



MAYO CLINIC

Voting/Consulting Staff

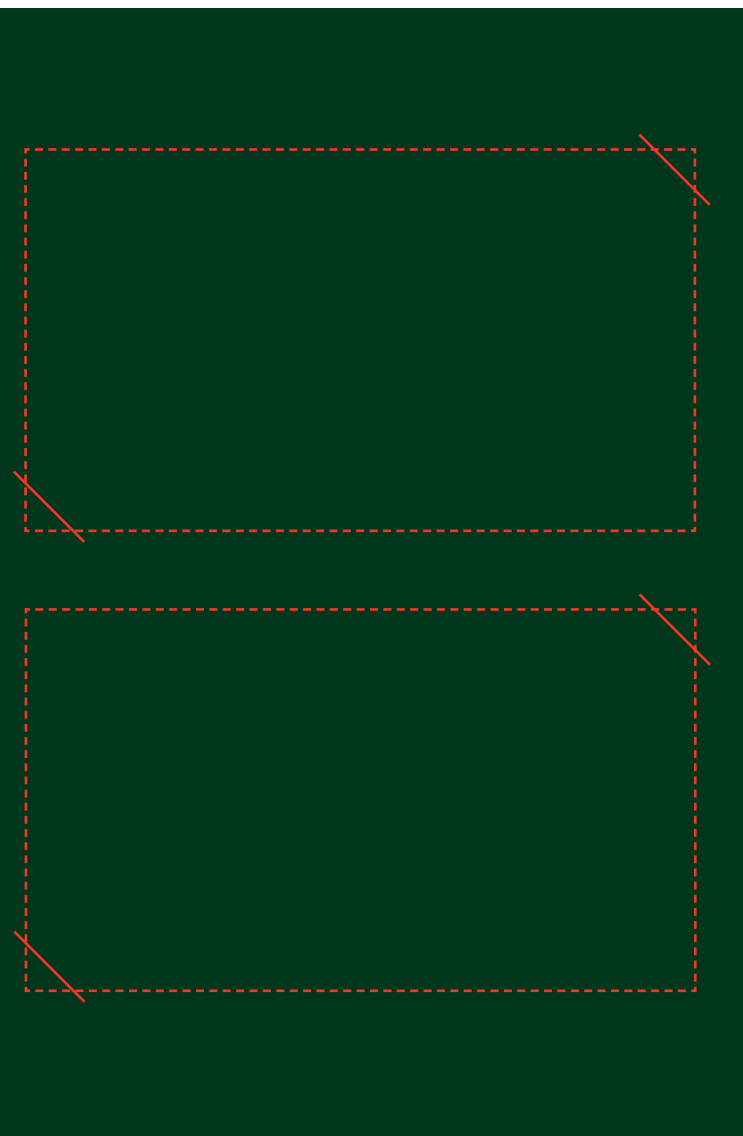
Relocation Reference Guide



Embark
on an
Adventure



*This panel is the
front pocket*



RELOCATION REFERENCE GUIDE & CHECKLIST

- ☐ Thoroughly read the Relocation Reference Guide
- ☐ Thoroughly read the House Hunting Reference section
- ☐ Choose a carrier
- ☐ Contact a Mayo Clinic Household Moving Assistant
- ☐ Schedule on-site estimate by carrier
- ☐ Prepare for the move
- ☐ Delivery of goods
- ☐ Unpack
- ☐ Make claims for loss or damage (if applicable)



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INTRODUCTION

Welcome to Mayo Clinic!

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

Before you start your first day at Mayo Clinic, 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 information and convenience, we have developed this "Relocation Reference Guide." 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 guide nearby at all times during the move for quick and easy reference. This guide is also a convenient location to store many of your moving-related documents, reservations and receipts.

Any questions or inquiries can be directed to the appropriate contacts listed in this guide. We hope that your move proceeds smoothly. Welcome!

HOUSE HUNTING REFERENCE

Congratulations! Now is the next step in your relocation process. You and your spouse/ domestic partner, may schedule a trip to your new area to pursue permanent housing. This trip is part of your relocation package and Mayo Clinic will reimburse for a maximum of five (5) days. This trip is considered taxable by IRS standards if the primary purpose of the trip is for house hunting. Reimbursement would be made through payroll after your employment begins.

Air transportation should be a minimum of a 14 day advance notice, coach fare and the flights should be directly from current residence location to the appropriate Mayo Clinic site. Hotel stay for up to four nights (five days) is reimbursed with submission of original receipts. Ground transportation for a mid sized rental (\$70 per day excluding taxes, surcharges and fees) up to five days is reimbursed with submission of original receipts. Any upgrades would be at your own expense. Daily food is also reimbursed with submission of original receipts. Please remember, Mayo Clinic policy does not allow reimbursement for the purchase of personal items or alcoholic beverages.

Listed below are the contact numbers at each site. If there are any questions regarding this trip, please contact your appropriate site representative below.

Arizona: Staff Services

Phone: 480-342-3535

Florida: Staff Services

Phone: 904-953-6254

Rochester: Human Resources

Phone: 507-538-0109

GETTING STARTED

Mayo Clinic has conveniently contracted with three moving companies from which you can choose. **It is important that you choose one of the three moving agents provided on the next page; not your local moving agent. If you choose not to use the identified moving companies you will not be reimbursed for your move.** All moves are coordinated through one of these three agents and they will contact the local agent in or near your community. All companies have been approved by Mayo Clinic for their quality and service. We suggest you call the carriers and select the company with whom you feel most comfortable and who meets your needs.

To be eligible for household relocation benefits provided by Mayo Clinic, your staff appointment must be approved by the site Executive Operations Team. Upon the approval of the appointment to consulting staff, the new staff member will sign a pay back agreement per Mayo Clinic policy. A moving authorization will then be generated for the moving of your household goods.

After selecting a moving company, please contact Mayo Clinic with your choice for a moving company:

Phone: 507-284-1367

E-mail: householdmoving@mayo.edu

AUTHORIZED MOVING COMPANIES (LISTED ALPHABETICALLY)

Graebel *(for all locations)*

Contact: Mayo Customer Coordinator

Toll Free: 800-879-7710

Local: 770-325-9625

Email: mayo@graebel.com

Mayflower/Metcalf *(for Rochester)*

Contact: Mayo Customer Coordinator

Toll Free: 800-356-7996

Local: 507-288-5255

Email: mayo@metcalfmoving.com

North American/Beltmann *(for all locations)*

Contact: Mayo Customer Coordinator

Toll Free: 800-859-4440 x4601

Local: 630-691-9421

Email: mayo@beltmann.com

United/Horizon *(for Arizona)*

Contact: Mayo Customer Coordinator

Toll Free: 800-528-5302 x137

Local: 602-540-5019

Email: mayo@horizonmoves.com

United/Suddath *(for Florida)*

Contact: Mayo Customer Coordinator

Toll Free: 800-333-8100 x5560

Local: 904-256-5500

Email: mayomoves@suddath.com

Once the moving company you have selected has received authorization from Mayo Clinic, you will work directly with the moving company to initiate the planning and implementation of your move. Contact the mover **three to four weeks** prior to the move to facilitate scheduling.

When you contact your mover, be sure to request that the moving representative make a personal visit to your residence in order to make a pre-move estimate of weight and costs for packing and removal of your goods. At that time, they will explain the moving procedure and answer any questions you have. Obtain the name, address and telephone number of the carrier's origin and destination agency offices. It is important to keep the destination agent and/or the driver informed of how and where you may be reached at all times until your shipment is delivered.

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 items.

PREPARING FOR YOUR MOVE

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 SET, FLAT SCREENS AND COMPUTERS

Because of the sensitivity of these instruments, 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 appliance 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

Storage requests up to 30 days plus re-delivery will be covered. 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

Your moving package includes the cost of necessary packing and unpacking of ordinary and necessary items needed to establish a home, including the taping or tying of owner-packed cartons. Mayo Clinic will pay for crating as deemed necessary by the mover.

AUTHORIZED MOVING EXPENSES

The following is authorized for your move:

1. Mayo Clinic requires prospective staff utilizing household 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. Please notify the department if there are any other specifications.

8. Mayo Clinic will pay for additional pickup or delivery for office or laboratory items only.

RESTRICTED MOVING EXPENSES

The following restrictions and services will be your responsibility:

1. The moving of any animals or pets is restricted and 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.
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, snowmobiles, jet skis, golf carts and ATV's.

8. The following items are either considered dangerous or are not deemed necessary to establish a household: 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.
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.

OTHER IMPORTANT CARRIER INFORMATION

PRE-MOVE ESTIMATE OF WEIGHT AND COST

When a carrier agent has been chosen to move your household effects, you will need to make arrangements with your moving agent to arrange the details of your move. Mayo Clinic will also ask the carrier to prepare a pre-move estimate of weight and cost of your shipment and to furnish you with a copy of the Federal Highway Administration (FHWA) OEE -100 brochure. All intrastate moves will fall under their intrastate tariffs and regulations.

Before the estimator arrives, tour your home including the attic, patio and garage to be sure that everything to be moved is visible. During the estimate, 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.

DELIVERY DATES AT DESTINATION

Carriers must provide pickup on one guaranteed date and delivery on one of two guaranteed dates (established on the day of load) for shipments of 4,000 pounds or more. The carrier must notify you if it is impossible to meet those dates and then set up a new delivery schedule if necessary. You are also to receive notification of the van’s location, condition of your shipment and reason for delay.

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-pound 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 performing your own unpacking. 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?

Mayo Clinic contracts require that the move be coordinated through the offices/contact names listed on page 6. They will coordinate the move with their counterpart in your city.

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 was recently hired at Mayo Clinic.

In what timeframe can I move?

Contact the mover three to four 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 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?

Movement of household goods is limited to one shipment. One-way flight or other travel expenses will be paid for each member of the family (including the staff member) only once. The relocation travel expenses for family members does not need to occur at the same time as the candidate if they will be moving at different times.

Office or Laboratory:

Moving items from an office or laboratory is eligible. Please contact your Mayo Clinic site representative so it may be authorized prior to your move.

Will Mayo Clinic pay to move our automobile?

Mayo Clinic will pay for up to two automobiles.



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