

NORTH CAROLINA MOVERS ASSOCIATION
BOARD OF DIRECTORS MEETING
SEPTEMBER 14, 2022
University Club
Raleigh, NC

Call to Order Time: _____

Mike Mather

Roll Call

Pam Stanley

Minutes

April 12, 2022

Pam Stanley

Treasurer's Report

2022 Treasurer's Report

David Rushing

Committee Reports

By-Laws

Convention

Legal/Legislative/Insurance

Mentor Committee

Military Affairs

New Members Development/
Corporate Sponsorship

Public Affairs/Tariff Oversight

Scholarship

Seminar Training

Executive Director

David Rushing

Pam Stanley

Dean Barrett/
Lucky Anneheim

Cliff Crabtree

Thomas Kiser, Jr.

Chris Barringer/
Nick Fincher

Nick Fincher

Travis Few/Cliff Crabtree

Kristie Allen/Tyler Space

Michael Zlotnik

Pam Stanley

New Business

800 Number and Stationery

The Joel Fund

Chargebacks on Credit Cards

Pam Stanley

See Attached

See Attached

Old Business

Executive Session

Adjourn Time _____

2022 TREASURER'S REPORT

CATEGORY DESCRIPTION	2022	2021	BUDGET	DIFF
BALANCE January 1	\$123,941.54	\$103,355.53		BUDGET
INCOME/EXPENSE				
INCOME:				
ASSOCIATE DUES	1,400.00	4,550.00	5,200.00	(\$650.00)
BRANCH DUES	1,312.50	1,068.75	1,125.00	(\$56.25)
CREDIT CARD FEES	1,686.38	1,974.73	3,000.00	(\$1,025.27)
FORMS	29,627.28	36,148.25	41,435.00	(\$5,286.75)
INTEREST INCOME	9.38	8.06	25.00	(\$16.94)
MEMBERSHIP DUES	57,369.00	51,832.00	55,000.00	(\$3,168.00)
SALES TAX	2,025.84	2,463.45	3,000.00	(\$536.55)
SCHOLARSHIP			2,000.00	(\$2,000.00)
SEMINARS				\$0.00
SHIPPING	4,645.15	4,991.16	6,000.00	(\$1,008.84)
SOFTWARE	1,260.00	1,260.00	1,400.00	(\$140.00)
TOTAL INCOME	\$99,335.53	\$104,296.40	\$118,185.00	(\$13,888.60)
EXPENSES:				
ACCOUNTING-PROF FEES.	700.00	650.00	650.00	\$50.00
BANK SERVICE FEES	2,199.26	2,643.15	3,000.00	(\$800.74)
BOARD MEETING EXPENSE	0.00		2,000.00	(\$2,000.00)
BOARD RESERVE			0.00	\$0.00
CAPITAL EXPENDITURES	640.49		0.00	\$640.49
DUES (MEMBERSHIP)			0.00	\$0.00
EXECUTIVE DIR PROF FEE	28,290.07	27,333.44	42,435.00	(\$14,144.93)
FORMS	20,898.45	22,976.78	31,000.00	(\$10,101.55)
INSURANCE	1,645.00	1,645.00	1,700.00	(\$55.00)
IT	1,323.77	1,583.83	2,500.00	(\$1,176.23)
LEGAL				\$0.00
MEETINGS			750.00	(\$750.00)
MISCELLANEOUS	228.78		0.00	\$228.78
POSTAGE	621.80	663.05	800.00	(\$178.20)
PRINTING			500.00	(\$500.00)
RENT	1,200.00	1,200.00	1,800.00	(\$600.00)
SALES TAX PAID	1,947.79	2,212.92	3,000.00	(\$1,052.21)
SCHOLARSHIPS	3,000.00	4,000.00	4,500.00	(\$1,500.00)
SHIPPING	4,376.66	4,347.45	6,000.00	(\$1,623.34)
SOFTWARE	1,095.00	1,495.00	1,400.00	(\$305.00)
SUPPLIES	516.97	1,518.42	2,000.00	(\$1,483.03)
TAXES			1,100.00	(\$1,100.00)
TELEPHONE EXPENSE	1,687.92	1,628.36	2,500.00	(\$812.08)
TRAVEL EXPENSES	5,278.47	1,183.04	10,550.00	(\$5,271.53)
TOTAL EXPENSES	\$75,650.43	\$75,080.44	\$118,185.00	(\$42,534.57)
TOTAL INCOME/EXPENSE	\$23,685.10	\$29,215.96	\$0.00	
CONV 2022 INCOME	\$11,820.00			
CONV 2022 EXPENSE	\$2,228.00			
CONV 2021 INCOME		25,850.00		
CONV 2021 EXPENSE		1,000.00		
NATIONAL COUNCIL FUNDS	\$4,476.53			
CASH ON HAND 9/13/22	\$153,873.23	\$157,421.49		

ACCT BALANCES

Acct	9/13/2022
Wells Fargo Convention	13,979.81
Wells Fargo Savings	135,830.71
Wells Fargo Operating	2,800.13
Wells Fargo Scholarship	1,262.58
TOTAL	\$153,873.23

SPONSOR REGISTRATIONS				BOOTH	ELEC	SPONSOR	
Daycos	830.00	1		1			y
Hub International	800.00	1		0		Thursday Night	NO
Kentucky Trailer	1,600.00	2		1		Saturday Breakfast	NO
N & N Moving	1,600.00	2		1	Y	Friday Breakfast	y
Remedy	1,600.00	2		1		Friday Cocktail	y
Smart Moving	1,630.00	1		1		Golf Beverage Cart	NO
United Brokerage	2,000.00	5		1		Hospitality	NO
Victory Packaging	4,880.00	4		1		Golf, Friday Night	y
Wells Insurance	1,600.00	1		1		Thursday Open Bar	y
Wheaton	900.00	1		1		Friday Drink Tickets	y
Relo Solutions							Y
Aegis							y
TOTAL BOOTHS				9			
SUBTOTAL SPONSORS	17,440.00	20					
Bold means we have the money							
GRAND TOTAL	19,900.00	54					
Balance 1/1/22	4,387.81						
	24,287.81						
Golf 2022	1100.00						
	25,387.81						

North Carolina Movers Association

3rd Quarter 2022 Military Committee Update

NTS-Contact RFI

- The NTS-C RFI was posted on 17 Aug requesting information regarding a national or regional domestic NTS contract. Highlighted draft requirements are:
 - Climate controlled facilities that maintain an interior ambient temperature between 35 and 75 degrees and a relative humidity between 30% and 55% at all times.
 - All facilities must maintain an operational Class 1 fully automatic supervised sprinkler system.
 - All facilities located above the 100-year floodplain.
 - All existing NTS shipments shall be inventoried, packed, picked up, drayed, and stored by the NTS-C from current facilities beginning 1 Oct 2026 and finished by 30 April 2028.
 - NTS-C shall provide and maintain a secure, web-based IT system to manage all HHG and UB shipments and provide storage visibility. This must interface with the Government to feed all NTS data.
 - The GHC will be responsible for packing, pickup and drayage of NTS to the NTS-C and also drayage and delivery of NTS from the NTS-C.
 - Some of the questions asked by USTRANSCOM in response to the RFI were:
 - What is the most appropriate way to evaluate technical proposals?
 - How are commercial contract for these services typically priced?
 - What are the most critical components of the pricing structure that should be broken out?
 - What is the most appropriate pricing structure for remediated items?
 - What are the Key Performance Indicators utilized in commercial contracts for similar storage requirements?
 - What would be the most appropriate subcontracting percentage requirement?
 - And more.

NTS Industry Day

- NTS industry day was held in O’Fallon, IL on 6 Sept 22. The purpose of the event was to hear what USTRANSCOM’s plan is for outsourcing NTS through a national or regionalized contract and receive industry feedback.
- Brig. Gen. Joel Sefranek opened up the meeting with comments about USTRANSCOM’s goal and vision of a new NTS program. He said that the GHC and NTS-C must tie together and he wants to restructure a new NTS contract to be awarded in January 2024. He wants the focus of this contract to be what is good for the customer with an emphasis on climate-controlled storage and better warehouse facilities. He discussed the NTS blitz inspection that occurred from Jan – April 2021 where over 1200 NTS facilities were inspected and about 10% had severe problems and were put in non-use immediately while 22% had minor problems.
- Other USTRANSCOM personnel in attendance were Scott Matthews, Shari Wilson, Jody Crockett, Charles Giddens, and others. The NTS-C contracting team was also in attendance and they are responsible for writing the contract. It was made very clear at the beginning of the meeting that due to pending litigation, USTRANSCOM would not provide any comments on GHC.
- Timeline for NTS-C
 - 15 April 23 – RFP issued
 - 15 May 23 – RFP submissions/proposals due
 - 15 May 23 – 31 Dec 23 – Selection process
 - 2 Jan 24 – Contract award
 - 9 month transition period
- Unknown whether this will be a national or regional contract. Getting input from small and large businesses and looking at the footprint of providers. Expressed concern over any single company being able to service the entire contract.
- Planning to have a pre-proposal conference before April 2023
- Scott Matthews said that DMP contracts will cease when GHC starts. Current contracts in place will continue but will not be renewed.
- The length of the contract is unknown at this time but USTRANSCOM is looking at a long-term contract. Industry expressed their concerns over any short term contract with the large investments required to climate control their facilities.

- Average NTS tonnage by installation is 4.2 mm pounds with an average NTS storage length of 1.7 year.
- The NTS-C program will be containerized NTS to reduce claims, improve customer satisfaction and gain capacity for hauling through different entities.
- Open Discussion:
 - Liability – NTS storage facilities do not think they should be liable for items inside vaults if they come in sealed. USTRANSCOM said it is the contract's decision whether to open the vaults and do a rider but if they choose not to, they would be liable for the items. Industry made several points of concern.
 1. What is the point of sealing vaults at residence if they can be opened at the warehouse?
 2. Service members are being misinformed if the vaults can be opened after they are sealed.
 3. All NTS facilities will have to open the vaults if they have the option to do a rider to cover themselves. This will cause unnecessary damage to the belongings and additional cost to the program for labor.
 - Discussed how mold would be handled if discovered upon delivery to residence. Industry questioned how the NTS-C could be held responsible for mold if their facility was climate controlled and not out of temp and humidity standards for any excessive duration while the lot was in storage.
 - Discussed how to handle converted NTS lots. If the NTS-C has committed to a specific amount of storage space, they can't have converted lots sitting in their warehouse taking up space.
 - Questioned how we can do a proper firearm COC when vaults are sealed at residence. Industry suggested that the only time a vault should be opened is if it contains firearms to complete the COC. If this isn't allowed, the NTS-C cannot be responsible for any firearms. The only other time a vault should be opened is if the box is wet or the vault is in such bad shape that the goods need to be packed in another vault.
 - USTRANSCOM was questioned on whether or not an NTS-C warehouse would be paid for the entire amount of space they have committed to

until the space fills up. Industry said if they won't be paid for the space that USTRANSCOM is essentially renting, we would do a tiered rate and frontload the rate to cover all of the open space and the rate would be lowered as the warehouse fills up.

- Industry questioned why it was necessary to move all existing NTS lots to the NTS-C facilities. The draft PWC indicates that the NTS-C would be responsible for picking up all existing NTS. Industry stated that their job is only to storage NTS. They would not have the equipment or labor to go pick up all existing NTS.

USTRANCOM PPF

- Identical days 13 and 14 September 2022. Purpose is to reflect on 2022, review lessons learned and move forward.
- Lt. Gen. Sullivan, USTRANSCOM Deputy Commander. GHC is still outstanding. Spent a day last week at the court of federal claims. Expect a decision within the next several weeks on GHC. POV contract will be re awarded in late 2023. NTS-C expected to be awarded in 2024. Goal is to improve quality of service for members and their families. Companies that currently provide quality service will absolutely have a place in these new contracts.
- Brig. Gen Sefranek, Director of Defense Personal Property Office attended the entire conference.
- Col Gipson, Deputy Director of Operations. Still need to focus on 2022 as the year has not closed out. 207,198 shipments processed through August 2022. 30,638 LOW's issued through August. 704 LOS issued through August (43 COVID related). 252 warehouses put in non-use through August.
- CSS metrics – 2022 through August. 17,139 surveys for HHG and UG. 91.46 report being satisfied with move. 3.14% lower than same time last year.
- Claims – Claimed amount – 20,475 personal property claims \$75,467,860. Paid 7,982,409. 6,364 inconvenience claims @ \$3,106,135. This is TSP paid claims. This does not include MCO claims paid. Just because paid claims

are only 10.4% doesn't mean that these claims are settled. They may still be in negotiation with the member.

- Proposed 2023 business rules – Effective 15 May 23. Final business rules published 4 Nov.
- TOS RULES
- Electronic inventories – 100% full implementation by 1 April 2023. Unsure if GHC or the NTS-C program will require a standard inventory program or if agents will be able to use their own programs.
- Concerns were addressed about using different systems throughout the industry and the requirement for a single system under GHC or NTS-C.
- Unauthorized use of local agents who are in non-use for OA or DA services.
- Firearms without a serial # will not be packed.
- Require shipment in transit visibility in the form of an app enabled tracking device.
- Require handling of lithium batteries in HHG shipments.
- CLAIMS AND LIABILITY RULES
- TSP must use replacement cost in the local area to include shipping and delivery fees.
- Exclusions for Acts of God will be determine on a per shipment basis by the MCO.
- Responsibility for mitigation, remediation and liability for potential mold may not be transferred by documenting the suspected mold on the exception sheet.
- If a repair estimate and repairs cannot be obtained the TSP will be liable for FRV.
- Electronic Items: Failure of electronic items will be assumed to be transit related. This was a new rule that started 15 May 2022 and caused a lot of problems with TSP's, members and claim. USTRAINCOM is planning to go back to the old way and if the customer doesn't prove that item is working, we will not be liable.
- Reduce offer by no more than 25% in exchange for waiving salvage rights.
- BVS (best value score) reform. Rate score (30%), CSS (20%. Down from 70%), On time score (30%), claims score (20%).
- Missing firearms in 2023 TOS – any incident of missing firearms from an NTS facility will require 100% inventory of all weapons currently stored.

- NTS conversion update – USTRANSCOM is currently rewriting the conversion process that includes additional role and responsibility clarification and introduces a commercial storage contract requirement prior to conversion.
- CSS initiative – Utilizing a single contractor to standardize program surveys. Goals are to standardize collection of surveys. Streamline survey accessibility on mobile devices. Improve survey responses. Reduce survey fatigue. Curb unethical behavior.

NEW MEMBER DEVELOPMENT/CORPORATE SPONSORSHIP

Chris Barringer & Nick Fincher

Co-Chairmen

BOARD OF DIRECTORS REPORT

September 14, 2022

	2022	2021
Associates	30	27
Branch	19	17
Regular	179	198
TOTAL	228	242

New Members since last meeting:

Hockaday Brothers Moving, Charlotte

College Hunks, Mooresville

LL's Local & Long Distance Moving, Sharpsburg

On3 Moving & Relocation, High Point

New Associate Members since last meeting:

Chariot Software

The Selzer Company

Remedy Payment Solutions

Removed 16 members for failure to pay dues for 2021 & 2022

EXECUTIVE DIRECTOR'S REPORT
September 14, 2022

MRT Training Seminars are continuing to be on Zoom for the time being. The next one is tomorrow and it will be on Zoom. We may try to hold an in-person before the end of the year. The last in-person only had 5 people show up. Attendance is still good on Zoom.

I spent a lot of time helping members get their Annual Reports filed. Hopefully, the Commission will get the kinks worked out and send some better instructions next year. This problem was not specific to the moving industry, but it was a problem for all the utilities.

I will be attending the Moving and Storage Conference of the ATA Board Meeting next week. It will be interesting to see who shows up. I will give you a report when I get back. I'll be out of the office Monday until Thursday noon.

I got moved. I'm pretty close to getting everything set up.

THE JOEL FUND

I was given your name and contact info by Rob Marrin who suggested I contact you. I am on the Board of The Joel [Fund-www.thejoelfund.org](http://www.thejoelfund.org) who's mission to "Reconnect Veterans to Life at Home".

One of our most successful and popular programs is "Operation Furnish" which provides furniture to Homeless Veterans with HUD Vouchers for Housing but without furniture. This year alone 96 Homeless Veterans have been provided with Housing Vouchers and we have supplied furniture for 70 of them.

We have an inventory and access to furniture but the cost of renting a truck and paying people to load and deliver is exhausting our limited Funds.

Rob Marrin who is a veteran said that once or twice a month he did moves for Veterans for free and said that he knew other local movers who did it also.

I am reaching out to you to see if you can help us get local movers to help us with our project.

We normally deliver to 2 or 3 houses twice a week.

We have explored buying our own Truck but in addition to the high cost we cannot find anything available.

I can hopefully answer any questions that you might have and can also put you in touch with Brooke Dickhart who is our Executive Director and Founder.

We are presently operating from Henderson to Fayetteville with the majority being between Raleigh and Fayetteville

CREDIT CARD CHARGEBACKS

Credit Card disputes are becoming more common with the economy tightening. We just lost an American Express Dispute for over \$6K for an out of State Move with ALL of the paperwork including estimates signed and agreed to by the client. We sent everything in during the dispute - the client's complaint was "we were promised a smooth move" Bunch of Baloney - they don't want to pay their bill.

We have got to do something as an Association to get the Authorities to Press Theft of Services Charges against clients like this. I will be taking them to Civil Court most likely, but it should be unthinkable for a credit card company to side with a client when we have all of our documentation in place.