

Move for Hunger Names A+ Moving & Storage 2015 Mover of the Year



Move for Hunger founder Adam Lowy honored Jerry Hare of A+ Moving and Storage at the recent American Moving and Storage Association annual convention as their 2015 Mover of the Year. A+ Moving is a proud member of the NC Movers Association, with Jerry Hare serving on the Board of Directors. They are also agents for Wheaton Van Lines and a member of the American Moving and Storage Association.

You can watch the video presentation that Adam showed at the AMSA convention [here](#).

Congratulation to Jerry and A+ for all they do to help eliminate hunger in Fayetteville.

NCMA Mission Statement

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.

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**North Carolina Movers
Association, Inc.**

P O Box 61210
Raleigh, NC 27661-1210
Phone 919/554-8920
Toll Free 800/325-2114
Fax 919/556-8520
E-mail ncmovers@aol.com
Internet: www.ncmovers.org



From the President—Brett Plummer

Well folks spring is here and the phones are beginning to ring for what we hope is a busy summer season in the household goods moving industry .

If you have been in the business as long as I have you have excitement as well as apprehension when “Peak Season” arrives. Statistics prove there are more families moving between the months of June through August than there are resources to cover their needs. When demand is high and our resources are thin there is a recipe for potential service failures. It is very important to keep training and hiring “good people” to join our industry and to thank the employees you have that are dedicated to the cause.

We are fortunate that the Household Goods Moving industry is regulated and enforced in the state of NC by the Utilities Commission, Public Staff and NC Highway Patrol. The intent is to provide the public protection from illegal movers and insure that all certificated movers are doing their part to provide professional services and adhering to the MRT or Maximum Rate Tariff .

It is very important that we follow the procedures set forth by the Commission and being a member of the NC Movers Association provides all of us the resources to educate your employees and properly conduct our profession in a positive way.

As most of you know the NCMA and Public Staff provides MRT training seminars as well as Driver training seminars throughout the year. We are also considering more training \ learning opportunities at our annual convention in Charlotte November 3-6. Hopefully our members will be willing to let other employees attend the convention and learn “tricks of the trade “ from some of our presenters. Please call me or Pam Stanley our Executive Director of The NCMA to help with any questions or concerns you may have with policy ,procedures and ideas to make us better serve you.

I want to thank you for your membership and look forward to seeing or hearing from you soon.

Brett



Brett Plummer
NCMA President
All American
Relocation
Raleigh, NC

NCMA Board of Directors

President—Brett Plummer, All American Relocation, Raleigh, NC

Vice-President—Kathy Cox, Horne Moving Systems, Goldsboro, NC

Secretary/Treasurer—Dru Burgin, Sells Service, Statesville, NC

2016 Directors: Jeff Brown, Smart Move USA, Charlotte; Todd Campbell, Two Men and A Truck of Asheville; Todd Eberhardt, Two Men and A Truck of Wilmington; Tony Harris, Fidelity Moving & Storage, Jacksonville, NC;

2017 Directors: Robert Diaz, Affordable Moving Solutions, Charlotte, NC; Travis Few, Few Moves, Wilmington, NC; Felicia Lunsford, The Open Box Moving Solutions, Asheville, NC Steve Rhodes, Nilson Van & Storage, Fayetteville, NC;

2018 Directors: ; Jerry Hare, A+ Moving and Storage, Fayetteville, NC; Mike Mather, Mather Brothers Moving; Matt Sharpstene, A Few Good Men Moving & Storage; Rick Thornton, Fayetteville Moving & Storage, Fayetteville, NC

Ex-Officio: Tripp Moore, Two Men and Truck of Charlotte, Charlotte, NC



2015-2016 NCMA Board of Directors

President Brett Plummer, All American Relocation; Secretary-Treasurer Dru Burgin, Sells Service, Mike Mather, Mathers Brother Moving; Felicia Lunsford, The Open Box Moving Solutions; Travis Few, Few Moves; Vice-President, Kathy Cox; Rick Thornton, Fayetteville Moving & Storage; Tony Harris, Fidelity Moving & Storage; Jerry Hare, A-I Moving & Storage; Steve Rhodes, Nilson Van & Storage; Matt Sharpstene, A Few Good Men Moving & Storage; Tripp Moore, Two Men and A Truck of Charlotte

Not Pictured: Jeff Brown, Smart Move USA; Todd Campbell, Two Men and A Truck of Asheville; Robert Diaz, Affordable Moving Solutions and Todd Eberhardt, Two Men and A Truck of Wilmington

The following Training Short is
brought to you by...

Following Distance



Objective: To assure that employees understand the importance of a safe following distances and how to maintain a safe distance

In the rush and anxiety of everyday driving, following distance is often sacrificed for getting somewhere faster. However, when you do not allow enough following distance, you not only put yourself at risk, you fail to save time and may cause further slowing of traffic.



Determining a Safe Following Distance

- Determine an appropriate distance from the car in front of you, using one of the following methods.**
 - To use the **three-second rule**, select a fixed object along the roadway, and assure that it takes at least three seconds for your vehicle to pass it from the time the vehicle in front of you passes it.
 - To use the **car-length method**, maintain a distance of at least one car-length for every 10 mph.
- Create an additional cushion of space between your vehicle and the vehicle in front of you.** The benefits of having a **safety cushion** include:
 - Giving drivers time to recognize and react to changes or emergencies on the road
 - Allowing cars to change lanes and make turns without interrupting the flow of traffic
 - Keeping traffic moving
- In certain conditions, add additional distance:**
 - In wet, slick, or other inclement weather conditions
 - At night or in other low-visibility conditions
 - When following a motorcycle
 - If being followed by a bus or semi
 - If pulling a trailer
 - If being tailgated

NCMA COMPUTER SOFTWARE

Have you wondered if the NCMA Computer Software would work for you? You can now try it out for free. Joe Echol, our programmer, has provided a test site. You are able to use the software 10 times. The software costs \$275. Annual maintenance fees are \$100. Go to our website: <http://www.ncmovers.org/online-store/> and click the link to install the demo.

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Danny & Hilda Wilson, Owners of Movin' On Movers, are happy to present Kim Janzen, Executive Director of The SPCA of Wake County, a check for \$10,000. The amount was raised as a result of the huge Yard Sale in February, brought about by donations from Movin' On Movers' customers over the past year. Danny & Hilda wish to thank our customers and staff for all the effort in allowing us to help the homeless pets of Wake County. *Movin' On Movers is based in Apex, NC and provides packing, moving and storage*

Members Giving Back To Their Communities



Tripp Moore of Two Men and A Truck of Charlotte was named the Outstanding Philanthropic Small Business of the Year by the Association for Fundraising Professionals on National Philanthropy Day. "Two Men and a Truck Charlotte, led by Tripp Moore, consistently goes above and beyond the call of duty to support Charlotte area non-profits through moving or storage. Tripp and his team recognize their ability to help the community, and respond to the call each and every time." Sarah Lanners, Community School of the Arts



Scan for Authorized Movers



Scan for Moving Guide

Make sure you agree up front on the moving date, costs, and packing details. Authorized movers may negotiate rates based on a Maximum Rate Tariff established by the NC Utilities Commission (NCUC).



Organize and plan ahead. Obtain copies of all signed and completed documents with the company's name, address, phone number, and NCUC certificate number noted.

Value your possessions properly. Ask your mover to explain the two types of valuation protection offered. Settlement of any claims depends on the valuation you select.

Insurance is required by the NCUC for all authorized movers. Unauthorized movers may not be properly insured, so you may not be reimbursed for damages or loss.

Ensure your mover is authorized to perform your move by checking the list of authorized movers at <http://www.ncuc.net/consumer/carriers.pdf>.

Telephone the Public Staff at 919-733-7766 if you need assistance with intrastate moves or encounter unauthorized movers. Useful information is also available online at <http://www.ncuc.net/ConsumerGuide.htm>.

Prepared by the North Carolina Utilities Commission

May 2015

500 copies of this document were printed at a cost of \$132.70 or \$0.265 per copy.

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For details, contact:

Maynard Kline

Office: 704-597-0551

Mobile: 704-351-8112

Email: mkline@advtrks.com www.advtrks.com

The NC Utilities developed this card to explain moving to shippers. You can print it out and distribute it as you see fit. It's a handy way to get the word out as to what to look for in a mover. It even has the code to show who are the legal movers right on the card! It also has the code for the Moving 101 brochure.

Contact the Association office for the pdf file. Use it everywhere! Give it to mini-storages! Put it on your website!



Thinking About Making a Move?

When you become an Arpin agent, you join a van line committed to growing its agent partners:

- Unlimited self-haul opportunities
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Email Scam Alert: Ransomware is on the rise!

Beware the growing proliferation of RANSOMWARE. It can wreck your business if you aren't careful. Make sure everyone in your company reads this, and make sure you have current secure backups of your computer systems.

You sure can tell it's spring break time just from reading all the SCAM EMAILS out there – many of which I promise you want to plant ransomware on your computer, especially if they tell you to click on a zip file attachment! I still hold to the personal theory that all these are from smart kids abroad who are figuring out how to pay for college, which is why I notice the explosion of this type of email when most schools are on break.

Please be sure your employees know that those mysterious anonymous moves from the UK to "city" are NOT real; you are not being summoned anonymously for a court appearance; the USDOT/FMCSA does not want your banking information; and for goodness sake, **NEVER CLICK ON A ZIP FILE ATTACHMENT** to an email unless you know for doggone sure it's from a legitimate source. (*"Dear ncmovers here's your electricity bill"* – seriously?!) ***When in doubt, throw it out! If it's somebody legitimate, they won't be anonymous about it.***

Left: Felicia Lunsford of The Open Box Moving Solutions and Pam Stanley, NCMA, outside the General Assembly. Felicia, as co-chair of the NCMA Legal Committee attended her first semi-annual meeting the NCMA holds with Commissioner Bryan Beatty, representatives of the Commission Staff, Public Staff—Transportation Rates, Highway Patrol and Attorney General. Also representing the NCMA were President Brett Plummer and Vice President Kathy Cox.

Don Mosely
'The Mover Truck Guy'
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Members in the News

CONGRATULATIONS TO THE FOLLOWING UNIGROUP CERTIFIED MOVE COORDINATORS:

CERTIFIED:

Jessica Cerame, All American Relocation, Raleigh, NC

Melissa Gabriel, Armstrong Relocation, Durham, NC

SILVER CERTIFICATION:

Debbie Brant, Hilldrup Moving & Storage, Durham, NC

Angela Mitchem, Hilldrup Moving & Storage, Charlotte, NC

Tara Rouse, All American Relocation, Fayetteville, NC

GOLD CERTIFICATION:

Heather Brande, All American Relocation, Raleigh, NC

Theresa Brown, Suddath Relocation Systems, Charlotte, NC

Joni Wiles, All American Relocation, Raleigh, NC

Ray Moving and Storage, Greensboro, NC was recently awarded the Performance Award and Customer Choice Award from Mayflower Transit.

Jeff Whitcomb, All American Relocation, Charlotte & Frank Ferraro, All American Relocation, Raleigh were awarded the Mayflower Master Club award for sales volume.

City Transfer & Storage, High Point was awarded the Milton M. Quality Award and the Hauling Excellence Award from Atlas Van Lines.

If we've missed your company's and employee's accomplishments, please let us know. Like our page on Facebook and we will start monitoring your page for news about your company. Also, you can always e-mail the association office. We're proud of our members and want to spread the news about them!



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- ▶ **U.S based product support** for one-on-one help every step of the way.

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by EWS

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By Movers. For Movers. | 866-750-7255



As a benefit of your NC Movers Association membership, you are allowed to attend the AMSA Wednesday Webinars at the AMSA member price. AMSA is pleased to offer you flexible training options that fit your busy schedule with our Wednesday Webinars, in addition to our other training and certification programs.

AMSA reserves the right to cancel a webinar due to low enrollment or other circumstances which would make it non-viable. In the event that the webinar is cancelled the attendees may choose to attend a future webinar or receive a refund. For more information, or to register for these events,

contact MaryScott Tuck, AMSA Director of Education and Training, at mtuck@moving.org.

Please note: Registration for webinars will be closed one hour prior to the start of the webinar.

AMSA also has a library of past webinars available for purchase.

APRIL 13 WEBINAR—Don't Get Caught Making a Risky Hiring Decision.

Interested? Contact the Association office and we'll help you get set up!

**BE SURE TO SUPPORT
THE ASSOCIATE MEMBERS OF THE
NCMA!**

Also, if you know of a company that would have products or services to help our members, please let the Association office know. We'll help them get connected with movers all over the state!

Business Ethics Doesn't Have To Be Hard. Read These 5 Tips

One of the most important qualities that people look for in any organization is ethical behavior. You want to be able to assure your customers that their business is appreciated and that they will always be treated fairly. Here are a few easy tips to follow when it comes to business ethics.



Business

Ethics Should Exist in All Levels of Business

Ethical behavior should be practiced from the highest level of the business all the way down. If it is expected that all employees act ethically, they should see the same behavior from their superiors. If the head of the company and upper management cannot act in an acceptable manner, it will be nearly impossible to expect anything but the same behavior from other levels.

Business Ethics Should be Practiced Internally

Business ethics is not just for customer-facing positions. Every employee should be treated ethically as well. The way that an employee is treated should be an example of how management expects a customer to be treated. A high level of ethics should be evident from the time that a prospective employee is interviewed and continue for the duration of the time spent with the company. When employees are promoted to upper levels of management, the code of ethics should be deeply embedded in the behavior and serve as an example for others.

Stick to the Basic Principles

As evidenced by many current news stories, it is not uncommon for large corporations to be accused of unethical behavior. As a leader in business, it is important to stick to the principles that helped the company grow from its modest beginnings. Many customers say that they love to patronize small businesses

because of the personal attention they receive and because they feel appreciated. These basic principles should not be forgotten as the business grows.

React to Problems Immediately

As with any business, there are going to be problems. It is important to address any issues immediately instead of hoping that it will just go away or remedy itself. When it comes to an unhappy employee or an unsatisfied customer, a simple acknowledgement of the issue goes a long way, especially if the solution is not instantaneous.

Rely on the Facts

As human beings, it is natural to want to react emotionally to certain situations. If a customer is yelling at you over an issue, the initial reaction may be to retaliate or become defensive. Don't be so quick to jump to conclusions or create an opinion on the matter before gathering all of the facts. Reacting emotionally can cause the situation to spin out of control very quickly. You want to get to the root cause of the issue at hand and then work toward a solution instead of laying blame.

Following the above principles may seem like common sense, as they should. Remember that you are dealing with people, not just numbers or statistics. In order to be successful in business, you have to be able to create a positive environment that is ethics rich.



Chuck Gallagher
3620 Pelham Road
Suite 305
Greenville, SC 29615

[\(866\) 426-4118](tel:(866)426-4118)

The North Carolina Movers Association is committed to Business Ethics. All members of the Association are required to sign a Code of Ethics and to abide by the Code.

We are publishing our Code of Ethics on the next page.

If you need a copy of the Code for your office, please contact the Association office.



WE, the members of the North Carolina Movers Association, stand united in our sincere beliefs that honest, ethical, efficient and quality services to the public are the ultimate goals of this organization. Whereupon we, engaged in the transporting and storage of household goods, pledge ourselves to uphold and advance the following ideals and principles:

TO maintain standards of professionalism and personal conduct that will reflect in a responsible manner of NCMA and the moving and storage industry.

TO adhere to all laws, rules, regulations and applicable tariffs governing moving and storage operations, whether in intrastate or interstate commerce; and to conduct business in an ethical manner consistent with the laws of the State of North Carolina and the United States of America and with the regulations of the North Carolina Utilities Commission.

TO consistently offer and provide the most efficient and reliable moving and storage services available, while adhering strictly to a policy of truth, honest, integrity and fairness in all business transactions.

TO promote the elimination of fraud, deceit, misrepresentation and unethical practices within the industry.

TO deal with our industry colleagues, suppliers and trade associates, within and without our association, in only the most honorable way and to encourage their adherence to this code of ethics.

TO participate in advertising that only portrays our services in an honest and fair manner.

TO operate as responsible employers and to encourage our employees to behave honorably and responsibly as they represent our industry and firms.

TO faithfully fulfill all obligations of membership, including the timely payment of all charges for membership affiliation and services.

AND to adhere to the Association Bylaws and this Code of Ethics as adopted by the Board of Directors of the North Carolina Movers Association.



Study Hard. Apply. Earn.

2016 NCMA Scholarship

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Visit

ncmovers.org to download application and eligibility requirements.

Write

a 500-word essay on one of four topics and gather academic transcript, college acceptance letter, and resume of accomplishments.

Submit

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Good luck!

Employees of member companies can apply, along with their spouses, parents, children, and grandchildren.

