

MicroMove: A Big Innovation in Small Shipments

Cartus' industry-leading small shipment solution, MicroMoveSM, offers faster transit times, fewer claims, and exact-day delivery for customers moving 5,000 lbs. or less.

98% CUSTOMER SATISFACTION



On all surveys received from relocating employees in our pilot program

97% CLAIMS FREE



Thanks to reduced handling and no co-mingling of shipments

EXACT-DAY PICK-UP AND DROP-OFF



Personalized load and delivery dates

7-30% COST SAVINGS



All benefits realized with, on average, 7-30% cost savings to clients

Cartus is committed to providing clients and customers with innovative solutions to meet changing market trends. With small shipments* now making up more than 4 in 10 Cartus moves—a 23% increase over the past 10 years—MicroMove stands as an industry-exclusive combination of process and partnership shown to:

- Expedite transit times
- Minimize claims
- Increase customer satisfaction
- Simplify pricing for Cartus clients

Contact your Cartus representative today to make a HUGE difference to your employees with small shipments.

* Less than 5,000 pounds and/or 3 or fewer rooms



The Growing Trend of Smaller Shipments

The trend is clear: over the past 10 years, the number of smaller shipments (approximately 3 rooms or less) has increased by 23%. Today, more than 4 out of 10 Cartus shipments are under 5,000 pounds, with an average weight of approximately 2,500 pounds.

Historically, employees with small shipments have had to contend with a number of factors that could negatively impact their relocation experience. The smaller a shipment, the more stops a truck has to make to reach capacity, the more likely a shipment is to be handled (and thus *mis*-handled), and the longer it takes for employees to get their belongings on the other end.

Delivery dates are also typically unknown until a few days ahead of time, causing unnecessary stress and headaches for relocating employees.

MicroMove for Macro Success

In a successful pilot program, Cartus MicroMove customers experienced:

- **98% customer satisfaction** as shown on all survey results received during the MicroMove pilot
- **97% claims-free moves** thanks to reduced handling, no co-mingling of shipments, and no warehouse handling
- **80% reduction in average claim amounts** compared to non-MicroMove small shipments
- **1.5 fewer days in interim housing**, reducing temporary living costs thanks to shorter transit schedules
- **FREE service enhancements** such as up to 30 days of free guaranteed storage and free additional debris removal on intra-state and interstate moves

Moreover, MicroMove customers enjoyed all of the above benefits while clients realized an average savings of 7%—with the smallest shipments seeing savings of more than \$1,200 (30%) compared to full-service van line moves.

