



Relocation Vendor Comparison Checklist & Interview Guide





For Use by HR, Operations, Procurement and Vendor Management Teams During the Vendor Selection Process

Selecting the right relocation partner is one of the most important decisions a company can make. The right provider can enhance employee satisfaction, streamline the relocation process, and reduce both stress and cost. Conversely, choosing a provider who lacks the right capacity, transparency, or service standards can lead to costly delays, poor employee experience, and long-term reputational damage.

This checklist and interview guide is designed to complement The 2025 HR Executive's Guide to Purchasing Corporate Moving & Relocation Services. For a deeper understanding of vendor evaluation strategies, benefit structures, and current mobility trends, we recommend reviewing the guide alongside or before using this tool.

This guide includes two tools designed to help you make informed, strategic corporate relocation/moving decisions:

A Relocation Vendor Comparison Checklist	To evaluate capabilities and alignment with your relocation program goals.
A Relocation Provider Interview Guide	To uncover deeper insights into each vendor's approach, support structure, and commitment to partnership

Use these tools during your RFP or selection process to ensure consistency in evaluation and confidence in your final decision.

Tool #1: Relocation Vendor Comparison Checklist

Use this checklist to evaluate and compare moving and relocation service providers during your RFP or selection process.



Company Capabilities

- ☐ Offers full-service moving (packing, transportation, unpacking)
- ☐ Can handle domestic and international relocations
- ☐ Has local offices or affiliates near key employee locations
- ☐ Supports hybrid and remote work relocation needs

Customization & Flexibility:

- ☐ Customizes services based on company policies and budgets
- ☐ Offers scalable options for different job levels and move types
- ☐ Provides solutions for lump sum, managed lump sum, and reimbursement programs

Technology & Reporting:

- ☐ Real-time tracking for transferees
- ☐ HR move status and reporting
- ☐ Secure document management and compliance features

Reputation & Compliance:

- ☐ Affiliated with a national or global van line network
- ☐ Conducts background checks on drivers and crew
- ☐ Proven track record with corporate clients (case studies or references)
- ☐ Financially stable and compliant with U.S. DOT regulations

Employee Experience & Satisfaction:

- ☐ Offers support services for spouses/partners and families
- ☐ Provides cultural integration and orientation assistance
- ☐ Has positive service ratings (preferably >85% satisfaction)
- ☐ Reduces employee stress during the move (full-service focus)

Consultative Partnership:

- ☐ Acts as a strategic partner (not just a vendor)
- ☐ Offers relocation policy review and benchmarking
- ☐ Guides HR on seasonal timing and budgeting
- ☐ Provides post-move feedback or satisfaction surveys



Top Questions to Ask a Relocation Provider

Ask these questions to better understand a vendor's capabilities to uncover their true capabilities, approach, and fit with your organization:

- What types of relocation benefits can you support (e.g., full service, lump sum, hybrid)?

- How do you ensure consistent employee experience across multiple locations?

- Can you walk us through your transferee communication process before, during, and after the move?

- What technologies do you offer for tracking moves and reporting progress to HR?

- How do you customize your services to fit our existing relocation policies or budget constraints?

- Do you offer dedicated account management or consultation for our HR/mobility team?

- How do you manage your capacity during peak moving seasons,



- What's your protocol for managing service issues or delays?

- Can you share references or success stories from similar-sized clients in our industry?

- How do you support the emotional and logistical challenges faced by relocating families?



For more guidance or to schedule a relocation policy review, visit:

- ✉ Contact: Bobbi.Maniglia@northAmerican.com
- ☎ Phone: 800.213.4910
- 🌐 Learn more: www.northAmerican.com/corporate-relocation/services