Allowance Entitlement Guide

ACR would like to thank you for selecting us as your preferred supplier to safely take care of your mobility requirements.

Within the international relocation industry ACR International Mobility has maintained a reputation for providing a professional and cutting edge range of services tailored to the precise requirements of all our clients.

Moving is classed as one of the top 10 most stressful events in a lifetime. That is why we have designed this guide to help and provide you with some general guidance to the volumes and allowances of your move.

When discussing your allowances, often a reference is made to unique terms and terminology and these can be confusing to understand especially when the international moving company assume that you are familiar with them!

This guide will

- Help you understand your allowance entitlements
- Allow you to visualize your allowance entitlements
- Maximise your allowance entitlements
- Prepare you for your pre move survey

We want to help you understand how your possessions will be transported and stored. Please however note that this is a general guide. Only when a dedicated ACR Sales Representative has made a visit to your property and has assessed your individual requirements, can we be more precise. This is not a packing guide but a guide to interpreting volumes.

Moving your world has never been so easy...

ACR is here to make your life easier, so do not delay and contact us today for further assistance on contact@acrmobility.com

Household Goods

ACR will arrange for safe transportation of your household goods, as well as assist with all necessary paperwork and customs documentation, to fully prepare your household goods move for shipping.

Your actual volume will be assessed at the time of the survey. However to assist you with your own assessment and to maximise your entitlement we have listed below some items of household goods that are commonly shipped.

We need to emphasize that the volumes are the average volumes of these everyday items and this can vary from item to item. Some items may also require dismantling during the packing process. Once again, our surveyor will be able to advise.

Please be aware that the packing materials will increase the overall volume by approximately 10 %.

Double Bed
50 cuft /1.2cbm

Sofa
60 cuft /2cbm

Cot
10 cuft /0.3cbm

Chest of Drawers
20 cuft /0.6cbm

Tall Lamp
6 cuft /0.2cbm

TV Cabinet
10 cuft /0.3cbm

Dining Chair
8 cuft /0.25cbm

Table Lamp
2 cuft /0.1cbm

Cubic Meter (CBM or m3) is a unit of measure for volume

Volume is measured by the Length x Height x Width of an item or group of items

1 Cubic Meter (CBM) = 35.315 Cubic Feet (CUFT)

There are 1728 cubic inches in one cubic foot

Length x Height x Width (Inches) ÷ 1728 = Cubic Feet

Paris Office
2 Boulevard de la Libération, Bât A2 Urbaparc,
93200 Saint-Denis, France
+33 (0)1 48 13 3300
paris@acrmobility.com

Lyon Office
1 rue Claude Chappe, Parc de Crécy,
69370 Saint Didier au Mont d'Or, France
+33 (0)6 02 08 16 62
lyon@acrmobility.com

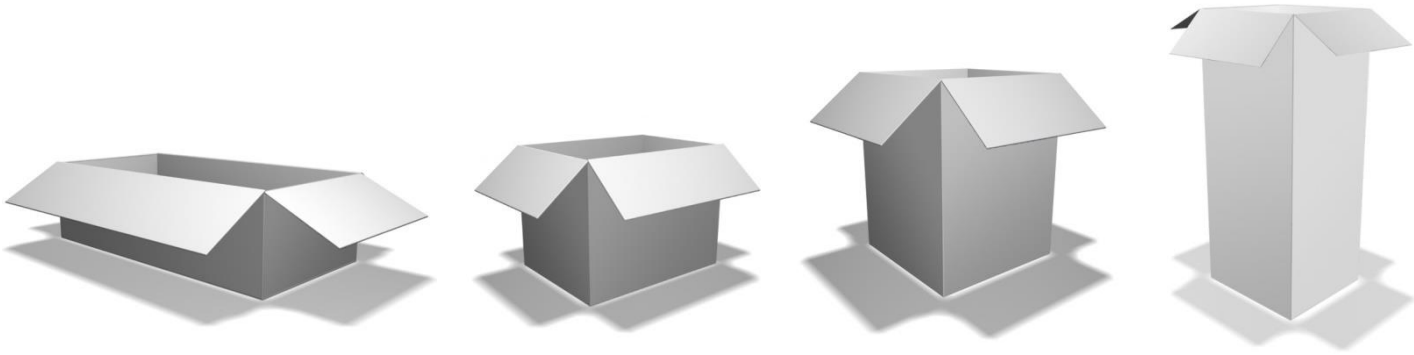
Geneva Office
Rampe Quidort 4, Route des Jeunes
1227 Les Acacias, Switzerland
+41 (0)22 304 1540
geneva@acrmobility.com

London Office
1-3 Wyvern Estate, Beverly Way,
New Malden KT3 4PH, United Kingdom
+44 208 949 7635
london@acrmobility.com

Packing

We use the best quality materials to ensure the safe arrival of your goods. All personal effects are packed into specially made reinforced export cartons.

We have listed a selection below.



Lay Flat Carton	Book Carton	Fragile Carton	Wardrobe Carton
6 cuft / 0.2 cbm	3 cuft / 0.1 cbm	6 cuft / 0.2 cbm	10 cuft / 0.3 cbm

Specialized Packing

ACR wants to ensure that all items are protected adequately: we have a selection of “specialized packing materials/cartons” for items such as mattresses, bikes, wine, pictures, golf clubs and much more.

Packing Material

Your home, like any other, is filled with a diverse range of items, all of which need special attention to ensure that they arrive at your destination safely.

ACR uses a range of packing materials including bubble wrap, card, acid-free paper, tissue paper, cotton blankets and paper blankets. Our experienced and fully-trained packing crews will prepare your goods to the highest standards to protect them during transit.

Air Freight Shipment

Moving by air is quick and enables small essential personal effects to be available shortly after your arrival in your new location. You can expect the transit time for an airfreight shipment to be between 10 to 15 working days (subject to customs procedures).

Your company will give you a weight allowance which our surveyor will convert into volume at the time of survey.

LDN Container

Used for... Essential household goods and personal effects.

Volume capacity per unit: 2.7 cbm net
Internal Dimensions: 137 x 137 x 142 cm

"D" Container

Used for... Essential household goods and personal effects.

Volume capacity per unit: 1.75 cbm net
Internal Dimensions: 147 x 104 x 114 cm

"E" Container

Used for... Essential household goods and personal effects.

Volume capacity per unit: 0.50 cbm net
Internal Dimensions: 106 x 73 x 65 cm

Paris Office
2 Boulevard de la Libération, Bât A2 Urbaparc,
93200 Saint-Denis, France
+33 (0)1 48 13 3300
paris@acrmobility.com

Lyon Office
1 rue Claude Chappe, Parc de Crécy,
69370 Saint Didier au Mont d'Or, France
+33 (0)6 02 08 16 62
lyon@acrmobility.com

Geneva Office
Rampe Quidort 4, Route des Jeunes
1227 Les Acacias, Switzerland
+41 (0)22 304 1540
geneva@acrmobility.com

London Office
1-3 Wyvern Estate, Beverly Way,
New Malden KT3 4PH, United Kingdom
+44 208 949 7635
london@acrmobility.com

Sea Freight Shipment

You can ship your belongings in either a Full Container Load (FCL) or in a Less than Container Load (LCL), depending on your individual requirements.

An FCL shipment means that you are taking either a 20ft, 40ft standard or 40ft High Cube or a 45ft Steamship container for your shipment and your shipment only. This is also known as a designated container.

An LCL shipment means your shipment will be loaded into a wooden liftvan, which will then be consolidated into a Steamship container with other shipments at the port.

LCL Shipment

Used for... Household goods and personal effects.

Volume capacity per unit: 5 cubic meters net

20ft Container

Used for... Household goods and personal effects.

Volume capacity per unit: 30 cubic meters net

40ft Container

Used for... Household goods and personal effects.

Volume capacity per unit: 60 cubic meters net

Road Freight Shipment

ACR provides transportation for your household goods via its specialist fleet of International Moving vehicles.

At ACR we take into consideration our carbon footprint and our vehicles are all low-emission.

ACR can cater for all road transportation requirements such as a direct delivery or part load. These can be for any size of shipment.

Direct Delivery

A direct delivery is generally for larger shipments or where a specific date is requested for both packing and/or delivery.

Part Load

A part load shipment is generally for smaller shipments with flexible packing and/or delivery dates. It is loaded onto a shared vehicle with other shipments with similar delivery destinations.

(Door-to-door (DTD) transit time is determined by the country of destination).

Storage

ACR will provide you with secure household goods storage via our network of storage warehouses.

Our storage facilities are provided as part of an international move or relocation arrangement, or can be used as a stand alone storage service.

Be assured that we take the storage of your goods very seriously and will ensure that they remain safe. Easy access is available but you will need to provide us with prior notice.

ACR's storage facilities are accessible by authorized personnel only and are:

- Safe
- Secure
- Temperature controlled
- 24 Hour Alarm system
- CCTV

Storage Container

Used for... Miscellaneous goods

Volume capacity per unit: 6 cbm net

A weight off your mind...

There can be some confusion when it comes to allowances in particular with Airfreight shipments.

If you receive an allowance based on weight or on volume there are a few considerations to take into account before you begin to assign your belongings to the shipment.

Net or Gross?

Understanding the difference between Net and Gross is essential

- Gross is the total volume/weight of the shipment including the container.
- Net is the total volume/weight of the shipment that can be held inside a particular container.

Generally, 25 % is added to the net weight/volume to ascertain the gross amount of a shipment.

Please make sure your company has clarified you allowance. Is it a net or gross allowance?

How is your shipment chargeable?

Shipments density and volume can vary hugely. For example, we know that 10 kgs of feathers will be more voluminous than 10kgs of concrete and similarly, 1 cbm of feathers will be much lighter than 1 cbm of concrete. So how do the airlines know how much to charge, when cost is derived from weight and size?

To work this out, Airlines use a simple calculation to work out the Airline Chargeable Weight. This means that if your air shipment is large but very light, you will be charged an average to ensure costs are covered accordingly. A standard of 167 Kgs per cubic meter is used.

The heavier weight will always apply for charges. As such, this can directly affect the amount you perceive as being your allowance.

Using the following calculation to work out your chargeable weight can help avoid this.

Gross Volume (cubic meter)
X
167 (Kilos per cubic meter)
=
Airline Chargeable Weight (KGS)

Paris Office
2 Boulevard de la Libération, Bât A2 Urbaparc,
93200 Saint-Denis, France
+33 (0)1 48 13 3300
paris@acrmobility.com

Lyon Office
1 rue Claude Chappe, Parc de Crécy,
69370 Saint Didier au Mont d'Or, France
+33 (0)6 02 08 16 62
lyon@acrmobility.com

Geneva Office
Rampe Quidort 4, Route des Jeunes
1227 Les Acacias, Switzerland
+41 (0)22 304 1540
geneva@acrmobility.com

London Office
1-3 Wyvern Estate, Beverly Way,
New Malden KT3 4PH, United Kingdom
+44 208 949 7635
london@acrmobility.com

Size matters...

To show how density and volume vary, below is an example of 2 shipments.

A Lead Weight

Dimensions:
25 x 10 x 15 cms

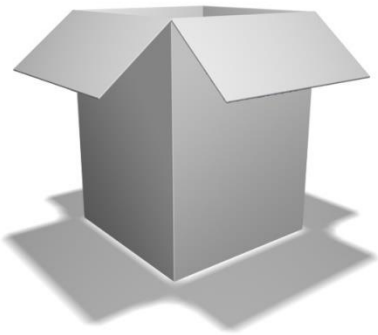
Actual weight:
1 KG ✓

Volume:
0.004 cbm

Chargeable weight:
0.67 KGS

In this instance the actual weight of the shipment would be charged for as it is higher than the calculated chargeable weight of the shipment which is based on the volume.

Box of Pillows



Dimensions:
50 x 50 x 80 cms

Actual weight:
6 KGS

Volume:
0.20 cbm

Chargeable weight:
33.40 KGS ✓

This shipment has a high volume, so the chargeable weight is more than the actual weight. The chargeable weight would therefore be used as the final value.

Packed and ready...

ACR hopes that you have found this guide useful and that you now have a better understanding of how to calculate your allowances and volumes.

For more information, contact your relocation specialist

or download our ACR Guides from www.acrmobility.com

What to Expect – Allowance Guide

What to Expect – Moving Checklist

What to Expect – Moving Day

What to Expect – Delivery Day

What to Expect – Frequently Asked Questions