

The Tar Heel Van

FOURTH QUARTER 2019



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2019-2020 NCMA Board of Directors

Seated: Dru Burgin, President; Paula West;

Kathy Cox

Standing: David Rushing, Secretary/Treasurer;

Thomas Kiser, Jr.; Dean Barrett; Steve Rhodes;

Chris Barringer; Lucky Anneheim; Robert

Farnum, Tony Harris; Travis Few; Jeff Day; Mike

Mather, Vice-President and Brett Plummer

Not Pictured: Todd Campbell

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;

Robert Farnum, Gentle Giant Moving, Charlotte;

Travis Few, Few Moves, Wilmington; NC

Steve Rhodes, Nilson Van & Storage, Fayetteville

2021 Directors:

Chris Barringer, Barringer Moving & Storage, Newton

Jeff Day, Acme Movers & Storage, Morehead City

Paula West, Covan World-Wide Moving, Fayetteville

2021 Directors:

Dean Barrett, Steele & Vaughn Moving, Greensboro

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

As I begin my term as President of the North Carolina Movers Association, this article is my first official duty. I can readily admit that this is not an easy task and I confess that I am out of my comfort zone. This is our convention issue of *The Tar Heel Van* and as you scroll through it you will see many pictures of our members, vendors and friends smiling and having a good time. These photos made me think back on all the fun times I have experienced at our annual conventions.

One of my best convention memories is from 2014 when we all got together and filmed the “Happy Video” For those of you that are not familiar with this, take a minute and onto to <https://tinyurl.com/rt4tzpz> and check out the video. I guarantee it will make you smile. *(Editor’s note: this video was filmed and edited by Dru’s son Ryder Burgin with the help of his brother Colt Burgin).*

Our Association just had a great 2019 convention. I would like to thank all the members, sponsors and volunteers for attending our convention. Thank you for your faithfulness to our Association. A special thank you to our past President, Kathy Cox for her friendship, her commitment and service. I look forward to working with our Board Directors and invite our membership to join us at our first meeting of the new year which will be held at 9:00 a.m. on January 18, 2020 at the N C State University Club, 4200 Hillsborough Street, Raleigh. Please free to contact me with questions or concerns.

As 2019 comes to an end, I know some of you will thoroughly enjoy the holiday season and some of you will just be glad when they are over and everything gets back into a normal routine. As Lucille Ball said, “It’s a helluva start, being able to recognize what makes you happy.” Whichever place you find yourself during the holidays, I truly hope you can find whatever it is that makes you happy.

God Bless,
Dru



Dru Burgin

NCMA President

Sells Service

Statesville, NC

sellsmoving@aol.com



New President
Dru Burgin
was sworn in by
her son
Ryder Burgin



Above: David Rushing being sworn in as Secretary/Treasurer by John Potts, Past President.

Below: John Potts administering the oath to Board of Directors Thomas Kiser, Jr., Dean Barrett and Tony Harris



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Steve Rhodes of Nilson Van & Storage is accepting the Move for Hunger NC Mover of the Year Award from Charlie Cook and Matt Lindley of Victory Packaging.



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NCMA SCHOLARSHIP

The North Carolina Movers Association started their Scholarship program in 1985. We have since awarded 46 scholarships with a value of over \$80,000.

The Scholarship is funded a variety of ways - The net proceeds of the golf tournament at the Convention go the Fund. We also auction off Items and hold a 50/50 raffle at the convention. This year, we raised over \$7,000.

We award two scholarships each year—one for \$1,000 for a student attending a four-year college and one for \$500 for a student attending a two-year college. The four-year scholarship can be renewed three times and the two-year scholarship can be renewed once.

This year's two-year scholarship winner was Julia Locklear, pictured above. Julia was able to attend our annual convention. She was sponsored by Carolina Services of Fayetteville where her mother works. Julia is currently enrolled at UNC—Pembroke.

The four-year scholarship winner was Samuel Fuentes. Samuel was sponsored by Hilldrup in Charlotte where his mother works. Samuel is currently Appalachian State University.

Look for application for the 2020 Scholarship in January.





The North Carolina Movers Association recently held their semi-annual meeting with the NC Utilities Commission. The NCMA was represented by Past Presidents Kathy Cox and Scott Lassiter, Board Member Lucky Anneheim and Executive Director Pam Stanley. Commission Chair Charlotte Mitchell was in attendance, along with the Public Staff Director Chris Ayres. Representatives of the Commission Staff, Public Staff, and Highway Patrol were in attendance. The Commission keeps the Association updated twice a year on a variety of subjects—including how to deal with illegals and actions taken by the Commission and Public Staff.



City Transfer & Storage of High Point and Winston-Salem recently dropped off 29 boxes for Operation Christmas Child. CTS has participated in this charity for several years.

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SAFETY & OPERATIONS CONFERENCE

San Diego, California is the place to be in January for AMSA's 2020 Safety & Operations Conference, Claims 101 and CMC Boot Camp! This is the premier safety event for the Moving and Storage Industry. [Register now](#) and [reserve a room](#), because the special conference room rate of \$139 plus taxes, expires Friday, January 3rd.

2020's key speakers include:

- **Jack Von Steenburg, FMCSA** - With the ever-changing regulatory environment, this important session will help you understand what changes are on the FMCSA's radar and what might affect your fleet and drivers.
- **Sandy Vanderploeg, WorkForceQA** – On January 6, 2020, the FMCSA's Drug and Alcohol Clearinghouse rule will go into effect. The Clearinghouse is an online database that will give the FMCSA and state law enforcement info on CDL holders' drug and alcohol program violations.
- **Sean Edgar, CleanFleets.net** – With a CARB update.

Don't miss this opportunity to learn from the experts, network with your peers, and share best practices. AMSA members can register for just \$350.



CMC BOOT CAMP

Plan now to attend CMC Boot Camp in conjunction with the 2020 Safety & Operations Conference in San Diego, CA - January 21-22. [Register Now.](#)

Hosted by AMSA and presented by Bob Dalaskey, Business Development Consultant at Grove Street Consulting, this two day event provides the training household goods salespeople require to earn their certification. The \$299 registration fee provides one copy of the CMC manual and all handouts plus, after passing the test, your certificates, credentials, and a [listing](#) on AMSA's consumer website, Moving.org through the end of 2020.

CLAIMS 101

This popular one-day seminar presented by Dave Hauenstein, AMSA's Former Vice President for Compliance and Government Affairs, covers COD claims, valuation, basic customer service, claim settlement strategies and how to best use mandatory arbitration program. Attendees practice settling claims and review arbitration case studies. At the conclusion, participants may take the Certified Claims and Arbitration exam. Those that pass the exam will become Certified Claims Analysts. Please note — this class focuses on COD shipments and does not cover Military or GSA claims. The [Registration](#) fee \$199 includes all training materials, lunch and the Claims Analysts Completion Certificate.

All events will be held at the Courtyard by Marriott, Downtown San Diego. [Reserve a room](#), **because the special conference room rate of \$139 plus taxes, expires Friday, January 3rd**. If you have any questions about these events, please contact MaryScott Tuck (mailto:mtuck@moving.org).



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STORAGE VALUATION

There are only a few state household goods regulatory agencies that make any reference to storage. While several state rules or tariffs include SIT (Storage-in-Transit), only a few include valuation provisions for SIT. What should you do to avoid problems with storage claims?

For shipments coming into *your* warehouse under *your* Bill of Lading:

- If the destination is your warehouse, issue a warehouse receipt or storage contract right away.
- If the shipment is SIT, but exceeds your SIT period, issue a warehouse receipt or storage contract as soon as the SIT period expires.
- Always have an inventory for shipments going into permanent storage.
- A Bill of Lading with inventory sheets attached IS NOT a warehouse receipt or storage contract.
- Valuation on your inbound Bill of Lading should be the same for permanent storage – same basis (\$0.60 per pound, ACV or Full Value Protection), same declared dollar amount. The cost of valuation, however, is generally per month.

For shipment coming into *your* warehouse under some other company's Bill of Lading:

- Execute a warehouse receipt or storage contract with the owner of the property as soon as possible. As part of this process you should describe the valuation options available and the estimated monthly additional cost.
- Remind the customer that whatever valuation protection was provided on that other company's Bill of Lading does not transfer to you – your options and costs may be different.
- You should maintain a written record of the customer's choice of valuation options.

Even though regulations may be different for transit and permanent storage, most insurance companies will look at your paperwork – what did you offer the customer and what level of protection did the customer agree to.

If you can't prove that the storage customer *declined additional valuation protection*, your insurance company may settle claims on replacement cost – for which you have not received any compensation.

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Thanks,
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6 Ways to Prevent Chargebacks

By Derek Wiedenmeyer, BASYS Processing



was

What is a Chargeback?

A chargeback is a refund that a cardholder requests from the bank that issued their credit or debit card. Chargebacks are typically requested because a service or product not received, the transaction was processed for the incorrect amount, or because the card was stolen or compromised.

The Chargeback Process

When a cardholder files a chargeback, the dispute is reviewed by an independent 3rd party that determines if the money in question should stay with the merchant or be returned to the cardholder. Before a final decision is made, you'll have the opportunity to provide documentation to prove the legitimacy of the transaction. Disputed funds are pulled from your bank account and placed in a holding account until the chargeback is resolved. In some cases, inability to access those funds can cause significant hardship. And, if a chargeback is lost, the disputed amount is lost *permanently*.

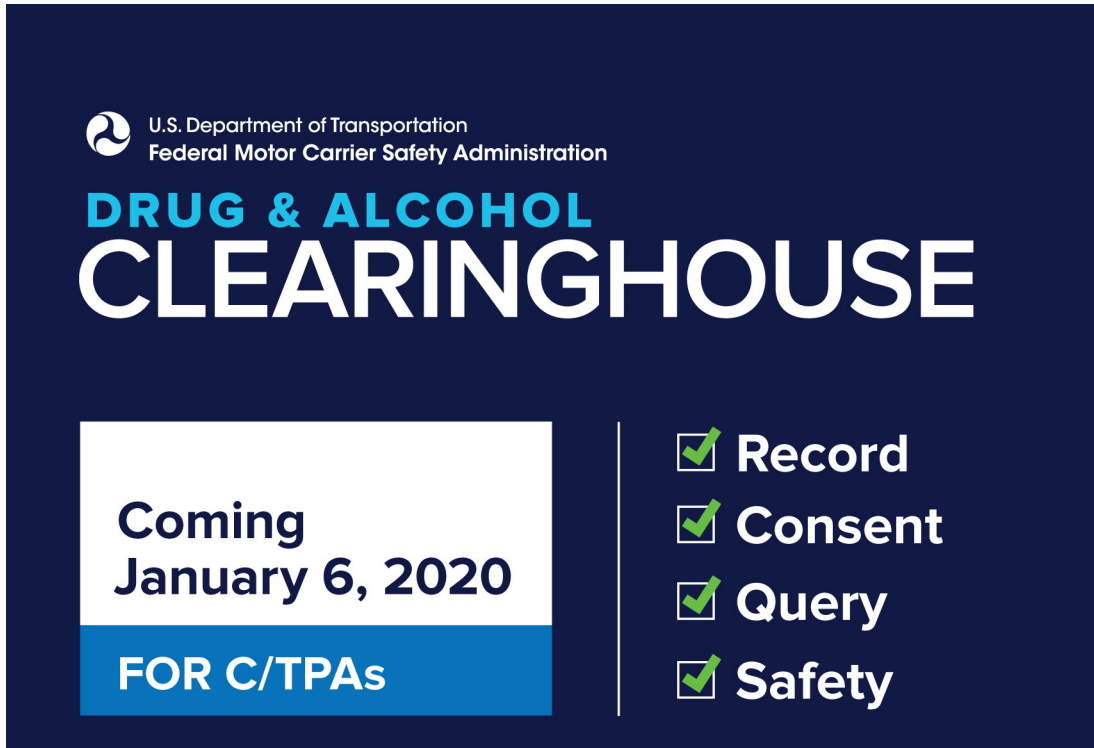
Best Practices to Reduce Your Risk

While it's virtually impossible to avoid chargebacks completely, these tips will help you avoid situations that commonly lead to disputed transactions:

- 1. Use an easily recognizable credit card descriptor**—Your credit card descriptor is the name that appears on your customers' credit card statements. One of the biggest reasons for chargebacks? Customers just don't recognize the charge on their statement. Confirm that the name on your storefront or website matches what appears on bills and receipts.
- 2. Use an EMV Compliant processing solution**—The additional security offered by EMV chip cards helps prevent fraudulent transactions, minimizing the likelihood of chargebacks.
- 3. When possible, dip or swipe cards**—Keying in a card number for an in-person transaction not only costs more, but is less secure, increasing the possibility of a chargeback.
- 4. Require an AVS and CVV match for card-not-present transactions**—When collecting payment over the phone or online, requiring an AVS (address information) and CVV (security code) match can prevent fraudulent transactions.
- 5. Ensure careful data entry**—An extra digit when keying in a dollar amount is sure to grab a customer's attention for all the wrong reasons. Verbally double-check the total with customers before processing a sale to prevent chargebacks caused by data entry errors.
- 6. Trust your instincts**—A situation that seems too good to be true, like a customer placing a large order under odd circumstances, should prompt follow-up questions. Be observant and reach out about suspicious transactions to reduce risk of chargeback exposure.

Derek Wiedenmeyer is a representative of BASYS Processing, a preferred partner of NCMA. He has over 4 years of experience helping moving companies reduce their processing expenses. Derek is a proud dad and spends most of his free time hanging out with his daughter. If your current processor isn't meeting your goals in terms of low fees and exceptional service, just call (800) 386-0711 and ask for Derek, or email dwiedenmeyer@basyspro.com.

Learn more about the partnership between BASYS and NCMA [here](#), or connect with us on [LinkedIn](#), [Twitter](#), [Instagram](#), and [Facebook](#).



The graphic features a dark blue background with white and light blue text. At the top left is the U.S. Department of Transportation logo and the text "U.S. Department of Transportation Federal Motor Carrier Safety Administration". The main title "DRUG & ALCOHOL CLEARINGHOUSE" is prominently displayed in white and light blue. Below this, a white box contains the text "Coming January 6, 2020" and a blue box below it says "FOR C/TPAs". To the right, a list of four items with green checkmarks in boxes: "Record", "Consent", "Query", and "Safety".

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Federal Motor Carrier Safety Administration

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FOR C/TPAs

- ✓ Record
- ✓ Consent
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If you have Commercial Drivers, you only have a short amount of time to get ready for the Drug & Alcohol Clearinghouse. Our friends at HUB International, has provided us with links to connect you with all you need to know.

Here's the [link](#) to the FMCSA Learn Center, which has brochures and other information.

On our Members Resource of our website, you can get other forms and information that will help you with this.

<https://www.ncmovers.org/members-only/member-access-only/member-resources/>



Thanks to all our sponsors who renewed their membership for 2019!



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Don't forget to check out the **Members Only Section** of our website. In addition to the all NCMA Updates and NC Utilities Commission, you can find the locations of members who have scales and other useful information. Minutes for all the Board minutes are posted there. And introducing the NCMA College—Articles to help explain in greater detail of aspects of the moving are published on the Member Resources Page. First article was **Storage in Your Warehouse**—explains exactly what it says—it explains how you treat Storage-in-Transit shipments and Permanent Storage shipments. Second article published explains how to properly use and quote **Expedited Service**. Next article will be **So You're Ready to be an Interstate Mover**. I'll let you know when it's out. If there are other subjects you'd like to see explained in detail, please let the Association office know and we'll get them out there. Can't remember the sign-up—Just e-mail us and we'll give it to you!

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Matt Sharpstene, former member of the Board of Directors of the NC Movers Association has closed his business A Few Good Men Moving and Storage in Youngsville. We want to thank Matt for his years of service to the Board and the Association and wish him well in his new endeavors!



Another reason you should be mad at yourself for missing our annual convention—you could have met my wonderful grandson!

Ellis went around high fiving anyone and everyone. He also got a new job—advertising for our sponsors! Jason Sheets of TransGuard Insurance had a truck on his table that Ellis fell in in love with!

Ellis just turned two in October—so he's still not old enough to tell me to stop including these updates.

PS—If you want me to include pictures of your children or grandchildren, just send them in!

2020 NCMA Calendar

- 1/18/20 Board of Directors Meeting
NC State University Club
Raleigh, NC
- 1/20-21/20 AMSA Safety & Operations Conference
AMSA CMC Boot Camp
AMSA Claims 101
San Diego, CA
- 3/15-17/20 AMSA Education Conference & Expo
Orlando, FL



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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.