



Relocation Reference Guide

Physician/Scientist and Executive Staff





Congratulations on your new position at Mayo Clinic!

We hope you are looking forward to joining your new team, as we also look forward to your arrival.

Before you start your first day, there is a great deal you need to do, both personally and professionally. Undoubtedly, the task of moving can be a challenging one. We hope you find that Mayo Clinic's relocation assistance helps to ease most of your concerns.

For your convenience, we have developed this "Relocation Reference Guide." Here you will find answers to questions you may have about the household moving services available to you.

To ensure a smooth and orderly move, we encourage you to thoroughly read this information and any other materials provided by your chosen carrier. We suggest keeping this information nearby at all times during the move for quick and easy reference. Please find a convenient location to store your moving-related documents, reservations and receipts.

Any questions or inquiries can be directed to Mayo Clinic Relocation Services at 608-392-4488 or rstdocexcrel@mayo.edu.

We hope that your move proceeds smoothly. Welcome!

**Heal the sick,
Advance the
science,
Share the
knowledge.**

How to Proceed

Here are the tools you will need for your relocation.

RELOCATION REFERENCE GUIDE & CHECKLIST

- Thoroughly read the Relocation Reference Guide
- Schedule time to connect with Mayo Clinic Relocation Services
- Activate your UrbanBound portal – You will receive an invitation to do this following your conversation with Relocation Services
- Schedule on-site assessment with your selected carrier
- Prepare for the move
- Delivery of goods
- Unpack
- Make claims for loss or damage (if applicable)

Getting Started

HOUSEHOLD RELOCATION PROCESS

Mayo Clinic has partnered with UrbanBound to provide a full relocation experience. You will be provided move supplier options that are identified to fit your move needs. It is important that you choose one of the movers provided; not a moving company you know locally. It is suggested you select the mover with whom you feel most comfortable and who meets your needs. If you do not choose one of the provided moving companies, you will not be reimbursed.

To be eligible for the household relocation benefit, your staff appointment must be approved and you will be asked to sign a repayment agreement. After you select a mover they will arrange to review your current household to determine what is needed to pack your belongings. You will identify the date range for your move with your selected moving company.

After selecting a moving agent, please notify UrbanBound by contacting your relocation consultant or by using your UrbanBound portal.

Your invitation to use UrbanBound confirms to UrbanBound and suppliers that you are eligible for your relocation package. Suppliers will receive direct payment. Other eligible expenses will be reimbursed.

If you have additional questions regarding the relocation process, contact 608-392-4488.



Preparing For Your Move

The remaining pages of the guide contain important points and recommended activities we encourage you to consider prior to your items being moved. These measures help contribute to a safe, timely, and successful relocation of your belongings.

APPLIANCES

Certain appliances may require power disconnect at origin and reconnect at destination. Usually, this requires special service, as well as motor tie-down, to protect the mechanisms during movement. Please see “Authorized and Restricted Moving Expenses” for coverage of appliance-related moving services.

TELEVISION SETS, FLAT SCREENS AND COMPUTERS

Because of the sensitivity of these electronic devices, no assurance can be made that readjustment will not be necessary after movement. Therefore, any service for color restoration or readjustment will be at the staff member’s expense. Claims will only be honored when an item has sustained exterior damage or when a technician has certified that carrier mishandling or negligence caused interior damage.

REFRIGERATORS AND FREEZERS

These items must be thoroughly defrosted, cleaned and free of any moisture 36 hours prior to shipping.

PERISHABLE FOODS

Dispose of all perishable foods and beverages prior to the packing of your household effects.

FLOOR COVERINGS AND WALL ATTACHMENTS

Curtain and drapery rods, mirrors and the like should be removed from wall surfaces. If carpeting is to be taken up, all tacks should be removed. The carrier will perform these services at an extra per-hour charge at your expense.

ITEMS OF SPECIAL VALUE

Arrange for the handling of items of special or extraordinary value such as jewelry, precious stones, collector items, rare books, wills, insurance policies, securities, family pictures, money, etc. Inclusion of such items for shipment is solely your risk and responsibility. These items are excluded from insurance coverage.

Other high-value items, such as paintings, art objects, antiques, silverware, electronic equipment, expensive clothing or grandfather clocks, are covered by insurance and may be included in your shipment. These items must be noted separately with their values stated on the Carrier’s Bill of Lading or on the manifest inventory, in order for adequate protection to be provided. You should let the mover pack and handle such items, and you should carry small valuables with you.

DO NOT SHIP

Alcoholic beverages, combustibles (paints, lacquers, aerosol products), ammunition, live plants or shrubbery will not be shipped.



BELONGINGS IN STORAGE

The staff member is responsible for all costs associated with storage (see “authorized and Restricted Moving Expenses”). Additionally, you must settle any outstanding storage charges prior to arranging for pickup of warehoused goods. If any of the household goods to be moved by Mayo Clinic are housed in a storage warehouse, the staff member must give written authorization for their release to the carrier for the warehousing agent.

CONTENTS INSPECTION

Carriers or agents can open and inspect the contents of boxes and other packages, or require other sufficient evidence to determine the actual character of the contents. Carriers and their agents will not accept any property for shipment that may be liable to contaminate or otherwise damage equipment or other property. If necessary, fumigation of infested household goods will be done at your expense.

Authorized and Restricted Moving Expenses

AUTHORIZED MOVING EXPENSES

The following is authorized for your move:

- 1 Mayo Clinic expects staff members utilizing house-hold relocation benefits to do so within 12 months of their start date.
- 2 Preparing appliance mechanisms for shipping and after shipment, preparing those mechanisms for operation. Authorization does not include the repair or overhaul of appliance equipment.
- 3 Up to \$100,000 valuation protection to protect the shipment from damage or loss. You will be required to sign a form declaring the value.
- 4 Rigging, hoisting or lowering services necessary to accomplish pickup or delivery.
- 5 Charges for a piano, organ, riding lawn tractor, big screen television or grandfather clock and for elevator, stair and/or excessive distance carry.
- 6 Necessary shuttle service between van and residence in cases where the residence is not readily accessible to the line-haul road van due to street conditions.
- 7 Mayo Clinic will assume the cost to move up to two automobiles when relocating 500 or more miles. Please notify the department if there are any other specifications.
- 8 Storage requests up to 30 days plus re-delivery will be covered.
- 9 If a research laboratory move is required please contact relocation services before working with a moving agent.

RESTRICTED MOVING EXPENSES

The following restrictions and services will be your responsibility:

- 1 The moving of any animals or pets is not allowed per Mayo Clinic policy.
- 2 Movement of household effects is limited to one shipment. A person coming to Mayo Clinic and moving his/her family at a later date is reimbursed for only one move unless prior approval is obtained.
- 3 Cost to assemble or disassemble items such as swing sets, drapery or custom rods, pool tables, storage sheds, portable swimming pools and other items requiring such services.
- 4 Dismantling or installing plumbing or electrical connections such as outlets or piping for appliances, stereos, televisions or any kind of antenna.
- 5 Removal or installation of attached floor coverings, draperies or related items.
- 6 Maid services or any comparable special services.
- 7 Power-driven vehicles such as dune buggies, camping trailers, camper bodies, boats, trailers, aircraft, motorcycles, snow-mobiles, jet skis, golf carts and ATV's unless prior approval is obtained in lieu of one auto move.
- 8 The following items are either considered dangerous or are not deemed necessary to establish a house-hold: Firearms, ammunition, explosives, flammable and hazardous materials, excessively heavy non-household items, living and perishable things, firewood, decorative stones, building materials, plants, or frozen foods.
- 9 Extra stops for pickup or delivery of items at locations other than origin or destination without prior approval.
- 10 Exclusive use of a moving van (except when one single shipment may require total van capacity) or any specially expedited service.
- 11 Services required of moving company, which would incur overtime charges, including services performed on Saturdays, Sundays or legal holidays and/or before 8 a.m. or after 5 p.m.
- 12 Bulky items that require additional loading and unloading charges such as satellite dishes, hot tubs and farm equipment. For items in question, please consult your selected mover.

Costs for shipment of any restricted items not listed above or for any required special services shall be performed at your expense.

Additional Important Carrier Information

PRE-MOVE ASSESSMENT

When a carrier agent has been chosen to move your household effects, you will need to work with the agent to arrange details of your move. All intrastate moves will fall under their intrastate tariffs and regulations.

Before the agent arrives, tour your home including the attic, patio and garage to be sure that everything to be moved is visible. During the assessment visit, show everything that is to be moved so that an accurate estimate of the total weight to be moved may be compiled. An accurate estimate is essential for carrier planning.

MAXIMUM ALLOWABLE WEIGHT COVERAGE

There is not a weight limit for your household move. However, additional information may be requested for an amount over 20,000 pounds.

PACKING AND LOADING

Carriers are qualified to perform pack-and-load service efficiently and professionally. Since Mayo Clinic absorbs these costs, we recommend letting the movers both pack and load. You should point out fragile items that may need special attention by the packers.

Any items not to be shipped should be well identified by placing a large and visible "DO NOT LOAD" on each item. Have the driver adjust your copy of the estimated weight sheet if goods to be left behind were included in the estimate.

INVENTORY

On all interstate moves the driver will inspect and tag each piece to be moved and compile an inventory of the goods to be shipped. Since the Household Goods Descriptive Inventory becomes the "manifest", and is the basis for claim settlement, it would be advantageous to accompany the driver to inspect and ensure that the physical condition of each piece is properly described as he denotes it on the manifest.

BILL OF LADING

The bill of lading is the contract for transportation of your shipment. The bill should contain the "tare," or pre-loading weight, of the vehicle. Compare the bill of lading weight against the tare weight shown on the weight certificate. If you find inaccuracies, insist they be corrected immediately. This document should also clearly and accurately include the place of delivery and the name, address and telephone number of where you, or some other concerned party, can be notified of possible delays while your goods are in transit.

INSURANCE COVERAGE

The carrier will be responsible for the cost of insurance covering your shipment for an insured valuation up to \$100,000, based on \$5/lb. For example, a 10,000 lb. shipment would have \$50,000 of insurance coverage.

Should you wish insurance coverage in excess of the determined amount for your shipment, this can be arranged with the carrier at your expense.

In the event of a claim, you are responsible for providing the evidence of loss or damage. Reimbursement for repairs and/or replacement shall be subject to normal depreciation.

The carrier's pre-move estimate of weight and cost is not a firm contract and is not binding on either you or the carrier. However, it should fall within 10 percent of the actual weight or cost of an interstate move or as regulated by state or provincial regulatory bodies in the case of intrastate moves. The estimate allows the carrier to plan for needed equipment and manpower, and to give you a reasonable idea of what your move will cost and weigh. Eventual charges are based on actual weight. The Federal Highway Administration (FHWA) may investigate carriers whose estimates are found to be inaccurate.

Suggestions for Delivery and Unpacking

DELIVERY

Be at your new location on or before the delivery date; be present when your shipment arrives. Check off each item from your copy of the inventory as it is unloaded, and note missing or damaged items. Transpose these notations to the carrier's copy of this document for damaged items.

Do not sign any papers until the delivery has been completed and you have verified the driver has not charged for services that were not performed. Sign for only those services performed by the carrier at origin and at destination. Write "none" in any blank spaces relating to services that were not rendered.

UNPACKING

You have the option of mover provided unpacking service. Unpacking only includes the removal of the contents from the cartons and the disposal of the empty cartons and packing material. Movers are not required to unpack cartons you have packed, though they must unpack everything the origin agent packed, if you so desire.

If you choose to do your own unpacking, you must dispose of any debris or cartons at your own expense. If you request the agent to make a trip to your residence to retrieve the packing materials, additional charges will be your responsibility.

If it is necessary for unpacking to be completed on the day following delivery, make definite arrangements for this service with the driver.

CLAIMS FOR LOSS OR DAMAGE

If loss or damage occurs to your goods during shipment, you must have proof for any claim you file. The best proof is the written notation of losses or damage that you make on the bill of lading, the inventory or the delivery receipt. If you later discover you have further loss or damage, you may still file a claim within nine months.

Some claims must be verified by inspection. Do not begin repairing, replacing or destroying items that were damaged or broken until you have contacted the carrier.

The most critical factor in your claim will be notations you make for missing or damaged goods. If notations of damage or loss are not made, you are giving a clear receipt that states loss or damage has not occurred.





Frequently Asked Questions

May I contact a local moving company to get the moving process started?

No. Mayo Clinic requires that the moves are coordinated through the resources provided.

Should I do my own packing?

Carriers are qualified to perform pack-and-load services in an efficient and professional manner. Since Mayo Clinic absorbs these costs, we recommend letting the movers both pack and load. You should point out fragile items that may need special attention by the packers.

Will Mayo Clinic pay for pickups or deliveries on Saturdays, Sundays or holidays?

Mayo Clinic will not pay for the moving company's overtime charges, including service on Saturdays, Sundays, legal holidays and/or before 8 a.m. or after 5 p.m.

I have recently accepted a position at Mayo Clinic. In what time frame can I move?

During the busy months of May through September, contact the mover four to five weeks prior to the move to facilitate scheduling. We realize this is not possible at all times. We recommend that you contact the carrier as soon as possible after you receive approval of your appointment from the site Personnel Committee, Executive Operations Team, or Board to assure the relocation process goes smoothly. Additionally, Mayo Clinic requires prospective staff utilizing household relocation benefits to do so within 12 months of their start date.

If I have household goods at more than one location, will Mayo Clinic pay for an extra stop?

No. Payment for movement of household goods is limited to one shipment.

Laboratory: Moving items from a laboratory is eligible. Please contact Relocation Services so the specialty moving agent may be contacted.

Will Mayo Clinic pay to move our automobile?

Mayo Clinic will pay for up to two automobiles when your move is 500 miles or greater. Any special requests or considerations can be discussed with Relocation Services.

Notes

mayoclinic.org

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