

NORTH CAROLINA MOVERS ASSOCIATION  
BOARD OF DIRECTORS MEETING  
October 12, 2018  
Raleigh, NC

Call to Order Time: \_\_\_\_\_

Kathy Cox

Roll Call

Pam Stanley

Minutes

May 19, 2018

Pam Stanley

Treasurer's Report

2018 Treasurer's Report

Mike Mather

Committee Reports

By-Laws

David Rushing

Convention

Dru Burgin

Legal/Legislative/Insurance

Kathy Cox/Brett Plummer/Matt Sharpstene/  
Lucky Anneheim/Travis Few

Military Affairs

Steve Rhodes

New Members Development/  
Corporate Sponsorship

Rick Thornton/Jerry Hare/  
Mike Mather

Nominating

Brett Plummer

Public Affairs/Tariff Oversight

Todd Campbell

Scholarship

Robert Farnum/David Rushing

Seminar Training

Jerry Hare/Dru Burgin

Executive Director

Pam Stanley

New Business

2019 Budget

Mike Mather/Pam Stanley

Semiannual Meeting with Commissioners

Kathy Cox

Old Business

Health Plans

Executive Session

Adjourn Time \_\_\_\_\_

CONVENTION COMMITTEE REPORT  
October 12, 2018  
Dru Burgin

As you all know, we had to cancel this year's convention. The Holiday Inn was gracious enough to waive the cancellation clause.

Refunds have been issued to all vendors and members who registered, with one exception. Vanliner asked that we just apply their check to their sponsorship for next year.

We have signed a contract to bring the convention back to the Holiday Inn Resort, Wrightsville Beach October 10-12.

The speakers that we had lined up for 2018 have agreed to speak at the 2019 event.

They are Harvey Smith of Institute Success (recommended by Dan Garvey) and Kevin Monaghan of Intuitive Compensative Group (recommended by Lucky Annaheim).

We also have our photographer Amanda Leimbach lined up.

Thanks to Tony Harris for his suggestion for a golf location. We will be getting a contract for playing at the Municipal course in Wilmington.

North Carolina Movers Association  
Quarterly Board Meeting  
October 12, 2018

Legal Committee Report  
By Lucky Anneheim

- I. NC House Bill 732
  - a. HB 732 stalled in the Committee on Rules and Operations of the Senate, chaired by Senator Bill Rabon. This bill would have helped to protect North Carolinians from illegal and unregulated movers by giving law enforcement authorities the ability to enforce statutes that are meant to prevent such crimes.
  - b. The sponsor of that bill, Republican Congressman Allen McNeill of Asheboro called to personally thank all of us for the support and letters we sent. His office has been instrumental in helping to keep us informed and educated on the nuances of passing a bill through the NC General Assembly. He is running for reelection on Nov. 6
    - i. He has assured me of reintroducing the unanimously passed house bill, next spring, if he's reelected. Congressman McNeill won reelection in the last three general elections, the last being with 78% of the vote.
  - c. I met with Democratic Congressman John Autry, last Sunday. He has vowed to help push our bill through the House if he is reelected, as well. This has been a rare opportunity of Democrats and Republicans working together.
  - d. After the November elections, we will know what path we need to take. At that time, we can lay ground work to persuade relevant senators to help if/when a new house bill gets to that stage, since that seems to be where things get stalled.
  - e. Comments?
- II. Uhaul informed the board that they considered our use of the phrase "help for moving companies" on our website a violation of their trademark.
  - a. The home page of our website was changed to read "Information for Moving Companies."
  - b. Comments?
- III. DOCKET T-100, 49 was added to the tariff to be able to charge credit card processing fees and the packing of flat screen TV boxes.
  - a. For our company, this has helped to recoup a significant amount in monthly credit card processing fees.
  - b. Comments?
- IV. DOCKET T-4657: At our last board meeting, Pam reported that the Commission ruled on All My Sons request to use Electronic Bills of Lading. All Electronic Bills of Lading have to be submitted to the Public Staff for approval, for individual companies. There are currently 5 certified moving companies in NC that are listed on Page 9A of the MRT.
  - a. Comments?



8 October 2018

## Report to the Board – Military

- New USTRANSCOM Commander is LTG Stephen Lyon, USAF. Outgoing commander moved to Charlotte and was extremely vocal with Ft Bragg QC personnel about how broken the system is.

-New move system to be called “My Move System” and is still being worked on. I do not have a lot of data on the new system except that it is supposed to be in place before next peak season.

-Peak season numbers: There were 6,252 shipments awarded this year. Down 6% from last three year average. 53% domestic HHG/18% UB/29% international HHG. Peak week was week 29(Mid July) with the low week actually being week 27. 25% of awards were for Code 2 and short fuse awards were less than 9%.

-TCJ4H is looking to rewrite the TOS document to allow for best commercial practices. They hope to have the new version on the street next month.

-NTS Market Expansion: TCJ4H is looking to expand capacity and they think they can do it by not having another open enrollment season and allowing current NTS providers who are not TSPs to become TSPs.

-Base Access: The Marine Corps and Navy are supposed to have implemented the Dense Biometric Identification System (DBIDS) in September. The Army currently uses the AIE (Automated Installation Entry) system and also allows for use of the TWIC card. By late 2018, it is expected that the Office of the Undersecretary of Defense (Intelligence) should publish standard disqualification criteria that will be used across all of DoD until late 2019 when enrollment is projected to begin for all DoD installations to use ePACS where enrollment in either system should allow drivers/workers access to all installations in preparation for full implementation of one unified system in 2020. The significant impact to any of the current programs, and possibly any

future programs, is that the base/post commander has the authority to add requirements as they see fit to needs or their installation readiness standards or threat levels.

Very Respectfully,



Steve Rhodes

# NEW MEMBER DEVELOPMENT/CORPORATE SPONSORSHIP

Rick Thornton, Jerry Hare & Mike Mather,

Co-Chairmen

## BOARD OF DIRECTORS REPORT

October 12, 2018

	2018	2017
Associates	33	27
Branch	12	11
Regular	181	176
TOTAL	226	214

### New Mover Members since last Board meeting

College Hunks Hauling Junk & Moving – Leland

Brazosmovers.com, LLC

Totable, Inc.

Strong Moving Company

Smart Move, LLC

Box and Dolly, LLC

We removed 8 members due to non-payment of dues.

New Associate Members This Year:

National Dispatch, LLC

Powerhouse Pressure Washing

Mickey Truck Bodies

DeWitt Move/Royal Hawaiian Movers

Be sure to recommend the NCMA to any associate members that you think would be a good fit for our membership.

We are going to be reaching out to those companies who hold a Certificate of Exemption but are not members of the association. Please recommend the association to those movers who hold a certificate.

NCMA Board Meeting  
Friday October 12th, 2018  
Raleigh, NC

Seminar Training Committee  
Dru Burgin/Jerry Hare

MRT Training Seminar will be offered in Raleigh for the following days:

\*Thursday, October 25, 2018

\*Thursday, November 15, 2018 (last one for the year)

The address is: 3900 Wake Forest Road, Raleigh NC 27609

\*We are working on January 2019 training to be held in Charlotte

AMSA is holding their Safety & Operations Conference January 21 & 22 in Charlotte and their Certified Move Consultant Boot Camp January 22 & 23 in Charlotte. Members of the NC Movers can attend both, without being a member of AMSA, at the AMSA member rate just by being a member of the NC Movers.

If anyone has any other training needs, please discuss them with Dru or Jerry.

Thank You,  
Seminar Training Committee



## EXECUTIVE DIRECTOR'S REPORT

October 12, 2018

Pam Stanley

Tariff training seminars will continue to be held on a regular basis. We are still getting very good attendance at these seminars. Next seminar will be October 25 in Raleigh. We will have one more seminar in 2018 in Raleigh.

Forms are still going very well. We sold a little over \$40,000 through September.

Second quarter issue of the Tar Heel Van was published. The third quarter issue will be published next week and there will be a fourth quarter issue before the end of the year. Submissions to the THV are always appreciated.

I attended AMSA's board meeting in September. AMSA has formed an Independent and Small Business Committee. I am a member of this committee. Expect to see more offerings geared to independent movers in the future. Ask to join their Facebook page.

AMSA is also working with the Van Lines for AMSA to be a repository for training videos, most of which would be available at no charge. Details will be ironed out in the near future and are taking longer than all anticipated.

I was also named to Moving & Storage Institute Board and attended their board meeting in September.

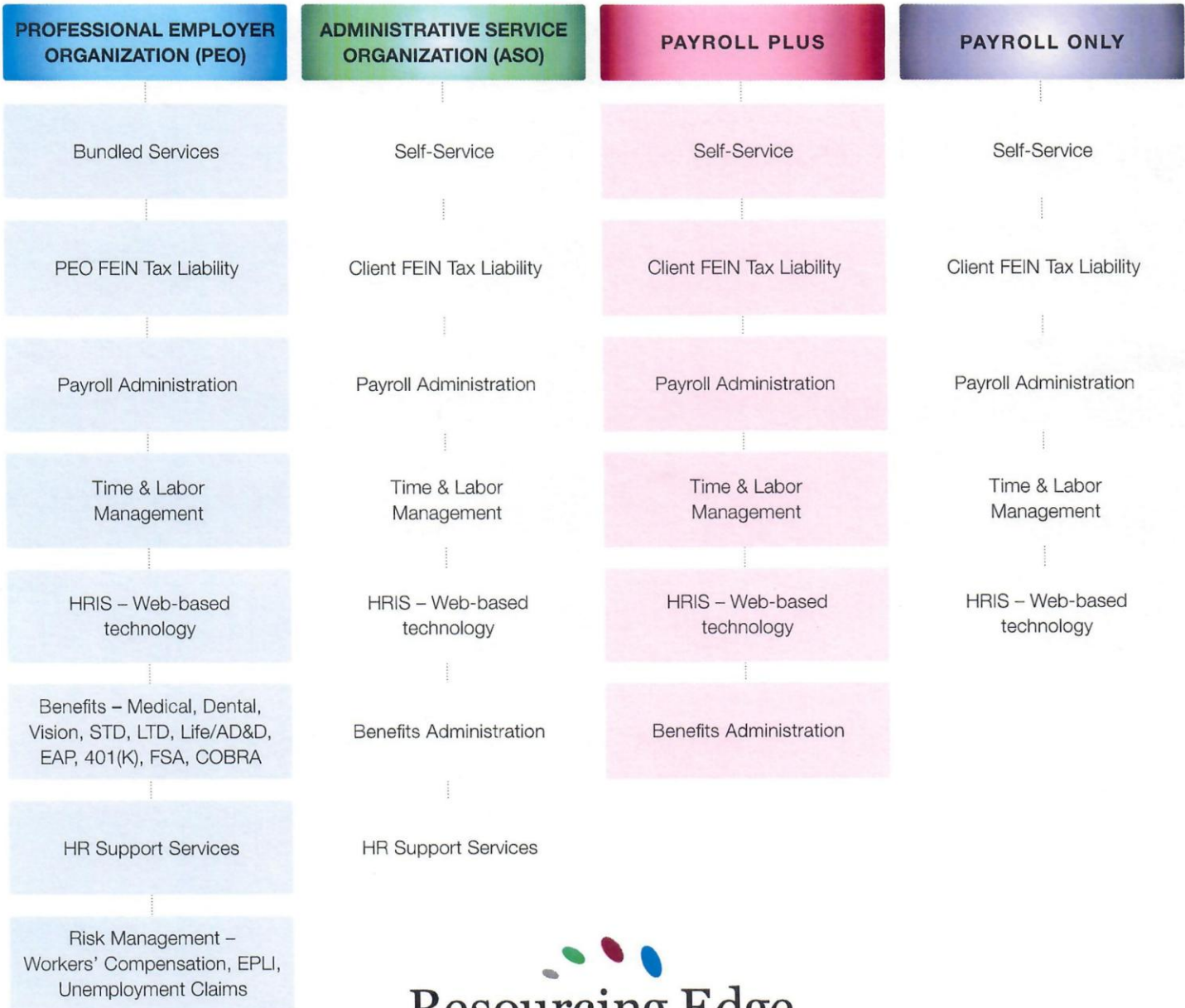
Several NC movers and sponsors participated in the Moving Day on the Hill. We actually got to meet with Congressman David Price (which is unusual; we usually get staffers).

AMSA's 100<sup>th</sup> convention and trade show will be March 24-26 in Houston.

# Expert Solutions for Your Greatest Asset.



As an innovative market leader in Human Capital Management Solutions, Resourcing Edge has the proven people, skills, processes and infrastructure to offer you immediate value. Our flexibility allows us to provide the customized services our clients need. You can take advantage of our powerful technology, delivered seamlessly with dedicated personal attention.



# Expert Solutions for Your Greatest Asset.



As an innovative market leader in Human Capital Management Solutions, Resourcing Edge has the proven people, skills, processes and infrastructure to offer you immediate value. Our flexibility allows us to provide the customized services our clients need. You can take advantage of our powerful technology, delivered seamlessly with dedicated personal attention.

Services	Professional Employer Organization (PEO)	Administrative Service Organization (ASO)	Payroll Plus	Payroll Only
Service Type	Bundled-Service	Self-Service	Self-Service	Self-Service
Tax Liability	PEO FEIN	Client FEIN	Client FEIN	Client FEIN
Payroll Administration	✓	✓	✓	✓
Time & Labor Management	✓	✓	✓	✓
HRIS: Web-based technology	✓	✓	✓	✓
Benefits Administration	✓	✓	✓	
HR Support Services	✓	✓		
Risk Management: Workers' Compensation, EPLI, Unemployment Claims	✓			

  
**Resourcing Edge**  
*A subsidiary of Assurity*

A leader in human capital management solutions.

[www.resourcingedge.com](http://www.resourcingedge.com)



## SUMMARY OF SERVICES



### Human Resources Resources

- Development & production of employee handbooks
- Client resource manual
  - Personnel guide
  - Forms
  - Personnel policies
- Administration of a drug-free workplace
- Consultation in employment & termination practices
- New hire reporting
- Job descriptions
- Compensation analysis & review
- Unemployment Garnishments
- Processing Claims



### Training

- E-Learning
  - Silver
    - Compliance Training
    - Manager/employee training bulletins
    - Webinars and manager toolbox trainings
    - Video Training
  - Gold
    - Customized Training Program
    - Includes everything in the Silver package and encompasses over 8,000 e-learning courses
- Webinars
  - Free, monthly webinars presented by attorneys, HR specialists and/or agency representatives. Our webinars have been approved for HRCI credit.
- Onsite Training
- Annual Training Conferences
  - Each year Resourcing Edge hosts a training conference that you won't want to miss!

### Recruiting Assistance

- Resume review & candidate analysis
- Advertising assistance with ad development & placement suggestions
- Pre-employment background checks
  - Criminal
  - Motor vehicle
  - Credit
- Pre-employment drug screening
- Pre-employment testing
- Behavioral profiling

### Record Retention and Management

- Keep & manage employee files
- Records storage as required by law

### Safety & Risk Management

- Workers' compensation insurance
- State and federal reporting



### Payroll & Administration

- Web-based payroll services
- Employee service center
- Client service center
- Payroll reporting
- Reports
- All payroll tax filings & payments
- Collection/approval of time sheets
- Calculation & preparation of paychecks
- Direct deposit
- Detailed reporting
  - Job costing
  - Departmental reports
  - Benefit analysis
  - Certified reports
- OCIP/ROCIP reports & plan administration
- Web-based technology
  - Client self service portal
  - Report processing
  - Employee self service
  - Paperless enrollment
  - Electronic recordkeeping



### Benefits & Administration Benefit Plans

- Group major medical insurance plans
- MERP plans
- Dental insurance
- Vision insurance
- Life insurance
- Dependent life insurance
- Long term & short term disability insurance
- 401(k)
- Eflex:
  - Medical expense flexible account
  - Dependent care flexible account



### Administration

- Processing of employee enrollments & terminations
- Employee service center to handle questions
- Resolve employee claims
- Premium payment & reconciliation
- COBRA notification & recordkeeping

**Learn more at [info@resourcingedge.com](mailto:info@resourcingedge.com)  
or call 214-771-4411**



**Resourcing Edge**

Payroll • Human Resources • Benefits • Risk Management

*Sharp people, sharp solutions.*

# A CATEGORY OF ONE

Making an educated  
PEO decision

## Our mission

To help businesses succeed so communities prosper

When it comes down to it, Insperity is in a category of one.

We remain trailblazers in our industry,  
and our business practices set us apart from the pack.

The Insperity business model is to  
manage risk and improve productivity.

Our full-service Workforce Optimization® solution  
helps our clients do just that.



# Manage risk

For complaints made by employees, some of which were filed with the **EEOC** and the **DOL** in 2016, here's how we helped our clients:

## EEO SERVICES



Remaining  
complaints have an  
average settlement  
cost to client of  
**\$8,251**  
when handled by  
Insperty EEO Services



## SECTION 125/105(H) PLANS

Insperty maintains Section 125 plans that allow your employees to pay for important benefits with pre-tax dollars, while removing the risk and administrative burdens associated with these plans from you. Each year, we perform in excess of 8,000 non-discrimination tests for Insperty's Section 125 plans, which cover pretax FSA, HSA and group health plan contributions.

**Administrative burdens and risks associated with maintaining your own Section 125 plans include:**

- ✓ Allowing pretax contributions without a valid cafeteria plan in place.
- ✓ Failing to correctly identify eligible individuals.
- ✓ Failing to perform (or properly perform) complex annual non-discrimination testing to keep the plan qualified.
- ✓ Failing to correctly withhold and report on contributions made by ineligible individuals.

## LOSS PREVENTION SERVICES

Help protect clients and their employees by making recommendations that may reduce workplace hazards through **358** loss prevention reviews and surveys per month

**94%**  
Client satisfaction

## HEALTH BENEFITS COSTS

The structure and design of Insperty's Group Health Plan helps us keep costs low while providing value to employees. The compound annual cost increase for group health insurance and related benefits paid by Insperty over the last 10 years averaged **4.45%**<sup>2</sup>



- [eeoc.gov/eeoc/plan/upload/2016par.pdf](http://eeoc.gov/eeoc/plan/upload/2016par.pdf)
- This percentage is primarily based upon the overall experience of the Insperty Group Health Plan, and is not reflective of past changes or a guarantee of future changes to a client's comprehensive service fee.
- The IRS does not endorse any particular certified professional employer organization. For more information on certified professional employer organizations go to [IRS.gov](http://IRS.gov).

## RESOURCES & TRANSPARENCY

Our 2016 gross revenue was **\$2.9 billion**.

PEOs that aren't publicly traded are not required to share their financial information with you.

As a public company, you can see we have the support to back up our contractual responsibilities.

Do other PEOs have the capital to execute on commitments?  
**We do.**

Insperty PEO Services, L.P. was designated by the IRS as a certified PEO on June 1, 2017.<sup>3</sup>

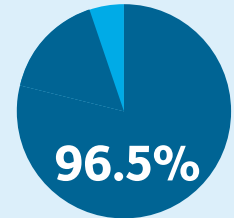
# Improve productivity

Increase efficiency and let yourself focus on **growing your business**. Here's how we help you get there:

## SUPERIOR CUSTOMER CARE



Contact center handles over 1,100 calls per day



of worksite employees' calls are resolved in 6 minutes

Resolving questions on medical benefits, retirement services, online HR platform and Marketplace

Operation centers in Atlanta, Dallas, Houston and Los Angeles with sales offices nationwide. Is your city missing? Don't worry, we're still expanding.

## SEAMLESS TRANSITIONING

In excess of 1,500 new clients in 2016



**99%**

of first payrolls run without a defect

Subsequent payrolls run with **99.7%** accuracy



## CUSTOMER SATISFACTION

We have a history of meeting and exceeding our clients' expectations



\* [www.theacsi.org/national-economic-indicator/us-overall-customer-satisfaction](http://www.theacsi.org/national-economic-indicator/us-overall-customer-satisfaction)

# Our pricing model

$$\frac{\text{Direct cost allocations}^1 + \text{administrative charges}}{\text{Total wages}} = \text{Service fee \%}$$

Our pricing model is **simple**.

It was developed with the business owner in mind – better for budgeting, planning, forecasting and predicting the cash flow impact of labor costs.

We use per employee, per diem allocations for direct cost allocations<sup>1</sup> and administrative charges to calculate the service fee.

As an example, you'll never overpay for employees who leave mid-month because the per diem charges stop on that date.

**Our pricing model is unique within the PEO market.**

<sup>1</sup> Taxes and workers' compensation insurance are calculated as a percentage of wages.



# Best PEO for small businesses

**Business News Daily** again named Insperty the best PEO for small businesses in 2018.

**“Insperty combines a comprehensive suite of PEO services with top-notch, hands-on customer service and an easy-to-use online employee portal. Few PEO providers offer the wide range of services that Insperty does.”**

Insperty also offers business solutions outside the PEO relationship. “Being able to pick and choose what you want not only helps keep costs down, but also ensures you aren’t paying for something you’re not using.” Also, Business News Daily notes that Insperty is accredited by Employer Services Assurance Corporation and is currently in good standing.

Read more here: [insperty.com/businessnewsdaily](http://insperty.com/businessnewsdaily)

“ Insperty has a BBB rating of A+. Most of the PEOs we examined were not BBB-accredited and did not have such a high rating.” ”

**We practice what we preach. Insperty has been recognized more than 100 times nationwide as a top workplace.**

**HR and Business Performance Solutions:** Workforce Optimization® Services | Human Capital Solutions  
Payroll Services | Time and Attendance | Performance Management | Organizational Planning | Recruiting Services  
Employment Screening | Financial Solutions | Expense Management | Retirement Services | Insurance Services

[insperty.com](http://insperty.com) | 800-465-3800



# Leverage the Total HR Power of TriNet

## TriNet Resources and Services at a Glance

TriNet offers outsourced HR services to more than 8,000 clients and 205,000+ employees nationwide. We offer a cost-effective, all-in-one HR outsourcing package that:

- ▶ **Equips your firm with “big company” benefits and services**
- ▶ **Positions your organization as a destination for in-demand talent**
- ▶ **Turns your HR function into a strategic advantage**

### HR Management and Consulting Services

- Strategic HR consulting
- Online compensation analysis and reports
- Employee relations
- Complaint process and investigation
- Termination review and guidance
- New hire onboarding
- Compliance guidance and support
- Customized policies and workplace procedures
- Safety plans and workplace communications
- Employee record and file management

### Also available on a pay-as-you-go basis:

- International services for expatriates and local/nationals
- Talent acquisition services
- Online performance management
- Payroll time and attendance services
- Career transition services
- Employee development
- Salary compensation analysis
- COBRA administration

### Comprehensive Benefits Plans and Services

- Cost-effective group health and other benefits plans
- Eligibility management
- Plan provider payments and reconciliation
- Total benefits administration
- HIPAA administration
- Workers' compensation management
- Multiple health plan options
- Dental and vision plans
- Life, accident, and disability plans
- Employee Assistance Program
- Flexible spending accounts
- Health savings accounts
- Pre-tax commuter benefits
- Voluntary benefits and services
- Health and wellness programs

[More ▶](#)



## End-to-End Payroll Services

- Multi-state payroll processing and filing
- Payroll deductions, including retirement plans
- Tax remission, reporting, and compliance
- Standard payroll reports
- Garnishment administration
- Leave administration

## Online Self-Service Tools

### For Managers

- Payroll entry
- Company data and reports
- New hire processing
- Pay and status changes
- Pre-employment screening and visa administration
- Specialized content, services, and forms
- Leave approval
- Dashboards and alerts
- Report writing capabilities

### For Employees

- Electronic paychecks, tax withholding, and direct deposits
- Personalized benefits and other HR data
- Health and welfare benefits enrollment
- Case management system supported by PeopleSoft help desk for HR
- 401(k) enrollment and maintenance
- Employee handbook/company policies
- Materials and forms
- Orientation and training
- Leave requests

## TriNet Services Delivery Via:

### Technology Resources

**HR Passport® online portal:** online access to self-service tools and data for employees and managers alike. See the online demo at [www.trinet.com/demo](http://www.trinet.com/demo)

**Integrated Oracle-PeopleSoft HRIS technology managed by TriNet:** provides access to efficient enterprise-level platform without having to purchase or maintain your own.

### TriNet Service Team

**Human Capital Consultant:** experienced at resolving the specific HR issues you face.

**Account Services Team:** for day-to-day customer support.

**Toll-Free Employee Solution Center:** a dedicated call center to answer all HR questions.

## TriNet Service Delivery Model at Work:



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Learn more at [TriNet.com](http://TriNet.com) or call **888.874.6388**