



10 Best Practices for Move Coordinators

based on the FIDI PCGs







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Your checklist for smooth, professional moves, built on FIDI's Professional Cooperation Guidelines (The FIDI PCGs)

As the central point of contact, the Move Coordinator connects the client, surveyor, operations, and partner agents. Your accuracy and communication keep the move on schedule and avoids disputes. Follow these 10 practical steps to ensure every move runs to FIDI standards.

Before the move

-  **1. Confirm the pre-move survey within one working day**
Once the booking comes in, contact the transferee promptly and update the booker if contact fails. Log every attempt you make to contact the transferee.
-  **2. Verify survey details with the sales or surveyor team**
Check that access notes, estimated volume, and special handling needs are complete and realistic before confirming the quote.
-  **3. Issue the quotation and move plan on time**
Send the pre-move survey report and quotation to the booker within three working days. Make sure inclusions, exclusions and estimated extras are clearly stated.
-  **4. Check authorisations and insurance before scheduling packing**
Ensure the purchase order, payment terms, and insurance confirmation are received from the booker or client before any work begins.

During the move

-  **5. Keep the communication line open with all key parties**
Maintain regular updates with:
 - the **booker** (your main client contact),
 - the **destination agents**, and
 - the **packing crew/operations team**.Confirm key dates (packing, shipment, arrival and delivery) as soon as they are set.
-  **6. Flag changes immediately**
If notified of extra volume, restricted access, or other changes, inform the booker and affected agents straight away. Never wait until after loading!
-  **7. Send complete pre-alerts**
Provide the booker and destination agent with the shipment weight, volume, packing list, freight details, and contact names within three working days.

8. Manage expectations on extra costs

Communicate potential demurrage, storage, or customs charges as soon as they arise. Confirm in writing who will pay them — client, booker, or partner agent.

After the move

9. Confirm delivery and close the communication loop

Once delivery is complete, inform the booker within two working days. Send signed paperwork and inventory sheets within five days.

10. Document and file everything

Store all correspondence, authorisations, and incident notes in the job file. Clear communications and detailed records protect you, your company, and your partners if questions arise later.

As a move coordinator, your clear and proactive communication at every stage turns complex moves into smooth experiences. When you stay ahead of issues and keep everyone informed, you build trust, prevent costly errors, and strengthen collaboration between clients, crews, and fellow FIDI partners.

[The FIDI Academy](#) has a wide range of trainings catered specifically for the relocation industry, helping you to get ahead in your relocation career.

Contact academy@fidi.org for more information.

About the FIDI Professional Cooperation Guidelines (PCGs)

The [FIDI Professional Cooperation Guidelines \(PCGs\)](#) set the benchmark for quality service and cooperation in the international moving industry. Recognised worldwide, they define the standards, processes, and timeframes that ensure smooth collaboration between partners and consistent, professional service for clients. Updated regularly to reflect real-world best practices, the PCGs are both a reference and a practical tool for daily operations.

Access the full document on [FIDINET](#) (members-only section) or contact us at contact@fidi.org for more information.

About FIDI Global Alliance

[FIDI Global Alliance](#) is the world's largest network of quality-certified international moving and relocation companies. Every FIDI Affiliate meets the FIDI-FAIM or FIDI-DSP Quality Standards, the most rigorous certifications in the industry. Through shared standards, training, and best practices, FIDI helps its members deliver professional, compliant, and sustainable moving services around the world.

Learn more at www.fidi.org or reach out to us at contact@fidi.org