



YOUR COMPLETE GUIDE TO A SUCCESSFUL MOVE

A RESOURCE FOR HR LEADERS MANAGING
EMPLOYEE RELOCATIONS

INTRODUCTION

Relocating an employee is one of the most complex and personal aspects of talent mobility. Whether you're moving someone across town or across the country, understanding what happens behind the scenes can help you support your employees through a potentially stressful transition while ensuring a smooth, well-coordinated process.

This guide pulls back the curtain on the moving process, introducing you to the dedicated professionals who work together to make every relocation successful. From the very first inquiry to the moment your employee's belongings are placed in their new home, you'll discover how each person and department plays a vital role in the relocation journey.

More importantly, you'll learn what you and your relocating employees can do at each stage to help everything go smoothly. Because a great move isn't just about the company you choose. It's about the partnership between your organization, your employee, and the moving team.



ROLE 1: THE RELOCATING EMPLOYEE

YOUR EMPLOYEE'S ROLE IN THE MOVING PROCESS

The relocating employee is the most important person in the move. Every decision, every timeline, and every detail ultimately centers around their needs and their new beginning. While the moving company brings expertise and execution, the employee brings the knowledge of their belongings, their schedule, and their vision for how they want this move to unfold.

WHAT YOU AND YOUR EMPLOYEES NEED TO KNOW

Timelines matter more than you think.

During peak moving season, professional moving companies book up quickly. The earlier you begin the relocation process, the more flexibility your employee will have with dates and the smoother their entire experience will be. Rushing a move often leads to complications that could have been avoided with a bit more lead time.

Communication is everything.

The details your employee shares during initial conversations shape every aspect of their move. Accurate information about what they're moving, where they're going, and any special circumstances helps the moving team prepare properly and price the move fairly. As an HR leader, encouraging your employees to be thorough and transparent from the start sets them up for success.

They're not just buying a service.

Research shows that 80% of customers choosing a moving company are looking for trust, not just the lowest price. Your employees are selecting a partner to handle their most personal possessions during a vulnerable time. The right company earns that trust through professionalism and transparency, and that reflects well on your relocation program.



ACTIONS YOU CAN TAKE:

ACTIONS TO SUPPORT YOUR RELOCATING EMPLOYEES:

1. INITIATE EARLY

Begin the relocation process at least four to eight weeks before your employee's desired move date. During summer months, even more lead time is beneficial. Build this timeline into your relocation policy so employees know what to expect.

2. ENCOURAGE A THOROUGH INVENTORY

Advise employees to walk through their home and take stock of what they're moving. They should note large items, fragile pieces, and anything requiring special handling. The more accurate their assessment, the more accurate the quote will be.

3. HELP THEM GATHER DETAILS

Before the survey appointment, employees should have their destination address confirmed, preferred move dates identified, and any building or HOA restrictions researched. Providing a checklist can help them prepare.

4. ASK ABOUT SPECIAL ITEMS

Encourage employees to identify concerns upfront. Do they have antiques? A piano? Artwork? Items with sentimental value? Having a list ready for the consultation helps ensure nothing is overlooked.

5. CREATE A CULTURE OF QUESTIONS

Let employees know that no question is too small. Understanding the process helps them make informed decisions and sets realistic expectations, which ultimately leads to a better relocation experience.

WHAT HAPPENS NEXT:

Once your employee reaches out to a moving company, the first friendly voice they'll encounter is typically a sales administrator. They're the welcoming committee, ready to gather initial information and connect your employee with a specialist who can assess their specific needs.

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ROLE 2: THE SALES ADMINISTRATOR

YOUR EMPLOYEE'S FIRST POINT OF CONTACT

When your employee first reaches out to Interstate, the sales administrator is often the first person they'll speak with. Think of them as the welcoming committee. Their job is to make your employee feel valued from the very first moment and ensure they're connected with the right people to help.

WHAT THEY DO

The sales administrator makes a warm welcome call to confirm the details your employee has provided and schedule their survey appointment. Whether the inquiry came through your company's relocation portal, a phone call, or a referral, they ensure nothing falls through the cracks.

During this brief conversation, they'll verify contact information, confirm origin and destination locations, and find a survey time that works with your employee's schedule. They'll also give a quick overview of who Interstate is and what makes their approach different.

WHY THIS MATTERS TO YOUR RELOCATION PROGRAM

This initial touchpoint sets the tone for your employee's entire experience. A responsive, professional first contact signals that you've partnered with a company that values your employees' time and takes their move seriously. It's also an early indicator of the service quality your relocation program is providing.

WHAT TO EXPECT:

- A friendly phone call confirming your employee's interest and basic information
- Verification of move dates, addresses, and contact details
- Scheduling of survey appointment at a convenient time
- A brief introduction to Interstate's services and approach

WHAT HAPPENS NEXT:

Once the appointment is confirmed, the sales administrator hands your employee's information to a dedicated Move Consultant who will conduct a thorough survey of their home and belongings. This is where the real planning begins.

ROLE 3: PERSONAL MOVE CONSULTANT

YOUR EMPLOYEE'S PERSONAL MOVING ADVISOR

The Move Consultant is part expert assessor, part trusted advisor. Their job is to truly understand your employee's move, from the grand piano in the living room to the collection of vintage records in the basement, and translate that understanding into a clear, accurate plan and price.

THE SURVEY PROCESS

Whether conducted in person or virtually, the survey is a comprehensive walkthrough of your employee's home. The Move Consultant will methodically go room by room, taking note of everything that needs to move. But they're not just counting boxes. They're looking at the complete picture.

DURING THE SURVEY, THEY ASSESS

- **Complete inventory.** Every piece of furniture, every box, every item that needs to travel to the new home.
- **Packing requirements.** Does the employee need professional packing services? How many boxes will be needed? What items require special packing materials?
- **Special handling needs.** Antiques, artwork, pianos, safes, or other items that require extra care or specialized equipment.
- **Access considerations.** Will a shuttle be needed for narrow streets? Are there stairs or elevators? Any restrictions at either location?
- **Storage needs.** Will any items need temporary storage during the transition?



BEYOND THE NUMBERS

A skilled Move Consultant does more than calculate cubic feet. They listen. They learn about your employee's concerns and priorities. Moving a first home is different from downsizing after retirement, and the consultant tailors their approach accordingly.

They'll share relevant success stories from similar moves they've handled, helping your employee visualize how Interstate has solved challenges like theirs before. This isn't just a sales pitch. It's building confidence that the move is in capable hands. before. This isn't just a sales pitch. It's building confidence that your move is in capable hands.

YOUR EMPLOYEE'S QUOTE AND BOOKING

Following the survey, the Move Consultant prepares a detailed quote based on everything discussed. For straightforward moves, your employee may receive their quote on the spot. For more complex relocations, they can expect it within an hour or two.

When your employee is ready to book, the consultant handles all the details, capturing every specification discussed during the survey. This information becomes the foundation for everyone who touches the move from this point forward.

WHAT HAPPENS NEXT

Once your employee has booked, the Move Consultant passes everything to the Customer Care team. Think of this as the relay handoff. All the information gathered during the survey travels with the file, ensuring nothing is lost in transition.

FOR HR LEADERS:

If your relocation policy includes cost estimates or approvals, the quote stage is where you'll have visibility into projected expenses. Working with a moving partner that provides accurate, detailed quotes helps you manage your relocation budget effectively.



ROLE 4: CUSTOMER CARE TEAM

YOUR DEDICATED SUPPORT FOR YOUR EMPLOYEE THROUGHOUT

After booking, the Customer Care team becomes your employee's primary point of contact. These coordinators are the connective tissue of the move, managing communication between your employee, the sales team, and operations while ensuring every detail stays on track as the move date approaches.

WHAT THEY DO

Customer Care coordinators wear many hats. They confirm booking details, maintain regular communication leading up to the move, and serve as the go-to resource for questions or changes. Their goal is simple: ensure there are no surprises on moving day.

KEY TOUCHPOINTS INCLUDE:

BOOKING CONFIRMATION

Your employee will receive communication confirming all details of your move are locked in.

DATE VERIFICATION

As the move date approaches, they confirm everything is still on schedule.

SCOPE CONFIRMATION

Has anything changed since your survey? Added furniture? Decided not to move certain items? They need to know.

PACK-BY-OWNER CHECK-IN

If your employee is packing their own boxes, they'll call to confirm everything is ready before the crew arrives.

WHY PRE-MOVE COMMUNICATION MATTERS

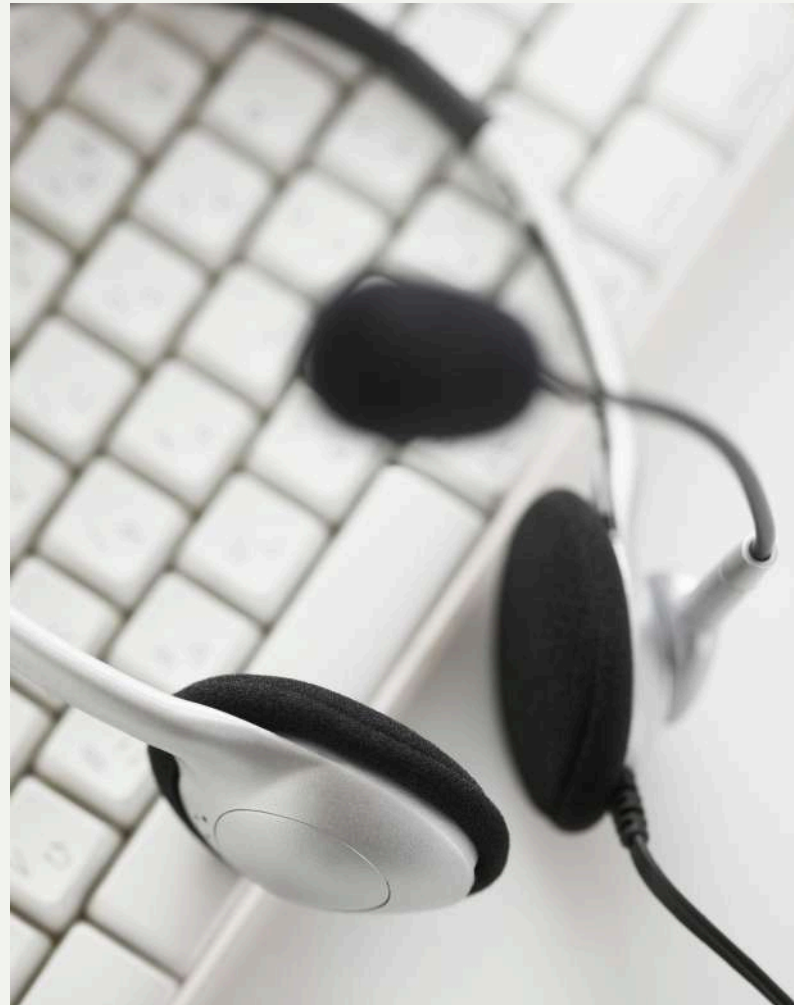
Life happens between booking and moving day. Your employee might acquire new furniture, decide to leave items behind, or encounter unexpected changes at the destination. Customer Care's check-ins catch these changes early, allowing time to adjust the plan and pricing if needed.

If changes affect the quote, Customer Care coordinates with the Move Consultant to provide updated pricing. This collaborative approach prevents moving day surprises that nobody wants.

DURING AND AFTER THE MOVE

On moving day, Customer Care doesn't disappear. They check in to ensure your employee's experience is going smoothly, typically reaching out before or around midday. If any issues arise during the move, they're your employee's advocate, coordinating with operations to resolve problems quickly.

After delivery, Customer Care remains the contact for any post-move concerns, including the claims process if anything was damaged during transit.



WHAT HAPPENS NEXT

As the move date arrives, the operations team takes center stage. Customer Care has laid the groundwork; now it's time for the crew to execute the plan.

FOR HR LEADERS:

Customer Care can also serve as a resource for your team if you need updates on an employee's move status. Having a single point of contact simplifies communication and helps you stay informed without burdening your relocating employee.

ROLE 5: THE MOVING CREW

THE TEAM THAT MAKES IT HAPPEN

Moving day has arrived, and with it comes the crew: the skilled professionals who transform planning into action. These are the hands that will carefully wrap your employee's grandmother's china, the muscles that will navigate their sectional sofa through tight hallways, and the expertise that ensures everything arrives safely at the new home.

UNDERSTANDING THE CREW

Every crew is led by a team leader, typically the driver, who serves as the primary contact on moving day. The team leader carries all the paperwork, manages the inventory, and ensures the employee signs the necessary documents. Think of them as the conductor of the moving day orchestra.

Supporting the team leader are the crew members, whose numbers vary based on the move's requirements. A studio apartment might need just two or three people, while a large family home could require seven or more. The size of the crew is carefully determined during the survey process to ensure efficient loading and unloading.

WHAT TO EXPECT ON MOVING DAY:

- **Arrival.** The crew typically arrives within a two-hour window, usually between 8:30 and 10:30 in the morning. The team leader will introduce themselves and walk through the paperwork with your employee.
- **Preparation and protection.** Before loading begins, the crew prepares the belongings. Furniture is wrapped, delicate items are protected, and everything is readied for safe transport.
- **Loading.** Using professional techniques, the crew loads belongings strategically. Heavier items go in first, fragile items are secured, and every inch of space is utilized efficiently.
- **Transport.** Once loaded, the belongings hit the road. For local moves, delivery often happens the same day. Long-distance moves involve longer transit times with specific delivery windows.
- **Unloading and placement.** At the new home, the crew unloads and places items according to your employee's direction. Beds are reassembled, furniture is positioned, and the new space begins to take shape.

PROFESSIONAL PACKING SERVICES

If your employee has opted for professional packing, the crew handles this with the same care they bring to loading. Professional packers are trained to protect belongings efficiently, using appropriate materials for different item types. This service often occurs the day before loading, though it can happen on the same day for smaller moves.

LOCAL VS. LONG-DISTANCE: WHAT CHANGES

For local moves (typically under 50 miles), your employee will likely have the same crew from start to finish. Long-distance moves operate a bit differently. While the driver often remains consistent, especially for moves under 500 miles, the crew members at delivery might be different from those at origin.

What doesn't change is the professionalism. Regardless of distance, every crew member is trained to Interstate's standards, ensuring consistent quality at both ends of the journey.



LONG-DISTANCE DELIVERY WINDOWS

For long-distance relocations, delivery happens within an agreed-upon window rather than a specific date. Your employee will receive confirmation of the exact delivery date at least 48 hours in advance, allowing them to prepare for the crew's arrival at the new location.

WHAT HAPPENS NEXT

With belongings delivered and placed, the physical work is complete. But your employee's relationship with Interstate continues through the post-move process, where Customer Care ensures complete satisfaction.

FOR HR LEADERS:

Understanding these logistics helps you set realistic expectations with relocating employees. For long-distance moves especially, advising employees to plan for a delivery window rather than a specific date can reduce stress and prevent scheduling conflicts with their new role start date.

BEHIND THE SCENES

THE COORDINATION YOU DON'T SEE

For every successful move, there's a team of people working behind the scenes that your employee might never meet. Operations managers, dispatchers, and logistics coordinators work together to ensure the crew shows up on time, with the right equipment, and ready to execute the move flawlessly.

WHAT OPERATIONS HANDLES

- **Resource allocation.** Matching the right crew size and equipment to each move's specific requirements.
- **Scheduling optimization.** Coordinating multiple moves to ensure everyone gets the service they need.
- **Problem-solving.** When unexpected issues arise, from truck breakdowns to weather delays, operations finds solutions.
- **Rush move approval.** When employees need to move quickly, operations determines if resources are available to accommodate tight timelines.



WHY EARLY BOOKING HELPS EVERYONE

Operations benefits tremendously when relocations are planned well in advance. More lead time means better resource planning, more options for scheduling, and higher confidence that your employee's move will receive the full attention it deserves. During peak season, this advantage becomes even more pronounced. When moves are booked at the last minute, operations must scramble to secure approval and resources. While Interstate strives to accommodate urgent needs, rush bookings often mean less flexibility and occasionally the inability to service the move at all during busy periods.

ONE TEAM, ONE GOAL

Though they work in separate departments, everyone at Interstate shares the same objective: making your employee's move successful. When issues arise, managers across sales, customer care, and operations collaborate to find solutions. Each department has specific responsibilities.

Sales handles pricing and scope. Customer care manages communication and service issues. Operations ensures execution. But when challenges require cross-functional problem-solving, the team comes together seamlessly.

FOR HR LEADERS:

Building adequate lead time into your relocation policy benefits everyone. When you can give employees and your moving partner advance notice, you're more likely to secure preferred dates and avoid the complications that come with rushed timelines.



WHAT TO EXPECT AFTER THE MOVE

COMPLETING THE MOVING JOURNEY

The belongings have arrived, boxes are stacked in the new home, and the crew has departed. But your employee's relationship with Interstate isn't quite finished. The post-move period ensures everything has gone according to plan and addresses any concerns that might arise.

PAYMENT AND DOCUMENTATION

Payment is typically processed prior to delivery, allowing for a smooth handoff when belongings arrive. All documentation from the move, from the initial survey to the final inventory, becomes part of a permanent file should anyone need to reference it later.

IF SOMETHING WENT WRONG

Despite everyone's best efforts, damage occasionally occurs. If your employee discovers that items were damaged during the move, Interstate has a clear process to address it.

- **Timeline.** Employees have 30 to 90 days after the move to submit claims for any damaged items.
- **Documentation.** The claims department will request photos or other proof of damage to process the claim.
- **Resolution.** Claims are handled promptly, with Customer Care serving as the liaison throughout the process.

While no one wants to deal with damaged items, knowing the process exists provides peace of mind and demonstrates Interstate's commitment to standing behind their service.

YOUR EMPLOYEE'S FEEDBACK MATTERS

Your employee's experience, whether exceptionally positive or if there's room for improvement, helps Interstate continue refining its service. Feedback from customers shapes training, processes, and the overall approach to making moves successful.

FOR HR LEADERS:

Encourage employees to share feedback with both the moving company and your HR team. Their insights can help you evaluate your relocation program and identify opportunities to improve the employee experience.



BRINGING IT ALL TOGETHER

From the very first inquiry to the moment your employee is settled in their new home, a relocation involves a carefully orchestrated team of professionals. Each person plays a specific role, yet all work together toward the same goal: a successful move.

Your Employee's Moving Journey at a Glance:

STEP 1: GETTING STARTED

Your employee takes the first step by researching movers, taking note of what they need to move, and gathering questions. This is the planning phase where they're setting the foundation.

STEP 2: INITIAL CONNECTION

They connect with the Sales Administrator, who welcomes them, confirms basic details, and schedules an in-home or virtual survey.

STEP 3: SURVEY AND QUOTE

A Move Consultant reviews their home and inventory, talks through their needs, and presents a customized quote so they know exactly what to expect.

STEP 4: PRE-MOVE COORDINATION

The Customer Care Team confirms dates, verifies the scope of the move, and coordinates any updates or changes before moving day.

STEP 5: MOVING DAY

The professional moving crew arrives to pack, load, transport, deliver, and unpack belongings with care.

STEP 6: AFTER THE MOVE

Customer Care follows up to make sure everything went smoothly and assists with any questions or claims after delivery.

THE BENEFITS OF PLANNING AHEAD

Throughout this guide, you've seen how each stage builds on the one before. When relocations are planned well in advance, this entire system works better.

Operations has time to allocate the best resources. Customer Care has time for thorough pre-move communication. And your employees have time to prepare properly, reducing stress and increasing confidence as they transition into their new role.

During peak moving season, early booking isn't just beneficial. It's often essential. The most popular dates fill quickly, and rush moves require special approval that isn't always possible to obtain.

FOR HR LEADERS:

Consider building these timelines into your relocation policy. Recommend that employees begin the moving process at least six to eight weeks before their target move date, and even earlier during summer months. This simple guideline can dramatically improve the relocation experience for everyone involved.





READY TO SUPPORT YOUR NEXT RELOCATION?

Now that you understand how everything works, you're prepared to guide your relocating employees through every stage of their move. Whether you're refining your relocation policy, evaluating moving partners, or simply looking for ways to better support your mobile workforce, the team at Interstate is ready to help.

GREAT RELOCATIONS START WITH GREAT PARTNERSHIPS. LET'S WORK TOGETHER.

CONTACT US TODAY

www.moveinterstate.com

