



7-Day Pickup/Load Window for Scheduling

What is the 7-Day Pickup/Load Window for Scheduling?

Also known as "spread dates" this refers to the 7-calendar day window in which your moving company is required to pickup/load your shipment. Spread dates are generated based on your requested pickup/load date. They are intended to give you greater planning capability knowing your pickup/load date is scheduled within that timeframe.

Packing Dates vs Pickup/Load Date:

Your **packing date(s)** are the day(s) your movers are in your home to pack your belongings and will always precede your pickup date. The number of required packing days depends on the estimated shipment weight (approx. 1 day for every ~ 8,000lbs).

Your **pickup/load date** is the day your moving company physically removes your property from your home. Remember, only your pickup date is required to fall within the 7-day window. Your packing dates *may be* scheduled before your 7-day window begins.

Can My Pickup/Load Date Change?

Once HomeSafe Alliance confirms your pickup/load date, this date will not change without your approval. If your service provider misses your scheduled pickup/load date, you may be eligible for an inconvenience claim.

If your pickup/load date has been scheduled and you require a change, you can submit a date change request in HomeSafe Connect.

Does the 7-day Pickup/Load Window Apply to All Personal Property Shipments?

No, the 7-day pickup/load window does not apply to Non-Temporary Storage (NTS) release requests.

7-Day Pickup/Load Window Sample Calculation:

Your 7-day pickup/load window is calculated from your requested pickup/load date which should be your latest pickup/load date.

For example, if your requested pickup/load date is 20 August, then your 7-day pickup/load window would be 14-20 August.

Weekend or Holiday:

Your 7-calendar day pickup/load window includes weekends and holidays; however, HomeSafe will not select a weekend or Federal Holiday for packing and pickup/load without you (the customer) and U.S. Government prior approval. There is risk that the U.S. Government Quality Assurance Evaluator (QAE) may not be available on a weekend or Federal Holiday.