

## **What to expect during your Relocation with DMS Moving Systems:**

Moving is a large task and the last thing we want our customers to feel is overwhelmed. A relocation with DMS Moving Systems means piece of mind that your family and household goods will be taken care of, and you will be well prepared for this next step in life's journey. Here is an outline for your relocation:

### **Pre Move:**

1. From the initial contact you will be provided a relocation coordinator who will work with you throughout your move. This will be your point of contact for any questions or concerns, and to guide you through every step of the process.
2. Your relocation coordinator will do a pre-move questionnaire with you and schedule one of our salespersons to come do a survey of your household goods.
3. During your survey appointment please notify the salesperson of any household goods that may be staying and any special services you may need. The surveyor will note any items that need to be handled with extra care or by a third party company.
4. Your salesperson will provide you a detailed estimate of your relocation costs within 24 hours of your survey appointment and call you to answer any questions.
5. Your coordinator will call you to set up dates and keep you current on any changes throughout the course of your moving schedule. Sometimes weather or unforeseen circumstances do occur but we will do our absolute best to schedule the days that work best for your schedule.
6. The night before your relocation, you will receive a phone call with the Driver's name and ETA.

### **During the Relocation:**

1. When your DMS crew arrives they will do a walk through of your home to create a plan for the day and to prep your house for the move.
2. It is important to remember to set aside and mark anything that will be staying or moving personally with you as the crew moves quickly and fluidly packing and loading your home. If at any time you have questions, please ask your head driver or contact your coordinator. We are always here to help along the way.
3. Once your home is empty, your driver will do a walkthrough with you once more to make sure no belongings are left behind.
4. The night before your delivery you will receive a phone call with the crew's ETA.
5. On the day of delivery the crew will prep your new residence and ask you what unpacking option you would like. Depending on your contract, there could be additional charges for different unpacking options. Your relocation coordinator can help you decide which option is the best one for your relocation needs.

6. The crew will ask where to put each piece of furniture and what room the boxes go in.
7. If there are third party services needed at destination, your coordinator will schedule these and a technician will call you when they're going to arrive. Generally you can expect a technician out to your residence within 1-2 days of delivery.

#### **Upon Completion of your Move**

8. Your relocation coordinator will call you the day after your delivery is complete to answer any questions you may have and see how your relocation went.
9. One of our DMS members will call you with a **DMS Post Move Survey** a week after your move. This survey can also be filled out online in the Forms and Contact section. If, for some reason, you have a claim that needs to be filed as well, please notify us at this time and we will provide you with instructions to make the claims process easy. You can find both a **DMS Post Move Survey** and a **DMS Claims Form** on our website.
10. If at any time during your unpacking, questions arise, please feel free to call your DMS relocation coordinator and we will be happy to assist you!