# Moving paperwork map



Every document on a job, in the order it is used. Federal rules for interstate moves, state rules for local.

| DOCUMENT AND WHAT IT IS FOR | INTERSTATE MOVE (49 CFR PART 375) | LOCAL MOVE |
|---|---|---|
| **Before the move** | | |
| **Survey of the goods**, on site or by video. The estimate is based on it. | Required, unless the customer waives it in writing before loading. §375.401(a) | State rule |
| **Written estimate**. Price, payment forms, and the valuation notice. | Binding or non-binding. Signed by both. Dated copy to the customer. §375.401 | Usual. Often hourly or not-to-exceed |
| **Rights and Responsibilities** booklet and **Ready to Move?** brochure. | With the estimate. A copy, or a link to the FMCSA page. §375.213(a) | No. Some states have their own notice |
| **Receipt** for those two publications. | When sent as links. Signed, dated, kept 1 year. §375.213(f) | No |
| **Arbitration summary**. How a dispute is decided, and what it costs. | Before the bill of lading is signed. §375.211 | State rule |
| **Complaint procedure** and **tariff notice**. | Before the bill of lading is signed. §375.213(b) | State rule |
| **Bill of lading**. The contract and the receipt. | Signed and dated by the customer at least 3 days before loading. §375.505(h) | State form. Timing set by the state |
| **At pickup, before loading** | | |
| **New estimate**, when items or services were added. | Signed before loading. Never after. §375.403, §375.405 | Revised estimate or change order |
| **Inventory** with numbered tags. What was loaded, and its condition. | Before or at loading. Signed by both. Copy to the customer. §375.503 | State rule. Useful on any storage job |
| **Valuation choice**. Full value, or released value by written waiver. | On the estimate and the bill of lading. §375.201 | State valuation addendum |
| **High-value item list**. Items worth more than $100 per pound. | In writing, from the customer. §375.203 | State rule |
| **Bill of lading**, signed at origin. | Before loading. Customer and driver each hold a copy. §375.505(c), (f) | Start time, rates, signature |
| **At delivery** | | |
| **Inventory**, checked off. Missing or damaged items written down. | Customer gets a copy of the notes. §375.503(d) | If an inventory was made |
| **Payment** within the limit. | Binding: the estimate. Non-binding: 110% of it. §375.703 | State rule, or the not-to-exceed price |
| **Bill of lading**, signed at destination. | Required. No release of liability on it. §375.505(f), §375.701 | Finish time, charges, signature |
| **After the move** | | |
| **Invoice** for the balance. | Within 15 days, not counting weekends and holidays. Some charges: after 30 days. §375.807 | State rule |
| **Weight tickets**. Proof of the weight you bill. | Non-binding estimates by weight. Certified scale. Copies go with the invoice. §375.519 | Rarely used |
| **Claim acknowledgment** and decision. | 30 days to acknowledge, 120 to decide. §370.5, §370.9 | State rule |
| **Storage conversion notice**, when storage in transit becomes permanent. | In writing, at least 10 days before (1 day if storage is under 10 days). §375.609 | Your storage contract |
| **Job file**. Estimate, inventory, and bill of lading together. | Kept at least 1 year. §375.505(d) | State rule. Ask your lawyer |

**Keep ready for any job:** a waiver for a risky customer request, a full and final settlement for a claim, a card authorization, a photo and video release, and a storage contract. Have a lawyer write each one.

**Old packet check.** No order for service (removed in 2022). Interstate bill of lading signed 3 days ahead, not at the door.



Federal rules as read in November 2026. Not legal advice and not a form. Check the current text and your state's rules.

# Job paperwork checklist

Sheet 2 of 2

One sheet per job. The crew lead ticks at the customer's home. The office ticks the same day.

| JOB NUMBER | CUSTOMER | CREW LEAD | PICKUP DATE | DELIVERY DATE |
|---|---|---|---|---|
| | | | | |

THIS JOB IS ☐ Interstate ☐ Local ☐ Binding ☐ Non-binding ☐ Hourly

| CHECK | CREW LEAD | OFFICE |
|---|---|---|
| **Before move day** | | |
| Survey done, or the customer's signed waiver is in the file INTERSTATE | | ☐ |
| Written estimate signed by the customer and by us, with the type marked | | ☐ |
| Two federal publications sent with the estimate. Receipt signed if sent as links INTERSTATE | | ☐ |
| Arbitration summary, complaint procedure, and tariff notice sent INTERSTATE | | ☐ |
| Bill of lading signed and dated by the customer at least 3 days before loading INTERSTATE | | ☐ |
| Crew has the full packet: estimate, bill of lading, inventory sheets and tags, change forms | ☐ | ☐ |
| **At pickup, before the first item is loaded** | | |
| Walk-through done. The job matches the estimate | ☐ | |
| If it does not match: new or revised estimate signed by the customer before loading | ☐ | ☐ |
| Valuation choice marked and signed by the customer named on the bill of lading | ☐ | ☐ |
| High-value items listed in writing by the customer INTERSTATE | ☐ | ☐ |
| Inventory lists and tags every carton and loose item. Both signed. Customer has a copy INTERSTATE | ☐ | ☐ |
| Bill of lading signed at origin. Customer has a copy. Driver has one | ☐ | ☐ |
| Start time written and initialed by the customer HOURLY | ☐ | ☐ |
| Risky request from the customer: waiver signed before the crew does it | ☐ | ☐ |
| **At delivery** | | |
| Customer checked the items against the inventory. Missing or damaged items written down | ☐ | ☐ |
| Extra services asked for today are in writing and signed | ☐ | ☐ |
| Finish time written and initialed by the customer HOURLY | ☐ | ☐ |
| Collected no more than the binding amount, or 110% of a non-binding estimate INTERSTATE | ☐ | ☐ |
| Collected no more than your state allows, or the not-to-exceed price LOCAL | ☐ | ☐ |
| Payment taken in a form named on the estimate | ☐ | ☐ |
| Bill of lading signed at destination. Customer has a copy | ☐ | ☐ |
| Photo of every signed page sent to the office before leaving the customer | ☐ | |
| **Office, the same day** | | |
| Every page received and readable. Every signature and date is there | | ☐ |
| Charges match the signed estimate. Payment matches the charges | | ☐ |
| Weight tickets attached and signed by the weigh master INTERSTATE | | ☐ |
| Invoice scheduled within 15 days of delivery (after 30 days where the rule says so) INTERSTATE | | ☐ |
| Anything wrong sent back to the crew lead today, with the mistake marked | | ☐ |
| Everything filed in the job folder | | ☐ |

WHAT WAS MISSING OR WRONG, AND WHO FIXED IT

| CREW LEAD | CHECKED IN THE OFFICE BY | DATE CHECKED |
|---|---|---|