WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION

POST-AUDIT REVIEW OF THE BUSINESS PRACTICES OF

CAVLOGIX CORPORATION D/B/A TEMPSTORE MOVING COMPANY

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TABLE OF CONTENTS

Section	Page
Purpose, Scope, and Authority	3
Post-Audit Review Summary	4
Background	9
General Business Practices	10
Estimates	
Format	11
Completion	14
Bills of Lading	
Completion	17
Rates & Charges – Hourly-Rated Moves	20
Rates & Charges – Mileage-Rated Moves	26
Additional Technical Assistance – Bills of Lading	29
Summary of Possible Penalties	31
Appendices	

PURPOSE, SCOPE, AND AUTHORITY

Purpose

The purpose of this post-audit review is to evaluate company records submitted to the Washington Utilities and Transportation Commission (Commission) by Cavlogix Corporation, d/b/a TempStore Moving Company (TempStore). Staff used this information to evaluate the company's business practices after the 2004 audit, to determine if previous areas of non-compliance have been corrected, and to ensure that current practices comply with Commission laws and rules relating to household goods carriers.

Scope

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

Authority

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

3

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

POST-AUDIT REVIEW SUMMARY

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

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

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

- WAC 480-15-490(5), which requires that all household goods carriers charge the rates and charges and comply with the rules contained in the tariff unless the Commission has approved, in writing, deviations from the tariff.
- WAC 480-15-650(2)(d), which requires that the complete physical address of the origin, destination, and any intermediate stops of the proposed shipment, be listed on the written estimate.
- WAC 480-15-650(2)(e), which requires that the total mileage between the origin and destination, including any intermediate stops, be listed on the written estimate.
- WAC 480-15-650(2)(i), which requires the estimated cubic footage for each article be included in the inventory for the written estimate.
- WAC 480-15-650(3), which requires that a customer sign the written estimate.
- WAC 480-15-730, which requires carriers to use the bill of lading format shown in the published tariff.
- WAC 480-15-740, which requires the company to fill out the bill of lading listing specific information necessary to bill the customer the correct rates and charges.
- WAC 480-15-740(3), which requires the exact address at which the shipment, or any part of that shipment, was loaded or unloaded be listed on the bill of lading.
- Tariff 15-A, Item 85(4), which requires written estimates to show each applicable rate and charge that will be used to determine the total transportation charge.
- Tariff 15-A, Item 85(7)(e)(x), which requires a remarks section on the written estimate to be used for special instructions or agreements between the carrier and the customer.

- Tariff 15-A, Item 95(1)(b), which requires that carriers use a bill of lading that contains all of the information required in Item 95.
- Tariff 15-A, Item 95(2)(c), which requires the exact name, address, and telephone number of the consignee (i.e., the person accepting the goods at the delivery).
- Tariff 15-A, Item 95(2)(d), which requires the exact location of the origin pickup point, any split pickups, stops to partially load or unload, and the final destination point of the shipment be listed on the bill of lading.
- Tariff 15-A, Item 95(2)(g), which requires a declaration of the type of estimate (binding or non-binding) under which the shipment is moving on the bill of lading.
- Tariff 15-A, Item 100, which requires the carrier to ensure, if the customer has requested storage in transit or permanent storage, that the customer specifically initials the type of storage on the bill of lading. The carrier and the warehouse are also required to maintain an inventory on any shipment placed in storage.
- Tariff 15-A, Item 100(1)(B), which lists charges for storage-in-transit.
- Tariff 15-A, Item 225, which lists fees to be added to the customer's total charge for new or used containers for hourly-rated moves.
- Tariff 15-A, Item 230(4), which requires that on hourly-rated moves, time must be recorded to the nearest increment of 15 minutes, requires the carrier's employees to record breaks and interruptions, and requires that the customer not be charged for those breaks and/or interruptions.

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

- Tariff 15-A, Item 160, which lists additional charges to be added to all other applicable rates and charges on a bill of lading if goods must be carried more than 75 feet between the carrier's vehicle and the door of the individual living unit.
- Tariff 15-A, Item 175(a), which requires the carrier to pass through to the customer the actual cost of ferry fares. A copy of the fare receipt must be attached to the bill of lading provided to the customer and the carrier must retain a duplicate copy in its files.
- Tariff 15-A, Item 175(c), which requires the carrier to record on the bill of lading the exact time its vehicle and employees are aboard a commercial ferry or are waiting in line to board the ferry and requires the carrier to bill the customer appropriately for this time.

In addition, documents submitted for the post-audit review indicate that Advance Relocation is not complying with several other tariff requirements. Staff outlined these items in this report and offered technical assistance to Advance Relocation on each of the following.

- Tariff 15-A, Item 90(5), which requires that a carrier not load the customer's goods until such time as the customer selects a valuation option and makes the appropriate notation on the bill of lading.
- WAC 480-15-740(8), which requires that on any shipments where the customer did not receive a written estimate, the carrier must make a notation on the bill of lading that the customer was given a copy of the brochure, "Your Rights and Responsibilities as a Moving Company Customer." The customer must initial on or near the notation on the bill, acknowledging receipt of the information.
- Tariff 15-A, Item 95(2)(o), which requires a notation that the customer was provided a copy of the "Your Rights and Responsibilities as a Moving Company Customer" brochure or that the customer refused a copy when it was offered.
- Tariff 15-A, Item 95(2)(p), which requires that the method of payment be shown on the bill of lading. The customer must indicate his or her choice of payment type by initialing that choice on the bill of lading. This ensures that both the customer and the company understand how the customer intends to pay for the move prior to the beginning of a move.
- Item 200 states that mileage rates apply on shipments moving more than 35 miles and rates are based on loaded distance.

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

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

Estimates - Format

1. Staff finds one violation of Tariff 15-A, Item 85(7)(e)(x), for TempStore's failure to revise the non-binding estimate form to include the required section for remarks from January 31 through September 30, 2005, subject to a \$100.00 penalty.

Estimates - Completion

2. Staff finds two violations of WAC 480-15-650(2)(d), for TempStore's failure to list the complete physical address of the origin and the destination of the move on a written estimate between May 1 and August 20, 2005, subject to a \$200.00 penalty.

- 3. Staff finds one violation of WAC 480-15-650(2)(e), for TempStore's failure to include the total mileage on a written estimate between May 1 and August 20, 2005, subject to a \$100.00 penalty.
- 4. Staff finds one violation of WAC 480-15-650(2)(i), for TempStore's failure to list the estimated cubic footage of each article on an inventory between May 1 and August 20, 2005, subject to a \$100.00 penalty.
- 5. Staff finds one violation of WAC 480-15-650(3), for TempStore's failure to obtain the customer's signature on a written estimate between May 1 and August 20, 2005, subject to a \$100.00 penalty.

Bills of Lading - Completion

- 6. Staff finds one violation of WAC 480-15-730 and Tariff Item 95(1)(b), for TempStore's driver's failure to sign the bill of lading indicating receipt of the customer's goods between May 1 and August 20, 2005, subject to a \$100.00 penalty.
- 7. Staff finds three violations of WAC 480-15-490(5) and Tariff 15-A, Item 95(2)(c), for TempStore's failure to list the consignee's name on three bills of lading between May 1 and August 20, 2005, subject to a \$300.00 penalty.
- 8. Staff finds four violations of WAC 480-15-490(5) and Tariff 15-A, Item 100, for TempStore's failure to include four required items on an SIT inventory between May 1 and August 20, 2005, subject to a \$400.00 penalty.

Bills of Lading - Rates & Charges - Hourly-Rated Moves

- 9. Staff finds three violations of WAC 480-15-740(3) and Tariff 15-A, Item 95(2)(d), for TempStore's failure to list the exact address at which the shipment, or any part of that shipment, was loaded or unloaded on three bills of lading between May 1 and August 20, 2005, subject to a \$300.00 penalty.
- 10. Staff finds eight violations of WAC 480-15-490(5) and Tariff 15-A, Item 95(2)(g), for TempStore's failure to ensure that the customer has properly initialed the type of estimate (binding or non-binding) under which the shipment is moving on eight bills of lading between May 1 and August 20, 2005, subject to an \$800.00 penalty.
- 11. Staff finds one violation of WAC 480-15-490(5) and Tariff 15-A, Item 100(1)(B), for TempStore's failure to charge correct tariff rates for SIT on one bill of lading between May 1 and August 20, 2005, subject to a \$100 penalty.
- 12. Staff finds three violations of WAC 480-15-490(5) and Tariff 15-A, Item 225, for TempStore's failure to only charge fees for new or used containers as listed in the tariff on one bill of lading between May 1 and August 20, 2005, subject to a \$300.00 penalty.

13. Staff finds one violation of WAC 480-15-490(5) and Tariff Item 230(4), for TempStore charging a customer for a lunch break on one bill of lading between May 1 and August 20, 2005, subject to a \$100.00 penalty.

Bills of Lading – Rates & Charges – Mileage-Rated Moves

14. Staff finds one violation of WAC 480-15-740, for TempStore's failure to list specific information necessary to bill the customer the correct rates and charges on a bill of lading between May 1 and August 20, 2005, subject to a \$100.00 penalty.

Total possible penalties = \$3,100.00

BACKGROUND

Cavlogix Corporation, d/b/a TempStore Moving Company (TempStore), was granted temporary household goods carrier authority on June 5, 2002. The company was issued permanent authority on February 20, 2003. TempStore is headquartered in Seattle, Washington. For 2004, TempStore reported gross intrastate operating revenues of approximately \$123,000.

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

In January 2005, Staff provided TempStore with an audit report identifying specific areas of non-compliance with Commission rules, along with recommendations for coming into compliance in each area. In response, TempStore provided a compliance plan explaining what actions the company intended to take, including an estimated completion date, to come into compliance with each issue identified.²

In August 2005, the Commission began a post-audit review of TempStore's records to ensure that the company was following its compliance plan. The Commission sent a data request to the company on August 17, 2005, requesting records for all intra-state residential moves conducted during May 2005.³ TempStore responded on September 12, 2005, with the requested documents.⁴ Staff requested additional documents by email on September 22, 2005. TempStore provided the documents on September 30, 2005.⁵

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

² See Appendix B.

³ See Appendix C.

⁴ See Appendix D.

⁵ See Appendix E.

GENERAL BUSINESS PRACTICES

Advertising and Correspondence

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

2004 Audit Recommendation

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

Compliance Plan

In its compliance plan, TempStore stated, "TempStore Moving is in the process of changing it's Letter Head, Business Card, and any other forms of advertisements the company may have, to include our Household Goods permit number HG 60620." (sic)

Post-Audit Review Findings

TempStore appears to be in compliance. Based on the information submitted by TempStore in September 2005, it appears that the company is listing its permit number in correspondence.

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⁶ See Appendix B.

ESTIMATES - FORMAT

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

Rates

WAC 480-15-650(2)(f) requires that the rates on which the estimated charges will be based be shown on the written estimate. Tariff 15-A, Item 85(4), requires that written estimates show each applicable rate and charge that will be used to determine the total charge.

2004 Audit Recommendation

TempStore must revise the written estimate form to include a space for the rates on which the estimated charges will be based.

Compliance Plan

In its compliance plan, TempStore stated, "We have revised our non-binding estimate form to include a space for the rates."

Post-Audit Review Findings

TempStore appears to be in compliance. Based on the information submitted by TempStore in September 2005, it appears that the company revised its written estimate forms to include a space for the rates on which the estimated charges will be based.

Printed Statement

WAC 480-15-650(2)(l) requires a printed statement on the first page of a non-binding estimate as follows:

IMPORTANT NOTICE

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

⁷ See Appendix B.

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

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

2004 Audit Recommendation

TempStore must revise the written non-binding estimate form to include the required statement outlined in WAC 480-15-650(2)(l).

Compliance Plan

In its compliance plan, TempStore stated, "We have revised our non-binding estimate form to include the required statement outlined in WAC 480-15-650(2)(1)."8

Post-Audit Review Findings

TempStore appears to be in compliance. Based on the information submitted, it appears the company revised its non-binding estimate form to include the required statement outlined in WAC 480-15-650(2)(1).

Remarks Section

Item 85(7)(e)(x) requires a remarks section on the written estimate. Companies use this area for special instructions or agreements between the carrier and the customer.

2004 Audit Recommendation

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

Compliance Plan

In its compliance plan, TempStore stated, "We have revised our non-binding estimate form to include a space for remarks."

Post-Audit Review Findings

TempStore is not in compliance. Based on the information submitted, it appears the company revised only its binding estimate form to include the

12

⁸ See Appendix B.

⁹ Ibid.

required section for remarks.¹⁰ TempStore must also revise the non-binding estimate form to include the required section.

Staff finds one violation of Tariff 15-A, Item 85(7)(e)(x), for TempStore's failure to revise the non-binding estimate form to include the required section for remarks, subject to a \$100 penalty. **Total Possible Penalty = \$100.00**

13

¹⁰ See Appendix F.

ESTIMATES - COMPLETION

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

Origin/Destination Addresses

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

2004 Audit Recommendation

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

Compliance Plan

In its compliance plan, TempStore stated, "We have revised our estimate form to include a section for a complete physical address of the origin, destination, and any intermediate stops."¹¹

Post-Audit Review Findings

TempStore is not in compliance. In its response to the data request, TempStore provided a copy of one written estimate. The estimate does not contain the complete physical address of the origin or the destination of the move.¹²

Staff finds two violations of WAC 480-15-650(2)(d), for TempStore's failure to list the complete physical address of the origin and the destination of the move on the written estimate, subject to a \$100 penalty per violation. **Total Possible Penalty = \$200.00**

Total Mileage

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

¹² See Appendix G.

¹¹ See Appendix B.

2004 Audit Recommendation

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

Compliance Plan

In its compliance plan, TempStore stated, "Training will be provided to the Estimator to ensure the mileage is shown on the written estimate of the point of origin and destination." ¹³

Post-Audit Review Findings

TempStore is not in compliance. The estimate submitted does not contain the mileage of the move.¹⁴

Staff finds one violation of WAC 480-15-650(2)(e), for TempStore's failure to include the total mileage on the written estimate, subject to a \$100 penalty. **Total Possible Penalty = \$100.00**

Rates

WAC 480-15-650(2)(f) requires that the rates on which the estimated charges will be based be shown on the written estimate. Tariff 15-A, Item 85(4), requires that estimates show each applicable rate and charge that will be used to determine the total charge.

2004 Audit Recommendation

TempStore, on the written estimate, must show the rates on which the estimated charges will be based.

Compliance Plan

In its compliance plan, TempStore stated, "Training will be provided to the Estimator to ensure the tariff rates are shown on each written estimate." ¹⁵

Post-Audit Review Findings

TempStore appears to be in compliance. The estimate submitted shows the rates on which the estimated charges were based.

Inventory

WAC 480-15-650(2)(h) requires that a list of articles upon which the estimate is based

¹³ See Appendix B.

¹⁴ See Appendix G.

¹⁵ See Appendix B.

(inventory) be included on a written estimate. WAC 480-15-650(2)(i) requires the estimated cubic footage for each article.

2004 Audit Recommendation

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

Compliance Plan

In its compliance plan, TempStore stated, "The Estimator will be instructed to complete a list articles or inventory on the estimate requested by the customer." $(sic)^{16}$

Post-Audit Review Findings

TempStore is not in compliance. The estimate submitted included an inventory; however, the estimated cubic footage for each article is not listed.¹⁷

Staff finds one violation of WAC 480-15-650(2)(i), for TempStore's failure to list the estimated cubic footage of each article on the inventory, subject to a \$100 penalty. **Total Possible Penalty = \$100.00**

Customer Signature

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

2004 Audit Recommendation

TempStore must require the customer to sign the written estimate.

Compliance Plan

In its compliance plan, TempStore stated, "The Estimator will be instructed to obtain a signature from the customer on the estimate form." ¹⁸

Post-Audit Review Findings

TempStore is not in compliance. The estimate submitted did not include a customer signature.¹⁹

Staff finds one violation of WAC 480-15-650(3), for TempStore's failure to obtain the customer's signature on a written estimate, subject to a \$100 penalty. **Total Possible Penalty = \$100.00**

¹⁶ See Appendix B.

¹⁷ See Appendix G.

¹⁸ See Appendix B.

¹⁹ See Appendix G.

BILLS OF LADING - COMPLETION

WAC 480-15-490(5) requires that all household goods carriers charge the rates and charges and comply with the rules contained in the tariff unless the Commission has approved, in writing, deviations from the tariff. WAC 480-15-720 requires carriers to issue a bill of lading for each shipment of household goods transported. WAC 480-15-730 requires carriers to use the bill of lading format shown in the published tariff. WAC 480-15-740 requires the company to fill out the bill of lading listing specific information necessary to bill the customer the correct rates and charges. Tariff 15-A, Item 95, requires the carrier to properly complete and issue a bill of lading for each shipment of household goods transported. Item 100 requires that a carrier ensure that customers specifically choose storage in transit or permanent storage service by signing or initialing on the bill of lading, and requires the carrier and the warehouse to maintain an inventory on any shipment placed in storage.

Bills of Lading for Each Shipment

WAC 480-15-720 and Item 95 require carriers to issue a bill of lading for each shipment of household goods transported.

2004 Audit Recommendation

TempStore must issue only one bill of lading for transportation of one shipment of household goods.

Compliance Plan

In its compliance plan, TempStore stated, "TempStore Moving will be paying closer attention to ensure that only one bill of lading is used during a two or three day move for the same customer."²⁰

Post-Audit Review Findings

TempStore appears to be in compliance. Based on the information submitted, it appears the company is using only one bill of lading during multiple-day moves.

Receipt for Goods

WAC 480-15-730 requires carriers to use the bill of lading format shown in the published tariff. Item 95(1)(b) requires that carriers use a bill of lading that contains all of the information required in Item 95. The bill of lading format shown in the tariff requires a space for the carrier's driver to sign indicating receipt of the customer's goods.

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²⁰ See Appendix B.

2004 Audit Recommendation

TempStore must ensure that the company's driver signs the bill of lading indicating receipt of the goods from the customer.

Compliance Plan

In its compliance plan, TempStore stated, "Lead person and/or driver will be instructed to make sure they sign the bill of lading indicating receipt of the customer's goods."²¹

Post-Audit Review Findings

TempStore is not in compliance. On one of the 43 bills of lading submitted by TempStore, the company's driver did not sign the bill of lading indicating receipt of the customer's goods.²²

Staff finds one violation of WAC 480-15-730 and Tariff Item 95(1)(b), for TempStore's driver's failure to sign the bill of lading indicating receipt of the customer's goods, subject to a \$100 penalty. **Total Possible Penalty = \$100.00**

Name of Consignee

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

2004 Audit Recommendation

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

Compliance Plan

In its compliance plan, TempStore stated, "TempStore will ensure employee's list the name of the consignee on the bill of lading." $(sic)^{23}$

Post-Audit Review Findings

TempStore is not in compliance. On three of the 43 bills of lading submitted, the consignee's name is not listed.²⁴

²¹ See Appendix B.

²² See Appendix H.

²³ See Appendix B.

²⁴ See Appendix I.

Staff finds three violations of WAC 480-15-490(5) and Tariff 15-A, Item 95(2)(c), for TempStore's failure to list the consignee's name on the bill of lading, subject to a \$100 penalty per violation. **Total Possible Penalty = \$300.00**

Storage

WAC 480-15-490(5) requires that all household goods carriers charge the rates and charges and comply with the rules contained in the tariff unless the Commission has approved, in writing, deviations from the tariff. Item 100 defines storage-in-transit (SIT) and permanent storage, and requires the carrier to ensure, if the customer has requested storage, that the customer specifically initials the type of storage on the bill of lading. The carrier and the warehouse are also required to maintain an inventory on any shipment placed in storage.

2004 Audit Recommendations

TempStore, if the customer has requested storage, must ensure that the customer specifically initials SIT or permanent storage on the bill of lading.

TempStore must maintain an inventory on any shipment placed in storage.

Compliance Plan

In its compliance plan, TempStore stated, "Lead person/driver will be instructed to ensure the customer initials either the storage in transit or permanent storage section on the bill of lading. TempStore Moving will ensure that an inventory form is completed on any shipments placed in storage." ²⁵

Post-Audit Review Findings

TempStore is not in compliance. On one of the 43 bills of lading submitted, the customer initialed that items were to be placed in SIT. TempStore provided a copy of an inventory for the SIT; however, the inventory does not include all of the information required by Item 100. Specifically, the missing inventory information is: 1) the number of the bill of lading under which the shipment is moving, 2) the condition of each article when it was forwarded from (left) the warehouse, 3) the dates when all charges, advances, or payments were made or received, and 4) the date the shipment was forwarded from the warehouse.²⁶

Staff finds four violations of WAC 480-15-490(5) and Tariff 15-A, Item 100, for TempStore's failure to include four required items on the SIT inventory, subject to a \$100 penalty per violation. **Total Possible Penalty = \$400.00**

²⁵ See Appendix B.

²⁶ See Appendix J.

BILLS OF LADING - RATES AND CHARGES HOURLY-RATED MOVES

WAC 480-15-490(5) requires that all household goods carriers charge the rates and charges and comply with the rules contained in the tariff unless the Commission has approved, in writing, deviations from the tariff. WAC 480-15-740 requires the company to fill out the bill of lading listing specific information necessary to bill the customer the correct rates and charges. Tariff 15-A, Item 95(1), states that the carrier must issue a bill of lading for each shipment of household goods transported. Item 95(2)(k) requires the amount and type of any charges assessed be listed on the bill of lading, and requires that each charge be fully described. Item 95(2)(l) requires that each accessorial charge performed, and the charge for that service, must be shown as a separate line item on the bill of lading. Item 225 lists fees for containers. Item 230 defines rates to be charged for hourly-rated shipments moving less than 35 miles.

Rates and Charges

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

2004 Audit Recommendations

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

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

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

Compliance Plan

In its compliance plan, TempStore stated, "We will be reviewing our internal rate sheet to ensure the rates are in compliance with the rates contained in the Commission's Household Goods tariff. The lead person/driver has been instructed to note <u>USED CONTAINERS</u> on the bill of lading, when the customer purchase used containers. TempStore Moving will be providing it's employees with training to ensure they list the amount and type of any charges assessed and fully describe each charge on the bill of

lading. TempStore Moving will be training it's employees to list on the bill of lading any accessory charges performed on a separate line item."²⁷ (sic)

Post-Audit Review Findings

TempStore appears to be in compliance. Based on the information submitted, it appears that the company is charging the rates and charges contained in the tariff. TempStore is listing the amount and type of any charges assessed on the bill of lading and describing each charge. TempStore is also showing each accessorial charge performed as a separate line item and the charge for that service on the bill of lading.

Location

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

2004 Audit Recommendation

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

Compliance Plan

In its compliance plan, TempStore stated, "Training will be provided to staff to ensure they list the exact address of the shipment or any part of the shipment that was unloaded or loaded."²⁸

Post-Audit Review Findings

TempStore is not in compliance. On three of the 43 bills of lading submitted, the exact addresses at which the shipment, or any part of that shipment, was loaded or unloaded, including any split pickups, or stops to partially load or unload, are not listed.²⁹

Staff finds three violations of WAC 480-15-740(3) and Tariff 15-A, Item 95(2)(d), for TempStore's failure to list the exact address at which the shipment, or any part of that shipment, was loaded or unloaded on the bill of lading, subject to a \$100 penalty per violation. **Total Possible Penalty = \$300.00**

²⁷ See Appendix B.

²⁸ Ibid.

²⁹ See Appendix K.

Estimates

WAC 480-15-490(5) requires that all household goods carriers charge the rates and charges and comply with the rules contained in the tariff unless the Commission has approved, in writing, deviations from the tariff. Item 95(2)(g) requires a declaration of the type of estimate (binding or non-binding) under which the shipment is moving, including the customer's initials by the estimate option selected.

2004 Audit Recommendation

TempStore, if the customer has requested a written estimate, must ensure that the customer has properly initialed the type of estimate (binding or non-binding) under which the shipment is moving on the bill of lading.

Compliance Plan

In its compliance plan, TempStore stated, "Training will be provided to staff to ensure the customer initial (sic) the type of estimate (binding or non-binding) on the bill of lading, when a customer requests a written estimate."³⁰

Post-Audit Review Findings

TempStore is not in compliance. On eight of the 43 bills of lading submitted, the customer did not properly initial the type of estimate (binding or non-binding) under which the shipment was moving on the bill of lading. On two bills of lading, the customer did not initial at all. On two bills of lading, a company employee listed "PC" in the space. According to TempStore, "PC" stands for, "Passed by client or passed on by customer, meaning that…the customer opted not to sign."³¹ On four bills of lading, the customer initialed that an estimate was selected, but the company maintains that no estimate was done. In its September 30, 2005, letter, TempStore stated, "There are a few documents that have the estimate category incorrectly initialed as if there were an estimate given. No estimates were done on any jobs during that time period. This was simply the customer marking it incorrectly and the driver not paying attention to it at the time so that he/she could advise the customer properly."³²

Staff finds eight violations of WAC 480-15-490(5) and Tariff 15-A, Item 95(2)(g), for TempStore's failure to ensure that the customer has properly initialed the type of estimate (binding or non-binding) under which the shipment is moving on the bill of lading, subject to a \$100 penalty per violation. **Total Possible Penalty = \$800.00**

³⁰ See Appendix B.

³¹ See Appendix L.

³² See Appendix E.

Storage

WAC 480-15-490(5) requires that all household goods carriers charge the rates and charges and comply with the rules contained in the tariff unless the Commission has approved, in writing, deviations from the tariff. Item 100(1)(B) lists charges for storage-in-transit. Charges are determined in 30-day increments and are not pro-rated.

2004 Audit Recommendation

TempStore, on the bill of lading, must charge tariff rates for SIT in 30-day increments.

Compliance Plan

In its compliance plan, TempStore stated, "Management will pay closer attention to storage-in-transit to ensure proper tariff rates are charged in 30 day increments." 33

Post-Audit Review Findings

TempStore is not in compliance. On one of the 43 bills of lading, TempStore charged incorrect rates for SIT. The maximum tariff rate per 100 pounds for SIT is \$1.60; TempStore charged \$4.75 per 100 pounds.³⁴

Staff finds one violation of WAC 480-15-490(5) and Tariff 15-A, Item 100(1)(B), for TempStore's failure to charge tariff rates for SIT, subject to a \$100 penalty. **Total Possible Penalty = \$100.00**

Container Charges

WAC 480-15-490(5) requires that all household goods carriers charge the rates and charges and comply with the rules contained in the tariff unless the Commission has approved, in writing, deviations from the tariff. Item 225 lists fees to be added to the customer's total charge for new or used containers for hourly-rated moves.

2004 Audit Recommendation

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

Compliance Plan

In its compliance plan, TempStore stated, "Management will ensure appropriate tariff rates are charged for new or used containers." ³⁵

³³ See Appendix B.

³⁴ See Appendix M. TempStore refunded the customer for the overcharge on 11/21/05.

³⁵ See Appendix B.

Post-Audit Review Findings

TempStore is not in compliance. On one of the 43 bills of lading, on the move for customer McKay, it appears TempStore charged the customer for the following three items not listed in the tariff: 1) masking tape, 2) white packing paper, and 3) mattress bags. TempStore must stop charging for all items not listed in the tariff for in-state moves, including: XXL boxes, bicycle boxes, misc. XXL furniture boxes, cardboard sheets, any type of tape, bubble wrap, any type of packing paper, newsprint, shrink wrap, mattress bags, pallets, and wood crates.³⁶

Also, the rates charged for dish packs, cartons less than three cubic feet, cartons at three cubic feet, double and queen mattress cartons, and mirror cartons were below tariff rates. TempStore did not indicate that the customer purchased used boxes at 50% of tariff rates. TempStore must review its list of packing materials to ensure that the prices listed reflect current tariff rates.

Staff finds three violations of WAC 480-15-490(5) and Tariff 15-A, Item 225, for TempStore's failure to only charge fees for new or used containers as listed in the tariff, subject to a \$100 penalty per violation. **Total Possible Penalty = \$300.00**

Recording Time

WAC 480-15-490(5) requires that all household goods carriers charge the rates and charges and comply with the rules contained in the tariff unless the Commission has approved, in writing, deviations from the tariff. Item 230(4) requires that time be recorded to the nearest increment of 15 minutes. The carrier must require its employees to record breaks and interruptions, and customers must not be charged for those breaks and interruptions. Item 230(6) requires that when a single shipment is being transported, the carrier must bill the customer for the time beginning when the moving vehicle leaves the carrier's terminal until the time the vehicle returns to the carrier's terminal or is dispatched to another job.

2004 Audit Recommendations

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

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

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³⁶ See Appendix N

Compliance Plan

In its compliance plan, TempStore stated, "Employees have been instructed to record on the bill of lading all breaks and interruptions so the customer is not charged for this time. Employees have been instructed to record the time the vehicle leaves the terminal and the time the vehicle returns to the terminal or is dispatched to another job on the bill of lading."³⁷

Post-Audit Review Findings

TempStore is not in compliance with Item 230(4). On one of the 43 bills of lading, the customer was charged for the company's lunch break. The move began at 9:00 am and ended at 4:30 pm with $\frac{1}{2}$ hour for lunch. The customer was charged for 7.5 hours instead of 7 hours.³⁸

Staff finds one violation of WAC 480-15-490(5) and Tariff Item 230(4), for TempStore charging a customer for a lunch break, subject to a \$100.00 penalty. **Total Possible Penalty = \$100.00**

³⁷ See Appendix B.

³⁸ See Appendix O.

BILLS OF LADING - RATES AND CHARGES MILEAGE-RATED MOVES

WAC 480-15-490(5) requires that all household goods carriers charge the rates and charges and comply with the rules contained in the tariff unless the Commission has approved, in writing, deviations from the tariff. WAC 480-15-740 requires the company to fill out the bill of lading listing specific information necessary to bill the customer the correct rates and charges. Item 95(2)(k) requires the amount and type of any charges assessed be listed on the bill of lading, and requires that each charge be fully described. Item 155 requires customers be charged for every stop during a move. Item 160 lists additional charges to be added on a bill of lading if goods must be carried more than 75 feet between the carrier's vehicle and the door of the individual living unit. Item 175 addresses commercial ferry fares and charges.

Total Mileage

WAC 480-15-740 requires the company to fill out the bill of lading listing specific information necessary to bill the customer the correct rates and charges.

2004 Audit Recommendation

TempStore, on the bill of lading, must list specific information necessary to bill the customer the correct rates and charges, including total mileage.

Compliance Plan

In its compliance plan, TempStore stated, "Staff will be trained to ensure all necessary information is listed on the bills of lading." ³⁹

Post-Audit Review Findings

TempStore is not in compliance. In response to the data request, TempStore provided a copy of one bill of lading that should have been rated as a mileage move. According to Rand McNally, the distance of the move was 52 miles; however, TempStore rated the move under hourly rates.⁴⁰ The total mileage is not listed on the bill of lading.

Staff finds one violation of WAC 480-15-740, for TempStore's failure to list specific information necessary to bill the customer the correct rates and charges on the bill of lading, subject to a \$100.00 penalty. **Total Possible Penalty = \$100.00**

³⁹ See Appendix B.

⁴⁰ See Appendix P.

Fuel Surcharge

WAC 480-15-490(5) requires that all household goods carriers charge the rates and charges and comply with the rules contained in the tariff unless the Commission has approved, in writing, deviations from the tariff. Carriers assess the fuel surcharge, up to the allowable percentage amount, based on operational needs. Item 95(2)(k) requires the amount and type of any charges assessed be listed on the bill of lading, and requires that each charge be fully described.

2004 Audit Recommendation

TempStore, on the bill of lading, must clearly list the amount of any fuel surcharge assessed, with a full description of the charge.

Compliance Plan

In its compliance plan, TempStore stated, "Management will be trained to ensure that fuel surcharges are assessed and a full description of charges is listed on the bill of lading."41

Post-Audit Review Findings

TempStore appears to be in compliance with this requirement.

Long Carry Charges

WAC 480-15-490(5) requires that all household goods carriers charge the rates and charges and comply with the rules contained in the tariff unless the Commission has approved, in writing, deviations from the tariff. Item 160 lists additional charges to be added to all other applicable rates and charges on a bill of lading if goods must be carried more than 75 feet between the carrier's vehicle and the door of the individual living unit.

2004 Audit Recommendation

TempStore must use tariff rates for long carry charges.

Compliance Plan

In its compliance plan, TempStore stated, "Management will be trained to ensure that appropriate tariff rates are accessed (sic) on any long carries and shown on the bill of lading."42

⁴¹ See Appendix B.

⁴² Ibid.

Post-Audit Review Findings

Staff is unable to determine compliance. None of the bills of lading provided contains fees for long carry charges.

Commercial Ferry Fees

WAC 480-15-490(5) requires that all household goods carriers charge the rates and charges and comply with the rules contained in the tariff unless the Commission has approved, in writing, deviations from the tariff. Item 175(a) requires the carrier to pass through to the customer the actual cost of ferry fares. A copy of the fare receipt must be attached to the bill of lading provided to the customer and the carrier must retain a duplicate copy in its files. Item 175(c) requires the carrier to record on the bill of lading the exact time its vehicle and employees are aboard a commercial ferry or are waiting in line to board the ferry and requires the carrier to bill the customer appropriately for this time.

2004 Audit Recommendations

TempStore must maintain copies of original ferry fare receipts.

TempStore, on the bill of lading, must record the exact time its vehicle and employees are aboard a commercial ferry or are waiting in line to board the ferry, and bill the customer appropriately for this time.

Compliance Plan

In its compliance plan, TempStore stated, "Staff will start maintaining all copies of ferry fare receipts and all other supporting documents. Staff will ensure that all employees record the exact waiting time it's (sic) vehicles and employees are aboard a commercial ferry or waiting in line to board the ferry."⁴³

Post-Audit Review Findings

Staff is unable to determine compliance. None of the bills of lading provided contains fees for commercial ferries.

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⁴³ See Appendix B.

Additional Technical Assistance - Bills of Lading

Staff did not address the following items in the initial audit because TempStore was not out of compliance at the time. However, in the documents provided for the post-audit review, the company was out of compliance. Staff offers the following as technical assistance to TempStore. Future violations of these requirements could lead to Staff recommending enforcement action against TempStore.

Valuation

Item 90(5) requires that a carrier not load the customer's goods until such time as the customer selects a valuation option and makes the appropriate notation on the bill of lading.

Findings

TempStore is not in compliance consistently. On four of the 42 bills of lading, customers either did not initial the type of valuation coverage selected, or a company employee listed "PC" in the space. According to TempStore, "PC" stands for, "Passed by client or passed on by customer, meaning that…the customer opted not to sign."⁴⁴ The type of valuation coverage must be selected and initialed by the customer prior to the customer's goods being loaded.

Recommendation

TempStore must ensure that the customer selects a valuation option and makes the appropriate notation on the bill of lading before the company loads the customer's goods.

Rights and Responsibilities Guide

WAC 480-15-740(8) requires that on any shipments where the customer did not receive a written estimate, the carrier must make a notation on the bill of lading that the customer was given a copy of the brochure, "Your Rights and Responsibilities as a Moving Company Customer." The customer must initial on or near the notation on the bill, acknowledging receipt of the information. Item 95(2)(0) requires a notation that the customer was provided a copy of the brochure or that the customer refused a copy when it was offered.

Findings

TempStore is not in compliance consistently. On six of the 43 bills of lading, the customer did not receive a written estimate and also did not initial that TempStore gave, or that the customer declined, the Rights & Responsibilities Guide.

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⁴⁴ See Appendix J.

Recommendation

TempStore, on the bill of lading, must ensure that a customer who has not received a written estimate has initialed indicating either that the customer received or declined a copy of the brochure, "Your Rights and Responsibilities as a Moving Company Customer."

Method of Payment

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

Findings

TempStore is not in compliance. On 34 of the 43 bills of lading, the customer did not initial the method of payment.

Recommendation

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

Mileage Rates

Item 200 states that mileage rates apply only on shipments moving more than 35 miles and rates are based on loaded distance. Loaded distance is the distance between the loading point (origin) of the shipment and the unloading point (destination), the distance the carrier's vehicle actually transports the customer's goods.

Findings

TempStore is not in compliance. On one of the 43 bills of lading, TempStore charged hourly rates for a move that was over 35 miles.

Recommendation

TempStore must apply mileage rates on shipments moving more than 35 miles.

SUMMARY OF POSSIBLE PENALTIES

Staff finds one violation of Tariff 15-A, Item 85(7)(e)(x), for TempStore's failure to revise the non-binding estimate form to include the required section for remarks from January 31 through September 30, 2005, subject to a \$100.00 penalty.

Staff finds two violations of WAC 480-15-650(2)(d), for TempStore's failure to list the complete physical address of the origin and the destination of the move on a written estimate between May 1 and August 20, 2005, subject to a \$200.00 penalty.

Staff finds one violation of WAC 480-15-650(2)(e), for TempStore's failure to include the total mileage on a written estimate between May 1 and August 20, 2005, subject to a \$100.00 penalty.

Staff finds one violation of WAC 480-15-650(2)(i), for TempStore's failure to list the estimated cubic footage of each article on an inventory between May 1 and August 20, 2005, subject to a \$100.00 penalty.

Staff finds one violation of WAC 480-15-650(3), for TempStore's failure to obtain the customer's signature on a written estimate between May 1 and August 20, 2005, subject to a \$100.00 penalty.

Staff finds one violation of WAC 480-15-730 and Tariff Item 95(1)(b), for TempStore's driver's failure to sign the bill of lading indicating receipt of the customer's goods between May 1 and August 20, 2005, subject to a \$100.00 penalty.

Staff finds three violations of WAC 480-15-490(5) and Tariff 15-A, Item 95(2)(c), for TempStore's failure to list the consignee's name on three bills of lading between May 1 and August 20, 2005, subject to a \$300.00 penalty.

Staff finds four violations of WAC 480-15-490(5) and Tariff 15-A, Item 100, for TempStore's failure to include four required items on an SIT inventory between May 1 and August 20, 2005, subject to a \$400.00 penalty.

Staff finds three violations of WAC 480-15-740(3) and Tariff 15-A, Item 95(2)(d), for TempStore's failure to list the exact address at which the shipment, or any part of that shipment, was loaded or unloaded on three bills of lading between May 1 and August 20, 2005, subject to a \$300.00 penalty.

Staff finds eight violations of WAC 480-15-490(5) and Tariff 15-A, Item 95(2)(g), for TempStore's failure to ensure that the customer has properly initialed the type of

estimate (binding or non-binding) under which the shipment is moving on eight bills of lading between May 1 and August 20, 2005, subject to an \$800.00 penalty.

Staff finds one violation of WAC 480-15-490(5) and Tariff 15-A, Item 100(1)(B), for TempStore's failure to charge tariff rates for SIT on one bill of lading between May 1 and August 20, 2005, subject to a \$100 penalty.

Staff finds three violations of WAC 480-15-490(5) and Tariff 15-A, Item 225, for TempStore's failure to only charge fees for new or used containers as listed in the tariff on one bill of lading between May 1 and August 20, 2005, subject to a \$300.00 penalty.

Staff finds one violation of WAC 480-15-490(5) and Tariff Item 230(4), for TempStore charging a customer for a lunch break on one bill of lading between May 1 and August 20, 2005, subject to a \$100.00 penalty.

Staff finds one violation of WAC 480-15-740, for TempStore's failure to list specific information necessary to bill the customer the correct rates and charges on a bill of lading between May 1 and August 20, 2005, subject to a \$100.00 penalty.

Total possible penalties = \$3,100.00

APPENDIX A

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

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

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

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

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

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

- (2) As of June 9, 1994, all advertising, contracts, correspondence, cards, signs, posters, papers, and documents which show a household goods motor carrier name or address shall show the carrier's Washington utilities and transportation commission permit number. The alphabetized listing of household good[s] motor carriers appearing in the advertising sections of telephone books or other directories and all advertising that shows the carrier's name or address shall show the carrier's current Washington utilities and transportation commission permit number.
- (3) Advertising by electronic transmission need not contain the carrier's Washington utilities and transportation commission permit number if the carrier provides it to the person selling the advertisement and it is recorded in the advertising contract.
- (4) No person shall falsify a Washington utilities and transportation commission permit number or use a false or inaccurate Washington utilities and transportation commission permit number in connection with any solicitation or identification as an authorized household goods motor carrier.
- (5) If, upon investigation, the commission determines that a motor carrier or person acting in the capacity of a motor carrier has violated this section, the commission may issue a penalty not to exceed five hundred dollars for every violation.

[1994 c 168 § 1.]

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

- (2) How are tariff rates and charges established?
- (a) Pursuant to RCW 81.80.130 and 81.80.150, the commission publishes tariffs to be used by all household goods carriers, or allows household goods carriers to file individual tariffs if the commission finds it is impractical to publish tariffs for certain commodities or services. The commission determines the rates and charges contained in the tariffs by commission order following notice and hearing. Under RCW 81.80.130, the commission must set fair, just, reasonable, and sufficient rates and charges. The commission will do this by setting minimum and maximum rates.
- (b) Upon the effective date of these rules, and continuing until such time as the commission, after notice and hearing, determines a different rate level, household goods carriers must assess rates and charges within a band.
- (i) The maximum rates and charges must be no more than twenty percent above the rates and charges as published by the commission in Tariff 15A in effect on February 1, 2000.
- (ii) The maximum rates and charges established in (b)(i) of this subsection will be adjusted each June 1, through 2005, by an index calculated using the first-quarter implicit price deflator (IPD) of the gross domestic product as follows:

Index for Current Year = IPD for Previous Year First Quarter/IPD for Current Year First Quarter Example: Using the following data:

102.35 IPD for Previous Year First Quarter IPD for Current Year First Quarter 103.83

Index for Current Year is calculated as follows:

IPD for Current Year First Quarter 103.83 Divided by IPD for Previous Year First 102.35 Quarter

> Equals Index for Current Year = 1.0145

Maximum Rate or Charge is calculated as follows:

Maximum Rate for Previous Year \$ 100.00 Multiplied by Index for Current Year x 1.0145 Equals the Maximum Rate for =\$ Current Year 101.45

Round the maximum rate to the next \$.01, with \$.005 and greater rounded up and less than \$.005 rounded down. Mileage rates are rounded to the next \$.0001.

- (iii) The minimum rate or charge is fixed at no less than forty percent below the maximum rate or charge established in (b)(i) of this subsection.
- (3) Who must have tariffs? Each person holding household goods permit authority must purchase and display at least one copy of the current tariff, and pay applicable tariff maintenance fees. Any interested person may purchase a copy by paying the applicable fees in advance.
- (4) Where must a household goods carrier display its tariffs? A household goods carrier must display a current copy of the tariff in its main office and in each billing office.
 - (5) Who must charge rates contained in the tariff? All household goods carriers must charge the rates

and charges, and comply with the rules contained, in the tariff unless the commission has approved, in writing, deviations from the tariff.

- (6) Is the tariff the only publication a household goods carrier needs to use to determine rates? The commission may adopt other publications that will be used to assess rates. If we do, we will notify tariff subscribers of the change.
- (7) Where may the public view tariffs? Tariffs are public documents and you must make them available for the public by posting copies at your main office and any billing office. Tariffs are also available for review at our headquarters office.
- (8) **How much does a tariff cost?** The cost of tariffs may change periodically depending on our costs for compiling, printing, distributing, and maintaining them. To find out the current cost, you may contact the commission as described in WAC <u>480-15-060</u>.
- (9) Are copies of current or expired tariff pages available? The commission will supply you with current or expired single tariff pages upon request. Copies of entire expired tariffs, or entire tariffs applicable on a specific date in the past, generally are not available.

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

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

- (2) You may only advertise services authorized by your permit.
- (3) You may advertise services you provide as an agent of, or connecting carrier to, another household goods carrier if you include the name and permit number of the other household goods carrier in your advertising.
 - (4) You must not advertise services or rates and charges that conflict with those in the tariff.
- (5) If you violate these advertising rules we may assess a penalty of up to five hundred dollars for each violation, or initiate other administrative action. See WAC <u>480-15-130(3)</u>.

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

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

- (2) What must a household goods carrier include on a written estimate? Your written estimate must include the following information:
- (a) The name, address and telephone number of the household goods carrier who will perform the service;
 - (b) The name, company affiliation, title and telephone number of the person preparing the estimate;
 - (c) The name of the customer and the receiver of the goods;
- (d) The complete physical address of the origin, destination and any intermediate stops of the proposed movement;
 - (e) The total mileage between the origin and destination, including any intermediate stops;
 - (f) The rates on which the estimated charges will be based;

- (g) A list of the articles upon which the estimate is based (inventory);
- (h) The estimated cubic footage for each article;
- (i) The estimated total weight of the shipment, based upon a formula of not less than seven pounds per cubic foot (example: A box one foot by one foot by one foot = seven pounds);
- (j) An itemized statement of all known accessorial services to be performed, articles supplied, and their charges;
 - (k) An estimate of the total charges, including transportation and accessorial charges;
- (l) A printed statement on the first page of a nonbinding estimate, in contrasting lettering, and not less than eight-point bold or full-faced type, as follows:

IMPORTANT NOTICE

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

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

- (1) A household goods carrier may not charge more than twenty-five percent more than its written nonbinding estimate for time charges for a local hourly rated move nor can the household goods carrier charge more than fifteen percent more than the written nonbinding estimate for accessorial and other services not related to time, unless the household goods carrier prepares and the shipper signs a supplemental estimate.
- (2) A household goods carrier may not charge more than fifteen percent above your written nonbinding estimate for a long-distance-rated move, unless the household goods carrier prepares and the customer signs a supplemental estimate.
 - (3) Must the customer sign the estimate? Yes, customers must sign the written estimate.
- (4) **How long must a household goods carrier keep written estimates?** You must keep a written estimate in your files for at least two years after you conduct the move.
- (5) What if a household goods carrier is unable to provide a written estimate? If a customer requests a written estimate and you refuse to provide one, you may not conduct that move by agreeing to meet or beat another company's estimate.

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

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

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

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

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

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

- (1) The date the shipment was packed, loaded, transported, delivered, unloaded and unpacked;
- (2) The number and size of each type of carton, crate, or container used in packing the customer's goods;
 - (3) The exact address at which the shipment, or any part of that shipment, was loaded or unloaded;
 - (4) The nature of any special services performed on behalf of the customer;
 - (5) The name, address, and total charges of any third party services incurred on behalf of the customer;
- (6) Any special circumstances that entered into the determination of transportation charges (for example: Detours or road conditions that required you to take a circuitous route, thus incurring additional mileage charges);
- (7) The start time, stop time, and any interruptions for each person involved in or on a shipment rated under hourly rates:
- (a) In lieu of recording each person's start time, stop time, and interruptions on the bill of lading, a carrier may maintain a separate, but complete, record of each person's activities in sufficient detail to verify the proper rates and charges.
- (b) A carrier must be able to identify, through payroll records, each person involved in a move and provide that information to commission staff on request.
- (c) In all cases a carrier must record on the bill of lading the start time and stop time of any hourly rated move, and any interruptions in service;
- (8) On any shipments where the customer did not receive a written estimate, you must make a notation on the bill of lading that the customer was given a copy of the brochure "Your Rights and Responsibilities as a Moving Company Customer." The customer must initial on or near your notation on the bill of lading, acknowledging receipt of the information.

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

Tariff 15-A

<u>Item 85 – Estimat</u>es

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

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

- i. Identification of customer name, phone number, address of shipper, origin of shipment, destination of shipment, shipper's contact person (if other than customer).
- ii. For hourly-rated shipments, the number of carrier personnel and carrier vans (or trucks) that will be used, and the number of hours each will be involved in the move.
- iii. For mileage-rated shipments, the mileage between origin and destination, the estimated weight of the shipment, and the total transportation cost. Note: If the customer requests additional stops be made, mileage must be figured through those stopping points.
- iv. Overtime.
- v. Services to be provided (stairs, long carry, third party, etc.)
- vi. Valuation charges.

- vii. Storage. (Storage-in-transit, storage-in-vehicle, permanent storage, etc.)
- viii. Packing, unpacking, and containers.
 - ix. A summary of charges. The summary must be printed in the right lower quadrant of the form and must be set off by being placed in a box as shown in the following sample:
 - x. "Remarks" section. This area to be used for special instructions or agreements between carrier and customer.
- xi. Signatures. This section must be in the lower, right-hand portion of the form and must contain the signature of the estimator, the estimator's title, customer's signature, and the date signed. See example:

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

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

ITEM 90 -- CARRIER LIABILITY FOR HOUSEHOLD GOODS AND CUSTOMER VALUATION OPTIONS

- 1. Household goods carriers must assume liability for the value of the goods they transport. The amount of liability a carrier must assume depends on the level of valuation protection selected by the customer. The customer makes this selection by initialing the appropriate line on the bill of lading issued by the carrier. (See Item 95 for rules relating to bills of lading.)
- 2. The carrier's liability responsibility for loss and damage is to the customer regardless of any cargo insurance policies it may have.
- 3. The customer-declared value determines what the carrier's legal liability will be in case of loss or damage. In lieu of declared value, the value of a household goods shipment will be based on the weight or constructive weight of the shipment. Before providing service, carriers must require customers to state in writing on the bill of lading either the declared value of the shipment in cents per pound or a lump sum value for the entire shipment.
- 4. For the purposes of valuation, the phrases "weight" and "constructive weight" are used interchangeably.
 - * For distance moves the "weight" of the shipment is determined by recording the actual weight.
 - * For hourly rated moves the "weight" of the shipment is determined by recording the constructive weight. "Constructive weight" is calculated by multiplying 7 pounds times each cubic foot of space used in the moving vehicle.

5. There are four valuation options from which the customer may choose to determine the liability the carrier must assume for loss and/or damage. Each option has a different cost to the customer and represents a different level of carrier responsibility.

The customer has the following valuation protection options, and must, on the face of the bill of lading contract select one of the options. The carrier must not load the customer's goods until such time as the customer selects an option and makes the appropriate notation on the bill of lading contract.

ITEM 95 -- BILLS OF LADING

- 1. In compliance with RCW 81.29.020 and WAC 480-15-720 carriers must issue a bill of lading on each shipment of household goods transported.
 - (a) A sample bill of lading form follows the text of this item. Carriers are invited to have this sample bill of lading reproduced, in triplicate, for use on Washington intrastate household goods moves.
 - (b) Carriers are not required to use the sample form, it is provided as a guideline only. Carriers may elect to publish their own forms, provided the information shown in this tariff item is contained on the bill of lading.
 - (c) The information shown below, and on the sample bill of lading, is not required to be shown on a single document. Carriers may elect to divide the material between two or more documents. Carriers electing to do so, however, are required to cross reference the records to one another and must file all documents together to facilitate inspection of bills by Commission regulatory staff to determine that all information required by this tariff item have been included on the documents.

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

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

STORAGE:	If shipment will be placed into storage, the customer must initial option selected.
	This shipment is to be placed in storage for a period of less than 90 days (storage in
transit) @I un	derstand that on the 91st day of storage the shipment becomes permanent storage.
transity. or are	
	This shipment is to be placed in storage for more than 90 days (permanent
	storage).

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

	_
ESTIMATES: The customer must initial option selected:	
I did not request a written estimate on this shipment and understand I will be required to	
pay charges shown on this contract.	
I understand this shipment is moving under a binding estimate and that I will be	
required to pay the amount shown on that estimate.	
I understand this shipment is moving under a non-binding estimate. NOTE: If the	
charges shown on this bill exceed the charges on the non-binding estimate given me by	
the carrier, the carrier must release the shipment to me upon payment of no more than	
110 percent of the estimated charges and will extend credit for 30 days in which I must	
pay the remainder due. In no case will I be required to pay more than 115 percent of the	
estimate (plus any supplements) for mileage-rated shipments, nor more than 125 percent	
of the estimate plus supplements for hourly-rated shipments.	

h. A section where the customer must select the type of valuation coverage under which the shipment is moving. This section must read as follows:

VALUATION:	The customer must initial option selected:
	Basic value protection. I release this shipment to a value of 60 cents per pound per article, with no cost to me for the protection; or
	Depreciated value protection. I release this shipment to a value of \$2.00 per pound
	times the weight of the total shipment; or
	I declare a lump sum total dollar valuation on this entire shipment of:
	\$ and select the following option:
	Replacement Cost Coverage with a \$300 Deductible.
	Declared value must be at least \$3.50 times the weight of this
	Shipment.
	Replacement Cost Coverage with no deductible. Declared
	value must be at least \$3.50 times the weight of this s

- i. **If the shipment will be rated under mileage rates**: The tare, gross, and net weights of the shipment.
- j. If the shipment will be rated under hourly rates:
 - (a) The time the vehicle left the carrier's terminal and the time it returned to the terminal or was released to go to another customer; and
 - (b) The start time, stop time, and any interruption for each person involved in or on the shipment.
- k. The amount and type of any charges assessed. Each charge must be fully described. Example: the number of each type of packing cartons used, the charge per carton, and total charge for each type of carton must be shown.

- l. Each accessorial service performed, and the charge for that service, must be shown as a separate line item on the bill of lading.
- m. Each advance or third party billing charge must be shown on the bill of lading as a separate line item.
- n. Any item, reason, or circumstance that entered into the determination of the final charges must be shown as a separate line item. Example: If the carrier was required to travel via other than the regular route between origin and destination due to road closure, this information must be shown on the bill of lading.
- o. A notation that the customer was provided a copy of the brochure "Your Rights and Responsibilities as a Moving Company Customer" or that the customer refused a copy when it was offered.

p. The method of payment of total tariff charges. This section of the bill must state:
PAYMENT: The customer agrees to pay charges, at time of delivery, by:
cashmoney ordercertified check credit cardpersonal checkbusiness checkdebit card
If credit arrangements are made, bill to:
Name:
Address:

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

ITEM 100 -- STORAGE

"Storage-in-transit" (SIT) - is <u>temporary</u> warehouse storage of a shipment for 90 days or less pending further transportation. Property may be placed into SIT one or more times but may not exceed a total of 90 days. This temporary storage may be in either a warehouse owned by the carrier, or in a warehouse the carrier has chosen as its agent. Liability for the shipment while in storage-in-transit is the responsibility of the carrier. For information related to temporary storage-in-vehicle refer to Item 101.

"Permanent storage" is warehouse storage of a shipment for longer than 90 days. The warehouse is considered the destination of a shipment delivered to permanent storage. The carrier's liability for the shipment ceases upon delivery to the warehouse. Liability for the shipment while in permanent storage is the responsibility of the warehouse.

Customer choice of storage. The carrier must ensure that the customer specifically choose SIT or Permanent Storage service by signing or initialing on the bill of lading. The customer is responsible for the added charges for storage service, warehouse handling and final delivery of the shipment.

Inventory required. Both the carrier and warehouse must maintain an inventory on any shipment placed in storage. The records must show:

(a) An itemized list of the items in the shipment and the number of the bill of lading under which the shipment is moving;

- (b) The origin and destination points of the shipment;
- (c) The condition of each article when it was received at, and forwarded from, the SIT warehouse;
- (d) The dates when all charges, advances, or payments were made or received; and
- (e) The dates the shipment was delivered into, and forwarded from, the warehouse.
- A. **Charges due when a shipment is placed into SIT:** On the date a shipment is placed into SIT the carrier may bill the customer:
 - (a) The charges for transporting the shipment from the origin to the warehouse. Charges for transportation are determined by using Item 200 (mileage rates) for shipments moving more than 35 miles, Item 230 (hourly rates) if the shipment is 35 miles or less;
 - (b) The storage charges for the first 30-day period;
 - (c) Charges for any additional services such as packing materials, overtime incurred, third party billings, etc.;
 - (d) Warehouse handling in charges; and
 - (e) Valuation charges B see item 90.

B. Charges for Storage-In-Transit

	U				
Rate to be charged Service per 100 pounds stored		Sarvica		Minimum	charge
COLVICO					
	Minimum	Maximum	Minimum	Maximum	
For each 30-day period	▲ \$0.96	▲ \$1.60	▲ \$4.82	▲ \$8.03	
goods remain in storage				, , , , ,	
Warehouse handling in	▲\$0.87	▲ \$1.45	▲\$4.35	▲ \$7.25	
Warehouse handling out	▲\$0.87	▲\$1.45	▲\$4.35	▲ \$7.25	

(TV-040977)

- C. Adding to, or removing a portion of, property from SIT: A customer may add to, or remove a portion of, the property in SIT. SIT charges for the balance of the SIT period will be based on the weight of goods remaining in storage. Charges for transportation furnished, if any, for the delivery of the remainder of the shipment will be based on the weight remaining in SIT.
 - (1) Removing a portion of the property from SIT: A customer may remove a portion of the property from SIT if all charges for the shipment have been paid in full or the customer and carrier have negotiated for payment arrangements. If the customer requests the carrier to deliver the portion of the property removed from SIT, the carrier will charge for delivery as if it were a separate shipment with the origin being the SIT warehouse.

No property may be removed from the carrier's or agent's warehouse until all lawful charges are paid or satisfactory payment arrangements are negotiated.

- (2) Adding property to a SIT shipment: During the SIT period, the customer may add property to that already in SIT. The following charges and rules will apply:
 - (a) If the carrier transports the additional property to SIT, charges will be calculated from origin to the warehouse by using the rates shown in Item 200 (mileage rates) or Item 230 (hourly rates);

- (b) Warehouse handling in charges as shown in the table below; and
- (c) All subsequent charges, including SIT fees, will be based on the total weight of the combined shipment.
- (3) The customer must pay warehouse handling charges if the warehouse is required to unstack or restack the shipment, or a portion of the shipment, to facilitate the customer's selection of property. See table of charges below.

Service	Rate to be charged per 100 pounds stored				_
	Minimum	Maximum	Minimum	Maximum	
Warehouse handling, stacking or restacking to withdraw property from SIT	▲ \$1.74	▲\$2.89	▲\$8.68	▲ \$14.46	
Warehouse handling in	▲\$0.87	▲\$1.45	▲\$4.35	▲ \$7.25	
Warehouse handling out	▲\$0.87	▲\$1.45	▲\$4.35	▲\$7.25	

(TV-040977)

- D. If the customer does not remove the shipment from SIT within 90 days:
 - (a) The carrier's liability terminates at midnight on the 90th day;
 - (b) The warehouse is considered the destination of the shipment;
 - (c) The warehouse is considered to be the agent of the customer and the property becomes subject to the rules, regulations and charges of the warehouse; and
 - (d) The carrier must bill the customer for all charges accrued to date.
- E. **Delivery from SIT requested, but not provided:** If a customer notifies the carrier, at least 15 days before the end of a 30-day SIT period, that it wants its property delivered, but the carrier does not make the delivery by the end of that period, the carrier cannot charge any additional SIT or storage charges. All other SIT provisions will apply until the carrier can deliver the property.
- F. Change in destination from that shown on the original bill of lading: The owner of the property in SIT may change the destination originally shown on the bill of lading by notifying the carrier in writing. When the carrier receives the notice, the carrier will make a notation on the bill of lading indicating that the customer requested the change.
- G. **Delivery attempted but cannot be accomplished:** If delivery cannot be made at the address specified on the bill of lading because of circumstances listed in Item 15, (Refusal to Pickup or Deliver Shipment), and the customer has not given another address where delivery can be made, the carrier will hold the shipment under the SIT provisions of this item.
- H. Rates and charges to be assessed if there is a rate increase while property is in SIT:

 Rates that were in effect on the date the shipment was loaded at the point of origin will remain in effect until delivery of the shipment at the point of destination.

2. Permanent Storage

- (a) The customer may at any time decide to transfer property from SIT to permanent storage by providing written notice to the carrier and the warehouse.
- (b) Once property is transferred to permanent storage, the warehouse is considered the destination of the shipment.
 - (c) Within seven days of receiving notice that the customer wants its property moved into permanent storage, the carrier must provide a final bill for all SIT charges due.
 - (d) The carrier's liability for the property ceases when the property is transferred into permanent storage. Liability for the property while in permanent storage is the responsibility of the warehouse. Valuation coverage for the property must be purchased from the warehouse.

ITEM 160 -- LONG CARRY CHARGES

If goods must be carried more than 75 feet between the carrier's vehicle and the door of the individual living unit, the following will be charged to the customer in addition to all other applicable rates and charges:

For each 50 feet (or fraction of 50 feet) beyond the first 75 feet:				
Minimum Per 100 pounds carried	Maximum Per 100 pounds carried			
▲ \$0.68	▲ \$1.14			

(TV-040977)

ITEM 175 -- CHARGES FOR USING COMMERCIAL FERRIES AND TOLL BRIDGES

If the carrier must use a commercial ferry or toll bridge, the following charges will apply In addition to all other applicable rates and charges:

(c) The carrier must record on the bill of lading the exact time its vehicle and employee(s) are on board a commercial ferry or are waiting in line to board the ferry. The carrier will bill the customer for the time its vehicle and employee(s) are detained waiting in line and the time on board the ferry at the rates shown in Items 230 (Hourly rates) and 235 (Labor charges).

ITEM NO. 200 -- MILEAGE RATES

Mileage rates apply only on shipments moving more than 35 miles. For rates on shipments moving less than 35 miles, see Items 230 (Hourly Rates) and 235 (Labor Charges).

Rates are stated in cents to be charged per pound shipped. To determine actual transportation charges, multiply the weight of the shipment in pounds times the rate and then round the answer to the nearest cent.

Example

8,101 pounds x .1773 (maximum rates allowed per pound = \$1,436.31 and 8,101 pounds times .1064 (minimum rate allowed per pound) = \$861.95

3. Rates are based on loaded distance. Loaded distance is the distance between the loading point (origin) of the shipment and the unloading point (destination), the distance the carrier=s vehicle actually transports the customer=s goods.

Refer to following pages for tables of mileage rates

(TV-030620)

ITEM 225 - CONTAINER PRICES

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

Type of Container	Price Per Container	
	Minimum	Maximum
DRUM, DISH-PACK (drum, dish-pack, barrel or other specially designed containers, not less than 5 cu. ft. capacity, used for packing glassware, chinaware, table lamps or similar fragile articles, with inserts or dividers).	▲ \$9.80	▲ \$16.33
WASHER SERVICE KIT	▲\$3.22	▲ \$5.37
CARTONS: Less than 3 cubic ft (not less than 200 lb. test) 3 cubic ft (not less than 200 lb. test) 4-1/2 cubic ft (not less than 200 lb. test) 6 cubic ft (not less than 200 lb. test) WARDROBE CARTON (less than 10 cubic ft.) MATTRESS CARTONS: Crib Mattress Carton Twin Mattress Carton Double Mattress Carton Double Mattress Carton Cusen Mattress Carton	▲\$2.03 ▲\$3.02 ▲\$3.62 ▲\$4.26 ▲\$7.69 ▲\$3.48 ▲\$6.29 ▲\$7.83 ▲\$8.86	▲\$3.39 ▲\$5.03 ▲\$6.03 ▲\$7.10 ▲\$12.81 ▲\$5.81 ▲\$10.48 ▲\$13.05 ▲\$14.76
Queen Mattress Carton	▲\$6.66 ▲\$12.69	▲\$14.76 ▲\$21.15
King Box Spring Carton	▲ \$12.09	▲ \$24.33
MIRROR CARTON (corrugated)	▲\$7.82	▲\$ 13.03
CRATES AND CONTAINERS, other than described above (designed for mirrors, paintings, glass or marble tops, and similar fragile articles): Price per cubic foot or fraction (gross measurement of container)	▲ \$1.81 ▲ \$6.18	▲ \$3.02 ▲ \$10.30

(TV-040977)

ITEM NO. 230 - HOURLY RATES

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

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

- 2. Rates shown in this item apply for the vehicle and driver. See Item 235 (Labor Charges) if additional carrier personnel are involved in the move. Charges for the driver are computed at the same charges as those in Item 235 (Labor Charges), with the balance being the charge for use of the vehicle.
- 3. Hourly rates apply during regular hours only. For other than regular hours, overtime charges will apply in addition to these hourly rates. See Item 220 for overtime rates.
- 4. Time must be recorded to the nearest increment of 15 minutes. The carrier must require its employees to record breaks and interruptions. The customer must not be charged for those breaks and/or interruptions.
- 5. The minimum charge for a shipment moving under hourly rates is one hour.
- 6. When a single shipment is being transported, the carrier will bill the customer for the time beginning when the moving vehicle leaves the carrier's terminal, or other location of the vehicle, whichever is closest to the origin of the shipment, until the time the vehicle returns to the carrier's terminal or is dispatched to another job.
- 7. When two or more shipments are being transported on a single vehicle, the time charged to each customer must be:
 - (a) The actual time spent conducting packing, loading, unloading and unpacking; plus
 - (b) An equitable division of the total travel time.

APPENDIX B

January 31, 2005

Ms. Betty Young Washington Utilities & Transportation Commission 1300 S. Evergreen Park Dr. S.W. P. O. Box 47250 Olympia, WA 98504-7250 Ph: 360-664-1202

RECEIVED

FEB 0 2 2005

WASH. UT. & TP. COMM

Re: Compliance Review

Dear: Ms. Carole Washburn:

In response to the January 06, 2005 letter from the Washington Utilities and Transportation Commission requesting information on this company's compliance plan in regards to the 28 listed violations of Commission rules and regulation regarding household good carries.

This response is not to dispute the violations, but a response to each of the violations and our plan to correct each of the violations and provide training to staff in order to correct the problem.

Response to Recommendations:

- TempStore must list its permit number in every means of advertisement and correspondence showing the carrier's name and address.
 - TempStore Moving is in the process of changing it's Letter Head, Business Card, and any other forms of advertisements the company may have, to include our Household Goods permit number HG 60620.
- TempStore, must revise the written estimate form to include a space for the rates on which the estimate charges will be based.
 - We have revised our non-binding estimate forms to include a space for the rates
- TempStore, must revise the written non-binding estimate form to include the required statement outlined in WAC 480-15-650(2)(1).
 - a. We have revised our non-binding estimate form to include the Important Notice statement outline in WAC 480-15-650(2)(1).
- TempStore, must revise the written estimate form to include the required section for remarks.
 - We have revised our non-binding estimate form to include a space for remarks.
- TempStore, on the written estimate, must include the complete physical address of the origin, destination, and intermediate stops of the proposed shipment.
 - We have revised our estimate form to include a section for a complete physical address of the origin, destination, and any intermediate stops.

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- TempStore, on the written estimate, must include the total mileage between the origin and destination, including any intermediate stops.
 - Training will be provided to the Estimator to ensure the mileage is shown on the written estimate of the point of origin and destination.
- TempStore, on the written estimate, must show the rates on which the estimated charges will be based.
 - Training will be provided to the Estimator to ensure the tariff rates are shown on each written estimate.
- 8. TempStore, on the written estimate, must include a list of articles upon which the estimate is based (inventory) with the estimated cubic footage of each article.
 - The Estimator will be instructed to complete a list articles or inventory on the estimate requested by the customer.
- 9. TempStore, must require the customer to sign the written estimate.
 - The Estimator will be instructed to obtain a signature from the customer on the estimate form.
- TempStore must issue only one bill of lading for transportation of a shipment of household goods.
 - TempStore Moving will be paying closer attention to ensure that only one bill
 of lading is used during a two or three day move for the same customer.
- TempStore must ensure that the company's driver signs the bill of lading indicating receipt of the goods from the customer.
 - Lead person and/or driver will be instructed to make sure they sign the bill of lading indicating receipt of the customer's goods.
- 12. TempStore, on the bill of lading, must ensure that the name of the consignee is listed.
 - TempStore will ensure employee's list the name of the consignee on the bill of lading.
- TempStore, if the customer has requested storage, must ensure that the customer specifically initials storage-in-transit or permanent storage on the bill of lading.
 - Lead person/driver will be instructed to ensure the customer initials either the storage in transit or permanent storage section on the bill of lading.
- 14. TempStore must maintain an inventory on any shipment placed in storage.
 - TempStore Moving will ensure that an inventory form is completed on any shipments placed in storage.
- 15. TempStore, on the bill of lading, must charge the rates and charges contained in the tariff unless the Commission has approved deviations from the tariff.
 - We will be reviewing our internal rate sheet to ensure the rates are in compliance with the rates contained in the Commission's Household Goods

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tariff. The lead person/driver has been instructed to note <u>USED</u> <u>CONTAINERS</u> on the bill of lading, when the customer purchase used containers.

- TempStore, on the bill of lading, must list the amount and type of any charges assessed and must fully describe each charge.
 - TempStore Moving will be providing it's employees with training to ensure they list the amount and type of any charges assessed and fully describe each charge on the bill of lading.
- TempStore, on the bill of lading, must show each accessory charge performed as a separate line item and the charge for that service.
 - TempStore Moving will be training it's employees to list on the bill of lading any accessory charges performed on a separate line item.
- TempStore, on the bill of lading, must list the exact address at which the shipment, or any part of that shipment, was loaded or unloaded.
 - Training will be provided to staff to ensure they list the exact address of the shipment or any part of the shipment that was unloaded or loaded.
- 19. TempStore, if the customer has requested a written estimate, must ensure that the customer has properly initialed the type of estimate (binding or non-binding) under which the shipment is moving on the bill of lading.
 - Training will be provided to staff to ensure the customer initial the type of estimate (binding or non-binding) on the bill of lading, when a customer requests a written estimate.
- TempStore, on the bill of lading, must charge tariff rates for storage in transit in 30 day increments.
 - Management will pay closer attention to storage-in-transit to ensure proper tariff rates are charged in 30 day increments.
- 21. TempStore must only charge fees for new or used containers as listed in the tariff.
 - Management will ensure appropriate tariff rates are charged for new or used containers.
- TempStore must require its employees to record breaks and interruptions, and customers must not be charged for those breaks and interruptions.
 - Employees have been instructed to record on the bill of lading all breaks and interruptions so the customer is not charged for this time.
- 23. TempStore, when a single shipment is being transported, must bill the customer for the time beginning when the moving vehicle leaves the carrier's terminal until the time the vehicle returns to the carrier's terminal or is dispatched to another job on the bill of lading.
 - a. Employees have been instructed to record the time the vehicle leaves the terminal and the time the vehicle returns to the terminal or is dispatched to another job on the bill of lading.

- TempStore, on the bill of lading, must list specific information necessary to bill the customer the correct rates and charges, including total mileage.
 - Staff will be trained to ensure all necessary information is listed on the bills of lading.
- TempStore, on the bill of lading, must clearly list the amount of any fuel surcharge assessed, with a full description of the charge.
 - Management will be trained to ensure that fuel surcharges are assessed and a full description of charges is listed on the bill of lading.
- 26. TempStore, on the bill of lading, must use tariff rates for long carry charges.
 - Management will be trained to ensure that appropriate tariff rates are accessed on any long carries and shown on the bill of lading.
- 27. TempStore must maintain copies of ferry fare receipts.
 - Staff will start maintaining all copies of ferry fare receipts and all other supporting documents.
- 28. TempStore, on the bill of lading, must record the exact time its vehicle and employees are aboard a commercial ferry or are waiting in line to broad the ferry, and bill the customer appropriately for the time.
 - Staff will ensure that all employees record the exact time it's vehicles and employees are aboard a commercial ferry or waiting in line to board the ferry.

TRAINING:

Our plan is to come into compliance with the training of all employees and staff on the proper way to complete a bill of lading. This training should include completing a bill of lading with all the necessary information to determine the legal rate and charges; i.e., complete name and address of the shipper, consignee, and intermediate stops, job time start, job time stop, and break times. All these items need to be recorded on the bill of lading as well as ensuring both customers and employees initial or sign at the proper locations on both bills of lading and estimate form, etc.

The estimators will also be trained to ensure that estimate forms (binding and non-binding), and inventory forms are completed as required by the commission's rules and regulations.

FORMS:

Advertisement: We are in the process of adding our HG permit number on the letter heads, business cards, and all other forms of advertisements.

Estimate Forms: We are in the process of revising both estimate forms (binding and non-binding) to meet the commission's rules and regulations. We are also in the process of obtaining inventory forms to use when a written estimate is requested and a walk-through is conducted.

Bills of Lading: We have advised the Commission of our problem in obtaining bills of lading to meet the Commission's rules and regulations.

In the past we have purchased our bills of lading from the Washington Movers Conference without being a member of the Mover's Conference. The Mover's Conference has stopped selling their forms to non-members. We've made application to become a member of the Mover's

Conference sometime in September of 2004 and to this date we haven't been notified one-way or another if our application has been granted or denied.

We have also checked with printer companies as to the cost of printing bills of lading that meet the Commission's requirements. At the moment the expense to have a printing shop print the bills of lading for us is too high. We are still searching for a printing company that can print bills of lading at a reasonable price.

Foster Hernandez will be providing training of all staff members and employees on the proper way bills of lading, binding or non-binding estimate forms and inventory will begin completed. Training will also be provided to staff members on the proper use of Tariff 15-A to ensure appropriate rates are charged.

Training will start in February of this year when Foster Hernandez makes his next visit.

In Closing:

I'm also in the process of hiring a part-time office helper to assist with the filing and reviewing of bills of lading and written estimates for proper completion.

Sincerely

Michael Meyer

TempStore Moving Co. Toll-Free: 800-936-5674 Fax: 206-764-7834 Mobile: 206-755-0101

Mobile: 206-755-0101 http://www.tempstore.net e-mail: info@tempstore.net

cc: Foster Hernandez, Compliance

ADDITIONAL INFORMATION:

TempStore Moving Company provides moving, storage, and shipping solutions both intrastate and across the nation. The main office address is located in Seattle, WA. The Company is registered with numerous State and Interstate Regulatory Authorities associated with the moving business including the United Department Transportation # (DOT): 970528, the Interstate Commerce Commission # (ICC): MC429226 and the Washington State Utilities Commission # (WUTC): HG60620. Further information on the company may be found online at: www.tempstore.net.

TEMPSTORE MOVING COMPANY HG 60620 MC 429226 DOT 970528

P. O. Box 81064 Seattle, WA. 98108 1 800 936 5674 Fax: 206 764 7834

RECEIVED

MAR 0 2 2005

WASH. UT. & TP. COMM

February 28, 2005

Betty Young Washington Utilities & Transportation Commission P.O. Box 47250 Olympia, WA 98504-7250

Dear: Ms. Young

In reply to your e-mail sent on February 22, 2005 you requested additional information on estimated time for completion of training of staff and employees and the correction of the Interstate bill of lading for intrastate shipments.

At this time we are looking of completing the training of employees and staff by March 23, 2205. As stated in our March 31, 2005 reply training will consist of the proper way to complete the bill of lading, binding and non-binding estimate form, inventory forms and the proper use of Tariff 15-A.

We have started using Uniform Household Bill of Lading that you have e-mailed us for the intrastate household goods shipments. Thank you for your assistance with obtaining a bill of lading. For your information, again to this date we have not heard from the Washington Movers Conference on our application to join the Movers Conference.

We've also started adding our HG permit number to all our advertisements and plan to have this completed by March 28, 2005.

Foster Hernandez, Jr. Compliance Officer

APPENDIX C



STATE OF WASHINGTON

WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION

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

August 17, 2005

Michael Meyer Cavlogix Corporation, d/b/a TempStore Moving Company PO Box 81064 Seattle, WA 98108

Dear Mr. Meyer:

In September 2004, Business Practices Investigations Staff began an audit of Cavlogix Corporation, d/b/a TempStore Moving Company (TempStore). The purpose of the audit was to review company records, policies, and processes of TempStore. Staff used this information to evaluate the company's business practices and to determine how those practices complied with Commission laws and rules relating to household goods carriers.

In December 2004, Staff provided TempStore with an audit report that identified specific areas of non-compliance with Commission rules, along with recommendations for coming into compliance in each area. In response, TempStore provided a compliance plan that explained what actions the company intended to take, including an estimated completion date, to come into compliance with each issue identified.

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

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

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Cavlogix Corporation, d/b/a TempStore Moving Company August 17, 2005 Page 2

e Whashlu

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

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

Sincerely,

Carole J. Washburn Executive Secretary

APPENDIX D



P.O. Box 81064 Seattle, WA 98108 (800) 936-5674 W.U.T.C. HG60620 www.tempstore.net

September 12, 2005

Carole Washburn Washington Utilities and Transportation Commission P.O. Box 47250 Olympia, WA 98504-7250

Dear Ms. Washburn:

Please find enclosed the copies that were requested by the commission in the follow-up to our original audit from December 2004. I have included the following pertinent documents:

- TempStore's letterhead
- TempStore's Bill Of Lading
- TempStore's estimate forms for binding and non-binding types
- Actual Bills of Lading and supporting documents for every move through the period form May 1, 2005 through May 31, 2005.

I would also like to take a moment to introduce myself to yourself and the commission, as I am the new operations manager that Michael Meyer hired in late July. I have a background in compliance management most recently working with the mobile fleet fueling division of PetroCard Fuel Systems of Kent, Washington. I am excited about the opportunity to maintain a safe and compliant operation at TempStore Moving Company and look forward to positive relations with the commission and our customers.

Michael has relocated to Augusta, Georgia for a period of up to one year to pursue other interests. Therefore, I will be your point of contact for any future correspondence and I will be happy to make myself available to answer any questions you may have. I have included my direct number below as well as my email address.

Best regards,

Chris Jennings // Operations Manager

TempStore Moving Company, Inc.

Direct: (206) 437-1193

Email: cjennings@tempstore.net

Enclosures

cc: Foster Hernandez Michael Meyer

File

APPENDIX E



P.O. Box 81064 Seattle, WA 98108 (800) 936-5674 W.U.T.C. HG60620 www.tempstore.net

STATE OF WASH. WUTC

September 30, 2005

Betty Young Washington Utilities and Transportation Commission P.O. Box 47250 Olympia, WA 98504-7250

Dear Betty:

Please find enclosed the copies of our Bills Of Ladings, which you requested from August 1, 2005 through August 20, 2005. This new BOL form is much better that the ones used previously by TempStore Moving Company.

There are a few documents that have the estimate category incorrectly initialed as if there were an estimate given. No estimates were done on any jobs in that time period. This was simply the customer marking it incorrectly and the driver not paying attention to it at the time so that he/she could advise the customer properly.

If you have any questions, please feel free to contact me with them at your convenience. Thank you for the opportunity to provide documents to the commission that show the tremendous progress this company has made in a short time with our compliance matters. Although, there is still work to be done I am sure you will agree with me and applaud the accomplishments to date.

Sincerely

Chris Jennings \

Operations Manager

TempStore Moving Company, Inc.

Direct: (206) 437-1193

Email: cjennings@tempstore.net

Enclosures

cc: Foster Hernandez

Michael Meyer

File

APPENDIX F

TempStore Moving Company HG 60620 P.O. Box 81064 Seattle, WA. 98108

HOUSEHOLD GOODS NON-BINDING ESTIMATE OF COST OF SERVICE

Name of shipper	Phone No.	Date:	_
Address of shipper	Zip Code		
Moving from: City/State/Zip			
Moving to: City/State/Zip			
IMPORTANT NOTICE: A non-binding that the actual charges will not exceed the add articles to the inventory attached to which will change the amount of the original transfer.	ne amount of the estimate. If you re this estimate, the household goods i	quest additional servi	ces to complete the move or
If the total tariff charges for the listed ar the carrier must relinquish possession of estimate (and any supplement estimate).	your shipment upon payment of th	e maximum amount (of 110% of the amount of the
Household goods carriers are required b shown in their lawfully published tariffs, (1) A household goods carrier ma	except as provided below:		
estimate for time charges for a written non-binding estimate carrier prepares and the ship (2) A household goods carrier ma	ly not charge more than twenty-five a local hourly rated move nor can th for accessorial and other services m per signs a supplemental estimate. By not charge more than fifteen per By seehold goods carrier prepares an	he household goods ca ot related to time, unl cent above your writte	errier charge more that the ess the household goods en estimate for a long-
ESTIMATE COST OF SERVICE	ousenoid goods carrier prepares an	u you sign a supprem	entai estimate.
HOURLY RATED SHIPMENT (under 35	miles)		
Carrier employees,hourshourshours	@ \$ per hour	\$	
Carrier Vans, hours	@ \$ per hour	\$	Packing Date Requested
MILEAGE RATED SHPMENTS: (over 35	5 miles or transportation to storage in	transit)	
Miles pounds @ OVERTIME: # personnet,	per pound	\$	
OVERTIME: # personnel,	# hours @ per hour	\$	Loading Date Requested
BRIDGE OR FERRY TOLLS (Estimated)		\$	
VALUATION CHARGES (choose one): 60 cents per pound per article			
60 cents per pound per article		\$ <u>No Charge</u>	Delivery Date or period
Deprecated value protection \$	per \$100 declared value	\$	of time requested
Replacement cost, with deductible \$ Replacement cost, with no deductible \$	per \$100 declared value	\$	
Replacement cost, with no deductible S	per \$100 declared value	\$	
STORAGE		_	
pounds, @ \$ per 100 pound	s, for each 30 days or fraction	\$	SUMMARY OF CHARGES
Warehouse Handling pounds @	\$ per 100 pounds	\$	Moving\$
OTHER SERVICES			Storage\$
Split pickup, split delivery or stop in to	ransit (to partially load or unload or b	oth)\$	Packing/Unpacking
Servicing of appliances	•••••	\$	SS
Hoisting, lowering, etc.		\$	Other
Piano/organ carry	•••••	\$	Estimated total cost
Bulky articles	•••••	\$	\$
Stairs/elevator			
Long carry		\$	Maximum amount to be paid
Other			on delivery (estimated plus
Other			10%)
			\$

PACKING, UNPACKING AND CONTAINERS

	Quantity	Charge per unit	Total			
Dish packs or barrels Cartons over 1-1/2cu Cartons over 3 cu ft Cartons over 4-1/2 cu Cartons over 6 cu ft Wardrobes Mattress ctn. Single Mattress ctn. double Mattress ctn. Queen Mattress ctn. King	ft		\$ \$ \$ \$ \$ \$	Mattress etn. Crib Foam Sets Glass Packs Crate, size Crate, size	Estimated Total Cost	\$
Estimator's Signature						
Estimator's Title						
Shipper's Signature _						
Date Signed						

				_		
Caulogiy	Corporation	d/h/a Tomn	Store Moving	Company	Post Andi	t Review Report
Caviorix	Corporation	u/b/a remb		Company,	I OSt Audi	i ize view izeboli

TEMPSTORE MOVING CO. HG 60620 WUTC# HG60620 - DOT#970528 - MC# 429226

P.O. Box 81064 Seattle, WA 98108 Toll-Free: 800-936-5674

HOUSEHOLD GOODS BINDING ESTIMATE OF COST OF SERVICES

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

of the estimate for the shipment	t.	,				
Name of shipper		Phone No.	Date:			
Address of shipper			Zip Code			
Moving from: City/State/Zip						
Moving to: City/State/Zip						
Shipper's destination contact pers	on:		Phone No			
ESTIMATECOST OF SERVICE						
HOURLY RATE SHIPMENTS (un	der 35 miles)		Estimated Charges			
Carrier employees,	hours @ \$	per hour	\$			
Carrier employees, Carrier Vans,	hours @\$	per hour	\$			
MILEAGE RATED SHIPMENTS (over 35 miles or transp	ortation to storage-in-tr	ansit)			
Milespour	nds @p	er pound	\$			
OVERTME:# personnel	l,#hours @ \$	per hour	\$			
BRIDGE OR FERRY TOLLS (Esti	mate)		\$			
•	,					
VALUATION CHARGES (choose	one):		e Na Charma			
60 cents per pound artic	ction \$ por 9	2100 dodarad value	No Charge			
Depreciated value prote Replacement cost, with	doductible \$	nor \$100 declared value				
Replacement cost, with	out deductible \$	per \$100 declared value	lue\$			
STORAGE	-					
pounds, @\$	per 100 pounds, for e	ach 30 days or fraction	\$			
Warehouse Handling	_ pounds @\$	per 100 pounds	\$			
OTHER SERVICES						
Split pickup, split delivery or stop in	n transit (to partially loa	ad or unload or both)	\$			
Servicing of appliances			\$			
Hoisting, lowering, etc			\$			
Piano/organ carry			S			
Bulky articles			\$			
Stairs/elevator			\$			
Long carry		••••	\$			
Other	•••••	••••••	\$			
Other	••••	•••••	\$			
Packing Date Requested						
_oading Date Requested						
Delivery Date of period of time equested						
oquesieu						
	SUMMARY OF C	ARGES				
Moving	\$					
Storage	\$					
acking/Unpacking	\$					
Other	\$					
timated total cost \$						

PACKING, UNPACKING AND CONTAINERS

	Quantity	Charge per unit	Total	
Dish packs or barrels			\$	
Cartons over 1-1/2 cu. ft.			\$	
Cartons over 3 cu. ft.			\$	
Cartons over 4-1/2 cu. ft.			\$	
Cartons over 6 cu. ft.			\$	
Wardrobes			\$	
Mattress ctn. Single			\$	
Mattress ctn. Double			\$	
Mattress ctn. Queen			\$	
Mattress ctn. King			\$	
Mattress ctn. Crib			\$	
Foam sets			\$	
Glass Packs			\$	
Crate, size			\$	
Crate, size			\$	
		Estimated Total Cost	<u> </u>	

Estimated Total Cost \$_____

	REMARKS	 	
gazarendesse H	(*) withday with the common the second of the common terms of the		
'		 	
	Estimator's Signature		
	Estimator's Title		
	Shipper's Signature		
	Date Signed		

APPENDIX G

TempStore Moving Company HG 60620 P.O. Box 81064 Seattle, WA. 98108

HOUSEHOLD GOODS NON-BINDING ESTIMATE OF COST OF SERVICE	
14 1/ 12 1987 Pale 4/20/2005	
Name of shipper Mirrer Marky Phone No4987 Date: 4720/2012	-1100
Address of shipper 141 42 Address Kirsten , markey 6 Cingles	
Work Phone	
WIGHING COLD COLD COLD COLD COLD COLD COLD COLD	
Moving to: City/State/Zip Intermediate Stops: City/State/Zip Marchy Phone No. 425-485-4887	
Intermediate Stops: City/State/Zip Shipper's destination contact person: Marcha Phone No. 415-485-488	
to the second of	
IMPORTANT NOTICE: A non-binding estimate covers only the articles and services. 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 that the actual charges will not exceed the amount of the estimate.	
that the actual charges will not exceed the amount of the estimate. If you request auditonal set when the actual charges will not exceed the amount of the estimate.	
	\
	/
If the total tariff charges for the listed articles and services exceed this estimate by more than ten per ten, aparty in the the the tariff charges for the listed articles and services exceed this estimate by more than ten per ten, aparty in the total charges for the amount of the the carrier must relinquish possession of your shipment upon payment of the maximum amount of 110% of the amount of the the carrier must relinquish possession of your shipment upon payment of the maximum amount of 110% of the amount of the the carrier must relinquish possession of your shipment upon payment of the maximum amount of 110% of the amount of the	/-
the total tarric charges to the carrier must relinquish possession of your shipment upon payment of the maximum amount of the maximum amount of the total charges within 30 days. estimate (and any supplement estimate). You are obligated to pay the balance of the total charges within 30 days.	•
estimate (and any supplement estimate). I rates	
Household goods carriers are required by law to collect transportation and other incidental charges on the basis of rates	
(1) A household goods carrier may not charge more than twenty-five percent more than its written that the estimate for time charges for a local hourly rated move nor can the household goods carrier charge more that the estimate for time charges for a local hourly rated move nor can the household goods carrier charge more than the estimate for time charges for a local hourly rated move nor can the household goods written non-binding estimate for accessorial and other services not related to time, unless the household goods written non-binding estimate for accessorial and other services not related to time, unless the household goods.	
witten pen-binding estimate for accessorial and	
carrier prepares and the shipper signs a supplemental estimate. (2) A household goods carrier may not charge more than fifteen percent above your written estimate for: long-	
(2) A household goods carrier may not charge more than fifteen percent above your without goods carrier may not charge more than fifteen percent above your without a stimate. distance-rated move, unless household goods carrier prepares and you sign a supplemental estimate.	
distance-rated more, when the more distance is a second more distance in the more distance in	
ESTIMATE COST OF SERVICE	
HOURLY RATED SHIPMENT (all the bours @ \$ 135 per hour 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	,u
Carrier Vans, hours @ 5 per hours. MILEAGE RATED SHPMENTS: (over 35 miles or transportation to storage in transit) per pound	-
	edi
Milespounds @per pound	_
DRIDGE OR FERRY TOLLS (Estimated)	
VALUATION CHARGES (choose one).	d
60 cents per pound per article	Z.
Deprecated value protection 3	2
Replacement cost, with deductible \$per \$100 declared value	
Replacement cost, with no deduction s	ES_
	ب ے
Werehouse Handling pounds @ 5 points @ 5	A
OTHER SERVICES A Line of the lead or unload or both) A Line of the lead or unload or both	/A
Split pickup, split delivery or stop in transit to partially to	5 179
Servicing of appliances	2
Hoisting, lowering, etc.	200
Piano/organ carry	
Bulky articles	paid
Stairs/elevator S Maximum anount to be Long carry S on delivery (estimated pl	us
Long carry S on deliver; (estimated by Other S 10%)	120
Other	120
(included in	
/ 1. D.t.)	
Other (included in fourly Rote)	

PACKING, UNPACKING AND CONTAINERS Total Charge Quantity Dish packs or barrels Cartons over 1-1/2cu ft 2 0 Cartons over 3 cu ft 2 0 Cartons over 4-1/2 cu ft 2 0 Cartons over 6 cu ft Wardrobes Mattress-ctn. Single Mattress ctn. Crib Foam Sets Glass Packs Crate, size Estimated Total Cost Crate, size Mattress ctn. double Mattress cm. Queen Mattress ctn. King Remarks: Estimator's Signature Estimator's Title Shipper's Signature

Date Signed

Tempo Store Moving Company	

FINAL BILL AT TIME OF CUSTOMER OF MOVE / SEE ESTIMATE FOR COST

DATE: 4-30-2005

	Packing Prices	Cost:	DROP OFF – MACKAY:	Cost	Used	Return	Final Cost:
	Description: V.S.	1.50	15	2250		<i>-</i>	
1	Box - Small - 1.5 Cu Feet - New	\$2.00	12 + 30	42/		,	
2	Box - Medium - 3.0 Cu Feet - New	\$3.00	12+ 30	42/			
3	Box - Large - 4.5 Cu Feet - New	\$4.00	20				
4	Box - XLarge - 3.(Cu Feet - New	\$5.00		0			
5	Box - Dish Pack	\$8.00	4				
6	Box - Wardrobe - Small - New / w/ Bars	\$5.50	10				
7	Box - Wardrobe - Large - New	\$8.00		0			
8	Box - Misc. XXI.	\$15.00		0		<u> </u>	
9	Box - Lamp 2	\$3.00	200	1 12			
10	Box - Mirror - s mall	\$5.00		25			
11	Box - Mirror - large	\$7.00		14		L	
12	Box - Mattress	\$12.00		0			
13	Box - Bicycle	\$7.00		0			
14	Box - Misc. XXI.	\$5.00		0			
15	Box - Small - 1.5 Du Feet - Recycle	\$1.00		0			
16	Box - Medium - 3.0 Cu Feet - Recycle	\$2.00		0			
7	Box - Large - 4.5 Du Feet - Recycle	\$3.00		0			
18	Box - XLarge - 6.1 Cu Feet - Recycle	\$4.00		0			
19	Box - Wardrobe - Small - Recycle	\$4.00		0			
20	Box - Wardrobe - Large - Recycle	\$5.00		0			
21	Box - Bicycle - Recycle	\$4.00		0			
22	Box - Misc. XXI. Furniture	\$9.00		C			
23	Cardboard Sheets	\$1.00		C			
24	Tape - Packing	\$2.50	Can 1	8 45	5		
25	Tape - Masking	\$1.25		1 0			
26	Tape - Blue Carpenter	\$3.00					
27	Bubble Wrap - Small - (per foot)	\$1.25					
28	Bubble Wrap - Large - (per foot)	\$1.00		- (1	
29	White packing paper (per box)	\$8.00	25nds	2 16	3		
30	Newsprint (per box / ream)	\$5.00		()		
31	Multi-Ply Packing Paper (per sheet)	\$1.00		()		
32	Shrinkwrap (based on 5 * 5 * 5 item)	\$5.00		()		
33	Mattress Bags (Queen)	\$3.00		2	3		
-	Mattress Bags (K ng)	\$4.00		3 1	2		
34	Pallets	\$25.00					
35	Wood Crate	Depends on Size		1 1			
		Total:	 	-	1		1

* second pulse / dipt on 5/6/2005

APPENDIX H

TempStore	P.O. Box 81064 Seattle, WA 98108 www.tempstore.net	Toll-	Free: Tel: Fax:	(206)	936-5674 213-0426 764-7834	v	VUTC: HO	0528 360620 C429226
Uniform Household Goods Bill	of Ladina Intrastate	(lean l)	10	2 00	- 12:0	-> DA	TE: 8 /	16,05
Customer: This bill of lading establishes a contract	Customer: This bill of lading establishes a contract between you and the household goods carrier. It confirms instructions and authorizes the carrier to move, ship, pack, store and/or perform the services shown. Before you sign this document it is important that you read the entire document, including the next page, and that you sak for an explanation of anything that is not clear or that is different from any previous information received from the carrier or the carrier's representative(s). This contract is subject to conditions on the back of this form. Rights and Responsibilities Guide (customer must sign this section)							
The carrier gave me, or I declined a copy of the bro Customer Signature: X	ochure, "Your Rights and Responsibiliti	ies as a Movir	g Cony	eny Custo.	mer."			116105
FROM					ysavant	O TO		
Customer: Dana Taysavant Pick Up Address: 12433 Admiral	Ity Way # K-202,	Custome				reek Blvd.	#B-302	
City: Everett ST:	WA Zip: 98204	City: N					A Zip:	98021
Stops At: None		Storage-		ansit At:	None			
WEIGHT OF SHIPMENT: (Weight		JOB CO				PICKED UP BOOKED		
Gross Weight: Lbs. Weighn Tare Weight: Lbs. Weighn Net Weight: Lbs.		DATE	_	P NO.		DRIVER NAME		EQUIP NO.
EXPEDITED SHIPMENT: Moving at weight of	pounds.							
-	agreed to by customer.		Labo	rers		RECORD ninimum + Trav	relTime)	
Customer's Signature: X		2						6 10 00
Exclusive Use: Customer requests exclusive Customer Signature: X	use of vehicle by signing below.	2.5		Hours @ time Hrs.(Per Hour =		\$ 1/0 ==
NOTE: The customer must indicate choices	s made on the Items shown	Mover 1 Start Time:	9	30	Stop Time:	12:30	Total Hrs:	2/2
below by initialing the appropri	ato inic.	Mover 2 Start Time:	10	:00	Stop Time:	12:30	Total Hrs:	2/2
The customer and carrier agree that paymen made by:	nt, at time of delivery, will be	Mover 3 Start Time:			Stop Time:		Total Hrs:	
CashMoney OrderCerti		Mover 4 Start Time:			Stop Time:		Total Hrs:	
Personal Check Business Che If credit arrangements are made, bill to:	eckDebit Card		Doc	cription	ETAILS OF PA	Quantity	Rate	Amount
NAME:	,	Dish Pack		orpact.				
ADDRESS:		Cartons -	Less t	han 3 cub	ic feet			
ADDITIONAL:			3.0 cul		·			
ESTIMATES: The customer must initial the option	selected.		4.5 cut 6.0 cut					
// Landard conveyed a unfilled collection on this chipment			6.5 cul					
charges shown on this contract. I understand this shipment is moving under a binding		Wardrobe						
pay the amount shown on that estimate. I understand this shipment is moving under a non-i	binding estimate.	Mattress	-					
NOTE: If the charges shown on this bill exceed the charge by the carrier, the carrier must release the shipment to me	te upon payment of no more than 110% of	Mattress cartons (twin) Mattress cartons (double)						
the estimated charges and will extend credit for 30 days in no case will it be required to pay more than 115% of the st	in which I must pay the remainder due. In stimate (plus any supplemental estimates)	Mattress cartons (queen)						
for mileage rated shipments nor more than 125% of the es shipments.		Mattress						
VALUATION: The customer must initial the option		Glass Cor			n cubic feet			
Basic Value Protection. I release this ship pound per article.	ment to a value of 60 cents per	Boxes or						
Depreciated Value Protection. I release the pound times the shipment weight.	is shipment to a value of \$2 per	Boxes or	Crates		cubic feet			
Or.		Appliance	Packir	ng Materia	sis			ļ
I declare a lump sum total dollar valuation on		Other:	CKING	AND MA	TERIALS CHA	RGES	-	\$
\$and select the following			DETAIL	S TRANSP	ORTATION, VA	LUATION AND	SERVICES PRO	175,00
Replacement Cost Coverage with a \$ (Declared value must be at least \$3.50)	times the weight of shipment.)	Service:	ation		ni. Wt			119,0
Replacement Cost Coverage with no (Declared value must be at least \$3.50	deductible. times the weight of shipment.	Trans. St						
		Warehous						
					or fraction			
STORAGE: If shipment will be placed in storage, selected:	the customer must initial the option	Storage V						
This shipment is to be placed in storage for a	period of less than 90 days	Extra Sto						
(Storage-In-Transit). This shipment is to be placed in storage for n	more than 90 days	Hoisting o					·	
(Permanent Storage).		Stairs, ele						
This shipment is to be placed in storage in tra I understand that on the 91 day of storage	ansit for an unknown period of time, the shipment becomes permanent	Fuel Surc		aluation c	naiges		@ 1.5%	\$2.62
Storage.		Other:						
		TOTAL FO				TION, SERVIC	ES	\$/76.63
		(-LESS A						\$
•//		BALAN	E Du	FROM	CUSTOMER		\$ /	77.62
Ali goods w	vere received in good condition, exc				or on the inve	atory form.		3,12,05
Receipt for goods: Driver's Signature	J J Date	Delivery re	ceipt: 2	Custon	ner's Signature			Date

DOT: 970528

APPENDIX I

HG-60620 TEMPSTORE MOVIN P.O. Box 8: Seattle, WA Toll Free: (800) www.tempste	1064
Uniform Household Goods Bill	of Lading Job Code
24 4 bill of lading establishes a contract between you and the household greet. A ces shown, Before you ston this document it is important that you first one.	obs carrier. Il confuns instructions and authorizes the carrier to move, pack, store, and/or of the entire document, <u>including the back</u> , and that you ask for an explanation of anything at or carrier's representative(s). This confract is subject to conditions on the back of this form.
not is not alcor or that is different from any previous information received from the carri	er or corrier's representative(s). This contract is subject to conditions on the book of this form
rom C	<u>To</u>
Sustomer Janine Farter	Customer Same (Strace unit)
Address 2243 Mem Valley Kol	Address 75727 St 140th Worth Bench
City/State/Zip North Bency	City/State/Zip
1/Phone 425-580-1555 Page Page	- VI TOTO
W/Phone 123 5 Control Page	W/Phone Page
Add'l Pickup	Extra-Stop 8337 167 Ave NV , Seattle
Willing Address PO Box 1016, Fall City WA 980	Potra-Stop X337 161" Ave WW, Sea 1117
lourly Rafed Moves	7.10
Of the state of th	2 1939 400 Total 1 2000 Signesso
torage	Mileage Rated Moves
shipment will be placed into storage, the customer must inflial option selected.	
Shipment is to be placed in storage for a period of less than to	Actual Shipment Weight(lbs) Gross Tare Net
days (Storage-In-Transit). I understand that on the 91st day of storage the shipment becomes permanent storage.	DW
Shipment is to be placed in storage for more than 90 days.	Billed shipment weight lbs at Cwt
I certify that I have requested Storage-In-Vehicle for a period of	Distance Carry at Cwt
days at an agreed upon rate of \$ per day.	Elevator at Cwt
torage in Transit Cuft	Extra pickup/del at ea
rans to/from Whse fbs at Cwt	Plano at perstop
torage per month lbs at Cwt Vnse Handling in/out lbs at Cwt	Piano carry at ea
add! Valuation \$ at per \$100	Overtime Labor at perhour
ermonent Storage Cuft	Fuel Surcharge 11/3 8.14
ar per hour	Materials, Additional Services
to. er month lbs at Cwt	Indianas Additional Services
Vise Handling In/out lbs at Cwt \dd1 Valuation \$ at per \$100	Dishpacks at perunit
*ickup/Load Vaults per \$100 *ickup/Load Vaults per vault	Less than 3.0 cuff cfns at per unit
versized items at ea	3.0 cuft cfns at per unit 4.5 cuft cfns at per unit
toragemonthsper month	6.0 cuff ctns at per unit
Pelivery of Vaults	Wardrobe ctns at per unit
eclarations (Customer must initial preferences)	Crib matt at per unit
Rights and Responsibilities Guide:	Single matt at per unit
The carrier gave me, or I declined a copy of the brochuse "Your Rights and Responsibilities as a Moving Customer".	Double matt at per unit
Valuation: The customer must initial option selected	King matt at per unit
Basic Valuation: I release this shipment to a value of \$.60 per pound per orticle	King box ctn at per unit
Depreciated Valuation: I release this shipment to a value of \$2 per	Mirror ctn at per unit
pound times the shipment wt. at rate of \$ per \$100 of declared	Crates cutt at per unit
value. Or: I declare a lump sum total dollar valuation of this entire shipment of	Appliances at perunit
\$ and select the following:	Add1 Labor at per hour Ferry or Bridge Toll at
Replacement Cost Coverage/\$300 Deductable: I release this shipment to a value of \$3.50 per pound filmes the shipment wt. at a	reny or unage foil at
rate of \$ per \$100 of declared value.	TO CU
Replacement Cost Coverage/No Deductable: I release this shipment to a value of \$3.50 per pound times the shipment wt. at a rate of \$	Subtotal Moving, Packing, Materials, Storage Charges 330 14
per \$100 of declared value.	A statistics of 1 (see set) -
Estimates: The customer must initial option selected	Additional Valuation
Add not request a written estimate on this shipment and understand I will be required to pay charges as shown on this contract	Total Relocation Charges
I understand this shipment is moving under a binding estimate and	Total Amount Paid 550, 69
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	(20)
the charges shown on the bill of lading exceed the charges on the	Balance Due 550. L4
non-binding estimate given me by the carrier, the carrier must release	Payment (Customer must initial): The customer and carrier caree that
the shipment to me upon payment of no more than 170% of the ated charges and will extend credit for 30 days in which I must	Payment (Customer must initial): The customer and carrier agree that payment, at time of delivery, will be made by:
e remainder due. In no case will I be required to pay more than	Cash Other
of the estimate (plus any supplements) for mileage rated shipment, or more than 125% of the estimate plus supplements for	Comments
hously rated shipments.	
ave read and understand this contract thoroughly, and release	
goods to the carrier subject to the terms and conditions above.	
Janua (Posts OSIO4los)	All goods were received in good condition, except as noted on this
legile of Goods/Customer Date	an goods were received in good condition, except as noted on this conflict or on the inventory form.

	(F.
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TEMPSTORE MOVING COMPANY P.O. Box 81064

		-	
	Pack		 -
	Del.		
	Sales .		
	Coord		
Job	Code_		

1987 E	HG-60620	Toll Free: (800) 9 www.tempstor	36-5674 Del
	Uniform Househo	old Goods Bill o	Coord
gr is bill of lading e se hes shown Belon of ∕or or that is differ	tablishes a contract between y you sign this document if it is tent from any previous information.	or and the household goo portant that you first read in necessived from the corrier	or Content of confirms instructions and outhorzes the corrier to move, pack, store, and/or the entire document, including the back, and that you ask for an explanation of anything or corrier's representative(s). This contract is subject to conditions on the back of this form.
rom Mac	ian Goice		To Ana
Justomer 100	Boulston	Augus	Customer 2544 Philipping
ity/State/Zip SC		18102	City/State/Zip Seattle W#1 98103
I/Phone	Cell	, , , , , , , , , , , , , , , , , , , ,	H/PhoneCell
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57 4/25 YBus	Personnel Start	Arrive Bred	pepert finds total Arms of Landson Charges Sescient
forage			Mileage Rated Moves
shipment will be placed in	nio storage, the customer mus	finitial option selected.	
Shipment is to be p	placed in storage for a p	erlod of less than 90	Actual Shipment Weight(lbs) Gross Tare Net
storage the shipme	ransit). I understand that ent becomes permanent s	on the 91st day of totage.	Expedited Shipment Wt (cust sign here) Net Billed shipment weight Ibs at Cwt
Shipment is to be p	placed in storage for more	than 90 days.	Stairs at Cwt
I certify that I have	e requested Storage-In-Ve agreed upon rate of \$	hicle for a period of	Distance Carry at Cwt
-	Cuft	par day.	Elevator at Cwt Extra pickup/del at ea
ans to/from Whse	lbs at	. Cwt	Plano at per stop
	lbs at		Plano carry at ea
Vinse Handling In/out _ add1 Valuation \$ _	lbs at	 per \$100	Overtime Labor at per hour
'ermanent Storage	Cuft		Fuel Surcharge 1/2% 9.15
at		per hour	Materials, Additional Services
			La.,
Vhseundling in/out _ .\dd1 Valuation \$ _	103 Gr		Dishpacks at per unit Less than 3.0 cuft ctns at per unit
ickup/Load Vaults	at		3.0 cuff ctns at per unit
Oversized Items		. ea	4.5 cuff ctns at per unit
torage	months	per month	6.0 cuff ctns at per unit
elivery of Vaults eclarations (Customer	m et latial mafaranană		Wardrobe cfns at per unit Crib matt at per unit
Rights and Responsib			Single matt at per unit
The corrier gave me,	or I declined a copy of the	brochure "Your Rights	Double maft at per unit
. Valuation: The custor	as a Moving Customer". mer must initial option select	ed	Queen matt at
AV Basic Valuation: I rele	ease this shipment to a valu	e of \$.60 per pound	King box ctn at per unit
per article Depreciated Valuation	on: I release this shipment to	a value of \$2 per	Mittor ctn at per unit
pound times the ship	ment wt. at rate of \$ p	er \$100 of declared	Crates cutt at per unit Appliances at per unit
value. Or: I declare a lump su	ım tolal dollar valuation of ti	is entire shipment of	Appliances at per unit Add! Labor at per hour
\$	and select th	e following:	Ferry or Bridge Toll at
shipment to a value of	Coverage/\$300 Deductable; of \$3.50 per pound times the		
Replacement Cost C to a value of \$3.50 pc	00 of declared value. Coverage/No Deductable: I er pound times the shipmen		Subtotal Moving, Packing, Materials, Storage Charges (59,15)
per \$100 of declared	l value. ner must initial option select	ed ·	Additional Valuation
Felig bot request a wi	ritten estimate on this shipmi	ent and understand i	Total Polocation Charges
	ay charges as shown on this ment is moving under a bin		Total Retocation Charges Total Amount Paid
that I will be required	to pay the amount shown of	on the estimate	rcanc
the charges shown o	ment is moving under a non in the bill of lading exceed t	he charges on the	Balance Due (D.) 1.1
	given me by the carrier, the upon payment of no more to		Payment (Customer must initial): The customer and carrier agree that
extimated charges as	nd will extend credit for 30 c	lays in which I must	payment, at time of delivery, will be made by:
	ue. In no case will i be requi (plus any supplements) for r		Commontes Other
ment, or more the	on 125% of the estimate plus		Comments
hourly rafed shipmen			
	stand this contract thoro subject to the terms and		
1M prod Oni	1001110-	5/12/16	
elegae of Goods/Coston	ner 1	Date	All goods were received in good condition, except as noted on this continued or on the inventority form;
C. James	Kenylo 1	-	contract or on the inventory form: (Ocche 5/13/05

Date

TempStore Moving Co. P.O. Box 81064 Seattle, WA 98108	BILL OF LADING NUMBER						
	NOVE DATE						
HG 60620 NOVE DATE 7-18-05							
authorizes the carrier to move, ship, pack, stor t you first read the entire document, inclu- lifferent from any previous information rece- anditions on the back of this form.	and/or perform a and/or perform a and/or perform the back, a lived from the cal	nd that you rrier or the	ask for an e	efore you s xplanation presentativ	ign this do of anything e(s). This	cument it is that is not contract i	s Importan clear or the s subject to
The carrier gave me, or I declined, a copy of the Signature of customer:							stomer"
Customer: Janine Anter Pick Up Address:		Customer:			STANSON PERSON	HANNESS PLONES INCOMENS	NO PROPERTY OF THE PARTY.
City: North Bend State: U.A.	Zip:		idress: [] 5	531 T		way u)
Stops At:			Transit At:		State: [1]	Zip;	98221
WEIGHT OF SHIPMENT: (Weight Tickets A Gross Weightbs. Weighmaster	Itached)	JOB CODE_ PACKED BY			PICKED UP		
Tare Weight Lbs. Weighmaster		DATE	TRIP NO.		ORDER: BOOK	ED BY	EQUIP. NO
Net Weight							
Expedited shipment: Moving at weight of Actual weight is: pounds. Agreed Customer's Signature:		D (MM)	ABORERS & VA	AN (Complete	ECORD e start and stop ER HOUR = Ch	time chartbeld	F.00=60
Exclusive Use: Customer requests exclusive use of vehic Customer's Signature:	le by signing below:		VERTIME HRS	@P	ER HO.IR = CI	-IARGES	71.
	A CONTRACTOR OF THE PARTY OF TH	Person 2: Star Person 3: Star	Time STID	Stop Tim	ee	Total Hours	D. HE E
Note: The customer must indicate choices m	ade on the 🐗	Person 4: Star		Stop Tim Stop Tim		_Total Hours Total Hours	
items shown below by initialing the appropr				of packing ar	The second second	naterials	
PAYMENT: The customer and cerrier agree that payment, will be made by:	at time of delivery.	Dish pack	Description		Quantity	Rate	Amount
cashmoney ordercertified chec			ss than 3 cubic	feet ·			
If credit arrangements are made, bill to:	debit card	~	ubic feet				
NAME:ADDRESS:			/2 cubic feet ubic feet				
ESTIMATES: The customer must initial the option selected			/2 cubic feet			<u></u>	
I did not request a written estimate on this shipme		Wardrobe ca					
will be required to pay charges shown on this con	tract.	Mattress carlons - crib Mattress carlons - twin					
I understand this shipment is moving under a bing i will be required to pay the amount shown on that	ing estimate and that estimate.	Mattress carions - twin					
NOTE: If the charges shown on this hill exceed t	I will be required to pay the amount shown on that estimate. I understand this shipment is moving under a non-binding estimate. NOTE: If the charges shown on this bill exceed the charges on the non-binding estimate given me by the carrier, the carrier must release the shipment to me upon payment of no more than 110% of the estimated charges and will extend credit for 30 days in which I must pay the remainder due. In no case will I be required to pay more than		iviatiless cartons - queen				
non-binding estimate given me by the carrier, the the shipment to me upon payment of no more that							
esurnated charges and will extend credit for 30 da			Glass containers minimum Glass containers cubic feet				
115% of the estimate (plus any supplemental esti- rated shipments nor more than 125% of the estim	mates) for mileson	Boxes or crat					
supplements) for hourly rated shipments.	1 .	Boxes or crat	The state of the s	efeet			
VALUATION: The customer must initial the option selected		Appliance par Other:	king materials	-			
Basic value protection. I release this shipment in cents per pound per article.	os value of 60		and materials	charges →			
Depreciated Value Protection. I release this shi	pment to a value of		alls transpor	tation, valua	tion and ser	vices provide	ed:
\$2 per pound times the shipment weight.	1 1	Service: Transportation	nmi, V	Vt.			
I declare a lump sum total dollar valuation on this	ving option:	Trans. storag	e-in-transit shi				
Replacement Cost Coverage with a (Declared value must be at least \$3,50 to	imee weight of	Warehouse to		mi.			
shipment.) Replacement Cost Coverage with no	I - L		nsit, 30 days o andling in/out	r fraction			
(Declared value must be at least \$3.50 t shipment.)	town and according to the form	Storage valua					
STORAGE: if shipment will be placed in storage, the custom	har much initial tha P	Extra stops					
option selected;		Hoisting or pic Stairs, elevate	rs, long carrie	9.			
This shipment is to be placed in storage for a periodays (storage in transit).	of a file and all and a file		valuation cha				
This shipment is to be placed in storage for more to (permanent storage).		ر کاher: کی ہے ا	SexChr	24024		- 4	9 10
This shipment is to be placed in storage in transit fi period of time), I understand that on the 91st day of	bran unknown b	Other: Total for trans	portation, valu	ation, service			
shipment becomes permanent storage.	- storage are	TOTAL BOTH					
	_	LESS AMOUN					DAG N
			E FROM CU			ı	(m.1.m)
All goods were received in good to goods Driveys signature	Condition, except a	ss noted on t Delivery receip	- Jas	uno	entory form.	P 02/	les/es
amage noted:			X-custome	ers signature			Date

L	ıĊı	10 2005 RRJEA	TempStore Mov	HP LAS HOUSEI	OLD (320 300DS	DESC	RIP	LIVE INVE	NTORY	FARE NO.	NO. OF	P. Z
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	IGIN	OWNER OR AUT	THORIZED MOENT		1	DATE		ANITE NO		AUTHORIZED AGENT			DATE



P.O. Box 81064 Seattle, WA 98108 www.tempstore.net Toll-Free: (800) 936-5674 Tel: (206) 213-0426 Fax: (206) 764-7834 DOT: 970528 WUTC: HG60620 ICC: MC429226

Uniform Household Goods Bill of Lading Intrastate	(Local)				D/	ATE: 08 /	19 / 05
Customer: This bill of lading establishes a contract between you and the household goods carrier, it is Before you sign this document it is lamportant that you read the entire document, including the has information received from the canter or the carrier's representative(s). This contract is subject to conditionation received from the canter or the carrier's representative(s). This contract is subject to condition	ontims instructi opage; and that ions on the back	ons and authorize you ask for an ex of this form.	es the canier planation of	to move, anything t	ship, pack, store s hat is not dear or i	nd/or perform the that is different fo	services shown. om any previous
Rights and Responsibilities The confer gave me, or I declined a copy of the broadline, "Your Rights and Responsibilities as a Movin	Gulda (custome	must sion this se					
Customer Signature: X	-						e: 8 / 19 / 05
TROM	1					200	
Customer: Erica Stable Jones	Custome		State				
Pick Up Address: 1525 – 219 th Pl. SW		Address:	71 S.	Orcas		/A 7:	00400
City: Brier ST: WA Zip: 98036 Stops At:	City: S	In-Transit	Δt· Τ	empS	ST: V	VA Zip:	98108
WEIGHT OF SHIPMENT: (Weight Tickets Attached)	JOB C		74.	- I	PICKED UP		
Gross Weight:Lbs. Weighmaster:	PACKE				BOOKED		
Tare Weight:Lbs. Weighmaster:	DATE	TRIP NO.			DRIVER NAME		EQUIP NO.
Net Weight:Lbs.	8/19/05	2	Chri	s Jeni	nings		TS-18
EXPEDITED SHIPMENT: Moving at weight ofpounds.							<u> </u>
Actual weight ispounds, and agreed to by customer.	<u> </u>	Man 9 Te	nole as a		RECORD		
Customer's Signature: X	2 -				num + Travel Tir		\$ 2250
Exclusive Use: Customer requests exclusive use of vehicle by signing below.	3 Reg. Hours @ \$75				Per Hour = charges		
Customer Signature: X	Mover 1	Overtime Hrs.@			Per Hour :	\$	
NOTE: The customer must indicate choices made on the items shown below by initialing the appropriate line.	Start Time: Mover 2	11:00		Time: Time:	2:00	Total Hrs:	3
The customer and carrier agree that payment, at time of delivery, will be made by:	Start Time: Mover 3 Start Time:	177,00		Time:	21,00	Total Hrs:	
Cash Money Order Certified Check Credit Card	Mover 4 Start Time:		Stop	Time:		Total Hrs:	
Personal Check Business Check Debit Card	Start Tarre.		DETAIL	S OF PA	CKING MATERI	ALS	,
If credit arrangements are made, bill to:		Descriptio	n	-	Quantity	Rate	Amount
NAME:	Dish Pack	Less than 3	cubic feel				
Address:		3.0 cubic ft.	odoto leel				
ADDITIONAL:		4.5 cubic ft.				-	
ESTIMATES: The customer must initial the option selected.		6.0 cubic ft.					
I did not request a written estimate on this shipment and understand I will be required to pay		6.5 cubic ft.					
charges shown on this contract. I understand this shipment is moving under a binding estimate and that I will be required to	Wardrobe	cartons					
pay the amount shown on that estimate. I understand this shipment is moving under a non-blinding estimate.	Mattress cartons (crib)						
NOTE: If the charges shown on this bill exceed the charges in the non-binding estimate given to me by the center, the center must release the shipment to me upon payment of ne more than 110% of the estimated charges and will extend credit for 30 yeaps in which I must pay the reminibility due. In no case will be required to pay more than 115% of the estimate (plus any supplemental estimates)		artons (twin)	Jo)				
		Mattress cartons (double) Mattress cartons (queen)					
for mileage rated shipments nor more than 125% of the estimate (plus supplements) for hourly rated shipments.		artons (king)					
VALUATION: The customer must initial the option selected.	Glass Cor	tainers Minin	num				
Basic Value Protection. I release this shipment to a value of 60 cents per	Glass Cor	tainers	cubic	feet			
pound per article.		Crates Minim					
Depreciated Value Protection. I release this shipment to a value of \$2 per pound times the shipment weight.	Boxes or (Packing Mat	cubic	feet			
Or,	Other:	Packing Mai	BUID				
I declare a lump sum total dollar valuation on this entire shipment of:		CKING AND	MATERIAL	LS CHA	RGES	-	\$
\$ and select the following option:		DETAILS TRAF	SPORTAT	ION, VA	LUATION AND	SERVICES PRO	VIDED
Replacement Cost Coverage with a \$300 Deductible (Declared value must be at least \$3.50 times the weight of shipment.)	Service:						225,00
Replacement Cost Coverage with no deductible.	Transport		mi. Wt.				
(Declared value must be at least \$3.50 times the weight of shipment.		rage-in-trans e to destinati		mi.			
		transit, 30 d		_		7 . 3	70.00
STORAGE: If shipment will be placed in storage, the customer must initial the option	Warehous	e handling in	/out				
selected:	Storage V	aluation char	ges				
This shipment is to be placed in storage for a period of less than 90 days (Storage-in-Transit).	Extra Stop						
This shipment is to be placed in storage for more than 90 days		r piano handi					
(Permanent Storage).		vators, long o ation valuatio					
This shipment is to be placed in storage in transit for an unknown period of time, I understand that on the 91st day of storage the shipment becomes permanent	Fuel Surci					@ 1.5%	\$3,37
Storage.	Other:						
				VALUA	TION, SERVIC	ES	\$
	TOTAL BOTH SECTIONS (-LESS AMOUNT PREPAID)						\$
£		E DUE FRO		OMER		X 15.	298.30
All goods were received in good condition, exc					topy form	- (·	1 1000
Receipt for goods: There's Signature Date Date	Delivery re		tomor's Sin	Source Land	MULL	SVV 8	19105
Damage Noted:							

APPENDIX K

TEMPSTORE MOVING COI P.O. Box 81064 Seattle, WA 98108 Toll Free: (800) 936-55 www.tempstore.ne	174 Load MAJ 10 - 20 C S Del Sales Lob Code
Uniform Household Goods Bill of La tomes. and it of lacking establishes a contract between you and the household goods an form services stown. Before you sign this document it is important that you first read the en- tris not aleast or that is different from any previous information received from the carrier or can the notice of the service of t	
	< tachonia girdy
	dress 332 A 2000 AVE (12)
tystate//ip Statt Ca VA 98/2 CII	y/State/Zip _ S2A # (4 Coll
Phone Cell Page 773 - 909 - 1666	Phone Page 173 - 907 - 186 2
	tra-stop Downtown Self Stange
	her
ourly Rated Moves Remorated Start Arrive Breaks	Depart End Total Hrs Rate Charges
10 705 1 100 8:30 9:00 M	5130 5148 25 9/1 1156.28
-9-2005 - 1 man 1 moor IN	Regarded Moves
itorage the customer must initial option selected.	chrol Shipment Weight (lbs) Gross Tare Net
Shipment is to be placed in slotage for a period that on the 91st day of	xpedited Shipment Wt (cust sign here) Net illed shipment weight ibs at Cwt
storage the shipment becomes permanent at the solution of the shipment becomes permanent at the shipment becomes at the shipment becomes permanent at the shipment becomes permanent at the shipment becomes at the shipment becom	tairs at aw
to at I have requested Storage-in-Venicle for a period of the	Distance Carry at Cwi Distance Carry at Cwt
Cuff	ea at ea
Trans to/from Whise lbs at Cwf	Plano carry atatat
Storage per month ibs at Cwt	Overfime Labor of 172 S9
Add1 Valuation \$ atper \$100	Mileage Fuel Surcharge 11 (3, 8)
atperhour	Materials, Additional Services
Storage per month los at Cwt	Dishpacks at per unit
Add Valuation S per \$100	2.0 cutt ctrs at per unit
Pickup/Load Vaults atper vault	4.5 cuft ctns at per unit
Oversized Items Of	6.0 curt ctns at per unit
Delivery of Vaults Descarations (Customer must initial preferences)	Crib matt at per unit
	Double matt at per unit
The carrier gave me, or I declined a copy of the bloomer	Klearmatt at per unit
Aduation: The customer must initial option selected Resident of the selected of the selected of \$.60 per pound of \$.60	King box ctn at per unit
per article	Crates cuft at per unit
pound times the shipment wt. at rate of a par a re-	Appliances at per hour
I declare a lump sum total dollar valuation of this ethics and	Ferry or Bridge Toll Carbor of Charles A 244 . 20
Replacement Cost Coverage/\$300 Deductable: I release this shipment to a value of \$3.50 per pound times the shipment wt. at a	>-1 -1 -16 STUDY
rate of \$ per \$100 of declared value. Replacement Cost Coverage/No Deductable: I release this shipment to a value of \$3.50 per pound times the shipment wt. at a rate of \$	Subtoice Moving Packing, Markitals Storage Charges
per \$100 of declared value.	1117 101
I did not request a written estimate of this simplifies	Total Amount Pold. +U+7-19
I understand this shipment is moving a later a buring a stimate	Busines Due
understand this shipment is trioving direct a first charges on the	
non-binding estimate given the by the contest than 110% of the	Payment (Outlane must haild): The customer and confer agree that a payment of the payment of delivery, will be payde by:
estimated charges and will extend creating to be adjusted to pay more the	
pay the remainder due. In no case will not require the 115% of the estimate (blus any supplements) for mileage rated shipment, or more than 125% of the estimate plus supplements for the shipment of the s	Contine
shipment, or more than 120% of this salaritate passage in the salarita	
I have read and understand this contract thoroughly, and relection my goods to the carrier subject to the terms and conditions above	10/00
appenhana holy 5-0-0	
Release of Goods/Gustomer	1 Meshanoway
1 / /// A X D-W-O	Pagaint for Goods/Customer Date

TEMPSTORE MOVI P.O. Box 8 Seattle, W/ Toll Free: (800 www temps info@temps	1064 Pack 98108 Load 2 3 2005 Pack Load 2 5 2005
Uniform Household Goods Bill	Coord
Ci 1:3 bill of lading establishes a contract between you and the household including the shown feeling you and this document if it is fangated first we find	goods covier. If confirms instructions and authorizes the confirms move, pack, store, and/or and the entire document, including the back, and that you ask for an explanation of anything alor or confirm's representative(s). This contract is subject to conditions on the back of this form.
for or Inot is different from any previous information received from the co	nd the entire document, including the back, and that you ask for an explanation of anything tiler or corrier's representative(s). In a contract is subject to conditions on the back of this form
Customer CONSIN INTO	
Address 11129 1834 PLACE ADS	Customer COMPLD IN THE VIEW LE 2905
H/Phone Cell 42X-2015	2 City/State/Zip 59 A- + 2 WA 78 10 1
W/Phone Cell 425 - 20.5 - W/Phone Page 13.86	H/Phone Cell (53-205)
email	email Page 1386
Add'l Pickup	Extra-Stop Métapp (1 +AN HWER
Hourly Rafted Moves	Other
Day Vans Personnel Start Arrive Br	eaks Depart End Total Hrs Rate Charges
1 18 to 12 (0)	17557VD 711 2000000
Thomash	116 GH GX058
HI HIYE!	
Storage	Mileage Rated Moves
if shipment will be placed into storage, the customer must initial option selected. Shipment is to be placed in storage for a period of less than 8	Actual Shipment Weight (lbs) Gross Tare Net
Shipment is to be placed in storage for a period of less than 9 days (Storage-In-Transit). I understand that on the 91st day of storage the shipment becomes permanent storage.	Expedited Shipment Wt (cust sign here) Net
Shipment is to be placed in storage for more than 90 days	Stoir
I certify that I have requested Storage-In-Vehicle for a period of days at an agreed upon rate of \$ per day.	of at cwt at cwt
Storage in Iransit Cuft	Elevator at Cwt
Trans to/from White lbs at Cwt	Extra pickup/del at ea Piano at per stop
Storage per month lbs at Cwt Whse Handling in/out lbs at Cwt	Plano carry at ea
Whise Handling in/out lbs at Cwt Add! Valuation \$ per \$100	Overtime Labor at per hour
Permanent Storage Cuft	Fuel Surcharge
Labr atperhour Stc = rmonthlbs at Cwt	Materials, Additional Services
Whsidling in/out lbs at Cwt	Dishpacks at perualt
Addit Valuation \$ atper \$100 Pickup/Load Vauits atper write	Less than 3.0 cutt ctns at per unit
Pickup/Load Vauits atpervault Oversized Items at ea	3.0 cuft ctns at per unit
Storage monthspermonth_	4.5 curr criss at per unit 6.0 cuff ctns at per unit
Delivery of Vaults	Wardrobe ctns at per unit
<u>Peclarations</u> (Customer must initial preferences) 7. Mants and Responsibilities Guide:	Crib matt at per unit Single matt at per unit
The corrier gave me, or I declined a copy of the brochuse "Your Plants	Double matt at per unit
dry Responsibilities as a Moving Customer". Adjustion: The customer must initial option selected	Queen matt at per unit King matt at per unit
Basic Valuation: I release this shipment to a value of \$.60 per pound per article	King box ctn at per unit
Depreciated Valuation: I release this shipment to a value of \$2 per	Mkror ctn at per unit
pound times the shipment wt. at rate of \$ per \$100 of declared value. Or:	Crates cuft at per unit
I declare a lump sum total dollar valuation of this entire shipment of and select the following:	Add1Labor at per hour
Replacement Cost Coverage/\$300 Deductable: I release this	Ferry or Bridge Toli at
shipment to a value of \$3.50 per pound times the shipment wt. at a rate of \$ per \$100 of declared value.	7476
Replacement Cost Coverage/No Deductable: I release this shamons	Subtrated Moving, Pacising, Michardes, Standing Charges 16-
to a value of \$3.50 per pound times the shipment wt. at a rate of \$	
Wild not request a written estimate on this sharent and understand in	Add after of Votacidory
will be required to pay charges as shown on this contract	Total Telecoption Charges
I understand this shipment is moving under a binding estimate and that I will be required to pay the amount shown on the estimate	100 Anounce 136-35
 Iunderstand this shipment is moving under a non-binding estimate. If the charges shown on the bill of lading exceed the charges on the 	Sistemos Jose
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 30 days in which I must	POTE AND Clare to the service. The customer one content of the first of the service of the servi
'e remainder due. In no case will I be required to pay more than If the estimate (plus any supplements) for mileage rated	CONTRACTOR OF THE PROPERTY OF
ant, or more than 125% of the estimate plus supplements for	
hourly rated shipments.	Control of the Contro

rave read and understand this contract thoroughly, and release y goods to the cerner subject to the terms and conditions above.

	LNUL! 5200						P
TempStore Moving Co. P.O. Box 81064							
Seattle, WA 98108					ADING NUM E ORDIER TA		
HG 60620 Customer: This bill of lading established					MOVE		15-05
Customer: This bill of lating	ding						
authorizes the carrier to move, ship, pack, stor tyou first read the entire document, inclu- ifferent from any previous information rece- anditions on the back of this form.	and/or perform and/or perform and/or perform and	nd that you mier or the	ask for an e carrier's rep	erore you s explanation presentativ	ign this do of anything e(s). Thi	cument it	is Importan
Rights and Res The carrier gave me, or I declined, a copy of th Signature of customer:	e prochure "Your	Rights and	Responsit	oilities as a	on) Moving C	ompany C	ustomer"
Customer: Janine Anter		Customer:					
Pick Up Address:			idress: [/5	< 2. T	.10::0	1.1011	
City: North Berrol State: WA	Zip:	City: Mos	rysville		State: 1)		98271
Stops At:		Storage-In-				1	70-271
WEIGHT OF SHIPMENT: (Weight Tickets A Gross WeightLbs. Weighmaster	ttached)	JOB CODE PACKED BY_			PICKED UP	BY_	
Tare Weight Lbs. Weighmaster		DATE	TRIP NO.		DRIVER	10001	EQUIP. NO
Net Weight		· · · · · · · · · · · · · · · · · · ·					
Expedited shipment: Moving at weight of Actual weight is: pounds. Agreed Customer's Signature:	to by customer:	0 1.00	ABORERS & VA		ECORD e start and stop	time chall bet	and the s
Exclusive Use: Customer requests exclusive use of vehic	e by signing below:		VERTIME HRS	T LCL P	ER HOUR ≈ CI ER HOJR ≈ C	HARGES V	15 00-6
Customer's Signature:		Person 1: Start	Time 8:30			Total Hours	8. hec
4 Nation To		Person 3: Start	Time	Stop Tim	°-4-30	Total Hours_ Total Hours_	
Note: The customer must indicate choices m items shown below by initialing the appropri	ade on the 🐗	Person 4: Start	-	Stop Tim	¢	_Total Hours_	
AYMENT: The customer and cerrier agree that payment.	at time of delivers			of packing a			
ill be made by:		Dish pack	Description		Quantity	Rate	Amount
cash money order certified chec			s than 3 cubic	feet	·	 	
personal checkbusiness check credit arrangements are made, bill to:	debit card		ubic feet				1
AME:			/2 cubic feet				
DDRESS:			ubic feet				
STIMATES: The customer must initial the option selected		6-1. Wardrobe car	/2 cubic feet			ļ	
I did not request a written estimate on this shipme	nt and understand I	Mattress carte				 	
will be required to pay charges shown on this con understand this shipment is moving under a bind		Mattress carte				 	
will be required to pay the amount shown on that I understand this shipment is moving under a non NOTE: If the charges shown on this bill exceed the pay the payon of the payo	estimate.	Mattress carte	ons - double				
NOTE: If the charges shown on this bill exceed to	ne charges on the	Mattress carte					1 .
the shipment to me upon payment of no more than	arner must release	Mattress carto					 '
pay the remainder due. In no case will the require	s in which I must	Glass contain Glass contain		feet			-1894
		Boxes or crate					
rated shipments nor more than 125% of the estima supplements) for hourly rated shipments.	ite (plus	Boxes or crate	scubic	feet .			
LUATION: The customer must initial the option selected:			king materials				
Basic value protection. I release this shipment	a value of 60	Other:					
cents per pound per article. Depreciated Value Protection. I release this ship	,		and materials ails transport		lon and ser	vices provis	1
#4 per pound times the shipment weight.	ment to a value of	Service:	and damapon	ation, valua	ion and ser	VICES PROVID	1
I declare a lump sum total dollar valuation on this e	ntire shipment of: P	Transportation					
\$and select the follow Replacement Cost Coverage with a	ing option:		e-In-transit shi				
(Declared value must be at least \$3.50 ti	mac walabt of	Warehouse to	αestination: isit, 30 days o	mi.			
shipment.) Replacement Cost Coverage with no d	eductible.	Warehouse ha		· HEOLIGIT			
(Declared value must be at least \$3.50 to shipment.)	man uniohtal	Storage valuel					
ORAGE: If shipment will be placed in storage, the custom	er must initial the	Extra stops					
ion selected:		Hoisting or pia			,		
This shipment is to be placed in storage for a period			rs, long carries valuation cha				
days (storage in transit). This shipment is to be placed in storage for more the	L	Other:	(2)	KB1-C			D W
(permanent storage). This shipment is to be placed in storage in transit for		Other:		2.			1
period of time), I understand that on the 91st day &	fatorage the		ortation, value	ation, service	s →		
shipment becomes permanent storage.		ESS AMOUN					
1	-	ESS AMOUN	E FROM CUS	TOMER			12 CA S
Allhand	4						الما الما
for goods Drivey's signature	condition, except a	is noted on th delivery receipt	Jas	une	ntory torm.	9 oz	1209.30 [15/85
nage noted:			Sensiome	er's signature			Date
					1,		

APPENDIX L



P.O. Box 81064 Toll-Free: (800) 936-5674 DOT: 970528 Seattle, WA 98108 Tel: (206) 213-0426 WUTC: HG60620 www.tempstore.net Fax: (206) 764-7834 ICC: MC429226

Jniform Household Goods Bill of Lading Intrastate Customer: This bill of lading establishes a contract between you and the induschald goods carrier, it is Bellore you sign this document it be important that you need the entire document, including this have information received from the carrier or the carrier's representatively. This contract is subject to condi-	onfirms Instruction	ns and authorizes to	he carrier to move mation of anything		ATE: 08 / nd/or perform the that is different fro	
Rights and Responsibilities	Gulda (customer	must sign this secti	on)			
he confer gave me, or I declined a copy of the brooking. "Your Rights and Responsibilities as a Movin ustomer Signature: X	-					: 8 / 19 / 05
TROM: TOTAL		Maria Media	使到特别	TO	2000	
ustomer: Erica Santis Jones	Custome		T. Thirth			
ick Up Address: 1525 – 219 th Pl. SW			71 S. Orca			
city: Brier ST: WA Zip: 98036	City: S				VA Zip:	98108
tops At:		In-Transit A	t: Temp	Store Wareh		
WEIGHT OF SHIPMENT: (Weight Tickets Altached)	JOB CC PACKED			PICKED UP		
ross Weight:bs. Weighmaster:				BOOKED	ВТ	FOLIDAD
are Weight:Lbs. Weighmaster: let Weight:Lbs.	DATE	TRIP NO.		DRIVER NAME		EQUIP NO.
	8/19/05	2	Chris Jer	nnings		TS-18
XPEDITED SHIPMENT: Moving at weight ofpounds.			Ther	RECORD		
ctual weight ispounds, and agreed to by customer. ustomer's Signature: X	2	Mon & True		mum + Travel Tin	ne)	
John Comment A	2 +					· 205
xclusive Use: Customer requests exclusive use of vehicle by signing below.	12	Reg. Hours	@ \$75	Per Hour =	charges	* 000°
ustomer Signature: X		Overtime Hrs	.@	Per Hour =		\$
NOTE: The customer must indicate choices made on the items shown below by initialing the appropriate line.	Mover 1 Start Time: Mover 2	11:00	Stop Time:	2:00	Total Hrs:	3
he customer and carrier agree that payment, at time of delivery, will be	Start Time: Mover 3	11100		2.00	-	
ne costonier and carrier agree that payment, at time of delivery, will be nade by:	Start Time:		Stop Time:		Total Hrs:	ļ
CashMoney Order Certified Check Credit Card	Mover 4 Start Time:		Stop Time:		Total Hrs:	
Personal CheckBusiness CheckDebit Card credit arrangements are made, bill to:			DETAILS OF P	ACKING MATERIA		Т
•	Dist Deals	Description		Quantity	Rate	Amount
AME:	Dish Pack	Less than 3 cu	hic feet	 		
DORESS:		3.0 cubic ft.	UCO 1001	 		
DOITIONAL:		.5 cubic ft.		1	-	
STIMATES: The customer must initial the option selected.		3.0 cubic ft.				
I did not request a written estimate on this shipment and understand I will be required to pay		3.5 cubic ft.				
charges shown on this contract.	Wardrobe				· .	
I understand this shipment is moving under a binding estimate and that I will be required to pay the amount shown on that estimate.		artons (crib)				
I understand this shipment is moving under a non-binding estimate.	Mattress ca	artons (twin)				
OTE: If the charges shown on this bill exceed the charges in the non-binding estimate given to me the carrier, the carrier must release the shipment to me upon payment of ne more than 110% of	Mattress ca	artons (double)			
e estimated charges and will extend credit for 30 days in which I must pay the remainder due. In o case will I be required to pay more than 115% of the estimate (plus any supplemental estimates) or mileage raised shipments nor more then 125% of the estimate (plus supplements) for hourly raised	Mattress cartons (queen)					
r mileage raises supplients from more than 125% of the estimate (pros supplients) for houry raises ilpments.	Mattress c	artons (king)				
ALUATION: The customer must initial the option selected.	Glass Con	tainers Minimu	m			
Basic Value Protection. I release this shipment to a value of 60 cents per	Glass Con		cubic feet			
pound per article.		rates Minimun				
Depreciated Value Protection. I release this shipment to a value of \$2 per pound times the shipment weight.	Boxes or C		cubic feet	-		
r.		Packing Mater	iais			
I declare a lump sum total dollar valuation on this entire shipment of:	Other:	CKING AND MA	TEDIAL C CH	ARGES		\$
\$ and select the following option:				ALUATION AND S	SERVICES PRO	
Replacement Cost Coverage with a \$300 Deductible (Declared value must be at least \$3.50 times the weight of shipment.)	Service:					225,0
	Transporta	tionı	ni. Wt			
— Replacement Cost Coverage with no deductible. (Declared value must be at least \$3.50 times the weight of shipment.	Trans. Stor	rage-in-transit	shipment			
	Warehouse	e to destination	n:mi.			
	Storage-in	transit, 30 day	s or fraction			70.00
TORAGE: If shipment will be placed in storage, the customer must initial the option ecisio:	Warehouse	handling in/o	ut			ļ -
<i>(</i>)		luation charge	95			
This shipment is to be placed in storage for a period of less than 90 days (Storage-In-Transit).	Extra Stop					
This shipment is to be placed in storage for more than 90 days		piano handlin				
(Permanent Storage).		rators, long ca		 		+
This shipment is to be placed in storage in transit for an unknown period of time. I understand that on the 91 st day of storage the shipment becomes permanent		tion valuation	unarges	SALES SERVICE	@ 1.5%	\$3,37
Storage.	Fuel Surch Other:	eifle		- THE RESERVE	@ 1.576	1001
		R TRANSPORT	ATION, VALU	ATION, SERVIC	ES -	\$
		TH SECTION				\$
	(-LESS AN	OUNT PREPA	AID)			\$
	BALANCE	DUE FROM	CUSTOMER	.	\$,	298.3
eceipt for goods: All goods were received in good condition, except for goods: All goods were received in good condition, except for goods:	Delivery rec	20	or on the inve	O O O O O O O O O O O O O O O O O O O	DO.	19105



TEMPSTORE MOVING COMPANY P.O. Box 81064 Seattle, WA 98108 Toll Free: (800) 936-5674

HG-60620

Mer_			_
Pack_			
Load_			_
Del _	5/24	65	
Sales			_
Coord_			_
Joh Code			

O Sect 1983	www.tempsto	re.net	Del 5/3x/C 5 Sales		
			Coord		
er This of of lading	Uniform Household Goods Bill of Lading				
n services shown. Belo that is not clear or that is diffe	establishes a contract between you and the household go one you sign this document if is important that you first read event from any previous information received from the carrie	ods carrier. It confirms instructions and authorizes the the entire document, including the back, and that are carrier's representative(s). This contract is subject	e carrier to move, pack, store, and/or you ask for an explanation of anything to conditions on the back of this form.		
From		<u>Io</u>	-1		
Customer (d. l.)	5 Soutrapp	Customer Melssa SynDa	41/		
Address 10k0	COSSO LICE MANOR	Address 12121 SE 60"	St-		
H/Phone 201 109		City/State/Zip Kellaride WA	7800c		
W/Phone	Page	. W/Phone	Cell 204759 6201		
email Lindscy(c)		email Lindsey & YUCO CIG	Page		
Add'l Pickup		Extra-Stop	21		
Billing Address		Other			
Hourly Rated Moves			-		
Dgy Vans	Personnel Stort Arrive Bre	oks <u>8998t 1898 2598</u>	s Rate Charges		
Storage		Milegge Pated Mayor			
	into storage, the customer must initial option selected.	Mileage Rated Moves			
	e placed in storage for a period of less than 90	Actual Shipment Weight(lbs) Gross	Tare Net		
days (Storage-In-	Transit). I understand that on the 91st day of	Expedited Shipment Wt (cust sign here)	Net		
	nent becomes permanent storage. placed in storage for more than 90 days.	Blied shipment weight lbs at	Cwf		
	ve requested Storage-In-Vehicle for a period of	Stairs at Distance Carry at	Cwt		
days at ar	agreed upon rate of \$ per day.	Elevator at	Cwt		
Storage in Transit	Cuff	Extra pickup/del at	ea		
Trans to/from Whse	lbs at Cwt	Piono at	perstop		
Storage per month	lbs at Cwt	Piano carry at	ea		
Whse Handling in/out Add1 Valuation \$	fbs at Cwt at per \$100	Overtime Labor at Mileage	perhour		
Permanent Storage	Cuft	Fuel Surcharge 1.5 %	690		
	at per hour	Materials, Additional Services			
ge per month	fbs at Cwt	Maioridis, Additional Services			
Whise Handling in/out	lbs at Cwt	. Dishpacks at	perunit		
Add1 Valuation \$ Pickup/Load Vaults	at per \$100	Less than 3.0 cuft ctns at	perunit		
Oversized Items	atper vault	. 3.0 cuft ctns at	perunit		
Storage	months per month	. 6.0 cuff ctns at	perunit		
Delivery of Vaults		Wardrobe ctns at	perunit		
Declarations (Custome	er must initial preferences)	Crib matt at	perunit		
A S Rights and Respons	sibilities Guide:	Single matt at	perunit		
	e, or I declined a copy of the brochure "Your Rights	Double matt at	perunit		
	as a Moving Customer*. comer must initial option selected	Queen matt at King matt at	perunit		
Basic Valuation: I re	elease this shipment to a value of \$.60 per pound	King box ctn at	perunit		
per article	ation: I release this shipment to a value of \$2 per	Mitror ctn at	perunit		
	ipment wt. at rate of \$ per \$100 of declared	Crates cuft at	perunit		
value. Or:		Appliances at	perunit		
i deciare a lump :	sum total dollar valuation of this entire shipment of and select the following:	Add1 Labor at	perhour		
Replacement Cost	Coverage/\$300 Deductable: I release this	Ferry or Bridge Toll at			
	e of \$3.50 per pound times the shipment wt. at a 100 of declared value.				
Replacement Cost	Coverage/No Deductable: I release this shipment	Subtotal Moving, Packing, Materials, S	torage Charges 460.00		
	per pound times the shipment wt. at a rate of \$	-	_690		
per \$100 of declare Estimates: The custo	ea value. Omer must initial option selected	Add	tional Valuation		
I did not request a v	written estimate on this shipment and understand I				
will be required to p	pay charges as shown on this contract ipment is moving under a binding estimate and		tal Amount Paid		
	ed to pay the amount shown on the estimate		111.0.03		
I understand this shi	pment is moving under a non-binding estimate. If		Balance Due 466-90		
	on the bill of lading exceed the charges on the te given me by the carrier, the carrier must release				
the shipment to me	upon payment of no more than 110% of the	Payment (Customer must initial): The	customer and carrier agree that		
	and will extend credit for 30 days in which I must	payment, at time of delivery, will be n	node by:		
	due. In no case will I be required to pay more than te (plus any supplements) for mileage rated	Comments Cosh Comments	Billed to YWCHX		
shipment, or more to	than 125% of the estimate plus supplements for	Santificials	1		
hoully rated shipme	ents.				
	ristand this contract thoroughly, and release				
My goods to the carrier	r subject to the terms and conditions above.	1			
(1) Olima	Someth 5/30/62	. All goods were received in good cond	ltion, except as noted on this		



Toll-Free: (800) 936-5674 Tel: (206) 213-0426 Fax: (206) 764-7834

Uniform Household Goods Bill of Lading Intrastate Customer: This bill of boding establishes a contract between you and the household goods called. The	STRATES Instruction	ons and authorizes	the carrier to m	iove, si	hip, pack, store a	ATE: 08 /	e services shown.
Before you sign this document it is important that you read the entire document, including the nex information received from the center or the center's representative(s). This contract is subject to conditi	t page, and that ions on the back	you ask for an expi of this form.	ianaton or any	mingth	at is not clear or	mat is different to	arrany piewous
Rights and Responsibilities The center gave me, or I declined a copy of the brochure, "Your Rights and Responsibilities as a Movim	Guide (customer g Company Cus	must sign this sec tomer."	tion)				
Customer Signature: X						Date	9:8/18/05
FROM	推到的影響	100	和数据数据	ķŢ	Q S	的特殊的	以外的 是含分
Customer: Julie Wheeler (206)718-3700	Custome	er: Julie V	Nheeler				
Pick Up Address: 12510 SE 80th. Way	Delivery	Address:	13235 S	E 55	th Place		
City: Newcastle ST: WA Zip: 98056	City: B				ST: V	/A Zip:	98006
Stops At: Storage Facility to be advised		In-Transit A	At: Non	e	DICKED HE	ny I	
Weight OF SHIPMENT: (Weight Tickets Attached)	JOB CO			+	PICKED UF BOOKED		
Gross Weight:	DATE	TRIP NO.		DI	RIVER NAME		EQUIP NO.
Net Weight:Lbs.	8/18/05	1	Bakky	Cor	etantibo-		TS-22
EXPEDITED SHIPMENT: Moving at weight ofpounds.	0/10/03	<u> </u>	181.00		7	1	10-22
Actual weight ispounds, and agreed to by customer.			Ti	ME R	ECORD	4713	-
Customer's Signature: X	4	Men & Tru	CK (1 hour n	nînimu	ım + Travel Tin	ne)	1
	1	Reg. Hours	@ \$1	25	Per Hour =	charges	\$ 025.00
Exclusive Use: Customer requests exclusive use of vehicle by signing below. Customer Signature: X	151	Overtime Hr	1	35	Per Hour =	charges	\$ 11777 67
NOTE: The customer must indicate choices made on the items shown	Mover 1	2:326	Stop Tim	7	5.45 PA	Total Hrs:	1 875
below by Initialing the appropriate line.	Start Time: Mover 2	7 10		-+-		Total Hrs:	2/2
The customer and carrier agree that payment, at time of delivery, will be	Start Time: Mover 3	9:AV-	Stop Tim	+	5; 95 PM		×/-/
made by:	Start Time:	14, VM	Stop Tim	e:	5345 84	Total Hrs:	8/2/
CashMoney OrderCertified CheckCredit Card	Mover 4 Start Time:	9: AM	Stop Tim	e:	5145 m	Total Hrs:	5 1/2
Personal Check Business Check Debit Card If credit arrangements are made, bill to:				PAC	KING MATERIA		72
	Diele De de	Description		+	Quantity	Rate	Amount
NAME:	Dish Pack Cartons Less than 3 cubic feet						·
ADDRESS:		3.0 cubic ft.	ibic teet	-			-
ADDITIONAL;	4.5 cubic ft.						
ESTIMATES: The customer must initial the option selected.	6,0 cubic ft.						
I did not request a written estimate on this shipment and understand I will be required to pay	6.5 cubic ft.						
charges shown on this contract. I understand this stripment is moving under a binding estimate and that I will be required to	Wardrobe cartons						
By the amount stown on that estimate. Understand this skipment is moving under a non-binding estimate.	Mattress cartons (crib)						
NOTE: If the charges shown on this bill exceed the charges in the non-binding estimate given to me	Mattress cartons (twin)						
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 30 days in which I must pay the remainder due. In	Mattress cartons (double)						
no case will if be required to pay more than 115% of the estimate (plus any supplemental estimates) for mileage rated shipments nor more than 125% of the estimate (plus supplements) for hourly rated		artons (queen)	+			ļi
shipments.		artons (king)		+			-
VALUATION: The customer must initial the option selected.		tainers Minimu	cubic feet	+		<u> </u>	
Basic Value Protection. I release this shipment to a value of 60 cents per pound per article.	Boyes or C	Crates Minimu		+			
Depreciated Value Protection. I release this shipment to a value of \$2 per	Boxes or C		cubic feet	+			
pound times the shipment weight.		Packing Mater	-	\top			
Or, I declare a lump sum total dollar valuation on this entire shipment of:	Other:						
\$ and select the following option:	TOTAL PA	CKING AND M	ATERIALS (CHAR	GES	\rightarrow	\$
Replacement Cost Coverage with a \$300 Deductible		DETAILS TRANS	PORTATION	VAL	UATION AND S	ERVICES PRO	
(Declared value must be at least \$3.50 times the weight of shipment.)	Service:		-1.100				1,097.50
Replacement Cost Coverage with no deductible. (Declared value must be at least \$3.50 times the weight of shipment.	Transporta	rage-in-transit	mi. Wt.	-			
(Declared value must be at least \$3.00 times the weight of shipment.		e to destinatio		ti.			
		transit, 30 da					†
SQORAGE: If shipment will be placed in storage, the customer must initial the option	-	e handling in/o		+			
setipoled:		aluation charge					
This bipment is to be placed in storage for a period of less than 90 days (Storage In-Transit).	Extra Stop	s					
	Hoisting o	piano handlir	ng .				
This shipment is to be placed in storage for more than 90 days (Permanent Storage)	Stairs, etc.	vators, long ca	rries				
This shipment is to be placed in storage in transit for an unknown period of time, I understand that on the 91" day of storage the shipment becomes permanent		ation valuation	charges		UVOS SISTEMATINI		1000
I understand that on the 91" day of storage the shipment becomes permanent Storage	Fuel Surch	arge		100		@ 1.5%	\$ 646
	Other:	R TRANSPORT	ATION VA	LIATI	ON SERVICE	-s -	\$
		TH SECTION		-OAH	ON CERVICE		\$
		OUNT PREP					\$
// , /		DUE FROM		ER		\$1	111396
All goods were received in good condition, exc					forh.	. 17	Bie an-
Receipt for goods:	Delivery red		eler's Signat	J)	uh	Wi	78,05 Date



Toll-Free: (800) 936-5674 Tel: (206) 213-0426 Fax: (206) 764-7834

Uniform Household Goods Bill of Lading Intrastate					TE: <u>08 /</u>	
Customer: This bill of lading establishes a contract between you and the household goods carrier. Ric Before you sign this document it is important that you read the entire document, including the nex information received from the certifer or the certifer's representative(s). This contract is subject to condi-	confirms instructe t page, and that ions on the back	ons and authorizes: you ask for an expli of this form.	the carrier to mow anation of anythin	a, ship, pack, slose as g that is not clear or t	nd/or perform the hat is different fr	services shown. om any previous
Rights and Responsibilities The carrier gave me, or I declined a copy of the brochers, "Your Rights and Responsibilities as a Movin Customer Signature: X.	Guide (customer g Company Cust மீ	must sign this sect tomer."	ion)			Date: 68 / 17 / 05
FROM A PLANTAGE AND A	樂的學			тоу, ж	精神	40000000000000000000000000000000000000
Customer: Bonnie Yune (206) 228-8949	Custome	er: Bonnie	Yune			
Pick Up Address: 2009 N. 154th. Place	Delivery	Address:	5416 162n	d St. SW		
City: Shoreline ST: WA Zip: 98133	City: E	dmonds		ST: W	A Zip:	98026
Stops At: None		In-Transit A	t: None			
WEIGHT OF SHIPMENT: (Weight Tickets Attached)	JOB CO			PICKED UP		
Gross Weight:Lbs. Weighmaster:	PACKED			BOOKED	BY	
Tare Weight:Lbs. Weighmaster:	DATE	TRIP NO.		DRIVER NAME		EQUIP NO.
Net Weight:Lbs.	8/17/05	1	Bobby Co	nstantino		TS2
EXPEDITED SHIPMENT: Moving at weight ofpounds.						
Actual weight ispounds, and agreed to by customer.				RECORD		
Customer's Signature: X	3	Men & Truc	CK (1.Hour min	mum + Trave Tin	ne)	
Exclusive Use: Customer requests exclusive use of vehicle by signing below.	10	Reg. Hours	<u>6</u> \$97	Per Hour =	charges	\$
Customer Signature: X		Overtime Hrs	i.@	Per Mour =	charges	\$
NOTE: The customer must indicate choices made on the items shown	Mover 1	8:30	Stop Time:	6:30	Total Hrs:	10
below by initialing the appropriate line.	Start Time: Mover 2		+	W 20	Total Hrs:	I VO - LYKE
The content and an electric way that are not at the content at the	Start Time:	8:30	Stop Time:	0:30	Total rins:	10 hrs
The customer and carrier agree that payment, at time of delivery, will be made by:	Mover 3 Start Time:	8:30	Stop Time:	6:30	Total Hrs:	10 hec
CashMoney Order Certified Check Credit Card	Mover 4 Start Time:		Stop Time:		Total Hrs:	
Personal CheckBusiness CheckDebit Card	Otal Time:		DETAILS OF P	ACKING MATERIA	LS	
If credit arrangements are made, bill to:		Description	·	Quantity	Rate	Amount
NAME:	Dish Pack					
ADDRESS:		Less than 3 cu	bic feet			
ADDITIONAL:		3.0 cubic ft.				
ESTIMATES: The customer must initial the option selected.		4.5 cubic ft.				
		6.0 cubic ft. 6.5 cubic ft.				
I did not request a written estimate on this shipment and understand I will be required to pay charges shown on this contract.	Wardrobe			-		
I understand this shipment is moving under a binding estimate and that I will be required to pay the amount shown on that estimate.		artons (crib)				
upderstand this shipment is moving under a non-blinding estimate.		artons (twin)				1
NOTE: If the charges shown on this bill exceed the charges in the non-binding estimate given to me by the carrier, the carrier must release the shipment to me upon payment of no more than 110% of		artons (double))			
the estimated charges and will extend credit for 30 days in which I must pay the remainder due. In no case will I be required to pay more than 115% of the estimate folusions supplemental estimates:		artons (queen)				
for mileage rated shipments nor more than 125% of the estimate (plus supplements) for hourly rated shipments.	Mattress c	artons (king)				
VALUATION: The customer must initial the option selected.	Glass Con	tainers Minimu	m			
Basic Value Protection. I release this shipment to a value of 60 cents per	Glass Con	tainers	cubic feet			
pound per article.	Boxes or C	rates Minimun	1			
percelated Value Protection. I release this shipment to a value of \$2 per pound times the shipment weight.	Boxes or C	rates	cubic feet			
2	Appliance	Packing Materi	als			
I declare a lump sum total dollar valuation on this entire shipment of:	Other:					
\$and select the following option:		CKING AND MA			<u> </u>	\$
Replacement Cost Coverage with a \$300 Deductible		DETAILS TRANSI	PORTATION, V	ALUATION AND S	ERVICES PRO	OOA A
(Declared value must be at least \$3.50 times the weight of shipment.)	Service: Transporta	lion	ni, Wt.			170.
Replacement Cost Coverage with no coductible. (Declared value must be at least \$3.50 times the weight of shipment.	r	rage-in-transit				
(to destination				
		transit, 30 day				
STORAGE: If shipment will be placed in storage, the customer must initial the option		handling in/or				
relected:		fuation charge				
This shipment is to be placed in storage for a period of less than 99 days (Storage-In-Transit).	Extra Stops	5				
	Hoisting or	piano handling	}			
This shipment is to be placed in storage for more than 90 days (Permanent Storage):	Stairs, elev	ators, long car	ries			
This shipment is to be placed in storage in transit for an unknown period of time, I understand that on the 91" day of storage the internent becomes permanent	Transporta	tion valuation o	harges	NAME OF TAXABLE PARTY.		
I understand that on the 91" day of Storage the shipment becomes permanent Storage.	Fuel Surch	arge		DESCRIPTION OF THE PROPERTY OF	@ 1.5%	<u> 14.55</u>
	Other:	. T			_	1
				TION, SERVICE	s —	\$ 984
		TH SECTIONS OUNT PREPA		11.	7	106 4
			7/100	r jur	7	700
All goods were received in good condition, exel		DUE FROM			7 3	131. (0)
	Delivery rec		Janes	()mis	il at	12.05
Direr's Signature Date	Downery 180		ner's Signature	MINO	~ ;	Date //



Toll-Free: (800) 936-5674 Tel: (206) 213-0426 Fax: (206) 764-7834

Uniform Household Goods Bill of Lading Intrasta Customer: This bill of lading establishes a contract between you and the household perform the services shown. Before you sign this document it is Important that yo		confirms instruction	ons and authoriz		move, ship, pa-	ck, store and/or
anything that is not clear or that is different from any previous information received fi this form.	om the carrier or t	ha carner's repres	sentative(s). In	is contract is sub	ject to condition	ns on the back of
Rights and Responsibility The carrier gave me, or I declined a copy of the brochure, "Your Rights and Respon Customer Stanature: X.					Date: 8	4.05
FROM Asset Services	5. 14. 14. 15. 15. 15. 15. 15. 15. 15. 15. 15. 15	Chief (Fig. 1)	AND THE	TOWN		AND SERVICE
Customer: Marie Hardie	Custom					
Pick Up Address: 2320 N. 59 th St.	Delivery	Address:	1619 Belm	ont Ave. E.	, Apt. 208	
City: Seattle ST: WA Zip: 98103	City: \$	Seattle		ST: V	/A Zip:	98103
Stops At:	Storage	In-Transit A	t:			
WEIGHT OF SHIPMENT: (Weight Tickets Attached)	JOB C	ODE		PICKED UP		
Gross Weight:Lbs. Weighmaster:	PACKE			BOOKED	BY	
Tare Weight:Lbs. Weighmaster:	_ DATE	TRIP NO.		DRIVER NAME		EQUIP NO.
Net Weight:Lbs.						
EXPEDITED SHIPMENT: Moving at weight ofpounds.						L
Actual weight is pounds, and agreed to by customer.				RECORD		
Customer's Signature: X	_ 2/1	Laborers &		te start and stop	time chart befo	
Exclusive Use: Customer requests exclusive use of vehicle by signing below	v 4hx-	Reg Hours (® \$70	Per Hour =	charges	\$ 980
Customer Signature: X	_ .	Overtime Hrs	.@	Per Hour =	charges	\$
NOTE: The customer must indicate choices made on the items shown	Mover 1	O'MC	Stop Time:	12015	Total Hrs:	U
below by initialing the appropriate line.	Start Time: Mover 2	8.45		12:45	Total Hrs:	J.
	Start Time:	8:45	Stop Time:	12:45		7
The customer and carrier agree that payment, at time of delivery, will be made by:	Mover 3 Start Time:		Stop Time:		Total Hrs:	
Cash Money Order Certified Check Credit Card	Mover 4 Start Time:		Stop Time:		Total Hrs:	
Personal Check Business CheckDebit Card	Start Tarris.		DETAILS OF P	ACKING MATERI	ALS	
If credit arrangements are made, bill to:		Description		Quantity	Rate	Amount
NAME:	Dish Pack					
<u>.</u>	Cartons -	Less than 3 cu	bic feet			ļ
ADDRESS;	·	3.0 cubic ft.				·
ADDITIONAL:		4.5 cubic ft.				
ESTIMATES: The customer must initial the option selected.		6.0 cubic ft.				
I did not request a written estimate on this shipment and understand I will be required to pu charges shown on this contract.	· -	6.5 cubic ft.				
charges shown on this control. I by the amount shown on that estimate Applies the charge of the ch	Wardrobe					
All Indergian This ale		Mattress cartons (crib) Mattress cartons (twin)				
Mother of the charge NOTE.		cartons (double)			
the estimated charge month will be responsed in the month of the control of the c		cartons (queen)				
for mileage rated shi		cartons (king)				
VALUATION: THE ESTITION WAS		ntainers Minimu	ım			
Mildred Value of mark on	Glass Co	ntainers	cubic feet			
pound per ari	Boxes or	Crates Minimur	n			
Depreciated \ nound times to	Boxes or	Crates	cubic feet			
2		Packing Mater	ials			
I declare a lump	Other:					
5	OTAL P	CKING AND MA			SEDVICES BRO	\$ NIDED
Replacemi	arvice:	DETAILS TRANS	FOR IAHON, V	ALUATION AND	MINTOES PRO	280,00
(Declared v	ansport	ation	mi. Wt.			-1001
Replaceme (Declared vs.		orage-in-transit				
Pocusion 46		se to destination				
Service Control of the Control of th		n-transit, 30 day				
STORAGE: If shipment will be placed in storage, the customer must initial the option		se handling in/o				
selected:	Storage \	/aluation charge	98			
This shipment is to be placed in storage for a period of less than 90 days (Storage-In-Transit).	Extra Sto	ps				
This shipment is to be placed in storage for more than 90 days	Hoisting of	or piano handlin	g			
(Permanent Storage).		evators, long ca				
This shipment is to be placed in storage in transit for an unknown period of tin	10,	ation valuation	charges	STATE OF THE PARTY.	0.4554	1, 1172
I understand that on the 91* day of storage the shipment becomes permaner Storage.		harge			@ 1.5%	184.20
· · · · · · · · · · · · · · · · · · ·	Other:	Talliana	ATION MALL	TION CENTO	Ec -	14
		OTH SECTION		ALION, SERVIC	E0 .	1.9
		MOUNT PREP				
1		E DUE FROM		2 /	\$,	784.70
All goods were received in good condition	, except as noted	on this contrac	or on the love	entory form.	^	2/
Receipt for goods. James James 18/4 105	Delivery re	ceipt: X	Nelter	11	7 V	14 105
Description Dela		Custo	mer's Signature	11		Date

TempStore Moving Co. P.O. Box 81064				BILL OF I	A DONAS ANI NA	DE0	
Seattle, WA 98108					ADING NUM! E ORDER TA		
HG 60620	dina				MOVE		15-05
Customer: This bill of lading establishes a of authorizes the carrier to move, ship, pack, store it you first read the entire document, includifferent from any previous information received in the state of this form.	ontract between and/or perform	the services snown.	Betc	ore you	aign this do	cument it	is Importar
Rights and Res	noneibilition Cu	Ida /auda-a-a-					
				mes as a		ompany C	ustomer
	HIGH STATES AND STATES AND STATES AND STATES	Customer:	arin III III	A SHIP TO SHIP THE SH		WHEN THE WIND	HEALT TO VE
Pick Up Address:		Delivery Address:	114:	31 7	ware	Lilau i	.)
City: North Bend State: WA	Zip:	City: Morrysuil	le.		State:		98271
Stops At:		Storage-In-Transit A					70 -2 71
WEIGHT OF SHIPMENT: (Weight Tickets A)	itached)	JOB CODE			PICKED UP	BY	
Gross WeightLbs. WeighmasterLbs. WeighmasterLbs. Weighmaster		DATE TRIP NO). T		ORDE -: BOOK	GED BA	EQUIP. NO
							Eddir. NO
Expedited shipment: Moving at weight of	pounds		ユ				
Actual weight is: pounds. Agreed Customer's Signature:	to by customer:	2 VALLABORERS	& VAN	Comple	ECORD	some chall	() A
Exclusive Use: Customer requests exclusive use of vehic	0 h t t t t	REG HOURS	3 Q _ 7	المعا	te start und stop ER HOUR = Ch	HARGES T	75.00-2
Customer's Signature:	e by signing below:	Person 1: Start Time 8.3	io -		ER HOLIR = CI	Total Hours	7 6
		Person 2: Start Time 9:	30	atab is			
Note: The customer must indicate choices m	ade on the 🔺	Person 4: Start Time		Stop Tin	ne	_ Total Hours _ Total Hours	
items shown below by initialing the appropr	late line.	Deta	ils of p	ecking a	nd packing n	The second section is not a second	
PAYMENT: The customer and carrier agree that payment, will be made by:	at time of delivery,	Description	on		Quantity	Rate	Amount
cash money order certified chec	k credit card	Dish pack					
personal check business check	debit card	Cartons - Less than 3 c	ubic fe	et	 _		
if credit arrangements are made, bill to: NAME:		3 cubic feet 4-1/2 cubic fe	<u>at</u>	· ·		 `	
ADDRESS:	-	6 cubic feet	91		 	 	-
ESTIMATES: The customer must initial the option selected:		6-1/2 cubic fe	et				
I did not request a written estimate on this shipmer		Wardrobe cartons					
Will De required to pay change shows on this conti	raat	Mattress cartons - crib					
understand this shipment is moving under a bind will be required to pay the amount shown on that		Mattress cartons - twin					
1 Understand this shipment is moving under a now	hinding settmate	Mattress cartons - doub Mattress cartons - quee					
NOTE: If the charges shown on this bill exceed the non-binding estimate given me by the carrier, the	nardar parent ralamen	Mettress cartons - king					
		Glass containers minime	ım				
estimated charges and will extend credit for 30 day pay the remainder due. In no case will I be require	is in which I must ad to pay more than	Glass containersc	ubić fe	et			-30
rated shipments nor more than 125% of the estima		Boxes or crates minimur					
supplements) for nouny rated shipments.	no (pieco		ubic te	et			
VALUATION: The customer must initial the option selected:		Appliance packing mate: Other:	riais			-	-
Basic value protection. I release this shipment is	a value of 60	Total packing and mater	ials cha	arges -			
cents per pound per article. Depreciated Value Protection. I release this ship	ment to a value of	Details trans			tion and ser	vices provid	ded:
\$2 per pound times the shipment weight.		Service:					
I declare a lump sum total dollar valuation on this e	ntire shipment of:		i. Wt				
\$and select the follow Replacement Cost Coverage with a	ring option:	Trans. storage-in-transit Warehouse to destinatio					
(Declared value must be at least \$3.50 til	mes weight of	Storage-in-transit, 30 day	Property	mi.			
shipment.) Replacement Cost Coverage with no de	eductible.	Warehouse handling in/o		a June 1			
(Declared value must be at least \$3.50 to shipment.)		Storage valuation charge					1
TORAGE: If shipment will be placed in storage, the custom	or much initial the P	Extra stops					
option selected:		Hoisting or plano handli					
This shipment is to be placed in storage for a period		Stairs, elevators, long ca					
days (storage in transit). This shipment is to be placed in storage for more the		Transportation valuation	-				- N
(permanent storage).		Other:	Post	ane 1			1.10
This shipment is to be placed in storage in transit to period of time), I understand that on the 91st day of	or not continuous	Total for transportation, v	aluatio	n, service	s 		
shipment becomes permanent storage.	E	TOTAL BOTH SECTION					
		ESS AMOUNT PREPAI					1
		BALANCE DUE FROM					1602.W
All goods were received in good	condition, except a	is noted on this contra	ct or o	n the inv	entory logn.	_	
for goods ame /ant		Delivery receipt	en	no	(132)	103	Is/as
	Date	Custo	omer's	signature		,	Date
amage noted:							



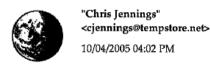
Toll-Free: (800) 936-5674 Tel: (206) 213-0426 Fax: (206) 764-7834

Uniform Household Goods Bill of Lading Intrastate (Local)					TE: 08 /	
Customer: This bit of tading establishes a contract between you and the household goods carrio; it is Before you sign this document it is important that you need the entire document, including the east information received from the eartier or the carrier's representative(s). This contract is subject to condition	enfirms instruction that	ons and authorizes you ask for an expli-	the carrier to move anation of anything	ship, pack, slore a that is not clear or t	nd/or perform the hat is different fro	services shown. m any previous
Rights and Responsibilities C The carrier gave me, or I declined a copy of the brochure. Your Fights and Responsibilities as a Moving	Guide (customer g Company Cus	must sign this sect lomer."	ion)			
Customer Signature: X	PERMIT	ESCOVERNO CONTRA	THE SECOND	- Territoria		:8/19/05
FROM	STREET, P. CO. STORES	Wardings Add assessment	AND THE PROPERTY OF THE PARTY OF	TO TO		
Customer: Chris Tucker Pick Up Address: 5005 Davis Ave. S., #A	Custome	er: Chris Address:		193 rd Pl.		
City: Renton ST: WA Zip: 98055	City: R		11020 02		/A Zip:	98055
Stops At:		In-Transit A	t: None			
WEIGHT OF SHIPMENT: (Weight Tickets Attached)	JOB C			PICKED UP		
Gross Weight: Lbs. Weighmaster: Weighmaster:	PACKEE	TRIP NO.		BOOKED DRIVER NAME	ВТ	EQUIP NO.
Tare Weight:Lbs. Weighmaster: Net Weight:Lbs.	8/19/05	1.		onstantino		TS-22
EXPEDITED SHIPMENT: Moving at weight ofpounds.	0/10/03	1.	DODDY O	Motantino		10-22
Actual weight ispounds, and agreed to by customer.			TIME	RECORD		
Customer's Signature: X	3	Men & Tru	CK (1 hour mini	num + Travel Tin	ne)	
Exclusive Use: Customer requests exclusive use of vehicle by signing below.	78	Reg. Hours	@ \$10 0	Per Hour =	charges	\$ 750_
Customer Signature: X		Overtime Hrs	s.@	Per Hour =	charges	\$,
NOTE: The customer must indicate choices made on the items shown	Mover 1 Start Time:	10:30 AM	Stop Time:	G100 fn	Total Hrs:	7%
below by initialing the appropriate line.	Mover 2		Stop Time:	C:00 12	Total Hrs:	2/2
The customer and carrier agree that payment, at time of delivery, will be	Start Time: Mover 3	MA 05: 01	Stop Time:	6'20 Th	Total Hrs:	715
made by:CashMoney OrderCertified CheckCredit Card	Start Time: Mover 4	10:30-10	Stop Time:	6.WIK	Total Hrs:	1/2
Personal Check Business Check Debit Card	Start Time:			CKING MATERIA		
If credit arrangements are made, bill to:		Description		Quantity	Rate	Amount
NAME:	Dish Pack					
ADDRESS:		Less than 3 cu 3.0 cubic ft.	bic feet			
ADDITIONAL:		4.5 cubic ft.				
ESTIMATES: The customer must initial the option selected.		6.0 cubic ft.				
I did not request a written estimate on this shipment and understand I will be required to pay		6.5 cubic ft.				
charges shown on this contract. I understand this stripment is moving under a binding estimate and that I will be required to	Wardrobe					<u> </u>
pay the amount shown on that estimate. I understand this shipment is moving under a non-bindling estimate.		artons (crib)				
NOTE: if the charges shown on this bill exceed the charges in the non-binding estimate given to me by the carrier, the carrier must release the shipment to me upon payment of no more than 110% of		artons (twin) artons (double)			
the estimated charges and will extend credit for 30 days in which I must pay the remainder due. In nose will be required to pay more than 115% of the estimate (pius any supplemental estimates) for militage rated shipments nor more than 125% of the estimate (pius sary supplements) for hourly state.		artons (queen)				
for mileage rated shipments nor more than 125% of the estimate (plus supplements) for hourly rated shipments.	Mattress o	artons (king)				
VALUATION: The customer must initial the option selected.		tainers Minimu				
Basic Value Protection. I release this shipment to a value of 60 cents per	Glass Cor		_ cubic feet			
pound per article. Depreciated Value Protection. I release this shipment to a value of \$2 per	Boxes or 0	Crates Minimur	ouble feet			
pound times the shipment weight.		Packing Mater				
Or, declare a lump sum total dollar valuation on this entire stypment of:	Other:					
\$and select the following option:		CKING AND M			-	\$
Replacement Cost Coverage with a \$300 Deductible	Service:	DETAILS TRANS	PORTATION, V	ALUATION AND S	SERVICES PRO	VIDED
(Declared value must be at least \$3.50 times the weight of shipment.)	Transport	ation	mi, Wt			· · · · · · · · · · · · · · · · · · ·
——Replacement Cost Coverage with no deductible. (Declared value must be at least \$3.59 times the weight of shipment.		rage-in-transit	shipment			
		e to destination				•
STORAGE: If shipment will be placed in et. spe. the customer must initial the option		-transit, 30 day e handling in/o				
STORAGE: If shipment will be placed in st. light, the customer must intent the option selected:		aluation charge				
This stripment is to be placed in for a period of less than 90 days (Storage-to-Transit).	Extra Stop					
	Hoisting o	r piano handlin	9			
This shipment is to for more that 90 days (Permanent St.		vators, long ca				
This shipmesego in transit for an unknown period of time, underst;set_to shipment becomes permanent	Transport Fuel Surc	ation valuation	charges	UIOSSIUSSAI	@ 1.5%	\$1170
Storage.	Other:	retAa			W 1.578	14 1197
	TOTAL FO			ATION, SERVIC	ES 🗪	\$
		OTH SECTION				\$
		MOUNT PREP			\$ 15 *	15
All goods ware received in good condition, exc		e Due FROM on this contrac			19,	Mids
Receipt for yoods: Camp 1 18/19/05	Delivery re		((.(_)	V	8	, 19 , 05
Driver's Signature Date			mer's Signature	,		Date



Toll-Free: (800) 936-5674 Tel: (206) 213-0426 Fax: (206) 764-7834 DOT: 970528 WUTC: HG60620 ICC: MC429226

Uniform Household Goods Bill of Lading Int<u>rastat</u>e (Local) DATE: 08 / 20 / 05 Customer: This bill of lading establishes a contract between you and the hossehold goods carrier. It confirms instructions and authorizes the carrier to move, ship, pack, store and/or perform the services shown Before you sign this document it is important that you read the entire document, including the next page, 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's representative(s). This contract is subject to conditions on the back of this form. Rights and Responsibilities Guide (customer must sign this section)
The carrier gave me, or I declined a copy of the brochure, "Your Rights and Responsibilities as a Moving Company Customer." Date: 8 / 20 / 05 Customer Signature: X FROM Customer: Pablo Guzman Pablo Guzman Customer: Delivery Address: 13130 NE 120th Ln., #B-300 Pick Up Address: 10392 NE 12th St, #I-103 City: Kirkland ST: WA Zip: 98034 City: Bellevue 98004 ST: WA Zip: Storage-In-Transit At: Stops At: WEIGHT OF SHIPMENT: (Weight Tickets Attached) JOB CODE PICKED UP BY BOOKED BY PACKED BY Gross Weight: _Lbs. Weighmaster:_ EQUIP NO. DRIVER NAME DATE TRIP NO. _Lbs. Weighmaster: Tare Weight: TS-22 Net Weight: Lbs. 8/20/05 James Randolph EXPEDITED SHIPMENT: Moving at weight of pounds, and agreed to by customer. TIME RECORD 3 Men & Truck (1 hour minimum + Travel Time) Customer's Signature: X_ \$ 575,00 \$100 Per Hour = charges 5 3/4 Reg. Hours @ Exclusive Use: Customer requests exclusive use of vehicle by signing below. Per Hour = charges Overtime Hrs.@ Customer Signature: X Mover 1 Start Time: Mover 2 Total Hrs: 345 Stop Time: 53/4 NOTE: The customer must indicate choices made on the items shown below by initialing the appropriate line. 1A:01 Total Hes Stop Time: 53/4 MA : OF 3:45 Start Time: The customer and carrier agree that payment, at time of delivery, will be Mover 3 Stop Time: Total Hrs. 53/4 3145 MAIO Start Time: made by: Total Hrs: Ston Time: Certified Check Credit Card Cash Money Order Personal Check _____ Business Check _____ Debit Card If credit arrangements are made, bill to: **DETAILS OF PACKING MATERIALS** Amount Quantity Rate Description Dish Pack NAME: Cartons - Less than 3 cubic feet ADDRESS: 3.0 cubic ft. ADDITIONAL: 4.5 cubic ft. ESTIMATES: The customer must initial the option selected. 6.0 cubic ft. 6.5 cubic ft. I did not request a written estimate on this shipment and understand I will be required to pay charges shown on this contract. Wardrobe cartons I understand this shipment is moving under a binding estimate and that I will be required to pay the amount shown on that estimate. Mattress cartons (crib) Understand this shipment is moving under a non-blinding estimate. Mattress cartons (twin) NOTE: If the charges shown on this bill exceed the charges in the non-binding estimate given to me by the carrier, the carrier must release the shipment to me upon payment of no more than 110% of the astimated charges and will extend orbit for 30 days in which I must pay the remainder due. In no case will be required to pay more than 115% of the astimate (plus any appelmental estimation) for mileage rated shipments nor more than 125% of the estimate (plus asyaphementa) for hourly rated shipments. Mattress cartons (double) Mattress cartons (queen) Mattress cartons (king) VALUATION: The customer must initial the option selected. Glass Containers Minimum cubic feet Glass Containers Basic Value Protection. I release this shipment to a value of 60 cents per Boxes or Crates Minimum pound per article. Depreciated Value Protection. I release this shipment to a value of \$2 per pound times the shipment weight. Boxes or Crates cubic feet Appliance Packing Materials Other: I declare a lump sum total dollar valuation on this entire shipment of: TOTAL PACKING AND MATERIALS CHARGES and select the following option: DETAILS TRANSPORTATION, VALUATION AND SERVICES PROVIDED Replacement Cost Coverage with a \$300 Deductible (Declared value must be at least \$3.50 times the weight of shipment.) Service: Transportation _____ mi. Wt. Replacement Cost Coverage with no deductible. (Declared value must be at least \$3.50 times the weight of shipment. Trans. Storage-in-transit shipment Warehouse to destination: Storage-in-transit, 30 days or fraction Warehouse handling in/out STORAGE: If shipment will be placed in storage, the customer must initial the option Storage Valuation charges This shipment is to be placed in storage for a period of less than 90 days Extra Stops Hoisting or plano handling This shipment is to be placed in storage for more than 90 days Stairs, elevators, long carries Transportation valuation charges This shipment is to be placed in storage in transit for an unknown period of time I understand that on the $91^{\rm st}$ day of storage the shipment becomes permanent @ 1.5% \$ 8,6 Other: TOTAL FOR TRANSPORTATION, VALUATION, SERVICES \$ TOTAL BOTH SECTIONS (-LESS AMOUNT PREPAID) BALANCE DUE FROM CUSTOMER 583.60 on the inventory for good condition, except as noted on this contrac <u>8/2/05</u> Delivery receipt: X_ Receipt for goods Date



To <BYoung@wutc.wa.gov>

cc

bcc

Subject Re: Fw: Questions about documents

Betty,

I have placed my answers in brackets below your questions.

- > Chris I received the documents. Thank you for sending them so quickly.
- > I have one request for additional information and several questions:

>

On the move for customer Erica Jones (8/19/05) - please provide documents for the storage in transit, including inventory.

[[I will fax the additional documents to your attention]]

- > Documents still needed:
- >> Questions:
- > On the moves for customers Pablo Guzman (8/20/05) and Chris Tucker
- > (8/19/05), the letters "PC" are listed in several of the spaces reserved
- > for customer signature or initials. What does PC stand for?

[[That stands for passed by client or passed on by customer, meaning that when the driver arrived and gave the Smart Consumer Guide pamphlet and went over the valuation and estimate sections, the customer opted to not sign or more of those sections for wahatever reason. Everyone is clear now that this is not to be done. At the time I was cross training all employees to do the paperwork and one of them thought that was necessary when it wasn't.]]

- > On the move for customer Bonnie Yune (8/17/05), in the section on the > bill of lading marked, "(-Less Amount Prepaid)," someone has written in
- > "Travel Time?" next to the amount of \$196.91. What does this mean?

>

[[Bonnie short paid her move at the time of service because she did not want to pay travel time as she thought it was an elective service. I called her the next day and explained how the tariff and the travel time was calculated and then Michael called her and she agreed to pay half but no more. She still has not paid any of that travel time. The \$196.91 that appears in the less amount prepaid line is my figuring after the fact as to what she owed us still and had nothing to do with any deposits.]]

APPENDIX M



P.O. Box 81084 Toll-Free: (800) 936-5674
Seattle, WA 98108 Tel: (206) 213-0426
www.tempstore.net Fax: (206) 764-7834

Uniform Household Goods Bill of Lading Intrastate					ATE: 08 /	
Customar: This bill of lading establishes a contract between you and the household goods carrior, it. I Before you sign this document it is important that you read the entire document, including the sax internation received from the carrier or the carrier's representative(s). This contract is subject to conditionalism received from the carrier or the carrier's representative(s). This contract is subject to condition	confirms instruct opage, and that lions on the back	lons and outhorizes Lyou ask for an expl k of this form.	the camer to move anation of anythin	e, ship, pack, store a g that is not clear or	novor pemormum hat is different fr	om any previous
Rights and Responsibilities The carrier gave me, or I declined a copy of the enoughle. Your Rights and Responsibilities	Guide (custome	r must sign this sec	ion)			
Customer Signature: X	y company cos				Date	e: 8 / 19 / 05
TERON	46.00					
Customer: Erica Status Jones	Custome	er: Erica	T design	ones		
Pick Up Address: 1525 – 219 th Pl. SW City: Brier ST: WA Zip: 98036		Address:	71 S. Orca		VA Zip:	98108
City: Brier ST: WA Zip: 98036 Stops At:	City: S	-In-Transit A	t: Temp	Store Warel		30100
WEIGHT OF SHIPMENT: (Weight Tickets Attached)	JOB C		ш топпр	PICKED UP		
Gross Weight:Lbs. Weighmaster:	PACKE	OBY		BOOKE	PBY	
Tare Weight:Lbs. Weighmaster:	DATE	TRIP NO.		DRIVER NAME		EQUIP NO.
Net Weight:Lbs.	8/19/05	2	Chris Je	nnings		TS-18
EXPEDITED SHIPMENT: Moving at weight ofpounds. Actual weight ispounds, and agreed to by customer.			Time	RECORD		L
Customer's Signature: X	2	Men & Tru		mum + Travel Tir	ne)	
	マラ オ	Reg. Hours				\$ 225
Exclusive Use: Customer requests exclusive use of vehicle by signing below. Customer Signature: X		Overtime Hr	-	Per Hour	charges	\$
	Mover 1	1160		1 2 0		Τ
NOTE: The customer must indicate choices made on the items shown below by initialing the appropriate line.	Start Time: Mover 2	11:00	Stop Time:	2.00	Total Hrs:	3
	Start Time:	11:00	Stop Time:	2:00	Total Hrs:	3
The customer and carrier agree that payment, at time of delivery, will be made by:	Mover 3 Start Time:		Stop Time:		Total Hrs:	
CashMoney Order Certified CheckX_Credit Card	Mover 4 Start Time:		Stop Time:		Total Hrs:	
Personal Check Business Check Debit Card		Decedelies		Quantity	ALS Rate	Amount
Name:	Dish Pack	Description		Quantity	raie	Paritounic
ADDRESS:	Cartons -	Less than 3 ca	ıbic feet			
		3.0 cubic ft.				
ADDITIONAL:		4.5 cubic ft.				
ESTIMATES: The customer must initial the option selected.		6.0 cubic ft. 6.5 cubic ft.		-		
I did not request a written estimate on this shipment and understand I will be required to pay charges shown on this contract.	Wardrobe					1
I understand this shipment is moving under a binding estimate and that I will be required to pay the amount shown on that estimate.		cartons (crib)				
understand this shipment is moving under a non-binding estimate.	Mattress	cartons (twin)				
NOTE: If the charges shown on this bill exceed the charges in the non-binding estimate given to me by the center, the carrier must release the shipment to me upon payment of no more than 110% of the estimated charges and will extend credit for 30 days in which I must pay the remainder due. In		cartons (double				
no case will I be required to pay more than 115% of the estimate (plus any supplemental estimates) for miteage raied shipments nor more than 125% of the estimate (plus supplements) for hourly raied		cartons (queen)			-
VALUATION: The customer must initial the option selected.		cartons (king) ntainers Minim	um.			
403-0	Glass Cor		cubic feet			
Basic Value Protection. I release this shipment to a value of 60 cents per pound per article.	Boxes or 0	Crates Minimu	m			
Depreciated Value Protection. I release this shipment to a value of \$2 per pound times the shipment weight.	Boxes or 6		cubic feet			
Or,		Packing Mate	rials			
I declare a lump sum total dollar valuation on this enlire shipment of:	Other:	ACKING AND M	ATERIALS CH	ARGES		\$
\$ and select the following option:				ALUATION AND	SERVICES PRO	OVIDED
——Replacement Cost Coverage with a \$300 Deductible (Declared value must be at least \$3.50 times the weight of shipment.)	Service:					225,0
Replacement Cost Coverage with no deductible.			mi. Wt.			<u> </u>
(Declared value must be at least \$3.50 times the weight of shipment.		orage-in-transit				
		-transit, 30 da		dela e de		11000
STORAGE: If shipment will be placed in storage, the customer must initial the option		e handling in/o	******			7
selected:	Storage V	aluation charg	es			
This shipment is to be placed in storage for a period of less than 90 days (Storage-In-Transit).	Extra Stop					
This shipment is to be placed in storage for more than 90 days		r piano handlir waters, long ca				
(Permanent Storage).		ation valuation				
This shipment is to be placed in storage in transit for an unknown period of time, I understand that on the 91" day of storage the shipment becomes permanent	Fuel Surc				@ 1.5%	\$3.37
Storage.	Other:					
				ATION, SERVIC	ES -	\$
	I TOTAL B	OTH SECTION		·		+
	(-LESS A	MOUNT PREP	AID)			
		MOUNT PREP		₹ ■	\$	298,3

	• • • • • • • • • • • • • • • • • • •	
	Erica Jones 8/31/05	
1.	Storage In Transit Calculation	ıs:
	3.5'L x 8H x 7.5W =210 Cubic F	eet
	210 x 7 pounds = \$14.70	
	\$14.70 x 4.75 ≈ \$69.83 rounded	up to \$70.00 Total SIT Rate
	Key: 3.5 L = Length 8 = Height	
	7.5 = Width	,~



"Chris Jennings" <cjennings@tempstore.net> 11/17/2005 10:27 AM

To <BYoung@wutc.wa.gov>

cc

bcc

Subject Re: Fw: Questions about documents - Please respond

Hi Betty,

Sorry for the delay but I had to wait for Michael to get back to me on it. He charged according to the pg 39 chart but incorrectly calculated it as he used the total minimum charge amount as his multiplier. Therefore, we owe this customer a refund and he will cut a check to her this week.

Thanks, Chris Jennings

```
> Chris -- I haven't heard back from you on this question. Thanks.
>
> Betty Young
> Compliance Specialist
> Business Practices Investigations
> Washington Utilities & Transportation Commission
> (360) 664-1202
> ---- Forwarded by Betty Young/WUTC on 11/15/2005 09:53 AM ----
> Betty Young/WUTC
> 11/08/2005 07:33 AM
>
>To
> "Chris Jennings" <cjennings@tempstore.net>
>cc
>
> Subject
> Re: Fw: Questions about documents
>
>
> Thanks -- My concern is that, according to Tariff 15-A, the maximum rate
> to be charged per 100 pounds stored is $1.60. How did you arrive at
> $4.75?
>
```

```
> "Chris Jennings" <cjennings@tempstore.net>
> 11/07/2005 03:14 PM
>To
> <BYoung@wutc.wa.gov>
> cc
> Subject
> Re: Fw: Questions about documents
> Betty-I am sorry, it should read like this:
> 1470 cubic feet x$4.75 =$69.83 then rounded up to $70. Sorry, I was
> going too fast when replying to this the first time. I am sure that
> will answer your question.
> Thanks,
> Chris
> Chris -- in your SIT calculations, how did you come up with $14.70 x
>> Where did the 4.75 figure come from and what does it represent?
>>
>>
>>
>> Thanks,
>> Betty Young
>> Compliance Specialist
>> Business Practices Investigations
>> Washington Utilities & Transportation Commission
>> (360) 664-1202
>>
>>
>>
>> "Chris Jennings" <cjennings@tempstore.net>
>> 11/03/2005 03:51 PM
>>
>> To
```

APPENDIX N

FINAL BILL AT TIME OF CUSTOMER OF MOVE	
/ SEE ESTIMATE FOR COST	
JUNE ESTIMATETOR GOST	-

ACCEPTED BY CLIENT: Suble Maray

Packing Prices	Cost:	DROP OFF – MACKAY:	Cost	Úsed	Return	Final Cost:
Description: V,S	/.50	15	2250	- TA	-	
Box - Small - 1.5 Du Feet - New	\$2.00	12 + 30	42/			
Box - Medium - 3.0 Cu Feet - New	\$3.00	12+ 30	42/			
Box - Large - 4.5 Du Feet - New	\$4.00	20	80			
Box - XLarge - 3.(Cu Feet - New	\$5.00	16.80	0			
Box - Dish Pack	\$8.00	4	32			
Box - Wardrobe - Small - New / w/ Bars	\$5.50	10	55			
Box - Wardrobe - Large - New	\$8.00		0			
Box - Misc. XXL.	\$15.00		0			
Box - Lamp 2	\$3.00	5001 4	12			
0 Box - Mirror - s mill	\$5.00	5	25			
1 Box - Mirror - large	\$7.00	×2	14			
2 Box - Mattress	\$12.00		0			
3 Box - Bicycle	\$7.00		0			
4 Box - Misc. XXI.	\$5.00		0			
5 Box - Small - 1.5 Cu Feet - Recycle	\$1.00		0			
6 Box - Medium - 3.0 Cu Feet - Recycle	\$2.00		0			
7 Box - Large - 4.5 Du Feet - Recycle	\$3.00		0			
8 Box - XLarge - 6.0 Cu Feet - Recycle	\$4.00		0			
9 Box - Wardrobe - Small - Recycle	\$4.00		0			
Box - Wardrobe - Large - Recycle	\$5.00		0			
Box - Bicycle - RE cycle	\$4.00		0			
22 Box - Misc. XXI. Furniture	\$9.00		0			
23 Cardboard Sheets	\$1.00		0			
Tape - Packing	\$2.50	10 cin- 18	45	h		
Tape - Masking	\$1.25		0			
26 Tape - Blue Carpenter	\$3.00		0			
27 Bubble Wrap - Small - (per foot)	\$1.25	5	0			
28 Bubble Wrap - La ge - (per foot)	\$1.00		0			
29 White packing paper (per box)	\$8.00	25pds	2 16	8		
Newsprint (per lacx / ream)	\$5.00		0			
Multi-Ply Packing Paper (per sheet)	\$1.00)	0			
32 Shrinkwrap (based on 5 * 5 * 5 item)	\$5.00		0			
33 Mattress Bags (Clueen)	\$3.00	17 1/2017	2 6			
Mattress Bags (K. ng)	\$4.00		3 12			
34 Pallets	\$25.00		0			
Wood Crate	Depends on Size					
	Total:					

* second pulse / dopt on 5/10/2005

APPENDIX O



PHINE CO.	TEI HG-60620	MPSTORE MOVING C P.O. Box 81064 Seattle, WA 981 Toll Free: (800) 936 www.tempstore. info@tempstore.	108 Pack Load Sales Lonet Lonet Coord Lonet Lo
(-	Uniform Househ	old Goods Bill of	Lading Job Code
C This bill o' loding estr periorin services sho, in, Before	ablishes a contract between you sign this document if is it at the contract in	you and the household goods mportant that you first read the on received from the carrier or	is carrier. If confirms instructions and authorizes the carrier to move, pack, store, and/or e entire document, including the back, and that you ask for an explanation of anything or carrier's representative(s). This contract is subject to conditions on the back of this form.
	nz from day previous siliotinui	Office werd worth wise collier or	To 1.1
From	Val Edge	- 1	Customer Line VANTEDOV
Address 30 LL	C579 CN		Address and 8CLA 1131", LENE NE
City/State/Zip _SLATT	te, WA		City/State/Zip
H/Phone	Cel		H/Phone Cell
W/Phone	Pag		W/PhonePage
email			emall
Add'I Pickup Billing Address			Other
Hourly, Rated Moves	(-3-men)		1126.00 1
5/20/25 2 1 TO	Tobby T (5 mcs)	430 102	ks Depart Logs Total Her Press Total Her Press 00
-	01		Mileage Rated Moves
Storage If shipment will be placed in	to etclare the curtomer m	1	
Shipment is to be a days (Storage-In-Ti storage the shipme Shipment is to be p	placed in storage for a ransit). 1 understand the ent becomes permanen blaced in storage for mo e requested Storage-In-	period of less than 90 at on the 91st day of the storage. It storage. It storage. Vehicle for a period of	Actual Shipment Weight(ibs) Gross Tare Net Expedited Shipment Wt (cust sign here) Net Billed shipment weight Ibs at Cwt Stairs at Cwt Distance Carry at Cwt
	agreed upon rate of \$_	per day.	Elevator at Cwf
Storage in Transit	Cuft lbs at	Cwt	Extra pickup/del at per stop
Trans to/from Whise . Storage per month .	lbs at	Cwf	Piano carry at ea
Whise Handling in/out .	fbs at	Cwt	Overtime Labor at per hour
Add1 Valuation \$.	at	per \$100	Mileage Fuel Surcharge
onent Storage .	Cuft		Too day to the same of the sam
	at	per hour	Materials, Additional Services
Jge per month .	lbs at lbs at	Cwt	Dishpacks at perunit
Whise Handling in/out . Add! Valuation \$	at	per \$100	Less than 3.0 cuft cfns at per unit
Pickup/Load Vaults	at	per vault	3.0 cuft ctns at per unit
Oversized Items	at	ea	4.5 cuff ctns at per unit
Storage	months	permonth	6.0 cuft ctns at per unit wardrobe ctns at per unit
Delivery of Vaults	Zalani Kuntungan and		Crib matt at per unit
	r must initial preferences)		Single matt at per unit
Rights and Respons	e, or i declined a copy of	the brochure "Your Rights	Double matt at per unit
* I and Responsibilities	as a Movina Customer".		Superindii
Valuation: The customation: I re	omer must initial option se elease this shipment to a	value of \$.60 per pound	King maff at per unit King box ctn at per unit
per orticle			Mirror ctn at per unit
Depreciated Value	<u>ition;</u> I release this shipme ipment wt. at rate of \$	nr to a value or \$2 per per \$100 of declared	Crates cuft at per unit
value. Or:			Appliances at per unit
	sum total dollar valuation	of this entire shipment of ct the following:	Add1 Labor of per nour
Replacement Cost	Coverage/\$300 Deducto	able: I release this	renty of biloge for
shipment to a valu	e of \$3.50 per pound time	is the shipment wt. at a	2127 18
Pentacement Cost	100 of declared value. Coverage/No Deductor	ole: I release this shipment	
1 to a value of \$3.50	per pound times the ship	ment wt. at a rate of \$	
per \$100 of declare	ed value. omer must initial option s	elected	Additional Valuation
Y I did not request a	written estimate on this st	nipment and understand l	Total Relocation Charges 2111 b
will be required to	pay charges as shown or ripment is moving under a	this contract biodina estimate and	Total Amount Paid
that I will be require	ed to pay the amount shi	own on the estimate	1 2190 18
Lundorstand this st	nipment is moving under on on the bill of lading exc	non-binding estimate. If	Balance Due of 11 10
non-bindina estima	ate given me by the carri	er, the carrier must release	Payment (Customer must initial): The customer and carrier agree that
the shinment to m	e upon payment of no m	ore than 1 10% of the	payment, at time of delivery, will be made by:
now the remainde	s and will extend credit for a due. In no case will I be	required to pay more that	
115% of the estima	ate (plus any supplement)	s) for mileage rated	Comments
shipment, or more \(\hat{\text{hourly rated shipm}}\)	than 125% of the estimat	e bins and bie ments to	
	land this control	thereughly, and releas	20
nove read and und	er subject to the terms	thoroughly, and releas and conditions above.	
75-1	1 au		All goods were received in good condition, except as noted on this

APPENDIX P

					Ten	e psigi	re-
То:	Betty Young			Fax:	360-664-4291	ı	,
From:	Chris Jennings	\$		Date:	11/2/05	,	
Re:	Mileage Rated	Moves		Pages:	2 including c		
CC:					2 moldong C	over	
□ Urger	nt □ For Revi	ew	☐ Please Co	mment	☐ Please Reply	/ 🏻 Pleise i	Recycle
empStore Foll-Free:	that we did letted move but was done or	July	uone as an	rated m hourly	nove that was n	ot moved as a on July 25 th a	a and
	.						



MAIN OFFICE AND WAREHOUSE LOCATED AT:

71 S. Orcas Street Seattle, Washington 98188

P.O. Seat	pStore Moving Co. Box 81064 de, WA 98108					ADING NUME E ORCER TAI		
HE	160620 of La	NOVE DATE 7-15-05					15-05	
autho that y	omer: This bill of lading establishes a contest the carrier to move, ship, pack, stong out first read the entire document, includent from any previous information receions on the back of this form.	e and/or perform	ure services	snown. B	efore you s	sign this do	cument it i	is importar
The c	Rights and Res arrier gave me, or I declined, a copy of th ture of customer:	e brochure "Your	Rights and	Responsit	oilities as a	Moving Co		ustomer"
Custon						Talii dilen		
Pick U	p Address:		Customer:	dress: [[73. T		100	7
City:	Vorth Berrol State: WA	Zip:		rysuille	2.21	State: W		98271
Stops /			Storage-In-			181.1	1	70-27
Gross V	WEIGHT OF SHIPMENT: (Weight Tickets A leightLbs. Weighmaster	Itached)	JOB CODE			PICKED UP ORDE ₹ BOOK	BY (ED BY	
Tare W Net Wel	eight Lbs. Weighmaster		DATE	TRIP NO.		ORIVER		EQUIP. NO
Expedit	ed shipment: Moving at weight of	pounds						
	elight is: pounds. Agreed		1	ABORERS & V	TIME R	ECORD	time che bal	(may) A
	ve Use: Customer requests exclusive use of vehic	le by signing below:	R	EG HOURS @ VERTIME HRS	8 Les	te start and stop ER HOUR = CH	IARGES 1	15.00-2
Custome	er's Signature:	o by digning bolds.	Person 1: Start Person 2: Start	Time 3/30	Stop Tin	ne_\1:70	Total Houra	8 hrs
4	Note: The customer must indicate choices m	-4-1-11-1	Person 3: Start Person 4: Start	Time	Stop Tin		_Total Hours_	
	items shown below by initialing the appropr	late line.	Person 4: Stan	The second second	Stop Tin	nd packing m	Total Hours	_
PAYME	NT: The customer and carrier agree that payment,	at time of delivery,		Description	packing a	Quantity	Rate	Amount
will be m	ade by: cash money order certified chec	k credit card	Dish pack					
if credit s	personal checkbusiness check	debit card	Cartons - Les	bic feet	feet			+
NAME: _			T-1	'2 cubic feet				-
ADDRES				ible feet			-	T
ESIIMA	TES: The customer must initial the option selected		Wardrobe can	2 cubic feet tons				+
	I did not request a written estimate on this shipma will be required to pay charges shown on this con-	ract	Mattress carto				***************************************	<u> </u>
_	I understand this shipment is moving under a bing I will be required to pay the amount shown on that	ing estimate and that estimate.	Mattress carto Mattress carto					-
12	NOTE: If the charges shown on this hill exceed the	-binding estimate.	Mattress carto					
	non-binding estimate given me by the carrier, the the shipment to me upon payment of no more than	harrier must release i	Mattress carto					
	estimated charges and will extend credit for 30 da pay the remainder due. In no case will I be requin	us in which I must	Glass containe Glass containe		foot			
	115% of the estimate (plus any supplemental estimated shipments nor more than 125% of the estimated shipments nor more than 125% of the estimated shipments nor more than 125% of the estimated shipments are shipments.	nates) for mileage	Glass containers cubić feet Boxes or crates minimum					
	supplements) for hourly rated shipments.		Boxes or crate		efeet			
ALUAT	ON: The customer must initial the option selected		Appliance pact Other:	king materials	-			
7	Basic value protection. I release this shipment to cents per pound per article.	oa value of 60	Total packing a	and materials	charges →			
	Depreciated Value Protection. I release this shi \$2 per pound times the shipment weight.	pment to a value of	Deta Service:	ils transpor	tation, valua	tion and serv	rices provid	led:
ır;	I declare a lump sum total dollar valuation on this	1 1	Transportation	mi. V	Vt			
	 \$ and select the follow 	ving option:	Trans, storage					
	Replacement Cost Coverage with a (Declared value must be at least \$3.50 t shipment.)	mes weight of	Warehouse to Storage-in-tran		mi.			
			Warehouse ha	ndling in/out				
	(Declared value must be at least \$3.50 t shipment.)		Storage valuati Extra stops	ion charges				
TORAG	E: If shipment will be placed in storage, the custon acted:	her must initial the h	Hoisting or plan	no handling				
	This shipment is to be placed in storage for a perio	d of lane then on t	Stairs, elevator					
	days (storage in transit). This shipment is to be placed in storage for more t		Other:	Sea Cha	-			D 12
	(permanent storage). This shipment is to be placed in storage in transit fo		Other:		355			1
	period of time), I understand that on the 91st day of shipment becomes permanent storage.	f storage the	Total for transp		ation, service	s →		
	parmanera storage.	} *	TOTAL BOTH LESS AMOUN					-
	A = I - I	-	BALANCE DU		TOMER			CO9.30
	All goods were received in good	i condition, except a	s noted on th	is contract o	r on the inv	entory torm.		
ecelpt for	goods Driver/a signature	2/15/mg =	Delivery receipt		uno	(12505	103	115/55
ımage n		Date .		Custome	rs signature		. /	Date
age n	,							
*								

HHG Mileage N BND,WA to MARYSVILLE,WA

Location	Miles	County
N BND,WA		KING
MARYSVILLE,WA	52	SNOHOMISH
Total	52	