



YOUR COMPLETE GUIDE TO A SUCCESSFUL MOVE

UNDERSTANDING THE PEOPLE AND PROCESS
BEHIND EVERY GREAT RELOCATION

Introduction

Moving to a new home is one of life's most significant transitions. Whether you're relocating across town or across the country, understanding what happens behind the scenes can transform a potentially stressful experience into a smooth, well-coordinated journey.

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

More importantly, you'll learn what you 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 you and your moving team.



ROLE 1: YOU (THE HOMEOWNER)

YOUR ROLE IN THE MOVING PROCESS

You are the most important person in your move. Every decision, every timeline, and every detail ultimately centers around your needs and your new beginning. While the moving company brings expertise and muscle, you bring the knowledge of your belongings, your schedule, and your vision for how you want this move to unfold.

WHAT YOU NEED TO KNOW

Your timeline matters more than you think.

During peak moving season, professional moving companies book up quickly. The earlier you begin planning, the more flexibility you'll have with dates and the smoother your 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 you share during your initial conversations shape every aspect of your move. Accurate information about what you're moving, where you're going, and any special circumstances helps your moving team prepare properly and price your move fairly.

You'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. You're selecting a partner to handle your most personal possessions during a vulnerable time. The right company earns that trust through professionalism and transparency.



ACTIONS YOU CAN TAKE:

1. START EARLY

Begin researching and contacting moving companies at least four to eight weeks before your desired move date. During summer months, even more lead time is beneficial.

2. KNOW YOUR INVENTORY

Walk through your home and take stock of what you're moving. Note large items, fragile pieces, and anything requiring special handling. The more accurate your assessment, the more accurate your quote will be.

3. GATHER YOUR DETAILS

Before your survey appointment, have your destination address confirmed, your preferred move dates identified, and any building or HOA restrictions researched.

4. IDENTIFY YOUR CONCERNS

Have antiques? A piano? Artwork? Items with sentimental value? Make a list so you can discuss them during your consultation.

5. ASK QUESTIONS

No question is too small. Understanding the process helps you make informed decisions and sets realistic expectations.

WHAT HAPPENS NEXT:

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

ROLE 2: THE SALES ADMINISTRATOR

YOUR FIRST POINT OF CONTACT

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

WHAT THEY DO

The sales administrator makes a warm welcome call to confirm the details you've provided and schedule your survey appointment. Whether your inquiry came through our website, a phone call, or a referral, they ensure nothing falls through the cracks.

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

WHY THIS MATTERS TO YOU

This initial touchpoint sets the tone for your entire experience. A responsive, professional first contact signals that you're working with a company that values your time and takes your move seriously. It's also your first opportunity to ask initial questions and ensure you're comfortable moving forward.

WHAT HAPPENS NEXT:

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

WHAT TO EXPECT:

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

ROLE 3: PERSONAL MOVE CONSULTANT

YOUR PERSONAL MOVING ADVISOR

The Move Consultant is part expert assessor, part trusted advisor. Their job is to truly understand your 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 home. Your 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

- **Your complete inventory.** Every piece of furniture, every box, every item that needs to travel to your new home.
- **Packing requirements.** Do you 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 your transition?



BEYOND THE NUMBERS

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

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

YOUR QUOTE AND BOOKING

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

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

WHAT HAPPENS NEXT

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



ROLE 4: CUSTOMER CARE TEAM

YOUR DEDICATED SUPPORT THROUGHOUT

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

WHAT THEY DO

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

KEY TOUCHPOINTS INCLUDE:

BOOKING CONFIRMATION

You'll receive communication confirming all details of your move are locked in.

DATE VERIFICATION

As your 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 you're packing your 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. You might acquire new furniture, decide to leave items behind, or encounter unexpected changes at your destination. Customer Care's check-ins catch these changes early, allowing time to adjust your plan and pricing if needed.

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

DURING AND AFTER YOUR MOVE

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

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

WHAT HAPPENS NEXT

As your 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.

ROLE 5: THE MOVING CREW

THE TEAM THAT MAKES IT HAPPEN

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

UNDERSTANDING YOUR CREW

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

Supporting the team leader are the crew members, whose numbers vary based on your 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 your crew is carefully determined during the survey process to ensure efficient loading and unloading.

WHAT TO EXPECT ON MOVING DAY:

- **Arrival.** You will typically get a call the day before with a 2-hour window for the team's arrival time. Once there, the team leader will introduce themselves and walk through the paperwork with you.
- **Preparation and protection.** Before loading begins, the crew prepares your belongings. Furniture is wrapped, delicate items are protected, and everything is readied for safe transport. The crew makes it a point to
 - protect your house and your belongings.
- **Loading.** Using professional techniques, the crew loads your belongings strategically. Heavier items go in first, fragile items are secured, and every inch of space is utilized efficiently.
- **Transport.** Once loaded, your 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 your new home, the crew unloads and places items according to your direction. Beds are reassembled, furniture is positioned, and your new space begins to take shape.

PROFESSIONAL PACKING SERVICES

If you've opted for professional packing, the crew handles this with the same care they bring to loading. Professional packers are trained to protect your 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), you'll 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 your journey.



LONG-DISTANCE DELIVERY WINDOWS

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

WHAT HAPPENS NEXT

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

BEHIND THE SCENES

THE COORDINATION YOU DON'T SEE

For every successful move, there's a team of people working behind the scenes that you might never meet. Operations managers, dispatchers, and logistics coordinators work together to ensure your crew shows up on time, with the right equipment, and ready to execute your 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 customers need to move quickly, operations determines if resources are available to accommodate tight timelines.



WHY EARLY BOOKING HELPS EVERYONE

Operations benefits tremendously when customers book well in advance. More lead time means better resource planning, more options for scheduling, and higher confidence that your 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 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.



WHAT TO EXPECT AFTER YOUR MOVE

COMPLETING YOUR MOVING JOURNEY

Your belongings have arrived, boxes are stacked in your new home, and the crew has departed. But your 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 your belongings arrive. All documentation from your move, from the initial survey to the final inventory, becomes part of your permanent file should you need to reference it later.

IF SOMETHING WENT WRONG

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

- **Timeline.** You have up to 9 months after your move to submit claims for any damaged items.
- **Documentation.** The claims department will request photos or other proof of damage to process your claim.
- **Resolution.** Claims are handled promptly, with Customer Care serving as your 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 FEEDBACK MATTERS

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



BRINGING IT ALL TOGETHER

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

Your Employee's Moving Journey at a Glance:

STEP 1: GETTING STARTED

You take the first step by researching movers, taking note of what you need to move, and gathering questions. This is the planning phase where you're setting the foundation.

STEP 2: INITIAL CONNECTION

You connect with our Sales Administrator, who welcomes you, confirms your basic details, and schedules your in-home or virtual survey.

STEP 3: SURVEY AND QUOTE

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

STEP 4: PRE-MOVE COORDINATION

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

STEP 5: MOVING DAY

Your professional moving crew arrives to pack, load, transport, deliver, and unpack your 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 you book your move 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 you have time to prepare properly, reducing stress and increasing confidence.

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.



READY TO START YOUR JOURNEY?

Now that you understand how everything works, you're prepared to be an active, informed partner in your own relocation. Whether your move is months away or just around the corner, the team at Interstate is ready to guide you through every step.

**YOUR NEW HOME IS WAITING.
LET'S GET YOU THERE.**

CONTACT US TODAY

www.moveinterstate.com

OPERATED BY



SPRINGFIELD, VA