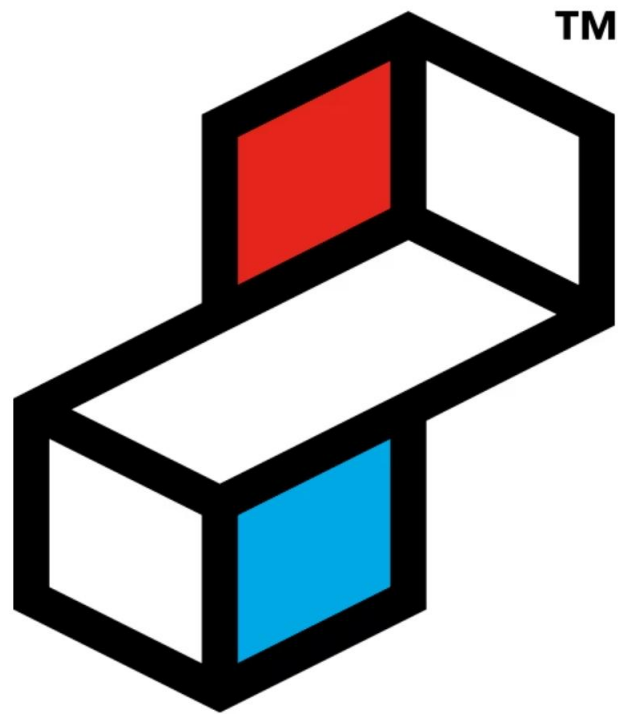


End-to-End Moveal Transport Process

MAXIMUM-DETAIL EDITION

A comprehensive operational framework covering **Household Goods, Corporate Relocation, Diplomatic Moves, Office Moves, and Industrial Moves** – from first customer contact through to post-move billing and continuous improvement.



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Pre-Sales & Customer Engagement

Every successful move begins with precise information capture. The pre-sales stage establishes the foundation for accurate planning, correct resource allocation, and a seamless customer experience across all move types.

0.1 Lead Capture — Channels

- Website enquiry form
- Telephone & email
- Corporate relocation partner
- Embassy / diplomatic mission
- Real estate agent referral
- Word-of-mouth referral

Information Captured at First Contact

- Customer profile & contact details
- Origin & destination addresses
- Move type: domestic, international, office, industrial
- Estimated volume & access conditions
- Special items flagged
- Timing requirements & hard constraints



0.2 Qualification

Before any commitment is made, each enquiry is assessed against a rigorous qualification checklist. This protects both the client and the business from undertaking moves that cannot be executed to the required standard.

Serviceability & Availability

Confirm origin and destination are within operational reach and that crew, vehicles, and partners are available on the required dates.

Certifications & Compliance

Verify required industry certifications – **FIDI, IAM, FAIM** – and confirm customs requirements for the destination country.

Insurance Eligibility

Assess whether full-value protection can be offered and identify any items that may require specialist underwriting.

Special Handling Needs

Flag pianos, fine art, antiques, safes, server racks, or other items requiring bespoke packing, crating, or equipment.

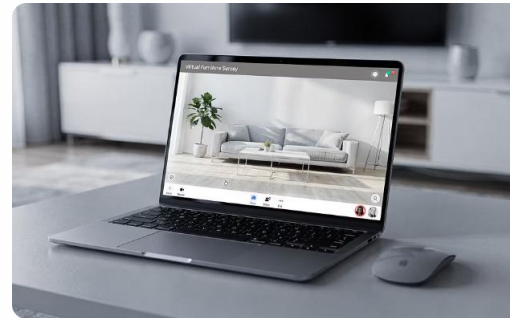
0.3 Pre-Move Survey

The survey is the single most important data-gathering step in the process. Accuracy here directly determines the quality of the move plan and the reliability of the quotation.



Physical Survey

Full walkthrough of all rooms, basement, garage, attic, and outdoor areas. Identify fragile, high-value, oversized, and hazardous items. Document disassembly and crating requirements.



Virtual Survey

Video-call-based assessment using AI volume estimation and photo documentation. Suitable for straightforward domestic moves or geographically distant clients.



Industrial & Office Survey

Specialist assessment covering machinery mapping, server room requirements, cable management, floor load capacity, and lifting equipment needs.

0.4 Move Plan & Quotation

A precise quotation is built from quantified survey data. Every variable is calculated before a price is committed, ensuring the move can be delivered profitably and to the client's expectations.

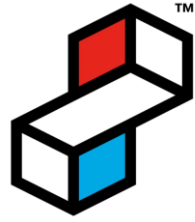
Calculation Inputs

- Volume in cubic metres (m³)
- Packing materials required
- Crew size and day count
- Truck and container allocation
- Crating requirements
- Transport mode: road, sea, or air
- Storage requirement (short or long term)
- Insurance premium calculation

Deliverables to Client

- Detailed move plan & timeline
- Itemised packing list
- Full price breakdown by service line
- Terms & conditions
- Insurance options & coverage levels





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CHAPTER 1

Pre-Move Preparation

With the contract signed, the operational machine begins. Meticulous preparation in the days before move day is what separates professional movers from reactive ones. Resource allocation, access arrangements, and documentation must all be locked in ahead of crew deployment.



1.1 Scheduling — Resource Assignment & Access

Every role and every access point must be confirmed before move day. Last-minute surprises — a blocked lift, an unissued parking permit, or an absent crew member — cascade into costly delays.

Resource Assignment

- Move coordinator (single point of contact)
- Packing crew (sized to volume)
- Crating specialists (if required)
- Truck(s) and container booking
- Export documentation team for international moves

Access Confirmations

- Elevator reservation — origin and destination buildings
- Parking permits obtained from local authority
- Building access and key handover protocols
- Security clearance for diplomatic and corporate campus moves

1.2 Material Preparation

Having the right materials staged and ready before crew deployment eliminates on-site delays and ensures every item is packed to the correct standard. Shortages discovered at the customer's door are entirely avoidable with a disciplined preparation checklist.

Cartons & Boxes

- Small, medium, large cartons
- Wardrobe boxes
- Dish-pack boxes
- Specialist TV & art boxes

Protective Materials

- Bubble wrap & packing paper
- Foam corners
- Mattress covers
- Moving blankets

Equipment & Tools

- Dollies & hand trucks
- Straps & corner protectors
- Toolkits for disassembly
- Stair climbers & pallet jacks
- Lifting equipment

1.3 Documentation — International Moves

For international relocations, documentation is as critical as the physical logistics. A single missing form can result in goods being held at customs for days or weeks, at significant cost to the client and reputational damage to the operator.

Identity & Legal Documents

Passport copies, visa or residence permit for destination country, and power of attorney authorising the moving company to act on the client's behalf.

Customs & Compliance Forms

Detailed inventory list, customs declaration forms, prohibited items declaration, and CITES certificates where the shipment includes protected species materials.

Insurance & Specialist Clearance

Insurance certificate covering the full replacement value of goods in transit. Diplomatic clearance documentation where applicable for embassy and mission moves.

CHAPTER 2

Packing & Loading — Origin

The origin packing and loading stage is where operational excellence is most visible to the customer. Crew conduct, protection of the property, labelling accuracy, and the careful handling of every item form the client's lasting impression of your service.



2.1 Crew Arrival & Site Protection

A professional crew arrival sets the tone for the entire move. The first thirty minutes on site – introductions, the walkthrough, and property protection – are as important as any subsequent physical task.



Protecting the client's property from scuffs, scratches, and damage before a single box is packed demonstrates professionalism and directly reduces claims exposure for the business.

2.2 Packing Process

Systematic, room-by-room packing with consistent labelling is the backbone of a recoverable, traceable shipment. Every box must be identifiable by room, contents, fragility level, and sequence number without opening it.

Room-by-Room Labelling Protocol

- Room destination clearly marked
- Contents summary on all four sides
- Fragility indicator (FRAGILE / THIS WAY UP)
- Unique sequence number for inventory tracking

High-Value Item Procedure

- Photograph each item before packing
- Complete pre-move condition report
- Apply specialist packing materials
- Log against insurance documentation
- Segregate in vehicle for controlled unloading

2.3 Disassembly

Furniture and equipment disassembly must be methodical and reversible. Every screw, bolt, and fixing removed should be bagged, labelled, and taped to the item or placed in a dedicated hardware bag to guarantee reassembly at destination without missing components.



Bedroom Furniture

Bed frames, headboards, and bedside units disassembled and labelled for straightforward reassembly at destination.



Dining & Office Furniture

Tables, cabinets, shelving systems, and office workstations broken down with all hardware secured and documented.



Industrial Equipment

Machinery disassembly performed in conjunction with a certified technician to ensure safety compliance and warranty preservation.

2.4 Crating

Custom timber crating is the gold standard for protecting irreplaceable, high-value, or structurally vulnerable items during transit. Each crate is built to the exact dimensions of the item and lined with appropriate cushioning material. No two crates are identical.



Fine Art & Sculptures

Climate-controlled crating with museum-standard foam lining.



Pianos & Chandeliers

Engineered crates with vibration-dampening mounts and robust bracing.



Antiques & Collectibles

Bespoke internal padding with acid-free materials where applicable.



Motorcycles & Machinery

Heavy-duty crating with tie-down points and spill-containment lining for industrial components.



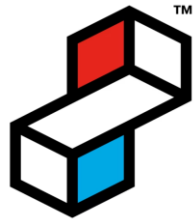
2.5 Loading & 2.6 Final Checks

Loading Sequence & Securing

- Heavy items loaded first against the bulkhead
- Fragile and high-value items loaded last for first unloading
- Balanced weight distribution checked across axles
- All items secured with straps, blankets, and corner protectors
- Load photographed for insurance evidence
- Vehicle sealed and seal number recorded

Final Checks Before Departure

- Full walkthrough of all rooms, cupboards, and outdoor spaces with customer
- Customer confirms nothing has been left behind
- Customer signs packing list, inventory, and pre-move condition report
- Copy of all signed documents issued to customer



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CHAPTER 3

Transport

The transport phase spans domestic road haulage, international overland routing, full and consolidated sea freight, and air cargo. Each mode carries distinct documentation, monitoring, and security requirements that must be managed in parallel with the physical movement of goods.



3.1 Domestic Road Transport

Domestic moves may appear straightforward, but professional standards must be maintained throughout the journey. Real-time visibility and driver discipline are non-negotiable, particularly for high-value shipments.



GPS Tracking

Live vehicle location shared with the move coordinator and, where appropriate, the customer throughout transit.



Environment Monitoring

Temperature and humidity sensors activated for sensitive items including electronics, antiques, and perishable materials.



Security Protocols

Approved secure parking locations used on overnight stops. No-stop zones enforced for high-value or diplomatic moves.



Driver Communication

Regular check-in schedule maintained. Driver briefed on route, delivery contacts, and escalation procedures.

3.2 International Road Transport

Cross-border road transport introduces a layer of documentary and procedural complexity that demands dedicated planning. Every border crossing is a potential delay – rigorous preparation eliminates surprises.

CMR Consignment Note

The CMR is the legally binding contract of carriage for international road freight. It must accompany the shipment and be correctly completed for every country transited.

Carnet ATA

Where applicable, the Carnet ATA enables goods to cross borders temporarily without payment of import duties – critical for exhibition, trade show, and certain diplomatic moves.

Customs Inspections & Security

Pre-arranged customs appointments at major crossing points where possible. Security protocols enforced to prevent seal tampering and ensure chain-of-custody integrity throughout the route.

3.3 Sea Freight

Sea freight is the primary mode for most international household goods and office moves. The choice between FCL and LCL depends on volume, budget, and transit time requirements. Both demand precise documentation and port handling coordination.

FCL — Full Container Load

- Exclusive use of 20ft or 40ft container
- Container loaded and sealed at origin
- VGM (Verified Gross Mass) certified and filed
- Port handling coordinated with shipping line
- Ocean transit tracked via shipping line portal
- Destination port clearance pre-arranged

LCL — Less than Container Load

- Goods consolidated with other shipments at CFS
- Palletisation to maximise container efficiency
- Full export documentation set prepared
- Deconsolidation at destination CFS before delivery

3.4 Air Freight

Air freight is reserved for urgent, high-value, or time-critical shipments where ocean transit is not acceptable. The cost premium is substantial; the documentation and handling requirements are equally demanding. Every kilogram counts, and every piece must be screened.

→ X-Ray Screening

All cargo screened at the regulated agent's facility before airline acceptance. Known shipper status may exempt certain corporate accounts from full screening.

→ Airline Acceptance & ULD Build

Cargo accepted at the airline's freight terminal and built into Unit Load Devices (ULDs) for efficient loading into the aircraft hold.

→ Flight Monitoring & Destination Handling

Flight monitored for delays and connection risks. Destination handling agent pre-notified with all AWB details to ensure prompt collection and onward delivery.

CHAPTER 4

Storage — When Required

Storage is frequently required when origin and destination dates do not align, when a client is between properties, or when destination customs clearance is delayed. A well-run warehouse operation protects goods and maintains full inventory visibility at all times.

4.1 Warehouse Intake & 4.2 Storage Management

Intake Procedures

- Every item scanned on arrival and assigned a unique storage location
- Condition check performed and discrepancies documented
- Temperature and humidity control verified and logged
- Customer inventory updated in real time

Ongoing Management

- Digital inventory tracking with location accuracy
- Access control – only authorised personnel enter storage areas
- Regular pest control and environmental monitoring
- Insurance coverage maintained and renewed for long-term storage
- Periodic condition audits for extended stays

CHAPTER 5

Destination Handling

The destination phase introduces a new set of stakeholders – customs authorities, destination building management, and local delivery partners. Coordination must be as rigorous as at origin, even when operating in unfamiliar territory with local agents.



5.1 Customs Clearance

Customs clearance is the most bureaucratically complex step in any international move. A proactive approach – submitting documentation in advance, pre-arranging inspection appointments, and maintaining close dialogue with the customs broker – minimises hold times and duty surprises.

01

Submit Documentation

File inventory, passport, visa or residence permit, and tax exemption forms with the customs broker well ahead of vessel arrival.

03

Settle Duties & Taxes

Pay any assessed duties or taxes promptly. Delays in payment hold the shipment at the port and generate demurrage charges.

02

Attend Physical Inspection

Where customs authorities require a physical inspection of the shipment, the move coordinator attends with all supporting paperwork.

04

Release & Onward Delivery

Once customs release is confirmed, goods are transferred to the delivery vehicle for final-mile delivery to the client's new address.

5.2 Delivery Scheduling

Delivery scheduling at destination mirrors the access planning carried out at origin. The same details that were confirmed before loading must be reconfirmed for the destination address – nothing should be assumed.

Customer Contact

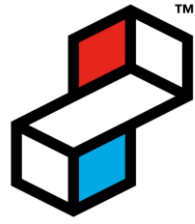
Contact the customer a minimum of 48 hours before delivery to confirm readiness and address any last-minute changes.

Delivery Date & Window

Agree a specific delivery date and time window. Provide a driver contact number for the morning of delivery.

Access Confirmation

Reconfirm vehicle access, parking arrangements, elevator booking, and any building-specific restrictions for the delivery vehicle.



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CHAPTER 6

Unloading & Unpacking — Destination

Delivery day is the customer's most emotional moment — the culmination of weeks or months of planning. The destination crew must match the professionalism of the origin team and execute with equal care, precision, and courtesy.



6.1 & 6.2 Crew Arrival & Unloading

Property protection must be established before a single item crosses the threshold. The unloading sequence is the mirror image of the loading sequence: items needed first are unloaded last from the vehicle, having been loaded first at origin – a principle that requires disciplined load planning.

Site Protection

- Floor protection laid in all high-traffic areas
- Wall corner guards fitted in narrow corridors and stairwells
- Elevator interior protected before use
- Walkthrough with customer to establish room placement plan

Unloading Procedure

- Items unloaded in correct sequence to destination rooms
- Inventory ticked off against packing list as each item enters the property
- Furniture reassembled in agreed positions
- All packing materials removed from rooms as work progresses

6.3 Unpacking

Full unpacking is an optional premium service that transforms a property from a warehouse of boxes into a liveable home or functional office within a single day. When offered, it must be executed to a high standard – every item in its correct place, every piece of wrapping removed, and the property left clean.



Box Unpacking

All cartons opened, contents removed, and wrapping materials stripped. Items placed in customer-specified locations room by room.



Furniture & Appliance Setup

Beds assembled and made up, tables and chairs set up, appliances positioned and reconnected where permitted.



Wardrobe & Clothing

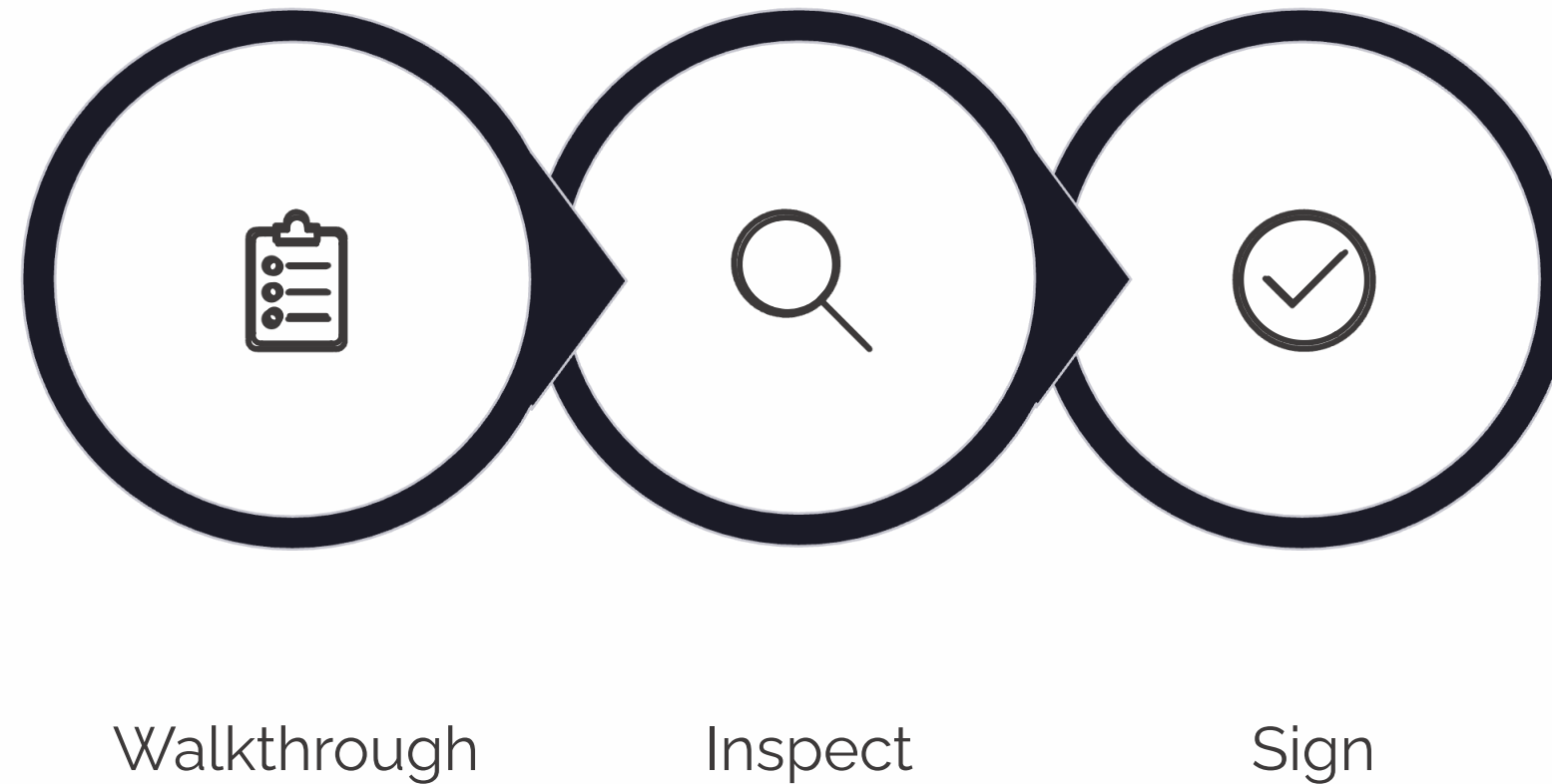
Hanging garments transferred directly from wardrobe boxes into wardrobes. Folded items placed as directed by the customer.

Waste Removal

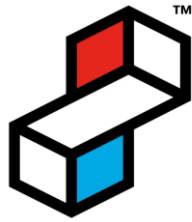
All packing materials – cartons, bubble wrap, paper, and foam – collected, flat-packed, and removed from the property.

6.4 Final Checks — Destination Sign-Off

The delivery is not complete until the customer has formally accepted it. A thorough final walkthrough protects both the client and the business, creating a clear and mutually agreed record of the move's completion.



Copies of all signed documents should be issued to the customer immediately, with originals retained on file. Any discrepancies noted at this stage are the starting point for the claims process, not a matter to be deferred.



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CHAPTER 7

Post-Move Operations

The move does not end at delivery. Post-move operations – claims management, customer feedback, billing accuracy, and continuous improvement – are what differentiate market leaders from average operators. This phase directly feeds the quality of every future move.



7.1 Claims Management

Damage claims, however rare, must be handled with speed, transparency, and professionalism. A well-managed claim preserves the customer relationship; a poorly managed one destroys it. The process must be clearly communicated to the customer before the move begins, not after damage is discovered.

01

Damage Report

Customer submits a damage report within the agreed claims window, supported by photographs taken at delivery and pre-move condition reports.

02

Insurance Claim Submission

Claims coordinator submits a fully documented claim to the insurer, including photographic evidence, inventory records, and the pre-move condition report.

03

Repair or Replacement

Upon claim approval, the insurer authorises repair by an approved contractor or replacement at agreed value. Customer is kept informed at every stage.

7.2 Customer Feedback

Structured feedback collection is not a courtesy – it is a business intelligence tool. Every response contains actionable data about crew performance, process adherence, and customer expectations. NPS trends over time are among the most reliable leading indicators of business health.

48h

Feedback Sent

Survey dispatched within 48 hours of delivery while the experience is fresh.

NPS

Net Promoter Score

NPS tracked per move type, crew team, and destination region to identify systemic patterns.

SLA

Response Actions

All negative feedback triggers a service recovery action within defined SLA timeframes.

7.3 Billing & Documentation

Accurate, timely billing closes the financial loop on every move. All supporting documentation must be filed in a retrievable format for audit, insurance, and customs compliance purposes. Incomplete documentation is a liability risk, particularly for international moves.

Billing Outputs

- Final invoice reconciled against the approved quotation
- Any agreed variations documented and authorised
- Payment terms enforced in line with contract

Document Archive

- Proof of delivery (signed by customer)
- Customs clearance documents
- Insurance certificate and any claims documentation
- All pre- and post-move condition reports
- Full move file retained per regulatory requirements

7.4 Continuous Improvement

The final step in every move is also the first step in the next one. A structured review cycle – analysing claims data, delay root causes, customer feedback, and crew performance – feeds directly into updated SOPs and targeted training. This is the engine of operational excellence.

Analyse

Review claims frequency, delay patterns, customer satisfaction scores, and crew performance metrics after each reporting period.

Verify

Monitor the next cycle of moves for evidence that corrective actions have been effective before closing the improvement loop.



Update SOPs

Translate findings into revised Standard Operating Procedures. Every process change must be documented, version-controlled, and communicated to all relevant teams.

Train

Deliver targeted training to crews and coordinators based on identified performance gaps. New hires onboarded to the latest SOP version only.