

The Tar Heel Van

FIRST QUARTER 2017

A Family Gives Together



The Taylors- Etta, Donald and Jackie, Ronald and Nan, and their families - support the new Cancer Center with a shared vision of hope

Reprinted from Vidant Health Foundation 2016 Annual Report

A family touched by cancer, and the uncertainty it brings, wants to make the experience less stressful for others in their community and beyond.

The Taylor Family of Greenville has a long tradition of supporting the medical center and its programs, and when they had the chance to help build a new treatment center for the disease, they were all in.

Led by mom and cancer survivor Etta, with her sons Donald and Ronald, and their families, the Taylors hope their support will change life for cancer patients throughout the region. That hope begins with early diagnosis, like the one that saved Etta's life.

"I was fortunate to have found it so early," she says, gratefully looking back on the experience three years ago. She personally knows what it means to struggle through cancer, with its unknowns and emotional ups and downs. She is deeply committed to helping open this advanced center to the community, where it will improve life for people of all ages, with all types of cancer. Her commitment, like that of her family, goes beyond her own personal awareness, and expresses her vision for this place where all people can find the newest technology in a comforting setting. "Even without having it myself, I would have supported the center," she says.

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Not Pictured: Noe Avellaneda, New World Van Lines; Todd Campbell, Two Men and A Truck of Asheville; Robert Farnum, Gentle Giant Moving and Josh Oliver, Marrins' Mooving

From the President

NCMA 1st Quarter 2017

I hope that everyone is having a good start to 2017 and preparing for the a good busy season.

Good news affecting our industry is that on March 23 Commissioner Brian Beatty of the NC Utilities Commission and Sgt. Travis Ingold of the NC State Highway Patrol were invited to attend the NC Conference of District Attorneys for the first time.

Their goal was to educate the DA's "about an issue that the Utilities Commission and the State Highway Patrol; have been dealing with for many years – Illegal household goods movers ". Their intent was to educate the DA's about the challenges we have had for many years at enforcing the illegal mover situation within the state of NC. They wanted to bring this problem to their attention and solicit their assistance and any way possible to help with this growing problem.

They explained how our industry is regulated by the NCUC and that it is only for moves within the state of North Carolina. He explained the process and requirements to become certificated and how the maximum rate tariff is implemented in our pricing of services. He noted that the Commission receives very few complaints about certificated movers and that the vast majority of the legal movers are good business people and are well aware of the Commissions' rules and they comply with them.

He noted that the NCUC and Public Staff receives 75-80 complaints a year about illegal movers. . He told the conference that many of the complaints were for price gouging, missing property and refusing to return or reimburse for damages.

The presentation stressed the difficulty of locating the violators, and serving them with a Show Cause order; therefore making it difficult to impose fines. Beatty stated for these reasons, in the most difficult cases the most effective means to deal with illegal movers would be to bring criminal charges when they can be located. He noted that many of the illegal movers are "con men : often with criminal records. They are running a criminal enterprise in the guise of a legitimate business. They are thieves, who use fraud and in some cases intimidation to take advantage of their victims."

We are very thankful to Commissioner Beatty and Sgt Ingold for taking the time to present this information on our behalf. A few years ago we had very little hope of enforcing the illegal mover situation in our state. We still have a long way to go but I feel as if we are making progress. Our hope is to get a law passed to allow all law enforcement agencies to have the jurisdiction to enforce the illegal mover problem.

The NCMA legal and legislative committee will attend our semi-annual meeting with the NCUC on April 6th . We are looking forward continuing our efforts to address the illegal mover problem.



Brett Plummer
NCMA President

All American
Relocation
Raleigh, NC

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Our next NCMA Board meeting will be in Greensboro on Saturday April 29 at 9:00 am at the Hilton Garden Inn, 4307 Big Tree Way, Greensboro. I encourage you to feel free to attend our meeting as it is open to all Association members.

If you have any questions, concerns or great ideas, please feel free to reach out to me at any time.

Thanks,

Brett



Noe Avellaneda, of New World Van Lines in Burlington and an NCMA Director, recently completed AMSA's Leaders Program. Noe is pictured above, far right.

Without effective leadership, organizations falter and may not reach their full potential. But leaders don't always come from the executive suites. In fact, the best CEOs often rise through the ranks. The AMSA Leaders Program provides you with the skills to be the most effective leader possible, regardless of your current role within your organization. This intensive five-month program offers the latest practical techniques and tools to help you unlock your leadership potential. Participants have access to former program graduates, many of whom have gone on to run successful companies and are available to share leadership lessons they have learned along the way.

Applicants for the program should be those individuals identified as future senior corporate executives and/or CEOs who should already be working in a management level position within their company, or those who are existing managers, strong entry level managers, or those individuals identified as potential future leaders who would benefit from industry-specific management skills and training. Applicants for the leaders portion of the program will need approval from their company's senior executive. **A scholarship opportunity is available. [Find out more here.](#)**



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The Taylors know recovering from cancer depends on more than medical treatments. The new cancer center will provide services in holistic, healing surroundings that comfort patients and allow them to mend from the inside out. Patients undergoing chemotherapy will have semi-private rooms overlooking a cheerful garden.

Having complete services nearby will reduce the additional effort needed to go from one location to another by patients and families who are already grappling with illness. Moreover, the center's focus on early detection will lessen the hardship, and cost burden, on them, too.

"Early detection is the key for eastern North Carolina," Donald Taylor says. "The earlier you detect it, the earlier you can respond."

The Taylor family's generosity stretches back many years. It began with an in-kind gift to Children's Miracle Network Hospitals more than 30 years ago. In addition to supporting the Children's Hospital, they supported the East Carolina Heart Institute and the Service League Interfaith Chapel at Vidant Medical Center. All three families have made a major gift to the new Cancer Tower.

Etta Taylor and her late husband, William "Bill" Taylor formed their business, ABC Moving and Storage, in 1949. Their sons Donald and Ronald grew up in the business, and their parents showed them the value of service, hard work, and giving to others.

The brothers were about 13 when they began working at their Stan tonsburg Road location, after leaving the first shop on Ninth Street and Dickinson. This location sits right in the heart of the medical district, but in those days it rested in the countryside, with a "septic tank and a well, and a pig farm across the street," Donald remembers. Their mom, a graduate of East Carolina Teachers College, took care of the bookkeeping and customer relations.

Through hard work and personal engagement the business thrived to include records and equipment storage in addition to moving services. The brothers participate in each move to assure their clients are happy.

As the business has grown, so has the Taylor family's support for their community. Their father set an example, serving as a member of the Jaycees and Kiwanis. These days, Donald and wife, Jackie, along with Ronald, and wife, Nan, serve as volunteers or members of boards for the hospital, university, and civic organizations. For many years their company has stored without charge the equipment for the Children's Miracle Network Hospitals broadcast, and the family has also supported other programs and services.

"When you get involved, you know you're doing something for the community," Donald says. Their gift to the Heart Institute elevated their commitment to bringing life-saving care to their community.

"Greenville and East Carolina University needed the support of the community," Ronald Taylor says. Having heart care in their own community brought an end to traveling long

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distances for treatment. Together, the family provided funding for several catheterization labs. "People were having to go to other places."

With their support of the cancer center, they want to improve the outlook for people struggling with that disease. That means bringing services together in a single location, as well as offering the healing surroundings that have been shown to improve recovery.

Their giving springs from a desire to help ease the pain and burden on other families who are struggling with the disease, reminded as they are that nearly everyone is affected by cancer. Nan believes their gift and the center will save lives.

"With earlier detection, and local services, survival will increase," Nan says.

In addition to Etta's experience, other family members have suffered because of it. Their experiences have inspired the family to support this project to make a difference – for everyone.

"All of us have family members who have died of cancer," Jackie Taylor says. "Cancer touches everybody. This cancer center is going to mean so much for eastern North Carolina, which has one of the highest rates of cancer in the country. It will be a world-class treatment center."

The Taylors have also been supporters of the North Carolina Movers Association. Bill Taylor was Mover of the Year in 1970, President in 1971, and the James T. Dorman Distinguished Service Award winner in 1993. Ronald Taylor was President in 1988 and the James T. Dorman Distinguished Service Award winner in 2011. Donald Taylor was President in 1996 and the James T. Dorman Distinguished Service Award winner in 2011.

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The advertisement for Kentucky Trailer features a large, stylized 'K' in the background. In the foreground, there are three images: a white semi-trailer, a white box truck, and a view into the interior of a trailer showing its structure and lighting. The text 'Kentucky Trailer' is at the top, followed by 'A Servant Leader Company'. Below that is the slogan 'The professional's choice for custom trailers & truck bodies'. The phone number '888-598-7245' is prominently displayed in the center. At the bottom left is the website 'kytrailer.com', and at the bottom right are icons for YouTube and Facebook.

Who Are You Marketing To?

*By Elizabeth
Barnhardt*

TWO MEN AND A TRUCK®
Charlotte

All of us have limited marketing dollars to devote to attracting new customers. We are all trying to give the highest customer service for the best value, and continue to promote North Carolina Movers as certified and legal in our state. A lot of information to squeeze on the side of a pen or on an internet advertisement. But who are you marketing to and how are you connecting with customers how need your services?

Who is your audience? With more than ten million people in North Carolina and approximately 128,000 homes sold in 2016 (*source NC Realtors*), we are one of the fastest growing and moving states in the US. We know families and businesses are moving from place to place. Spending a little time looking statistics of your company's most recent moving history could help you identify your most likely audience. Is it families with children, business moves, or young professionals? It is important to narrow down your audience for your marketing efforts to be successful.

Where is your audience looking for you? Now that you have identified who is moving in your community, how are they doing their research? More and more young professionals and families are using the internet to search for moving companies. The internet is a big place. Various internet marketing tools such as pay-per-click optimization, social media, and rating-based websites (Yelp, Angie's list...) can help you reach people searching for moving companies. The internet can be a big place, narrow it down to a "neighborhood" you can effectively communicate.

What is your message? Your marketing message should follow one rule: KISS – Keep It Simple Stupid... Your message: name, logo/ slogan and contact information, most of the time, that's all you need. Once they contact you, you will have the chance to tell your story and make your pitch; that is the sales side of your business. It may seem boring, but the more you repeat yourself, the more people will remember your company when they need you.

Remember – Marketing is all about getting your name and brand into the minds of the people you want to remember you on the day they need your services. Focus on who your audience is, know where they are looking for you and keep your message simple!



Driver Safety – Laws of Physics – Training Sheet

One of the most dangerous activities your organization's employees will engage in is driving to, from and for work. More than 100 people die everyday in auto accidents in the US. Knowing the laws of physics on the road can help keep them safe.

Centrifugal force is the feeling of pulling to the outside when making a turn:

- This force can cause cars to roll.
- Drivers can lose control of their vehicles.
- Many roadways are built with curves at a slight slant to help drivers maintain control during higher speed turns.
- To maximize safety, be sure to reduce your speed when approaching curves and driving on curvy roads.



Friction, i.e. gripping power, also greatly influences the vehicle's behavior:

- Friction between your tires and the ground helps keep your car under control.
- Certain conditions, such as poor tires, water, mud, gravel, snow, ice, and wash-boarded roads reduce the friction that helps you maintain control.
- In order to minimize these hazards, reduce your speed and replace worn or damaged tires.

Gravity affects the vehicle's weight and dictates its reaction on slopes:

- When going downhill, gravity pulls your vehicle forward, leading to very quick acceleration and driving too fast. As needed, shifting into a lower gear and keep your eye on the speedometer and your foot over the brake. Pump the brake as opposed to keeping the brake pedal depressed to prevent brake fade.
- Gravity has the opposite effect when driving uphill. You may find your car losing momentum or struggling to maintain speed. This causes your car to work much harder, which can lead to engine overheating and other mechanical problems. To avoid this kind of complication, take hills slowly and watch your temperature. Turning off the air conditioning will also help.

The force of impact: With a little luck, and cautious driving, you can avoid experiencing this kind of force, which occurs when two objects collide. Studies involving this force teach us that hitting a stationary object at 40 miles per hour is equal to your car being dropped from 54 feet!

Remember that the effect of each of these forces becomes more dramatic with speed, so drive carefully and remember that physics never sleeps.



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There's An App For That!

Mobile Applications are Transforming
How Movers Do Business

By Johanna Lobaton

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From Direction Magazine

Apps have been around for years, but the moving industry is just now witnessing the rise of apps dedicated to its unique needs. This is one of the bigger developments in recent years, as more and more moving companies are using apps for real-time information access and communication, operating efficiencies and a better customer experience. Here are four apps designed to help movers run their companies and one app to help customers have a better moving experience.

MOBI

Mobi, a new app from Moveware Ltd., is designed as on-the-road software to help a mover's employees access and share real-time information. For example, sales consultants can prepare estimated inventories and quotes on-site. Managers can access important client information and analytical reporting, and coordinators can use the app to communicate with clients and other staff members. Features include detailed inventory/packing list creation, integrated messaging and notifications, GPS mapping, checklists and to-do lists, daily workflow organizers and a reporting dashboard. The application, which was in the final phase of development at press time, will have many different versions. The first two, set for release this spring, are designed for crew foremen and drivers, as well as sales representatives and surveyors. Other versions will follow, with functionality aimed at management, warehousing, claims, quality managers and more. "Mobi will allow our clients to create a highly enhanced, end-to-end process for the entire organization, with real-time connectivity anywhere their staff may be," said Ramiro Quiros, director, North America for Moveware Ltd. "This will generate a lot of efficiencies that translate to cost savings and better control for our clients' business." Mobi is designed to sync wirelessly and automatically to

(Continued on page 13)

Moveware, a full enterprise resource planning and customer relationships management system that is the flagship software of Moveware Ltd. This means the application can be used only by Moveware software users.

Boston-based AMSA member Olympia Moving & Storage, which partnered with Moveware Ltd. To design the Mobi app for drivers, has been selected as the first user in the United States. "There's going to be a huge efficiency for us in terms of communication in using this app," said Rachael Lyons, director of marketing and business development for Olympia Moving & Storage. "Everything about the move is in one central location, easily accessible for everybody. It pays off for the customer, because when the customer notices everyone is on the same page, when all the staff are communicating together, it makes a huge difference in the client's experience." Lyons especially likes the app's checklist feature. Having a to-do list for the crew to complete for each move, such as inspecting the truck, ensures Olympia Moving has consistent quality on all its moves, she said.

LABORNET

LaborNet is an app dedicated to an easier and more efficient way of connecting moving companies and drivers with qualified laborers. Released in August 2016 by AIS Inc., LaborNet aims to create a national database of agencies, drivers and labor force. The network of laborers includes not only those who work on moving crews on a regular basis, but also individuals who can work seasonally, such as firefighters, EMT professionals, college students and more. "This eliminates so many issues in hiring help, and the benefits to us drivers are outstanding," said Johnny Snyder, a veteran driver who helped create the app. "No more phone conversations, voicemails and callbacks. I simply look at the app, see who applied, check their credentials/reviews and make a choice with a click of a button."

Dan Lammers, vice president at AMSA member Ace Relocation Systems in San Diego, had this to say about LaborNet: "We're thrilled about the upside potential for this application to bring together quality background-checked labor and professional van operators (PVOs). Making it easier for the PVOs to clear labor is one of the industry's great challenges. LaborNet can do this if we agree to invest our resources together." Drivers and laborers can download the app on their mobile device; agencies can access it through the web. Currently laborers, drivers and moving companies can download and create profiles for free; drivers and moving companies soon will be charged a small monthly subscription fee. Among the features of the app is the ability to rate a laborer after the move has been completed. This allows agencies and drivers to pick the best-rated laborer for a move. Future capability includes a background check function that meets the industry standard.

SURVEYBOT

SurveyBot, a Crater creation designed to work on any mobile device, is an app for video surveys to provide moving estimates. Instead of doing the traditional physical survey, moving companies are able to serve a customer much faster by conducting the walkthrough virtually. This in turn allows them to produce the

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quote faster. “The introduction of SurveyBot into our service pipeline has increased our speed, accuracy and service quality,” said William Joyce, founder of Oxford, Conn.-based Joyce Van Lines. “We have been able to provide estimates, book a move and plan it by 5 p.m. the same day. It’s been a paradigm change for us.” Crater started out using Skype and FaceTime, but because of some limitations, the company created the SurveyBot platform in 2014. Features include screen recording, video storage and a branded experience. What stands out with this app is the ease of use for both the estimator and the customer, the simple interface and robust post-survey features, such as secured collaboration and tagging. The pricing model is so simple that moving companies have saved 60 to 90 percent of the cost of a traditional survey, according to Crater. SurveyBot also allows customers to schedule the appointment anytime it works within their schedule.

MOVER SUPPLY LOCATOR (MSL)

MSL, a free app, lets movers find the nearest truck scale, moving equipment and packing supply company. The brainchild of Arlington Heights, Ill.- based CDS Moving Equipment, MSL was launched in May 2014 and has had more than 1,500 downloads so far. It lists all packing material suppliers, moving equipment and truck scales nationwide and provides information such as directions, operating hours and company websites. While the app is designed to help drivers who are out on the road, other users include dispatchers and operations personnel. “Long-haul drivers, dispatch and operations love the app,” said Hector Buendia, one of the partners in CDS Moving Equipment. “They have everything in one app. You can also do the same thing on the internet, but there’s a lot of back and forth. With the app, you just look on the phone and tap on the map, and that’s the location you want.”

UPDATER

We’re all familiar with the amount of time wasted on dreaded moving related tasks, from transferring utilities and home services to updating accounts and subscriptions, to finding a trustworthy moving company. Updater’s founder, David Greenberg, recognized that there had to be a better way. With the app, consumers can update more than 15,000 accounts and records in one shot, transfer utilities, connect digital services such as phone and internet, forward mail, send digital moving announcements and do much more. Moving companies like that Updater can be branded and customized for them. Even with a monthly fee, the benefits outweigh the cost. According to Ward North American, Updater is a tool that demonstrates its commitment to an above-and-beyond approach to customer service. Updater processed more than 1 million moves in 2016.

Johanna Lobaton is a marketing coordinator with AMSA member NC Moving & Storage Solutions in Hayward, Calif.

She can be reached at jlobaton@ncmss.com.

Can I Be Honest With You? No, Lie to Me.

By Nancy Friedman, The Telephone Doctor

A week or so ago I posted this short comment and the response was a good amount of agreement that the phrase is not a good one. So we're delving a bit deeper.



What are the ramifications of saying, "[can I be honest with you?](#)" to a customer, prospect or anyone for that matter? To name a few:

- * It's a 'trust' violator.
- * It's considered 'social noise.'
- * It reduces your credibility because people expect honesty. We call it a credibility buster.
- * There's a hidden message in what you're saying.

And there are plenty of 'cousins' to that phrase that are annoying phrases. Do these sound familiar?

- * Can I tell you the truth?
- * Let me be perfectly frank.
- * You want the truth?
- * I'm gonna level with you.
- * Can I be candid with you?

Do you feel there is an appropriate time when it's OK to use this phrase? Here are 3 reasons why NOT.

- * It's simply not effective. Avoid the phrase.
- * It's a totally useless phrase.
- * This phrase questions your own integrity. Customers, family, and friends expect the truth and your honesty.

When we hear "Can I be honest with you?" we tend to wonder about the previous and forthcoming information. We expect the truth every time. So why the disclaimer?

A few (but not limited to) replacements might be: "Here are my thoughts" or "You make a good point; however, I was thinking about this . . ."

Nancy Friedman, president of Telephone Doctor Customer Service Training, is a featured Customer Service 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, USA Today and Financial News. The Author of 9 books on her chosen topics, Nancy's passion to help corporate America improve their communications, is second only to the material she delivers. You can see her books [here](#). For more information, log on to Nancy Friedman's website www.nancyfriedman.com or call (314) 291-1012. Oh yeah you can email her at nancyf@telephonedoctor.com



Wayne Ray, Matt Ray, Scott Roberson and Josh Shipman of Coastal Carrier were the winners of the 10th Annual ProMover Classic Golf Tournament. AMSA's Vice President of Government Relations Dan Veoni and Director of Marketing and Business Development Rachel Peretz presented them with their award.

NCMA Members at AMSA



From left: **John Potts of All American Relocation and Pam Stanley. Steve Rhodes of Nilson Van & Storage with Pat McLaughlin, Executive Director of the Illinois Movers & Warehousemen's Association (and winner of the Moving and Storage Institute Lifetime Achievement Award and Charlie Cook of Victory Packaging.**

Annual Roadcheck inspection spree set for June 6-8

The Commercial Vehicle Safety Alliance's [annual International Roadcheck](#) inspection blitz will be held June 6-8 this year, according to the organization's website.

[Roadcheck](#) is an annual 72-hour event in which inspectors across North America conduct an increased amount of inspections on [commercial vehicles](#) to "conduct compliance, enforcement and educational initiatives."

The event for this year has not been formally announced by CVSA, and the specific focus for inspectors has yet to be announced, but the organization has published the dates on its website. Last year's focus was on tire safety, along with the traditional Level I inspections.

[During 2016's inspection spree](#), inspectors placed 21.5 percent of trucks inspected out of service, along with 3.4 percent of drivers, or 9,080 trucks and 1,436 drivers. A total of 62,796 inspections were performed during the event, according to CVSA, and 42,236 of them were Level I inspections, the most comprehensive. Brakes and hours were the top out-of-service violations in 2016.

CVSA offers resources for fleets and drivers, including a list of things inspectors are looking for during inspections, [which can be found here](#).



The North Carolina Movers Association is proud to be a state partner of Move for Hunger, a nonprofit dedicated to working with moving companies to help fill the pantries of our nations' food banks. Over 20 NCMA members are already a part of the Move for Hunger family. Click on their logo to go to their website and find out more information about this program.



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 Launched in a basement with a credit card and a prayer, Barringer Moving & Storage had to move itself a few times to keep up with rapid growth

The idea seemed so perfect, so attainable, that Chris Barringer set up a company office in his basement, gathered supplies and a few employees, and charged the whole start-up on his wife's credit card. Since that modest beginning in 2010, Barringer Moving & Storage has blossomed into a profitable endeavor with 28 staff members, an 88,000-square-foot storage facility and an arsenal of trucks ready to roll anywhere east of Texas. His company provides services including packing, office and furniture moving, loading and unloading, prepping and packing, unpacking and organizing, post-move cleaning, turnkey services, logistics and long-term storage and services for vacant homes.

"Some of my old employees said, 'Chris, start another company,' and they said to pray about it, and I did. I talked to some of my old clients and asked, if I started a new company, if they would hire us. They all said, 'How soon can you start?'" Barringer says.

Going back into business ownership, in what would be his third attempt, had risks. Barringer, 55, previously owned a moving business that didn't fare well. He then opened a piano restoration company, but that wasn't the ticket, either. Still, he and his wife, Melissa, were determined. So, with an initial investment, he says, of about \$5,000, Barringer Moving & Storage took root in Newton, with Melissa taking care of administrative tasks at home.

"My uncle had a little 5,000-square-foot building, and he allowed me to start (storage) in that building, and within two years, I had six buildings. I was renting that little building, and it filled up quickly," Barringer says. "In between the two moving companies, I also had become a

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Realtor, so I had a lot of contacts. The office was in our basement, but it's in the new building in Newton now."

With everything self-funded, the Barringers were careful with spending: "We knew the expenses of the business, so we were very frugal with our money. We still are. But I knew what I was doing; I had the clientele base. And we've averaged 58 percent growth (in revenue) per year in five years."

Barringer purchased his first necessities, such as blankets and dollies. "There wasn't much initial cost. We started on a shoestring. We initially rented trucks as we needed them. As you can imagine, Penske really loved me for a few years," he says. "Now, we own five trucks and lease one. We're going to continue to buy more as we can, when we have the time and the money."

His movers go through two weeks of training and, by law, are covered by workers compensation

insurance. "When we hire somebody new, we put them through our own training program. We have a very good reputation, so it's important they know what they're doing."

The company primarily works with household furniture, which includes moving furniture into storage as needed.

Demand grew and

expanded beyond the Hickory-Newton area, and Barringer's new 88,000-square-foot building is already 75% full.

When he needed that larger building, the Hickory office of the Small Business and Technology Development Center (SBTDC) helped. His newfound success made up for the fact that Barringer's financial business history wasn't spectacular. "We worked with (SBTDC regional director) Byron Hicks, and we put a packet together that was very attractive, and the bank funded the purchase of our new building," Barringer says.

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Hicks previously had worked as a commercial lender, and had run a business. “So I’ve sat on both sides of the desk, and it made it easier to have that view,” Hicks says. “I was able to help him by referring to my previous career as a banker, and that really expedited the process of his buying his new building. ... A lot of people are intimidated by the banker, but we helped make it easier.”

Step by step, the dream begun in a basement materialized.

“We average five or six moves a day; sometimes more, sometime less,” Barringer says. “Sometimes, it’s a large move and takes more trucks and more guys. My goal is to get between eight and 10 (moves) a day, but that will take some time.”

The Barringers’ two children, Justin and Holly, help the family effort. Justin runs the warehouse, and Holly used her artistic talent to design company logos and t-shirts. They also have influenced how Barringer advertises, and in May he switched to a website company that is helping him expand into social media, beginning with Facebook. “It’s still a work in progress, but we’ll get into a lot of social media. In the early ‘90s, it was all done with the phone book,” he says. “I would never have imagined... .”

Barringer says he’s had help. “God’s in control. Everybody ought to stop and listen to him, in my opinion. Sometimes people try to do it the way they want, and it doesn’t work that way.” His vision is to see the company grow enough that he can offer his 28 employees benefits including health insurance. “My whole goal is to take care of my family and make sure my employees can take care of their families. We’ve been very fortunate, very blessed, in my opinion. It’s a kind of business that’s not affected by the economy, because people move all the time. People are so global, we don’t slow down.”

The company made \$1.265 million last year. “He knows that the growth may level off,” says Hicks, “and we’re helping him with that. He’s done very well, even in a slow housing market.”

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Reprinted from the 2016 North Carolina Small Business Handbook

NCMA On Social Media

The Board of Directors is working to increase our presence across social media. The more we are linked together, the better we can get the message about the moving industry and the good movers who are members of the NC Movers Association.

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Courtyard at the Marriott

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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.

2017 NCMA Calendar

April 29	NCMA Board of Directors Meeting Hilton Garden Inn 4307 Big Tree Way Greensboro, NC
September 16	NCMA Board of Directors Meeting Charlotte, NC
October 19-21	NCMA 63rd Annual Convention Courtyard by Marriott Carolina Beach, NC