



# 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 capability knowing your pickup date will be 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 4,000lbs).

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 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 for an inconvenience claim.

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

## Does the Seven-Day 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 requests for pickup within 5 days or less.

## Seven-Day Pickup Window Sample Calculation:

Your seven-day pickup window is calculated from your requested pickup date which should be your "no later than" pickup date. It will include your requested pickup date and the 6 calendar days immediately preceding it.

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

## Weekends and Holidays:

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