



Relocation • Transportation • Logistics

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[www.mayflower.com](http://www.mayflower.com)



Make every move faster, easier and more cost-effective.

die line for pocket

### The answer is here.

More than a moving company alone, Mayflower is your single source for every relocation, transportation and logistics solution you'll ever need. Through The UniGroup Answer, we'll help you make every move faster, easier and more cost-effective, while maintaining the highest quality standards.

Right now, the most advanced technology and experienced professionals are ready to serve you—all from America's leading van line brand. To find the Mayflower agent nearest to you, visit us online at [www.mayflower.com](http://www.mayflower.com).

die line for business card holder





**Global reach. Global commitment.** Wherever you do business across the country and around the world, we're already there. Ready to do what no other van line can: use the full resources of our parent company UniGroup's \$7 billion global service network to make every move better for your transferees and you.

## The right answer for relocation today.

When you work with Mayflower, you don't have to sacrifice quality for a lower price. In fact, you don't have to give up anything at all—except the stress of having to manage every detail of every relocation.

After all, we know your top priority is to get transferees back to work as soon as possible after moving. That's why we're here, using the full resources and experience of our global relocation network to minimize the stress of moving—and delivering a simple, smooth transition for every employee, every day. Plus, we'll help you control relocation and transportation costs by giving you what no other company can:

### **Confidence**

Mayflower is the best-known brand in the business.

### **Service**

The most highly qualified professionals use the most advanced technology to serve you better than any other van line can.

### **Quality**

Relocation professionals trust us for the most comprehensive quality process in the industry.

### **Answers**

Whether you want to control cost and quality issues for relocation, transportation, logistics—or all three—the answers you need are right here.



## The best-known brand in the business.

Mayflower Transit has been moving families across towns, across states and around the world since 1927. We've handled millions of moves and are proud to be a relocation leader today.

In fact, Mayflower has a long history of being first. Experience, leadership, dedication—that's what the Mayflower name means to generations of families. We are proud to have been the first carrier to receive nationwide operating authority, first to install air-ride suspension in its van fleet, first to use corrugated wrapping materials and first to provide pay-for-performance standards for its drivers.

While past accomplishments are a solid foundation, our focus is always on new ways to improve. For example, technological advancements keep us on the leading edge and provide customers with the outstanding service they expect.

Whether you're relocating a brand-new recruit or the president, your corporate move program represents your company—and the quality of decisions it makes. Mayflower is recognized throughout the moving industry and general public alike as a name you can trust for reliable, quality service. We've been doing this for more than eight decades, and it shows in everything we do.

Give your employees peace of mind—give them the name they know.



## Making a strong brand even stronger.

We're part of the UniGroup family, a \$7 billion global network of transportation, relocation and logistics professionals. Through The UniGroup Answer, Mayflower is the only partner you'll ever need. You'll have instant access to the talent, resources and technology to create the right answers today for cost-effective, quality moves.

With The UniGroup Answer, each move will be tailored to meet the exacting needs of your relocating employees. By minimizing downtime and stress for you both, The UniGroup Answer creates a worry-free move, every time.

Our pledge to you is as simple as it is sincere: Choosing Mayflower will be the best move you have ever made.





Mayflower is an agent-owned company. Our agents have a stake in the success of not only their own organizations, but also the entire Mayflower system and UniGroup family of companies.

## The heart of The UniGroup Answer—and the secret to customer satisfaction.

As agent-owners, we not only understand the relocation business—we live it every day.

What does this mean to your transferees and you? We're sensitive to the needs of you both and work hard to continually exceed your expectations. With every move, you receive the care and attention that you would expect more from a local business owner than you would a global company.

Here, you get the best of both: unsurpassed quality, supported by the world's leading relocation, transportation and logistics network. With The UniGroup Answer, you have direct access to the depth of financial strength and global resources you need to achieve your goals. And, the commitment of a local agent-owner to help you customize the ideal program for getting there.

State-of-the-art communication systems, new equipment, specialized training and overall customer service: It's all here, to help you save time and money, while maintaining the highest standards of quality.

## Full Outsource Solutions & Move Management

We know that, every day, you're tasked to do more with less. And the key to staying competitive is to cost-effectively hire and retain the best talent. The UniGroup Answer can help make your relocation packages as attractive as possible, whether you want assistance managing an internal program or are seeking a totally outsourced solution.

**Candidate Assessment:** Determine needs and develop personalized policies that support assignment and relocation programs.

**Expense Management:** Develop process flows, customized reports on-demand and global expense reporting.

**Relocation Tax issues:** Provide comprehensive tax calculation and reporting, plus payroll system interfaces.

**Real Estate Services:** Manage your organization's single largest financial commitment. Our global program development and administration provides you and your employees with the best value overall.

**Temporary Housing:** Provide short- and long-term global housing at both ends of the relocation. Plus, help with houseware, furniture and electronics rental, as requested.

**Employee Programs:** Create settling-in services worldwide that minimize stress and help transferees return to work as quickly as possible.

**Corporate Program Management:** Focus on every aspect of global relocation and assignment management, paying special attention to cost and program performance (from tax law to expense administration to industry benchmarks). In short, a perfect balance between remaining competitive and achieving corporate goals.



## Full-Service Relocation

Via The UniGroup Answer, Mayflower can turnkey relocation programs across the country and around the world. Plus, help you make the most of every relocation dollar (including lump sum options).

**Real Estate Services:** Options include employer-sponsored home sale programs, property management and lease negotiation or termination.

**Destination Services:** Turn a potentially stressful situation into a well-orchestrated experience—so your transferees can settle in and get back to work faster. Options include cultural and orientation programs for 175 countries worldwide; cost of living analyses; area orientation and home finding; and temporary housing.

**Cash Reimbursements:** Maximize the purchasing power of lump sum programs, when transferees use our full array of services. There's a cash reimbursement of \$5 for every \$1,000\* of home value (on both the origin and destination sides of the move).

\*Reimbursements are based on home value, and to be eligible, customers must close the sale through a real estate agent referred by us and home value must exceed \$100,000. Certain moving expenses are tax deductible, less any reimbursements that you receive. Please ask your Mayflower agent for details of the program.

**Extension of Contract Terms:** Take advantage of your organization's contracted transportation terms, for employees moving with lump-sum benefits.



## Specialized Transportation & Logistics

If you have high-value products, tradeshows or other special commodities to ship, we're ready to move. Via The UniGroup Answer, Mayflower offers a world of expertise to successfully manage and transport your goods. Even if you're moving delicate store fixtures, sensitive medical equipment or priceless fine art. Here are just a few of the many ways we work:

### Global Service Capabilities

Because of The UniGroup Answer, no competitor can match our global transportation and logistics services. With 50,000 staff members managing 1,500 global service centers on six continents, we're everywhere you are, ready to help you be cost-effective and productive, while maintaining the highest quality standards:

- Uniform global transportation agreements
- 24/7 global move management services
- European continent's first intra-European van line service
- Billing and payment in multiple currencies
- Scalable and global permanent storage and distribution
- 24/7 global shipment tracking and reporting
- Cost modeling tools for meeting your budget parameters
- Third-party logistics, general commodities, air and ocean freight solutions
- Reverse logistics
- Any special requirements, including inside pick up and delivery, setup, installation and debris removal
- Air-ride equipped trailers (including climate control and lift gate trailers)
- Express air and team driver services
- Tight control over the supply chain, to manage costs and measure profitability
- On-time delivery guarantee
- Latest technology, including:
  - o Piece-level tracking
  - o Online order initiation
  - o Customized reporting 24/7
  - o Automated shipping information

## Better technology, for better moves.

An industry benchmark for decades, Mayflower's advanced technology continues to lead the way. For example, we were the first to pioneer an onboard vehicle location and communication system, as well as Internet shipment tracking. The innovations will continue for one simple reason: We know the most important move we can make is ensuring your employee's peace-of-mind (not to mention your own).

Our online transportation management solutions give you unprecedented control, every step of the way:

### 24/7 reporting

- Real-time information
- More than 95 fields of data available
- Personalized reports customized by you, for you
- Information downloadable into a spreadsheet
- Archived data available

### 24/7 shipment tracking

- Onboard satellite tracking and communications ensure you always know the exact location of the van
- Detailed reports
- Summary reports
- Hourly updates to information



## More than a pledge, quality is a process.

Mayflower uses a proprietary, five-step Quality Service Process to ensure customer satisfaction. We start with the industry's most comprehensive, ongoing customer service study to allow customers to grade us at each 'moment of truth' in the moving process. So we continually learn exactly where we can improve, empowering us to provide better-trained, motivated and dedicated professionals to coordinate your move. Training never ends at Mayflower, so you can be sure you'll receive the best service from the very best in the business.

Other ways we provide quality moves include:

- *UniGroup University*, our online global training system which uses the latest technology to continually improve our every effort.
- *Quality Labor Training System*, using a proven and standardized system of 160 skills to ensure safe packing, loading and unloading.
- *ISO 9001-2000* registered, meaning that we adhere to strict global standards of quality.

The depth of our training and other quality measures ensures we leave nothing to chance (or amateurs). Whether you're working with a Mayflower agent down the street or one of our service providers around the globe, you can always count on us.

When you entrust us with your greatest asset—your people—you can be certain we'll take care of everything.

## On Point<sup>SM</sup>: Affordable, Straightforward, Honest.

Moving a household doesn't have to be complicated—and now with Mayflower, the price doesn't have to be, either. Mayflower's On Point<sup>SM</sup> pricing approach is easy-to-understand and straightforward. Gone are the numerous line items and confusing terms. We've replaced them with bundled services and additional value.

After all, we know what matters most when it comes to planning your moves: value. You want a moving partner who deals with you in a direct manner, and makes your move happen on time and on budget. With Mayflower, you know exactly what you are buying and how much you will pay. Imagine having easy-to-read invoices, less need for auditing and fewer questions from transferees. With On Point<sup>SM</sup>, it's just that simple.

### **On Point Preferred<sup>SM</sup>: Even More value.**

Building on our value-added approach, Mayflower has developed added levels of service and protection for your moves. These simple solutions make moving even more uncomplicated and hassle-free. On Point Preferred<sup>SM</sup> offers service, assistance and protection that help you design the perfect move. We give you simple choices and let you decide how to tailor your services:

**On Point Flagship Protection**—If an item in a set is damaged and cannot be fixed or replaced to match the set, Mayflower will replace or pay for the entire set's replacement value. Additionally, Mayflower stands behind its commitment to care for its customers' equipment.

With mechanical malfunction coverage, all equipment that is in good working condition before the move will be in the same working condition after the move or it will be repaired or replaced—even if the cartons do not indicate damage. We also protect your transferees' belongings from loss or damage in the event of a natural disaster or act of God during the move.

**Claim Assist**—In the unlikely event of a claim inquiry, all your transferee has to do is contact Mayflower within 30 days of delivery. We'll provide considerate on-site help, helping your transferee complete the claim form and arranging for repairs. Or, we may make an on-the-spot settlement for loss or damage to the belongings.

**Destination Connection**—Through a third-party concierge service, Mayflower assists with the small details, including gathering community information and setting up utility connections.

**Debris Pickup**—After a move, transferees have a lot of things on their minds—cleaning up packing supplies shouldn't be one of them. Mayflower will pick up empty cartons and packing material waste.

**PC Setup/Networking and Home Theater Setup**—Transferees can sit back, relax and let Mayflower's partner take the hassle out of setting up a PC, network and/or home theater system.