RELOCATION PLAN

HHR (HOUSEHOLD RELOCATIONS) - Domestic New Zealand

	Initiation	Quotation/Validation	Relocation	Invoicing/Claims

NZDF/Employee

- Advises DSSG of relocation requirement
- NZDF Employee available for survey
- NZDF Employee validates Inventory
- Inventory documents returned to NZ Van Lines
- NZDF Employee available for relocation
- NZDF Employee unpacks in new location
- NZDF Employee identifies damages and contacts NZVL destination branch
- NZDF Employee lodges insurance claim with TV Cook

NZDF DSSG

- DSSG completes MD1382 Request Form
- DSSG sends MD1382 Request Form to NZ Van Lines (WGN)
- DDSG raises SAP Requisition
- Buyer DSS-DCS raises PO & Delivery Schedule (SAP)
- Buyer DSS-DCS advises DSSG PO#
- DSSG completes Section 3 of the MD1382 Request Form
- Within seven working days NZDF must report the damage/loss property

NZ Van Lines

- NZ Van Lines contacts NZDF employee and completes survey of effects
- Survey is forwarded to NZDF Employee and initiating office
- NZ Van Lines completes Section 2 of the MD1382 Request Form
- NZDF MD1382 Request Form sent to originating office
- NZ Van Lines completed the relocation
- NZ Van Lines follow up with customer feedback
- NZ Van Lines invoice NZDF for service
- NZ Van Lines sends Claim Form

Tools

- NZDF MD1382/Request Confirmation Sent
- SAP R/3 (include LTS Requirement)
- NZ Van Lines Performance Report
- NZDF Auto Receipt Payment
- Claim Processes

Timeline

- **1-5 working days**
- **48 hours**
  - NZDF validate insurance values and email back to NZVL Branch
- **5 working days**
  - NZVL to provide quotation to the relevent SDC/DPO
- NZ Van Lines will contact Transferee:
  - > **1 day** prior to transfer move date to confirm arrival time of crew
  - > Within **5 days** after delivery to confirm the entire relocation was satisfactory.
- > Claims acknowledged within 48 hours of lodgement.
- > Removal packaging 48 hours of request