



Seven-Day Pickup Window for Scheduling

What is the Seven-Day Pickup Window for Scheduling?

Also known as "spread dates," this refers to the seven-calendar-day window in which your moving company is required to pick up, or load, your shipment from your residence for transportation. Spread dates are generated based on your requested pickup date. They are intended to give you greater planning flexibility by ensuring your pickup will occur within that timeframe.

Packing Dates vs. Pickup/Load Date

Your **packing date(s)** are the day(s) movers come to 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 (generally, one day is needed for every 4,000 lbs.)

Your **pickup/load date** is the day your moving company physically removes your property from your home. Only the pickup date must fall within the seven-day window; packing dates may occur before the window begins.

Can My Pickup Date Change?

Once HomeSafe Alliance confirms your pickup date, it will not change without your approval. If your service provider misses your scheduled pickup date, you may be eligible to file an inconvenience claim.

If your pickup date has already been scheduled and you need to change it, you can submit a date change request in *HomeSafe Connect*.



Does This Pickup Window Apply to All Personal Property Shipments?

No, the seven-day pickup window **does not apply** to Non-Temporary Storage (NTS) release requests or for requests for pickups within five calendar days or less.

How is the Pickup Window Calculated?

Your seven-day pickup window is calculated from your requested pickup date which should represent your "no later than" pickup date. It will include your requested pickup date and the six calendar days immediately preceding it.

Example: if your requested pickup date is 20 August, then your seven-day pickup window would be 14-20 August.

Weekends and Holidays

Your seven-day pickup window includes weekends and holidays; however, **HomeSafe will not schedule a packing or pickup on a weekend, a Federal Holiday, or a foreign national holiday without prior approval from both you and the U.S. Government.** There is a risk that a U.S. Government Quality Assurance Evaluator (QAE) may not be available during weekends or Federal Holidays.