



help your relocating employees prepare for peak moving season amid the pandemic

May is traditionally National Moving Month in the U.S. and the beginning of peak moving season, which spans from May to September. While moving looks a little different this year due to the ongoing COVID-19 pandemic, the spring-to-fall time period is still expected to bring a rise in relocations and an uptick in shipping activity. Here are some key recommendations and reminders to help make life easier for your relocating employees during this busy time:

Send initiations quickly. The more lead time suppliers have, the better they'll be able to meet your needs. **Don't miss your relocating employees' preferred dates by waiting to send initiations.** Send basic information now and follow up, if necessary, with additional details. There are capacity challenges every summer due to:

- **Peak season volume:** 60-70% of all moves occur between May and September.
- **Driver shortages:** The pool of available/qualified drivers is shrinking as shipping companies face challenges in attracting younger employees.
- **Restricted hours of service:** Drivers, by law, are only allowed to work/drive a certain number of hours in a day. This includes loading materials in the morning, driving to the residence and packing/loading — not just hours driving in the truck.
- **California CARB restrictions:** The California Air Resources Board (CARB) puts restrictions on shipments into, out of or within California. Because the cost to retrofit trucks to be compliant can be over \$10,000, there are only a certain number of trucks that will be able to handle California-bound shipments. Be sure to take extra care to book these as quickly as possible.
- **Blackout dates:** Once trucks/resources reach max capacity, a household goods carrier will “black out” certain dates, as they are not able to transport additional shipments.

tips for relocating employees to ensure a smooth experience

Consider a mid-month move. The majority of people moving want to move the first or the last week of a month. Moving mid-month if at all possible can help avoid the rush and secure the best possible dates, drivers and crews. It's also good to have back-up dates in mind in the event the preferred dates are full.

Give yourself adequate time. Once you've scheduled dates, it's recommended to be on site the day moving services are performed and *not* plan to travel that same day. Also, it's recommended to *not* move belongings into a new home on the same day as closing or lease signing. Trying to cram too much into one day can lead to stressful situations if there are any delays during the process.

Be available. Drivers and coordinators are *very* busy during peak season. They will make every attempt to reach you, but they also have to ensure they don't delay other shipments and scheduled appointments. Be sure all contact information is updated to ensure no services or dates are missed.

Be clear if being referred. Collect on delivery (COD) rates are higher during peak season, so if you're being referred to a service by a relocation management company, be sure to make that clear to ensure you receive contracted terms and rates.

Looking for a helping hand during peak season? Learn how Plus can [support your household goods shipping needs](#).

Here are a few things to be aware of this peak moving season:

1. Logjams at ports and container shortages have led to **record-high prices and delays with sea shipments**. Keep this in mind with international relocations, and be sure to plan and budget accordingly so your employees receive their goods in a timely manner.
2. In the U.S., **COVID-19 regulations and restrictions vary from state to state**, and this can impact the shipping process. For instance, there is no national mask mandate in place, so if a relocating employee would feel more comfortable working with shippers who are masked, it would be a good idea to communicate this directly to the shipping company to ensure compliance.
3. Peak season usually wanes in September as school starts up across the U.S., but **this year's peak may stretch a little longer** due to timelines being interrupted by the pandemic.