

The Tar Heel Van

THIRD QUARTER 2020



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2020 can't get over fast enough. It has definitely been the strangest year ever.

Due to COVID, the Board of Directors had to cancel our annual convention. Our by-laws require that we have to hold an annual meeting.

The annual meeting will be a Zoom meeting on Wednesday, November 18 at 2 p.m. All members of the NCMA may attend this meeting.

Just notify Pam (pstanley@ncmovers.org) before noon on Wednesday. She will send you the Zoom link and the handouts.

The Board will be voting on the annual budget and electing new board members.

Contact the Association office with any questions.

NCMA Board of Directors

NCMA Board of Directors

President—Dru Burgin, Sells Service, Statesville

Vice-President—Mike Mather, Mather Brothers Moving, Garner

Secretary/Treasurer—David Rushing, All American Relocation, Charlotte

2020 Directors:

Lucky Anneheim, Make a Move, Charlotte;

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Travis Few, Few Moves, Wilmington; NC

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Paula West, Covan World-Wide Moving, Fayetteville

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Todd Campbell, Two Men and A Truck of Asheville

Tony Harris, Fidelity Moving & Storage, Jacksonville

Thomas Kiser, Jr., Patterson Storage Warehouse, Fayetteville

Ex-Officio: Kathy Cox, Horne Moving Systems, Goldsboro

From the President

Hello all,

Even though our 2020 NCMA Annual Convention was canceled, our bylaws require an annual meeting to be held before the end of the year. Our annual meeting will be held via Zoom on Wednesday, November 18, 2020 at 2:00 p.m. Check your email for the information sent from Pam regarding registration for the meeting. We will be voting to approve our new budget and electing new board members. I hope you can work this into your schedule.

Thanksgiving is upon us. Christmas is breathing down our necks and the New Year is just around a very short corner. We seem to be limping across the finish line for 2020, but personally I am ready to gear it up to a sprint. My oldest son recently taught me about the "Circle of Control" and one of my oldest friends has shared with me the "It is what it is" guideline. These have served me well and I probably use them in both my work and personal life on a daily basis. I encourage you to do the same.

Be kind to yourself,

Dru



Dru Burgin

NCMA President

Sells Service

Statesville, NC

sellsmoving@aol.com

NCMA Public Service Announcement

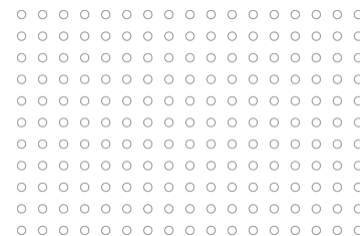
The NCMA has issued our first ever Public Service Announcement to warn the public about the pitfalls of using illegal movers.

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>



The New HOS Regulations

Understanding the Latest “Hours of Service” Regulations



The Federal Motor Carrier Safety Administration (FMCSA) has developed an online educational tool to help “motor carriers” better understand the recently revised HOS regulations. These revisions took effect on September 29, 2020. For more information click here: <https://www.fmcsa.dot.gov/regulations/hours-of-service> .

The FMCSA’s “Educational Tool for Hours of Service” (**ETHOS**) is an online, interactive website that allows drivers and carriers to enter their sample duty statuses into a “sample” web-based log.

ETHOS will identify where potential violations of the following rules may have occurred in the following categories:

- 11-hour driving limit (property) or 10-hour driving limit (passenger)
- 14-hour driving window (property) or 15-hour on-duty limit (passenger)
- 30-minute break (property)
- Sleeper berth provision

*(Note: The 60/70-hour limit regulations are not covered by **ETHOS**.)*

Instructions

To view potential violations in a sample log:

1. [Download the explanations](#) to better understand each scenario
2. Select one of the pre-populated examples from the drop-down field on the **ETHOS** webpage

To view potential violations using a log you enter:*

[Download more detailed instructions for additional information.](#)

1. Select your event date, time, and duty status and click “add event”
2. Repeat until you’ve entered all the data for a particular log
3. Potential violations will appear on the log and below the log in a table where you can switch between carrier types

*The **ETHOS** identifies only potential violations, and should not be relied on by motor carriers to monitor or evaluate hours of service compliance.

FMCSA does not retain any data entered in this application, and will not use the data entered for any purpose.

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CSA Red Flag Violations

Know what they are and how to avoid them

BASIC	FMCSR Part	Violation Description
Driver Fitness	383.21	Operating a commercial motor vehicle (CMV) with more than one driver's license
Driver Fitness	383.23(a)(2)	Operating a CMV without a valid commercial driver's license (CDL)
Driver Fitness	383.51(a)	Driving a CMV (CDL) while disqualified
Driver Fitness	383.51A-SIN	Driving a CMV while CDL is suspended for a safety-related or unknown reason and in the state of driver's license issuance
Driver Fitness	383.51A-SOUT	Driving a CMV while CDL is suspended for safety-related or unknown reason and outside the state of driver's license issuance.
Driver Fitness	383.91(a)	Operating a CMV with improper CDL group
Driver Fitness	391.11	Unqualified driver
Driver Fitness	391.11(b)(5)	Driver lacking valid license for type of vehicle being operated
Driver Fitness	391.11(b)(7)	Driver disqualified from operating CMV
Driver Fitness	391.15(a)	Driving a CMV while disqualified
Driver Fitness	391.15A-SIN	Driving a CMV while disqualified. Suspended for safety-related or unknown reason and in the state of driver's license issuance.
Driver Fitness	391.15A-SOUT	Driving a CMV while disqualified. Suspended for a safety-related or unknown reason and outside the driver's license state of issuance.
Controlled Substances/Alcohol	392.4(a)	Driver uses or is in possession of drugs
Controlled Substances/Alcohol	392.5(a)	Possession/use/under influence of alcohol fewer than 4 hours prior to duty
Fatigued Driving (HOS)	395.13(d)	Driving after being declared out-of-service (OOS)
Vehicle Maintenance	396.9(c)(2)	Operating an OOS vehicle

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

12 of the 16 Red Flag Violations are in the Driver Fitness BASIC. The Federal Motor Carrier Safety Administration (FMCSA) and Insurance Underwriters take these violations very seriously, and so should you.

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

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When investigating a motor carrier, a Safety Investigator (SI) looks at driver history for egregious violations of the Federal Motor Carrier Safety Regulations (FMCSRs). These violations are sometimes referred to as Red Flag Violations and are always reviewed as part of a carrier investigation. At present, there are 16 such violations, which are outlined in the accompanying table along with the Behavior Analysis and Safety Improvement Categories (BASICS) to which they correspond.





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Packing Material and Moving Equipment



Newly expanded van line celebrates 75th anniversary

Growth from Clipper Van Lines to Wheaton World Wide Moving to The Wheaton Group

Seventy-five years ago, Earnest S. Wheaton founded Wheaton World Wide Moving, then known as Clipper Van Lines, in Indianapolis, Ind. The van line headquarters remains in the Circle City, having grown with several acquisitions to 450 agents, 5 brands and more than 125 local employees. Throughout that long history, the van line now known as The Wheaton Group has been committed to quality and focused on customer service.

"Our primary concern as a van line is to continue Mr. Wheaton's reputation for excellence in moving services," said Mark Kirschner, CEO of The Wheaton Group. "His main focus was always on the families and the individuals we serve, and we as an organization strive to keep his focus in our sights."

Recent Awards Won by The Wheaton Group

In 2019, Wheaton won first prize in Loyalty360's Employee Engagement category and ranked Best in Class for continued commitment to promote customer loyalty through an employee focus.

In 2020, Wheaton was honored by National Association of Senior Move Managers (NASMM) with the organization's Margit Novak Award for Excellence in Move Management.

"We are humbled and grateful to receive the Margit Novak Award," said A.J. Schneider, Executive Vice President of The Wheaton Group. "Our relationship with NASMM has been incredibly rewarding for the past decade – we've learned a tremendous amount from this group. I'm proud that we've been able to contribute to NASMM's ongoing success in some small way."

The Wheaton Group's Corporate Social Responsibility

Wheaton was the first van line to fight hunger through the innovative partnership with Move For Hunger and continues that support more than a decade later, now supporting the nonprofit with each of its brands.

In addition, Wheaton is dedicated to supporting children with critical illnesses and their families through its national partnership with [Give Kids The World Village \(GKTW\)](#). This holiday season, with GKTW closed to high-risk families due to the pandemic, the Village will open to the public for Night of a Million Lights, a walk-through light show fundraiser for the nonprofit. The Wheaton Group will decorate Keaton's Korral, the horse ride attraction that the van line sponsors at the Village, to show its support.

The Wheaton Group is located at 8010 Castleton Rd., Indianapolis, IN 46250. The agency development team can be reached at 317-558-0771 and wheatongrouprecruiting@wvllcorp.com.

(Continued on page 10)

(Continued from page 9)

ABOUT THE WHEATON GROUP

The Wheaton Group is one of the world's most highly regarded providers of transportation services. The van line owns five household goods relocation brands, Wheaton World Wide Moving, Bekins Van Lines, Stevens Worldwide Van Lines, Arpin Van Lines and Clark & Reid. The van line is the fourth largest household goods carrier. Headquartered in Indianapolis, Ind., through its brands Wheaton offers private and corporate domestic and international household goods relocation services as well as special commodities and logistic services. The United States military is one of the company's largest customers. The van line is partner to more than 400 Wheaton, Bekins, Stevens, Arpin and Clark & Reid agents nationwide. **To learn more, visit www.wheatonworldwide.com/why-wheaton/partners.**

Wells Insurance Receives Insurance Commissioner's Award

Recently was a day of celebration as Wells Insurance received the Insurance Commissioner's Award - the highest designation of appreciation for distinguished meritorious service to the people of the State of North Carolina, in recognition and appreciation for 100 years of service. In addition, our Chairman Harold Wells, III received the Order of the Guardian Award in recognition of his character, integrity, service and honor, which is the highest award presented from the Insurance Commissioner's office. We are so proud of these honors in our centennial year. From 1920 to 2020, we look forward to protecting our clients' peace of mind for 100 more.

To see the video presentation, go here:

https://www.linkedin.com/posts/wells-insurance_wells-insurance-receives-highest-awards-from-activity-6712730471106719744-aYjG/



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Under or over CDL chassis available.

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Our 'Pro Mover' bodies have thicker extrusions, corner caps, aluminum side panels (.050) and roof coil (.040). Thicker is better.

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



Don Mosely

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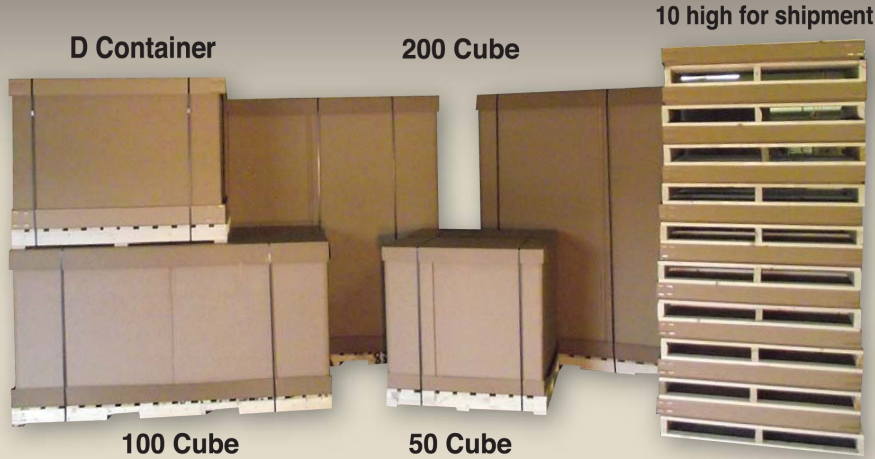
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The MP40 is designed to stack 2 high or side by side for easy truck storage. MP40 is built w/durable bottom tray and any crate component can be replaced for optimal durability.



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The Law of Intentionality

The Law of Intentionality: No accomplishment of worth is reached by accident. It requires an intentional effort to reach our goals and have a maximum impact on our lives and add value to others.

Pay Now; Play Later

"The secret of our success is discovered in our daily agenda."

-John Maxwell

Not a Genius

I have a confession to make. In high school I wasn't the smartest person in my class. I had high grades in a very competitive environment. I made Dean's List and Honor Roll frequently, but I didn't score high enough to be the top scholastically.

I was, however, one of the most intentional students in a structured, military school. In tenth grade I decided to run for "Funniest Man on Campus" and won by a landslide (anyone surprised?). The next year, I ran for school Vice President to write an article about the race for the school paper from an insider's view. However, once I figured out how to get students to vote for me, I won again. I graduated as the most decorated ROTC officer in our school.

Very active in church, I participated in choir, drama productions and community activities... all with a goal attached to them: to use my intentional creative skills... and that continues today. The supervisors and managers who bring me in say their people seem to lack the motivation to develop a productive daily routine. They know what they ought to do but allow other concerns to get in the way. It speaks to priorities and self-discipline, but often goes to a lack of focus. Many people don't live intentional lives.

Our daily routines are often interrupted by distractions. If you have been working from home during the pandemic, you are realizing what most of us who worked from home knew for years... home offices lend themselves to distractions. It is hard to be intentional when minor disturbances constantly call your attention away from accomplishing major tasks.

If you live an intentional life, you will find yourself ignoring many distractions that will eventually take care of themselves. Intentional people know that if they focus on their purpose for business (or life), it will cause everything else to fall in line behind their priorities.

Momentum Makers

Intentional people are self-motivated, and momentum has become their best friend. Motivation often makes large problems smaller. Motivation makes you excited to accomplish each task and see it through to the finish. Motivated people generate their own momentum... and momentum takes care of many distractions.

Are you a “Momentum Maker?” Intentional sales leaders are momentum makers. Intentional service leaders are momentum makers. I compare it to something you have in your house. Look at the thermometer in your work area. What is the temperature? The thermometer is influenced by what the thermostat is set on for that area. Many people are thermometers, allowing the something else to influence their mood or environment.

A thermostat influences the thermometer. It tells the thermometer what to do. I would rather be a thermostat, instead of a thermometer... merely reacting to what happens around me. Are you a thermostat or a thermometer?

*“The world is a dangerous place.
Not because of those who do evil, but because of those who look on and do nothing.”
Albert Einstein*

Intentional people have a passion to be significant and contribute to the lives of others. They seek to add value to the world around them with the talents, gifts and skills they have been given in life. They want to make a difference.

1. Intentional people are purpose driven. They know their purpose in life and want to make steps to accomplish that purpose every day. They know who they are and what they can do to add value to others. If they are good at their purpose, then they have found a way to contribute and get people to pay them for it. They don't wait to get “good” to start accomplishing their purpose. What are you good at doing? Don't wait to start until you get good; start now to become not only good, but better. Know your purpose and start using what you have. Spend your time each day, or each week, getting better at what you are strong at doing. Put aside your weaknesses and focus on getting better at your strengths, just like an artist practices drawing simple objects, or a hockey player practices taking shots they are good at making.
2. Intentional people are never satisfied with the status quo. They work outside of their comfort zones. Stretch yourself to gain new ground every day. Be so uncomfortable with yesterday's accomplishments that you want to exceed them today. Never rest on your laurels (recognition, awards or successes). Consider how many championship teams fail to repeat the next season as champions. They sit back, sign autographs and lose the competitive edge. Repeat champions never forget what got them to the top. They stay in shape, keep their daily routines and set repeating as their goal.
3. Intentional people see success as an ongoing journey, not a destination. This speaks to your view of success. If it is a destination, you will almost always fail to reach it, or put off getting there. However, if you see success as a journey, each day holds a new step you can take. Prioritize the important tasks required to be successful daily. Jim Rohan suggests making an “I Should” list. These are things you *should* do. It has more impact than a “To do” list. Make an “I Should” list and start on it today. You can look at most people's daily agenda and tell if they live intentionally or bounce from one circumstance to another like a pin ball in a pachinko game.

4. Intentional people order their daily agendas according to their purpose and never defer from it. Show up each day ready to accomplish something, whether it is your sales goal for the day, your management goal to train others to grow in their abilities, or your service goals to help a specific number of people get better service from you. Add value to others and you will always find ways to have a sense of accomplishment and gain momentum. I guarantee that if you spend your time helping other people, you will have an improved attitude and success each day you live.
5. Intentional people are self-disciplined. They are strong in setting personal boundaries. Their goals stretch them and are attainable with effort. Where do you want to be in three years, five years... next year? What steps will it take to get there before tomorrow to start that journey? How can you be an intentional individual in your field or on your team? How can you be so goal-oriented that even the distractions are in awe of your purposeful actions? What sacrifices are needed to focus on what is most necessary to meet your goals?
6. Intentional people are passionate about being the best they can be on a daily basis. Think about how you drive over speed bumps in the road. You slow down, take the bump slowly and move on. Do you ever look back at the impediment? Of course not! Intentional people turn roadblocks into speed bumps and move on... never looking behind. Remember the last time you made a sale? The last time you achieved an award for outstanding service or recognition? Remember how great you felt with the next task? That was a choice you made, based on your feelings. Intentional people know how to make the same choice every day. They do not allow their feelings to make it for them. That is self-discipline at its best. Your passion for success sets the pace for intentionality.

How can you be intentional about closing more sales today? How can you be intentional about being better at leading and equipping others today? How can you be intentional about giving better customer service to the next person you encounter? Most important, how can you be intentional about your attitude toward work, the people you work with, the clients you meet, the circumstances that arise today? What can you do to take control and live intentionally each moment going forward?

As you live intentionally, you will continually find that your passion carries you and life matters more each day.

Permission is granted to reprint this article provided the following paragraph is included in full:

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The advertisement features a background image of a yellow moving truck on the left, partially obscured by a large, stylized globe composed of numerous semi-transparent, overlapping circles in shades of yellow, orange, and red. The overall color palette transitions from warm yellows and oranges on the left to a deep blue on the right.

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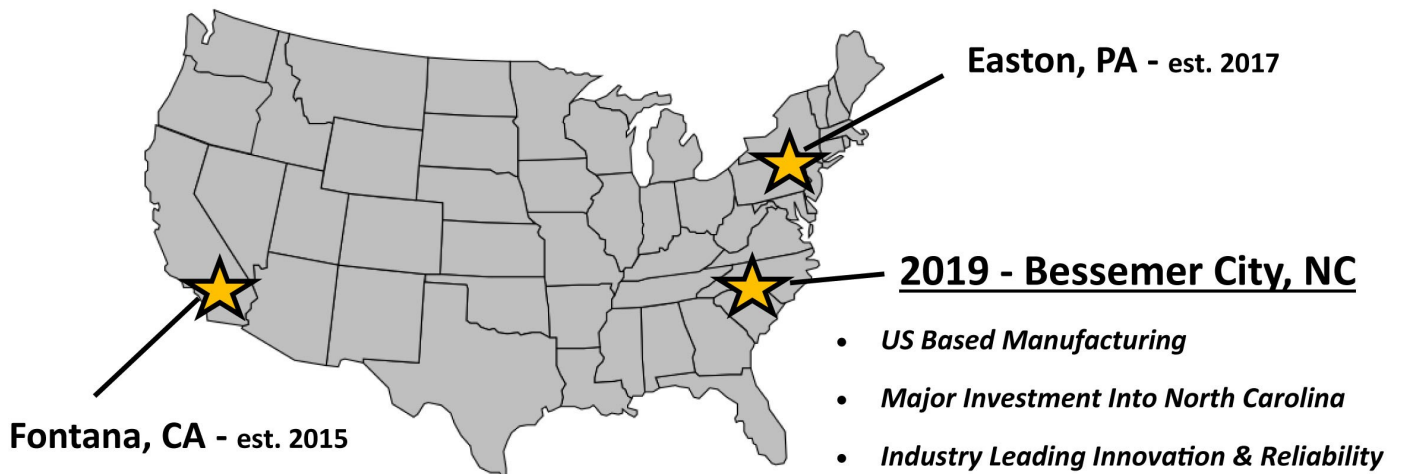


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Outsourced Military Moves Are on Hold Again Thanks to a \$20 Billion Contract Cancellation



Under a decision issued Wednesday by the Government Accountability Office, the company selected to manage military moves and shipments of household goods belonging to U.S. service members has lost the contract but still may be able to bid for the job, worth up to \$19.9 billion over a decade.

In its review of protests filed over a U.S. Transportation Command decision to award the Defense Department's global household goods contract to American Roll On Roll Off Carrier Group, or ARC, of Parsippany, New Jersey, the GAO ruled that portions of the protests were valid, negating the contract award and sending the process back to TRANSCOM.

The decision adds another chapter to the short, tumultuous history of the Defense Department's effort to outsource military moves.

Following a difficult year in 2018 that resulted in 10% of military families reporting loss, breakage or other issues with their moves, TRANSCOM instituted a number of initiatives to improve the military moving process. But ultimately the DoD decided to contract out the process.

TRANSCOM [awarded the historic contract to ARC on April 30](#). But competing bidders filed protests over the award, and the contract was pulled back for review June 9 over allegations that the company [had not been transparent about its ownership](#) or the executives who run its parent company, Wallenius Wilhelmsen Group.

ARC is the U.S. subsidiary of Norwegian company Wallenius Wilhelmsen, which also owns two other shipping firms — one in Norway and one in South Korea — that have been [fined for price-fixing and rigging international cargo bids](#).

The parent company and sibling company have similar names and shared the same one until 2017, when parent Wallenius Wilhelmsen Group became publicly traded.

TRANSCOM officials said June 29 [that the allegations over ownership were not substantiated](#), explaining that ARC selected the wrong name from a drop-down menu in its application, and reissued the contract to it.

But in announcing the decision, TRANSCOM did not declare it as final, allowing the losing bidders to protest. Two weeks later, Connected Global Solutions and HomeSafe Alliance [filed protests, prompting the GAO review](#).

In its announcement Wednesday, the GAO said it sustained several allegations by the protesters, including charges that they were treated unfairly during negotiations and that TRANSCOM used

(Continued on page 23)

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flawed measurements to determine which firm promised the best value. One company also challenged TRANSCOM's decision that ARC is a "responsible contractor."

GAO contract analysts recommended that TRANSCOM "take steps to remedy the flaws in the procurement."

"These recommendations include conducting a new round of oral presentations and discussions, permitting the submission of revised proposals, and reevaluating those proposals," GAO officials said in a release. "We also recommended that the agency make a new decision about which of the proposals offers the best value to the government."

The process now goes back to TRANSCOM, which must revise its procedures before reissuing a new request for proposal. A new RFP will allow all parties — including ARC, the two protesting companies and others — to rebid.

Service members and their families have been moving this year under an existing construct that has TRANSCOM managing the scheduling, oversight, administration and coordination of hundreds of moving companies.

The contract award to ARC was set to kick off a nine-month transition period to shift information technology and all systems from TRANSCOM to the company, allowing the ARC team to handle all military moves by 2021.

But with the sustainment of bid protests, however, that timeline is now defunct. TRANSCOM will likely be responsible for handling military moves next year and perhaps into 2022.

A spokesman for the ARC consortium said Wednesday that the group is "disappointed in the GAO's decision to sustain the protests of unsuccessful bidders."

"Team ARC remains committed to consistently delivering a superior relocation experience for Service Members and their families," ARC CEO Eric Ebeling said in a release. "We will evaluate our options in light of the GAO's decisions and determine the appropriate next steps."

The ARC group consists of the parent company of United Van Lines and Mayflower Transit, called UniGroup; Atlas World Group and Atlas World Group International; the moving companies Suddath and The Pasha Group; and Deloitte.

Connected Global Solutions is a Jacksonville, Florida-based partnership between Crowley, Total Military Management and several van lines and logistics companies, including Interstate, National, Smarter Movers, Conser Moving and Storage and Agility.

HomeSafe Alliance, a relocation team coordinated by KBR of Houston, has not publicly disclosed its partnerships.

Moves this year have been hampered by stop-move orders and COVID-19 travel restrictions, with military orders backlogged and TRANSCOM and the military services scrambling to address the issues.

In a normal year, the command handles 600,000 personal property shipments associated with [permanent change-of-station](#) orders each year.

As a result of the pandemic, however, fewer than 16,000 household goods shipments had been picked up at the start of the peak season in May and June. Service officials have adapted their calendars to prioritize essential personnel and give families more leeway in delaying travel.

As of Wednesday, travel restrictions had been lifted for 148 of 231 DoD installations. Source: *Patricia Kime, Military.com*

Protect Your Move Informational Videos

Moving is a significant life event. It can be a challenging and stressful process. That's why the Federal Motor Carrier Safety Administration provides resources to help you move with confidence.

The following videos provide information on how you can set yourself up for success when conducting an interstate move, how to avoid falling victim to moving fraud, outlines the steps to take during all three phases of the moving process (pre-move, during the move, and post-move).

<https://www.fmcsa.dot.gov/protect-your-move/videos>



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