

The Tar Heel Van

FIRST QUARTER 2020



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NCMA Public Service Announcement

The NCMA has issued our first ever Public Service Announcement to warn the public about the pitfalls of using illegal movers.

The video is on the home page of our website. Commissioner Floyd McKissick, Jr. introduces the video. It is also available on YouTube: <https://www.youtube.com/watch?v=cLTPHWj9kz0>

We are in the process of releasing this video to the press so we can get wide coverage. Also, we will be providing the link to our members so you can include it on your websites also.

Board Member Dean Barrett of City Transfer & Storage was the driving force behind this project. Dean has long served the NCMA and is a Past President, Mover of the Year winner and a James T. Dorman Distinguished Service Winner. He wanted the Association to give our members tools to help deal with the problem of illegal movers.

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NCMA Board of Directors

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From the President

Hello,

The North Carolina Movers Association is supported from various sources. Membership, vendors, dues, volunteers and donations all connect together to contribute to the success of our organization. We are blessed to have such an active and useful Association to assist us in our industry.

I would like to focus on the volunteer aspect. Most of you are friends or least an acquaintance of Steve Rhodes. For many years Steve has volunteered his time. His service and commitment has made us a better association.. Recently, Steve made the decision to retire. Personally for me, it is a bittersweet decision. Steve has always been a friend to me. I am happy that he is enjoying life but I will miss him as an integral part of our organization. Before Steve retired, he sent a letter that he requested to be shared with the North Carolina Movers Association. I am glad to do so.

God bless,

Dru



Dru Burgin
NCMA President
Sells Service
Statesville, NC

sellsmoving@aol.com

YOUR North Carolina Movers Association

Please pardon what appears to be a vanity piece as I retire from this Industry. assure you that it isn't meant to come off that way. I just wanted to take one last moment to address what I see as an issue within this organization.

First of all, I have been fortunate enough to attend many functions/ meetings across the span of the last 20 plus years. The one constant in all of these events has been



(Continued on page 8)

PLAYING IT SAFE TRUCKING

The Crash Indicator BASIC

Tips to keep your carrier's CSA scores low

The Crash Indicator Compliance Behavior Analysis and Safety Improvement Category (BASIC) is one of seven categories that the Federal Motor Carrier Safety Administration (FMCSA) uses to determine how a motor carrier ranks relative to other carriers in its Compliance, Safety, Accountability (CSA) initiative.

The Crash Indicator BASIC Basics

The major difference between this and the other six BASICs is how it is scored. While the other BASICs are judged and scored based on behaviors discovered during inspections, the Crash Indicator BASIC relies on information from state-reported crashes that meet reportable crash standards from the past three years. If you are involved in a crash, it will show up on the FMCSA's records, whether you were at fault or not.

Keeping Scores Low

Here are some tips on how to keep your carrier's scores for this BASIC as low as possible:

- Be a defensive driver. Always anticipate what other drivers around you might do and be prepared to act quickly. Your rig takes a lot longer to stop than a regular passenger car, so give vehicles ahead of you plenty of space.
- Always follow the posted speed limit. Keep an eye out for speed limit changes. Pay special attention to your speed during bad weather.
- Pay close attention during driver safety meetings. These meetings are not just a formality—they are designed to help keep you and the other drivers on the road safe, a win-win situation for everyone.
- Daily inspections should be thorough and cover all the truck's safety equipment, including seat belts, turn signals, brake system, brake lights, headlights and taillights. Minimize the chance for equipment malfunction and you decrease the chance of an accident.
- If you drive all across the country, be aware of local and state driving regulations, as they may differ from location to location. Ignorance is not an acceptable excuse for not knowing the laws. If you are unsure of a particular location's driving laws, ask your fleet manager.
- Stay alert by eating healthy and avoiding medications that cause drowsiness. Smoking, turning up the radio and drinking coffee are not real cures for fatigue.
- Should you get into an accident, know how to handle the situation. Make sure you have all the required truck paperwork to make the process go as smoothly as possible.

Be safe and healthy on the job with these helpful tips provided by **Wells Insurance**.

“Be a defensive driver. Always anticipate what other drivers around you might do and be prepared to act quickly.”

This flyer is for informational purposes only and is not intended as medical or legal advice.

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Is Moving During the Pandemic Essential?

*By Paul D. Johnson
The High Point Enterprise*



Bruce Fox with City Transfer and Storage loads boxes from one of their storage warehouses onto a City Transfer truck for transport. The family-owned moving company has been in operation since 1908. *Laura Greene/HPE*

HIGH POINT — Talk about timing for a move to a new house.

Heading into March, Nancy Warburton of High Point had punched all the lists preparing to help her daughter and son-in-law make their big relocation. Warburton's daughter, Sally, and her son-in-law, John Tener, moved from Richmond to Lynchburg, Virginia, for his new job.

What wasn't on any list was a global pandemic.

"It was right at the beginning of all this. The emergency order went into effect practically two days before the trucks were loaded," she told *The High Point Enterprise*.

The move not only involved relocating the couple's belongings across Virginia but picking up items in storage through City Transfer & Storage in High Point and items at Warburton's residence.

Fortunately, Warburton's daughter and son-in-law made the move without incident.

(Continued on page 6)

“I was thrilled they (City Transfer) were considered essential and could move us. They were very respectful — we kept our distance,” she said.

Add moving to the tasks of life complicated by the coronavirus pandemic. At City Transfer & Storage, part of the challenge centers on making people aware that movers are an essential business that can operate under emergency orders.

“Initially, there was panic on some people’s part — ‘I’ve sold my house and I’ve got to be out of my house.’ We assured them from the start that you will be moved,” said Bart Lassiter, vice president with the locally owned moving company.

Lassiter thought generations of his family running the 112-year-old moving company had seen it all — the Great Depression and recessions, oil and gas shortages, skyrocketing interest rates in the 1970s, spikes in insurance costs.

“We’ve never encountered anything like this before,” Lassiter said about the pandemic.

In mid-March when the pandemic took hold locally, Lassiter and his 75 employees huddled to craft a plan to operate amid the changes.

“We were going to work through this and do the best we can. All our folks stepped up,” said Lassiter, who hasn’t had to lay off any workers.

The pandemic has prompted City Transfer & Storage to make changes in the way the company’s workers handle a move. Crew members have hand sanitizer on the trucks and wash their hands thoroughly before a job.

The trucks are sanitized before each move. The movers are provided a mask and gloves. But Lassiter said the protective procedures present challenges during work that can turn exhausting.

“We have to pick up heavy furniture. Sometimes it can affect your grip with these gloves on,” Lassiter told *The Enterprise*.

Also, movers can get winded quicker wearing a mask. So workers will take extra breaks.

“We want to make sure they stay safe,” Lassiter said.

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After



Before



After

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the strong representation of movers from North Carolina. "We" have been active in all causes for our industry serving on Boards and Committees. "We" have spent lots of time networking on Capitol Hill working with our elected officials to push them in to action.

"We" have been active with our State Legislature insuring that they are aware of issues with Rogue Movers and monitoring the enforcement against them. "We" are active and dedicated to the advancement of causes that directly affect our business.

The one constant in all of the functions/meetings/visits/networking has been Pam Stanley, our Executive Director. She is a constant presence in all of these events, and she is not silent. It does not matter the size of the audience or the venue, she is there and she is a force to be reckoned with. Many is the time I have been a part of a team going to visit an elected official and felt like my purpose was to present the folder as she presented the issues. She is bright, articulate and energetic, and has been often been referred to as "the Ambassador from North Carolina." I would venture to say that the NCMA is one of the top 3 State Associations in this business.

So, having written all of that, let me get to the real purpose of this piece. I am sick and tired of hearing about how this Association doesn't do anything for its membership. I am sick and tired of hearing, from former officers of this Association, how things have changed for the worse and the association has lost its way. I am sick and tired of hearing about how the same companies are running everything in the Association and how it is all personality driven.

IF you are one of those people referenced above, then I issue you a challenge: Don't just show up at the annual meeting for the golf and the 50/50 raffle - **REENGAGE AND GET ACTIVE AGAIN**. Become an Ambassador for the Association and actively reach out to others who are not members or do not attend functions and try become part of the solution and not the problem.

I am very privileged and proud to have served on YOUR Board for the last 9 years. I have loved every minute of it and I only hope I represented the Association well and made a difference.

I have packed up my office and have one foot out the door, but I couldn't leave without making one last plea for everyone to be better members of the organization I have loved for the last two decades.

I thank you for your attention and wish everyone much happiness, good health and lots of love.

Steve Rhodes

(Former) General Manager Nilson Van &
Stoage, Fayetteville, NC



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- Sample of our options: vault/pallet/container body door configuration, liftgates, slide-out tailgates (stainless), grab handles, bellyboxes, in-body weigh scales, full graphic department (design/print/install), camera kits, lighted floor markers, etc.

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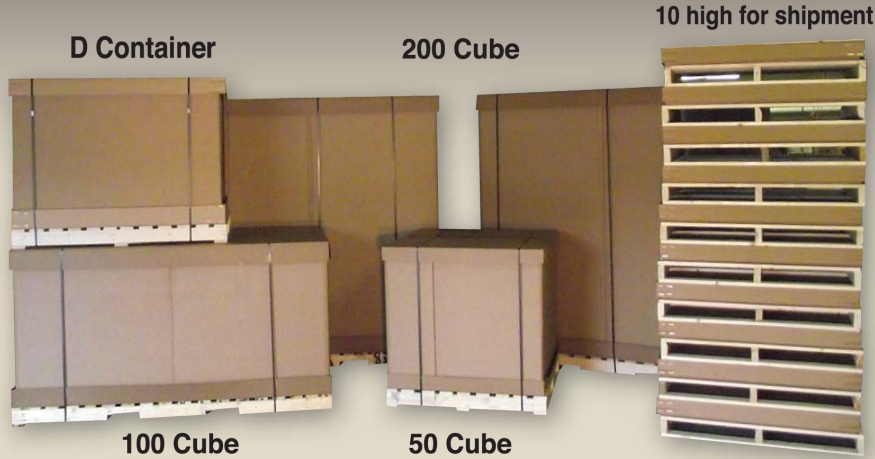
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The Wheaton Group acquires Arpin Van Lines Second competitor acquisition in 14 months

Wheaton has acquired Arpin Van Lines to immediately expand The Wheaton Group network. The new partnership will allow all five brands under The Wheaton Group umbrella to better serve customers across the country with increased capacity:

- ☑ Wheaton World Wide Moving
- ☑ Bekins Van Lines
- ☑ Stevens Worldwide Van Lines
- ☑ Arpin Van Lines
- ☑ Clark & Reid

Arpin Van Lines, formerly headquartered in West Warwick, R.I., has a more than 100-year history of creating customers for life; the focus on the customer is a key identifier for the van line that has encouraged customers to choose Arpin over its competitors. The Arpin family, which has owned Arpin Van Lines for 120 years, will continue to run its family-owned agents under Arpin Van Lines as part of The Wheaton Group. Until the acquisition, Arpin Van Lines had been a division of Arpin Group, Inc. The other divisions, including Arpin International Group, will continue as divisions of Arpin Group, Inc., with no affiliation to The Wheaton Group or Arpin Van Lines.

“After many years of operating a successful domestic, interstate van line, we believe the partnership with The Wheaton Group will make the entire network stronger and afford our agents and drivers with enhanced opportunities,” said Arpin Group CEO David Arpin. “Our clients, which will see a seamless transition, also will benefit from more capacity and high-quality service at a time when it’s needed most in our industry.”

Wheaton will operate all five of its brands throughout the United States as the fourth largest van line in the nation. Arpin Van Lines is Wheaton’s second acquisition in 14 months, as Wheaton acquired Stevens Worldwide Van Lines in Feb. 2019; previously, Wheaton acquired Clark & Reid in 2013; and Bekins Van Lines in 2012.

“We’re incredibly excited to welcome Arpin Van Lines and its agents and drivers to our van line family,” said Mark Kirschner, The Wheaton Group CEO. “This is yet another win-win for our agency network as well as our customers. Folding the high-quality Arpin network into The Wheaton Group gives us a fantastic opportunity to diversify, provide more capacity to new and existing customers and grow business for all of our network partners.”



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USTRANSCOM Awards Global Household Goods Contract

U.S. Transportation Command, on behalf of the Department of Defense, awarded American Roll On Roll Off Carrier Group, Inc., (ARC), Parsippany, New Jersey, a Fixed-Price with Economic Price Adjustments, Indefinite Delivery, Indefinite Quantity contract in the amount of \$7,211,331,984 in the procurement of the Global Household Goods Contract on April 30, 2020.

“DOD families are our North Star and the reason we are making this change to the Defense Personal Property Program,” said U.S. Army Gen. Stephen Lyons, commander, USTRANSCOM. “The contract was written by and for the Military Services, and addresses long-standing pain points DOD families have highlighted for years.”

The GHC is one aspect of a broader DOD reform plan to improve the relocation process for DOD families and integrates functions currently performed by hundreds of commercial entities. It will improve access to, and management of, quality capacity to meet peak demand and enable the Department to affix the accountability and responsibility lacking in today’s program. The government will continue to maintain ordering of services and an accountability program for contractor performance.

“To be clear,” said Gen. Lyons, “the DOD will never relinquish responsibility for household goods shipments.”

The DOD has outlined a deliberate transition approach to operations under this contract, and the contract award is simply the first step in this journey. USTRANSCOM and ARC will spend the next nine months integrating IT systems and processes, with the first move under the contract planned for February 2021; ARC will be postured to handle 100% of shipments in the continental U.S. during the 2021 ‘Peak Season.’ Transition work will resume in October 2021, with ARC managing 100% of planned workload (domestic and international) in time for the 2022 Peak Season.

Once implemented, customers can expect improved communication throughout the moving process; professional movers delivering improved service standards ‘at the curb;’ clear accountability when things go wrong; and streamlined claims processes in the event of loss, damage, or inconvenience.

To accomplish the requirements of the contract, ARC has partnered with a group of principal subcontractors to carry out the moves and will ensure a minimum of 40% of the total acquisition value of the domestic work performed flows down to small businesses.

“Small businesses are—and will remain—the backbone of this program,” said Rick Marsh, director of

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the Defense Personal Property Program at USTRANSCOM. “If a company delivers a quality product in today’s program, there is room for them in tomorrow’s. Their capacity will remain critical as long as DOD moves personnel and their families around the globe.”

“The DOD is the largest consumer of household goods services—restructuring our relationship with industry in this manner lets us raise the standard of service for DOD families. ARC brings tremendous capability to the table and they’ve built an impressive coalition of industry leaders to generate the quality capacity this program requires,” said Marsh. “Once we’ve transitioned into the contract, DOD families will see improved customer service and more professional processes and interactions with the movers that serve them. ARC will also introduce some pretty powerful digital tools—the kind of simple, modern tools we demand in every aspect of our personal lives, but that DOD cannot independently deliver to the moving process.”

“Throughout my career, I’ve been disappointed with what the Defense Personal Property Program does to families,” said Chief Master Sgt. Jason France, Command Senior Enlisted Leader for USTRANSCOM. “Today, I’m confident that the Defense Personal Property Program will deliver the care and service they deserve in the coming years.”

While USTRANSCOM looks forward to delivering capabilities under the Global Household Goods Contract, the command remains focused on delivering a quality experience for customers moving under the current program. All shipments in 2020 will move under the existing program. DOD personnel can visit <https://move.mil> for more tools and information to help them prepare for their upcoming move.

This acquisition was openly competed and seven offers were received. After considering and discussing each competing proposal, USTRANSCOM selected ARC because their proposal provided the best service for the best value for Service members, DoD civilians, and their families.

USTRANSCOM exists as a warfighting combatant command to project and sustain military power at a time and place of the nation’s choosing. Powered by dedicated men and women, we underwrite the lethality of the Joint Force, we advance American interests around the globe, and we provide our nation's leaders with strategic flexibility to select from multiple options, while creating multiple dilemmas for our adversaries.



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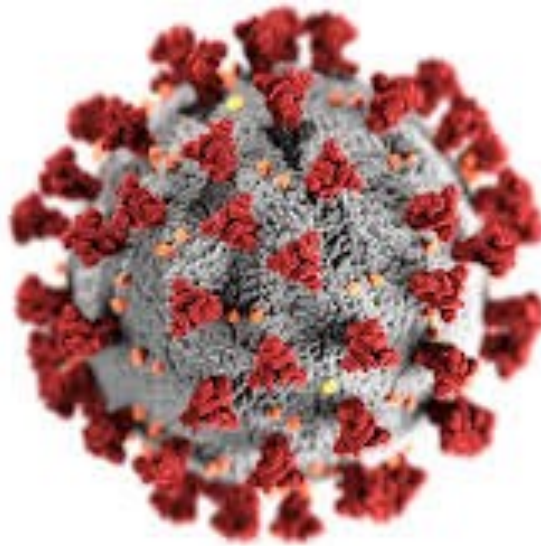


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COVID-19

It's been almost two months since our world has gone completely upside down due to COVID-19. We have suffered through countless different stay at home orders, until the Governor shut down the whole state. We were fortunate that moving has been declared an essential industry, but that doesn't mean things are the normal.

The Association has tried to keep you up-to-date with information from a variety of sources. Check the COVID-19 page on our website. Just scroll down to the bottom of the page and look for the picture.

This week we added the Phase 1 reopen guidelines. HUB International has given us an ebook about resuming operations after COVID.

If you need more information, don't hesitate to contact us. We are here to help in any way while we get through this.

Take These 4 Steps Now to Protect Your Business From COVID-19



In just a few weeks, COVID-19 has changed the way Americans do business. In many parts of the nation, mandatory shelter-in-place orders have all businesses not considered “essential” closing their doors. We know this pandemic will end eventually, but we’re not sure when that will be. What we *do* know is things are changing *quickly*, and it’s vital that you take action to protect your business.

1. Assess expenses

[Millions of Americans have lost their jobs and spending is down](#). That means businesses hoping to withstand COVID-19 *must* tighten their belts. Go through all your expenses with a fine-toothed comb and determine which ones are essential. If an expense is not essential, cut it. Many businesses will need to plan for labor reductions. If this is the case for your business, do everything you can to preserve cash flow while *also* preserving employee goodwill. Share resources with employees on how to file for unemployment and look into [your state’s work-share options](#). Where available, work-share programs empower employees to reduce hours and save money without laying employees off.

2. Take advantage of government resources

In response to the economic damage COVID-19 continues to cause, the U.S. Small Business Administration has announced that small business owners in all U.S. states and territories are eligible to apply for low-interest loans. [Click here for more details](#).

The United States Senate just approved a [\\$2 trillion relief package](#) to address the impact COVID-19 is having on the economy. One intention of this relief package is to help struggling small businesses.

3. Consider how your business is “essential”

More and more counties and states are rolling out mandatory stay-at-home orders. In most cases, these orders specify “essential” industries and require all businesses not within those industries to close. However, if you can logically frame your business as “essential,” you’re in a good position to continue operating, even with reduced staff. Here’s an example: even if moving is not listed as an essential industry, a moving company hired by a healthcare provider or hospital might be considered “essential” under some mandates. When in doubt, consult a legal professional.

4. Protect your revenue

Don’t fall prey to “paralysis by analysis.” This is a complicated and stressful situation, and many will be tempted to dwell on questions like, “What’s going to happen” and “When will things go back to normal?” But you need to focus on the *now* and take action to protect your business. Innovation is more important than ever.

Do everything you can to remain profitable. That could mean [accepting payments over the phone](#) or [offering virtual services](#). If your business is experiencing challenges due to this pandemic, please visit this [COVID-19 Business Resources page](#). These are difficult times, but we’ll get through them together.

Derek Wiedenmeyer is the Senior Sales Manager for BASYS Processing, a preferred partner of NCMA. He brings over 10 years of experience to his role. To learn how Jarod can help you generate cash flow and reduce expenses during this difficult time, call (913) 307-2753 or email dwiedenmeyer@basyspro.com. To learn more about the partnership between BASYS and NCMA, [click here](#).

Working Remotely? 5 Customer Service Tips to Help

by [Nancy Friedman](#) |



Dear Friends...

My guess is we've all 'worked' remotely at some time. Just not all the time. Hey, some of us work while on vacation. (That's REAL REMOTE.)

Which brings me to the point of this short blog and fun video.

We've been getting emails on: "Hey Nancy, how can we give great customer service to our clients now that we're working from home?"

My short answer is . . . if you were giving great customer service from your work office, you can do it from anywhere. Why would we change? Because of a location? I don't think so.

However, we brought you some of the most often asked questions from clients over the past few weeks. Feel free to share – and be safe.

We will, as always, answer any of your questions on our topics of expertise, so if you have some – bring them on.

In the meantime, enjoy this short video with 5 good points to help you give great customer service.

<https://youtu.be/wRlo6SfVKQw>

Nancy Friedman, customer service keynote speaker, is founder and chairman of Telephone Doctor Customer Service Training and a featured speaker at franchise, association, and corporate meetings around the world. A popular TV guest, she appeared on Oprah, The Today Show, CNN, FOX News, Good Morning America and CBS This Morning, as well as hundreds of other radio, television and print outlets around the world, including the Wall Street Journal, and USA Today. The author of 9 books on her chosen topics, Nancy helps corporate America improve their communications with their customers & co-workers. www.nancyfriedman.com

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Ellis is still not old enough to tell GoGee to stop publishing his picture. He turned 2 and a half early April. Missing him a lot due to COVID! (and about the GoGee, he renamed me—didn't like Grammy).



2020 NCMA Calendar

All training and meetings have been canceled until further notice

October 8-10 NCMA 64th Annual Convention

Great Wolf Lodge

Concord, NC



The mission of the North Carolina Movers Association is to provide guidance to our members concerning rates, tariffs, rules and regulations as prescribed by the NC Utilities Commission. Most importantly we provide support for our members and sponsors so they can supply quality service to the moving and consuming public.