



The American Moving and Storage Association (AMSA) has established and monitors the moving standards for its American mover members, including the establishment of the ProMover Certification Program. AMSA has also developed the world's most comprehensive program, setting the standards for international moving. The Registered International Mover (RIM) Certification program was created to provide customers of international household goods relocation services with a standardized, independent means of differentiating and selecting qualified moving companies throughout the world. AMSA has determined that it can better serve its members, and the international customers of household goods relocations, by combining the RIM and ProMover Certification Programs to create an "International ProMover" designation, combining the best requirements of both.

What distinguishes a RIM certified company? The companies that earn the RIM designation have been certified by virtue of training, testing and verification that a RIM certified company meets the standards for equipment and facilities to handle quality international household goods relocations safely and efficiently.

What distinguishes a ProMover certified company? The companies that earn the ProMover designation aim to provide the ethical principles and practices of the moving and storage industry. When the Certifications are combined, RIM certified companies that meet the ProMover requirements shall become "International ProMovers".

GENERAL ELIGIBILITY

The certification is for moving companies providing international removals and companies providing services to moving companies. Corporate certification for RIM and for the International ProMover designation is available only to moving companies. Individual RIM certification is only available to employees of moving companies after the company has received the RIM Corporate Certification. Van Lines, forwarding companies, relocation companies and moving industry suppliers are also eligible to participate in the RIM program. Written exams with a passing score of 80% or higher are required for all certifications.

REQUIREMENTS

Corporate Certification

- One-year experience in providing international household goods relocation services
- Member of AMSA in good standing
- Hold a US or any other country operating authority necessary to legally perform applicant's business
- Designate individual(s) to take written exam on behalf of company
- Company must meet RIM standards for equipment, facilities and security documentation, which are verified by random on-site visits
- Adhere to International ProMover Code of Ethics
- In order to be eligible for re-certification the company must have a minimum of three employees certified, including either office staff or packers and crewmembers

CODE OF ETHICS AND PRINCIPALS OF CONDUCT

PLEDGE to provide honest, time-sensitive, cost-efficient, quality-driven international household goods moving services, placing particular emphasis at all times on claims reduction and custom satisfaction.

PLEDGE to handle all household goods entrusted to our care with the highest degree of professionalism and integrity.

PLEDGE to be conscious and considerate of customer needs and continually seek ways to improve the services which you provide.

PLEDGE to engage in continual education and training,

PLEDGE to perform services with the highest level of concern for the safety and welfare for fellow workers.

PLEDGE to understand that the company is a representative of the RIM® and ProMover® Programs at all times, and will therefore strictly adhere to a policy of truth, honesty, integrity and fairness in all dealings with customers and the general public.

PLEDGE to strictly obey all US federal and state regulations, and the laws and regulations of my home jurisdiction.

PLEDGE that none of its owners, officers or majority owners has been convicted of serious (felony) violation of any country, state or federal law.

PLEDGE that applicant is in compliance with the incorporation laws of its home jurisdiction.

PLEDGE applicant has, and will maintain a satisfactory rating with the Better Business Bureau (if applicable) and have no outstanding and/or unanswered complaints in AMSA's Consumer Assistance (CAP) database.

PLEDGE that applicant shall have no improper advertising on the company's Web site or other marketing materials.

PLEDGE to sign and abide by AMSA'S Code of Ethics.

BEST PRACTICES – In addition, carriers are required to demonstrate the following best practices when dealing with consumers in order to maintain their membership with AMSA and their continued use of the International ProMover logo:

1. CONSUMER RIGHTS AND RESPONSIBILITIES.

- At the customer's request, to make available a copy of its applicable tariff or pricing provisions containing carrier's rules, rates, and applicable charges, and
- To answer all questions the customer may have regarding his or her rights and responsibilities as contained in in carrier's tariffs or pricing provisions

2. ADVERTISING. To communicate with the public through fair and accurate advertisements regarding the services that may be performed and the charges that will be assessed.

3. INFORM THE CUSTOMER REGARDING LIABILITY FOR LOSS OR DAMAGE TO THEIR GOODS. To provide the customer, prior to the move, with information that explains the extent of liability and/or insurance provided for loss or damage to the customer's goods, the valuation levels available, including any limitations of liability that may be applicable, and the costs associated with each level of increased liability.

4. PROVIDE ESTIMATES OF COST. To provide each customer with a written estimate that describes the shipment and the cost of all services, when requested by the customer.

5. DESCRIPTIVE INVENTORY OF GOODS. To prepare, prior to the loading of a shipment, a descriptive inventory of the goods to be moved which shall be presented for signature to the customer or his authorized representative who is present at origin for loading and again at destination as the goods are unloaded.

6. SHIPMENT WEIGHT. When charges are based on weight, to determine the weight of each shipment by the use of a certified scale at origin or destination, and to furnish evidence of that weight to the customer, if requested.

7. FULFILLMENT OF SERVICE ARRANGEMENTS. To make reasonable efforts to fulfill the arrangements made for servicing a shipment, including the performance of pickup and delivery within the dates shown in the bill of lading. To keep customers advised of any service delays and to provide them with information as to when service may be expected to be performed.

8. RESPONSE TO LOSS, DAMAGE AND DELAY CLAIMS. To acknowledge, in writing, within 30 days of the receipt of a written loss or damage claim or delay claim, and to thereafter pay, decline, make a firm compromise offer or advise the claimant of the status of the claim and any reason for a delay in making a final disposition within 120 days of receipt of any documented claim for loss or damage or any documented claim for delay in delivery beyond the dates shown on the bill of lading when the claim is filed by the customer within nine months after delivery.

9. RESOLUTION OF DISPUTES. To honestly and fairly try to resolve disputes concerning loss or damage claims to household goods and disputes regarding charges billed to the shipper after delivery. To utilize the AMSA Dispute Settlement Program as administered by the National Arbitration Forum, for arbitration under the rules of the program when requested by the shipper and acceptable to the member and the National Arbitration Forum.

10. CARRIER-AGENT RELATIONSHIP (when applicable). As a member, agree to provide a copy of the AMSA Code of Ethics to your agents and to further agree, to the best of your ability, to have your agents uphold the AMSA Code of Ethics when dealing with customers in connection with international household goods moving and storage services provided. To make timely payments to your agents within the terms of your agency relationship and agreements.

INTERNATIONAL PROMOVER LOGO-

AMSA owns the rights to the ProMover Certification Program logo. In order for AMSA to protect the integrity and impact of the program, we need to maintain control over how the ProMover Certification Program logo may be used. Due to the size of our membership, it is necessary that we take measures to protect our logo and to stipulate how it may be used. Unfortunately, when an image like our ProMover logo becomes so widely known that it comes to symbolize not just AMSA members but also the entire moving industry, it becomes part of the public domain and it loses its protected status. Therefore, it is necessary for us to limit its use to only qualified AMSA members who may only use it in certain ways – and we must take enforcement action against those who use our logo without our permission. Otherwise, anyone could use our logo without restriction, including in ways that may be detrimental to AMSA and its members.

TERMS – As part of this agreement, AMSA licenses the International ProMover Certification Program logo for use by its qualified members who are in good standing on letterhead, printed promotional material, including “yellow pages” advertising, and Internet websites; the logo may also be used on uniforms, hats, clothing and other articles customarily used by the industry when purchased from an AMSA approved distributor in the promotion of the program. Participants may also apply to AMSA for written permission to license additional products.

CONDITIONS – the ProMover Certification Program logo is to be used “as it appears” and is not to be altered without written permission from AMSA. In addition –

- The Participant may not alter or remove any trade mark, copyright notice, digital watermarks, or proprietary legend contained in/on the logo. The “Trust your move to a ProMover” slogan is the official slogan of the program; it should be used in conjunction with the Logo whenever possible
- When used on any Internet website, the Participant must enable a hyper-link function so as to link the ProMover Certification Program logo to the AMSA www.moving.org website and the Participant must disable the ability to copy (by right-clicking) the logo to reduce opportunities for unauthorized use of the logo
- In the event that AMSA requests the removal of the ProMover Certification Program logo, you hereby agree to remove the logo from your Internet website within 48 hours of being notified and from all other promotional items/articles, advertising and printed material at the earliest possible date thereafter but under no circumstances later than thirty (30) days following AMSA's request
- The Participant is not permitted to sell, sublicense, assign, transfer or otherwise distribute the logo, unless otherwise specifically agreed to in writing by the AMSA

AGREEMENT

I have read and agree to abide by the Terms and Conditions for the use of the AMSA International ProMover Logo. I understand that failure to adhere to these terms and conditions will be grounds for removal of my company from AMSA membership through the procedures in place for termination without any pro rata refund of any monies already paid to AMSA.

In addition, our organization further agrees, as evidenced by my signature below, that:

- We will make our best efforts to comply with the applicable laws and regulations relating to international household goods transportation
- We will observe the Code of Ethics of the AMSA and the standards that define a ProMover; use/display any International ProMover Logo in a professional manner; and take all reasonable measures to keep the use of any copyrighted International ProMover Logo restricted to only recognized AMSA members, and
- We will uphold the terms and conditions of the AMSA By-Laws, including any amendments thereto, and to the payment of annual membership fees as set forth in the articles therein, and
- Our AMSA membership may be suspended, terminated or forfeited for violation of the AMSA By-Laws or engaging in inappropriate conduct that is prejudicial to the moving industry or contrary to the laws or regulations governing the industry

This Agreement shall continue in full force and effect as long as our organization continues to comply with the terms of this Agreement, including any Amendments thereto as may be established by the Board of Directors of the AMSA.

I am authorized to enter into this Agreement on behalf of my company.

Company information

Company information	
Company name	
Street address (include city, state, ZIP/Country code)	
Mailing address (if different from above)	
Telephone AND fax numbers	
Company website address	
Van line affiliation, if any	
No. of years in business	

What type of company are you?	
<input type="checkbox"/> Individual proprietorship	<input type="checkbox"/> Proprietorship <input type="checkbox"/> Corporation

What industry associations are you affiliated with?	
<input type="checkbox"/> AMSA <input type="checkbox"/> IAM <input type="checkbox"/> FIDI <input type="checkbox"/> PAIMA <input type="checkbox"/> LACMA <input type="checkbox"/> BAR <input type="checkbox"/> Other _____	

Are you approved for military shipments?	
<input type="checkbox"/> No <input type="checkbox"/> Yes	Date of last inspection _____

Key employees/company officers		
Name	Position	E-mail

Warehouse information					
Size (square feet)	Stack height	Type construction	Number of freight doors	Freight level dock?	Is the lot fenced?
				<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

References			
Company name	Contact person	State or Country	E-mail address

Requested documents

Liability insurance	
Insurance company name:	
Contact person:	
Renewal date:	

Vehicle insurance	
Insurance company name:	
Contact person:	
Renewal date:	

Fire marshall inspection report & fire plan	
Date of last inspection (attach copy):	

Liability insurance	
Pest control company name:	
Contact person:	
Date of last inspection (attach copy):	

Security company bill/inspection	
Security company name:	
Contact person:	
Date of last inspection (attach copy):	

Scale certification certificate (if applicable)	
Certification by:	
Contact person:	
Date of last inspection (attach copy):	

PLEASE ATTACH TO THIS APPLICATION ALL REQUESTED OR APPLICABLE FORMS.

I _____ HEREBY AFFIRM THAT THE ATTACHED INFORMATION IS CORRECT TO THE BEST OF MY KNOWLEDGE AND UNDERSTANDING. FICTITIOUS OR FALSIFIED INFORMATION WILL RESULT IN FAILURE TO ACHIEVE OR CANCELLATION OF CERTIFICATION. I UNDERSTAND AND WILL HONOR THE CODE OF ETHICS OF THE REGISTERED INTERNATIONAL MOVER (RIM) PROGRAM AND ADHERE TO ALL TERMS AND CONDITIONS SET FORTH IN THE INTERNATIONAL PROMOVER AGREEMENT.

Authorized Signature

Date

