

This is the process...



ORIGIN

This is the international relocation process...

DESTINATION



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with **Atlas® International**

This is Atlas.

A trusted name in relocation since 1948.

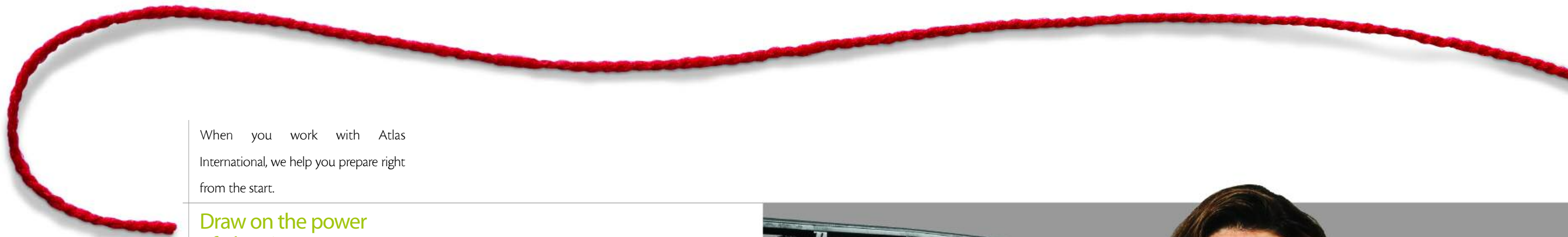
When you choose Atlas International, you get a proven provider with a straightforward process to care for every detail. Best of all, you get the Atlas commitment to **integrity, quality and solutions**...the common thread that runs throughout Atlas World Group companies. This commitment has made Atlas Van Lines the second-largest and fastest-growing carrier of household goods in the United States.



Experienced, knowledgeable, dedicated.

Whether you're relocating for the first or the fiftieth time, we understand your concerns. Your Atlas coordinator is your personal expert, easy to contact and responsive to you throughout your relocation. Atlas managers, working behind the scenes, are among the industry's most experienced. Atlas people are here simply to serve you, and we want to make your transition a natural one.





When you work with Atlas International, we help you prepare right from the start.

Draw on the power of planning.

Our *Atlas Passport* program is your easy-to-use planning tool. It gives you step-by-step instructions so you avoid last-minute surprises and delays. It also gives you essential information for a smooth transition in your new host country.

We determine your transportation requirements with a pre-move survey. We ask questions and discuss your needs. Then we prepare an all-inclusive estimate that gives you a good idea of the cost door to door, based on the services we will provide and the volume and weight of your shipment.

It is best for the Atlas International agent to conduct the survey in your home to prepare the most accurate estimate possible. Before the agent arrives, decide which items you intend to ship and what you may need to store. (Consider whether an item is necessary in your new home, if you have room for it, and whether street, doorways and hallways allow sufficient access.)

During the survey, you should:



Take the Atlas agent to every part of your home — attic, basement, garage, storage shed, crawl space.



Point out the items you want to ship and those that may require special handling or crating.



Indicate which items you want to ship by sea, those to ship by air, and items intended for storage.



The agent will explain special considerations for packing or gaining access for loading.



Barbara –
Seattle to Sydney

“Very pleasing customer service and representation – genuine, honest, helpful, and reassuring. Everything I needed, when I needed it the most!”



Reina and Emi –
Honolulu to San Francisco

"Whenever I had a question or concern my coordinator was ready with an answer, and I felt I was treated with courtesy, patience and the highest degree of professionalism. Atlas International deserves a five star rating. I highly recommend them to anyone planning a move."

Once you establish a date for departure, you'll want to get going on the tasks that must be accomplished first.

Follow your Atlas action plan.

Start by looking over your *Atlas Passport*. It highlights what must be done during the weeks of preparation for your departure.

Take this part of your planning in earnest. You'll find the time you invest now will return dividends by reducing the chance of last-minute surprises and their stressful effects.

It may not be rocket science. It is logistics science.

We do everything we can to ensure your relocation takes place according to schedule. Yes, things can happen that are beyond anyone's control, such as weather events. But we follow a process to select the best options for you. Our goal is to enhance the likelihood of trouble-free transit and to make the best use of time and resources. It's a good idea to become familiar with our process so you understand your part in the successful outcome.

Our online tracking system gives you convenient access to information about your shipment's progress for your added control and peace of mind.



Throughout the Atlas International relocation process your Atlas coordinator is your single point of contact: professional, knowledgeable, and responsive to your questions and concerns.



Moving safely. The Atlas way.

Packing typically takes place on one day and loading the next. Your Atlas team arrives at your house at an agreed time to prepare your goods for safe international shipment. You can assist them by making sure they have space to

work and that items to be packed are readily identified. It's best to remove items from your home that are not to be packed. Be sure to carry important documents, such as your passport or birth certificate, with you.

Customs may inspect your shipment during transit. Be aware that you cannot ship certain items, including:

- live animals (including birds and reptiles)
- ammunition, including materials for making ammunition, such as gun powder
- flammable materials

Ask your Atlas International relocation coordinator for specific regulations pertaining to your destination country.

1.

Atlas professional packers are your best assurance that your goods are properly prepared for safe transport. They provide all materials and employ proven techniques for international shipment.



2.

We take special care of your high-value items. We document them and place security seals on the cartons... an added measure of safety.



3.

Once your goods are packed in cartons, your Atlas agent may load them into wooden shipping containers called lift vans. These containers measure approximately seven feet by four feet by seven feet.



4.

For larger shipments, Atlas may load the entire household directly into a steamship container at your residence.



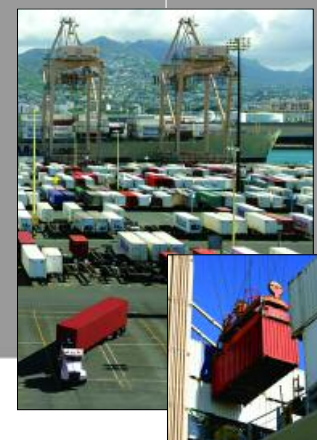
5.

Atlas transports your shipment to the port of departure.



6.

At the port of departure, Atlas places the lift vans into a steamship container and loads them onto the oceangoing vessel.



7.

At the port of arrival your goods are cleared through customs for delivery to your new residence.



8.

An Atlas International service partner delivers your goods and unpacks them at your new residence.



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Brian and Meredith –
Atlanta to Hong Kong

"The personal touch – from sales to our moving coordinator – every question we had was answered. All of our goods arrived on time with nothing lost or broken. We will definitely use Atlas for our next move!"

Are your goods covered during shipment?

Atlas recommends you consider value protection as a prudent financial precaution in the event it becomes necessary to repair or replace an item. Full value protection covers the replacement cost if you must purchase an item new at your destination. Depreciated value covers goods at their current market value, such as a used automobile. Ask us about which options we recommend to ensure your well-being and peace of mind.

Our certifications are your added assurance of quality.

As a certified *Registered International Mover (RIM)*, Atlas International meets stringent requirements for training, testing and continuing education. Our managers and relocation coordinators carry RIM certification, a testament to the quality at work for you. In addition, Atlas International has earned **ISO 9001:2000** certification, your assurance that our quality systems conform to international standards for excellence.

Our overseas service partners share Atlas values. Integrity. Quality. Solutions.

At Atlas, we work continuously to ensure your total satisfaction with our service, wherever you are. We choose our overseas partners carefully, based on their ability to provide the service excellence our customers expect. We continuously survey our customers and use their insights to evaluate the strength of our network and partners. Ultimately, we want to make sure we deliver on the very first promise we make: that you will be served with **integrity, quality and solutions**. We insist on this.



Atlas overseas partners are carefully selected, based upon their ability to provide the service excellence our customers expect.



Atlas. Your direct line to satisfaction.

Atlas International is part of Atlas World Group – a family of companies sharing the common thread of **integrity, quality and solutions**. Our commitment to these values has made the Atlas name known for service excellence around the globe.

We welcome the opportunity to talk to you about your plans. Contact us today to find out more about how our people and our process can be your direct line to satisfaction.



Household Goods Forwarders Association of America
(HHGFAA)



American Moving and Storage Association
(AMSA)



Latin American & Caribbean International Movers Association
(LACMA)



Worldwide Employee Relocation Council
(Worldwide ERC)



Pan American International Movers Association
(PAIMA)



International Air Transport Association
(IATA)



Atlas International takes an active part in promoting and improving the international relocation industry through involvement in these associations.