT.						
CRATES AND CONTAINERS MIN						
TOTAL						

Signing below acknowledges receipt of an estimate of the charges for your move. Only the items listed are included in the cost. Any additional items or services may result in additional costs.

ESTIMATOR'S SIGNATURE [Signature] DATE 1 JUNE 2013
 CUSTOMER'S SIGNATURE [Signature] DATE _____

APPENDIX H
Hours Worked Without Break / Interruption

#	Invoice	Name	Hours Worked	Over Charged	Rate	Refund
1	4805078	Linda Nellans	8	0.5	\$79.99	\$40.00
2	4795396	Bryan Lichau	6.75	0.5	\$84.99	\$42.50
3	4804400	Marisa Rodriguez	8	0.5	\$94.99	\$47.50
4	4804508	Mary McGuire	6.5	0.5	\$99.99	\$50.00
5	4805094	Ellie Simonyan	6.5	0.5	\$84.99	\$42.50
6	4801008	Zoey Diaz	6.75	0.5	\$99.99	\$50.00
7	4803739	Avery Watkins	12.25	0.5	\$94.99	\$47.50
8	4808300	Rafel Hart	13.25	1	\$89.95	\$89.95
9	4797714	Karla Western	16.5	1.5	\$99.94	\$149.91
10	4811421	Karla Western	7.5	0.5	\$69.99	\$35.00
11	4806565	Terry Smith	10.75	0.5	\$124.94	\$62.47
12	4808180	Julie Barber	7	0.5	\$84.99	\$42.50
13	4799310	Diana Manton	8	0.5	\$79.99	\$40.00
14	4810932	Greg Armstrong	6	0.5	\$79.99	\$40.00
15	4808960	Bob Payne	6.5	0.5	\$79.99	\$40.00
16	4808997	Colleen Allison	6.25	0.5	\$89.99	\$45.00
17	4807155	Matan Lehrer	7.25	0.5	\$119.98	\$59.99
18	4807584	Francisco Delgado	6	0.5	\$79.99	\$40.00
19	4814856	Paul Rusyn	8.25	0.5	\$114.94	\$57.47
20	4814578	Robert Dopson	6.5	0.5	\$89.99	\$45.00
21	4815950	Luke Wilson	9	0.5	\$79.99	\$40.00
22	4817467	Paul Bunn	8.25	0.5	\$114.94	\$57.47
23	4818923	James Reid	7	0.5	\$84.99	\$42.50
24	4822201	Christine Eissmann	6.5	0.5	\$99.99	\$50.00
25	4821215	Galindo Marcea	7.5	0.5	\$79.99	\$40.00
26	4823159	Sue Gonzalez	9	0.25	\$99.99	\$25.00
27	4824890	Carol House	7.25	0.5	\$108.99	\$54.50
28	4820636	Jim Byrd	6.75	0.5	\$94.99	\$47.50
29	4828519	Jesse Jempson	9	0.5	\$104.99	\$52.50
30	4826934	James Delacore	8.75	0.5	\$89.99	\$45.00
31	4821232	Debbie Bronson	6.75	0.5	\$99.99	\$50.00
32	4806582	Lexi Hartman	8	0.5	\$79.99	\$40.00
33	4806272	Ro Rippon	5.75	0.5	\$89.99	\$45.00
34	4805218	Julia Kay	8	0.5	\$79.99	\$40.00
35	4803715	Thiago Hirai	8	0.5	\$79.99	\$40.00
36	4809001	Seiko Absher	9.25	0.5	\$79.99	\$40.00
37	4809319	Barbara foley	6	0.5	\$79.99	\$40.00
38	4809178	Steve Yu	8	0.5	\$114.98	\$57.49

#	Invoice	Name	Hours Worked	Over Charged	Rate	Refund
39	4807953	Sermin Noker	10	0.5	\$74.99	\$37.50
40	4810231	Sean Becker	7	0.5	\$89.99	\$45.00
41	4811198	David Jessup	8	0.5	\$79.99	\$40.00
42	4811202	David Jessup	8	0.5	\$79.99	\$40.00
43	4808996	Mary Scott	8.25	0.5	\$79.99	\$40.00
44	4817421	Tonya Kammer	8	0.5	\$139.99	\$70.00
45	4816411	Jennifer Wierling	7.5	0.5	\$94.99	\$47.50
46	4808856	Lora Abernathy	6.5	0.5	\$119.98	\$59.99
47	4816317	Hannah Trulock	8	0.5	\$99.99	\$50.00
48	4821186	Savanna Thompson	6.5	0.5	\$74.99	\$37.50
49	4820857	Moises Leon	6	0.5	\$104.99	\$52.50
50	4827138	Konni Boll	7	0.5	\$129.98	\$64.99
51	4827136	Konni Boll	8	0.25	\$129.98	\$32.50
52	4820170	Konni Boll	12.5	1	\$84.99	\$84.99
53	4821500	Nancy Burke	9.15	0.5	\$99.99	\$50.00
54	4822961	Robert Frederick	9	0.5	\$79.99	\$40.00
55	4826973	Robert Frederick	7.5	0.5	\$79.99	\$40.00
56	4819864	Molly Ray	9	0.5	\$119.98	\$59.99
57	4827529	Jennifer Palmer	9	0.5	\$84.99	\$42.50
58	4825965	Kenna Klosterman	7.5	0.5	\$124.98	\$62.49
59	4828620	Sharon Mooney	8	0.5	\$94.99	\$47.50
60	4824370	Kelsey Fava	9	0.5	\$104.99	\$52.50
61	4828753	Tho Nguyen	6	0.5	\$89.99	\$45.00
Total Hours				32	Total Refund	\$3,016.46

APPENDIX I



STARVING STUDENTS, INC.
 3718 S. Tacoma Way
 Tacoma, WA 98409
 HG 41035 Tel: (253) 472-5506 Fax: (253) 472-5526
 www.ssmovers.com

Order 4797714
 Pack _____
 Load 6/19/13
 Del _____
 Sales _____
 Coord _____
 Job Code Local

Uniform Household Goods Bill of Lading

Customer: This bill of lading establishes a contract between you and the household goods carrier, it contains instructions and authorizes the carrier to move, pack, store, and/or perform 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 carrier's representative(s). This contract is subject to conditions on the back of this form.

From	To
Customer <u>Karla Western</u>	Customer <u>Karla Western</u>
Address _____	Address _____
City/State/Zip <u>Big Harbor WA 98329</u>	City/State/Zip <u>Enumclaw WA 98022</u>
H/Phone _____ Cell _____	H/Phone _____ Cell _____
W/Phone _____ Pager _____	W/Phone _____ Pager _____
email _____	email _____
Add'l Pickup _____	Extra-Stop _____
Billing Address _____	Other _____

Hourly Rated Moves	Start	End	Breaks	Depart	End	Totals	Charges
<u>6/19/13</u> <u>1:30</u> <u>PARKE</u> <u>10:00</u> <u>10:00</u> _____ <u>1:30A</u> <u>2:30A</u> <u>16.5</u> <u>99.94</u> <u>1649.01</u>							
<u>6/19/13</u> <u>1:30</u> <u>ARON I</u> <u>10:00</u> <u>10:00</u> _____ _____ _____ _____ _____ _____ _____ _____							
<u>6/19/13</u> <u>1:30</u> <u>TRISIZ</u> <u>10:00</u> <u>10:00</u> _____ _____ _____ _____ _____ _____ _____ _____							

Storage
 If shipment will be placed into storage, the customer must initial option selected.
 _____ Shipment is to be placed in storage for a period of 90 days or less (Storage-In-Transit). I understand that on the 91st day of storage the shipment becomes permanent storage.
 _____ The storage location will be _____
 _____ Shipment is to be placed in storage for more than 90 days.
 _____ I certify that I have requested Storage-In-Vehicle for a period of _____ days at an agreed upon rate of \$ _____ per day.

Storage in Transit
 Trans in/from Where _____ lbs of _____ Cwt _____
 Storage per month _____ lbs of _____ Cwt _____
 Where Handling in/out _____ lbs of _____ Cwt _____
 Add'l Valuation \$ _____ at _____ per \$100 _____
Permanent Storage
 Labor _____ at _____ per hour _____
 Storage per month _____ lbs of _____ Cwt _____
 Where Handling in/out _____ lbs of _____ Cwt _____
 Add'l Valuation \$ _____ at _____ per \$100 _____
 Pickup/Load Vaults _____ at _____ per vault _____
 Oversized Items _____ at _____ ea _____
 Storage _____ months _____ per month _____
 Delivery of Vaults _____

Mileage Rated Moves

Actual Shipment Weight(lbs)	Net	Chg
Billed Shipment Weight _____	at _____	Cwt _____
Long Carry _____	at _____	Cwt _____
Stairs/Elevator _____	at _____	ea _____
Extra pickup/del _____	at _____	ea _____
Piano/Organ Carry _____	at _____	per hour _____
Overtime Labor _____	at _____	per hour _____
Mileage _____	at _____	ea _____
Other _____	at _____	ea _____

Materials, Additional Services

Dishpacks _____	at _____	per unit _____
Less than 3.0 cuft ctrs _____	at _____	per unit _____
3.0 cuft ctrs _____	at _____	per unit _____
4.5 cuft ctrs _____	at _____	per unit _____
6.0 cuft ctrs _____	at _____	per unit _____
Worktable ctrs _____	at _____	per unit _____
Cub maff carton/cover _____	at _____	per unit _____
Single maff carton/cover _____	at _____	per unit _____
Double maff carton/cover _____	at _____	per unit _____
Queen maff carton/cover _____	at _____	per unit _____
King maff carton/cover _____	at _____	per unit _____
King box ctr _____	at _____	per unit _____
Mirror ctr _____	at _____	per unit _____
Lamp Carton _____	at _____	per unit _____
Plasma TV Carton _____	at _____	per unit _____
Crates cuft _____	at _____	per unit _____
Appliances _____	at _____	per unit _____
Add'l Labor _____	at _____	per hour _____
Ferry or Bridge Toll _____	at _____	per hour _____

Declarations (Customer must initial preferences)

KW **LOSS AND DAMAGE PROTECTION (Valuation):** The customer must select and initial only one of the following options:
Basic Value Protection: I release this shipment to a value of 60 cents per pound per article, at no cost to me. This means I will be paid 60 cents per pound for the net weight of the lost or damage item, regardless of the actual value of the item.
 _____ **Replacement Cost Coverage with Deductible** which includes a \$300 deductible paid by me. This option will cost \$ _____, the value I declare must be at least \$5.00 times the net weight of the shipment.
KW _____ **Replacement Cost Coverage with no Deductible** at a cost of \$ _____. The value I declare must be at least \$5.00 times net weight of the shipment.
Estimates: The customer must initial option selected
 I understand this shipment is moving under a binding estimate and that I will be required to pay the amount shown on the estimate. I understand this shipment is moving under a non-binding estimate. If the charges shown on the bill of lading 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% of the estimated charges and will extend credit for at least 30 days in which I must pay the remainder due. In no case will I be required to pay more than 125% of the estimate (plus any supplements) for mileage rated shipment, or more than 125% of the estimate plus supplements for hourly rated shipments.
 I declare a lump sum total dollar valuation of this entire shipment at \$ _____

Subtotal Moving, Packing, Materials, Storage Charges	<u>1,649.01</u>
Additional Valuation	<u>0</u>
Total Relocation Charges	<u>1,649.01</u>
Total Amount Paid	<u>700.00</u>
Balance Due	<u>949.01</u>

Method of Payment:
 Cash Check

Comments _____

I have read and understand this contract thoroughly, and release my goods to the carrier subject to the terms and conditions above.
Karla Western 6/19/13
 Release of Goods/Customer Date
JTC 6/19/13
 Receipt for Goods/Driver Date
 ORIGINAL BILL OF LADING

All goods were received in good condition, except as noted on this contract or on the inventory form.
Karla Western 6/19/13
 Receipt for Goods/Customer Date