

NORTH CAROLINA  
MOVERS ASSOCIATION

# The Tar Heel Van

SECOND QUARTER 2016



MOVERS MOVING FORWARD

**NOVEMBER 3 - 5, 2016 • CHARLOTTE, NC**

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Get ready for the 62nd Annual Convention and Trade Show!

The Convention Committee is hard at work with the plans.

We'll be at the Sheraton Airport in Charlotte.

We've already got Joe Menzer of Fox News and Chuck White of the International Association of Movers lined up and are working on more speakers.

Wait till you see the Casino Night planned for Saturday!  
Packets will be going out soon!

## NCMA Board of Directors

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*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-1 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; and Todd Eberhardt, Two Men and A Truck of Wilmington*

# From the President

## Life in the Moving and Storage Business

I hope that everyone is having a busy and productive peak summer season. This is the time of year that we really have to appreciate the Drivers, Helpers and Warehousemen who are out in the heat, humidity and rain every day making it happen for our customers. As most of you know May through August is typically when we have to get as much work in as possible with the resources that are available, leading to long hours under stressful conditions. It is also taxing on dispatchers and move coordinators that are having the challenges of move date changes and last minute request. Then when we think we have it all figured out we have the equipment failure issues! Oh well....life in the moving and storage business. We just have to hang in there and take it day by day....as there is light at the end of the tunnel.

I just wanted to let you know that our 2016 Convention committee has been hard at work planning for this year's event in Charlotte NC. This will be held November 3-5 at the Sheraton Airport . The Sheraton has been completely renovated and has a great set up for our group. It is easy to get to and we are really looking forward to a record breaking attendance this year. Our theme this year is Movers Moving Forward and we are working on providing some valuable information that will help all of us learn more about changes, challenges and opportunities in our industry. It should be a good venue to allow other members of your team to have some fun and learn more about the industry. I encourage all members of the NC Movers Association to reach out to myself, Pam Stanley or any other Board member for comments or suggestions that may help us in serving you.

I hope that everyone "hangs in there" and we look forward to seeing you in Charlotte.

Thanks,

Brett



Brett Plummer

NCMA President

All American

Relocation

Raleigh, NC

[brett@aacorp-usa.com](mailto:brett@aacorp-usa.com)

## Update From the National Council



*Association membership can help you improve your business.*

Last month I was in Louisville attending the 48th annual meeting of the National Council of Moving Associations. Leaders from associations in Illinois, California, New York, New Jersey, North Carolina, Colorado, Virginia, Michigan/Indiana, Missouri, AMSA, and IAM, along with several invited industry partners, gathered Monday–Thursday to exchange ideas about member programs, conventions, publications, new technology, etc.; strategize over issues that are common throughout

our industry; share knowledge about association management concerns; and generally work together for the benefit of our members and the moving industry.

Tuesday afternoon included a one-hour conference call in the 5th year of our communication with the National Conference of State Transportation Regulatory Specialists (the association of regulators, whose meeting coincides with ours), where we shared concerns about unlicensed operators advertising as though they are movers, the plague of new moving broker apps, enforcement,

and other issues facing all our members and the consumers we all serve.

Wednesday afternoon we were treated to a tour of the manufacturing facilities at Kentucky Trailer, and wow! What an impressive place!

I've attended this Council meeting every summer since 1996 and can truly say this is the most valuable meeting I attend all year. Just like the benefits available to you as an NCMA member can help improve your business, the relationships we build and the ideas we bring home to our own associations are priceless.



The USDA has developed a pretty slick [Food Keeper App](#) for your

smart phone or tablet to help you determine when food is still safe to consume or when it's REALLY time to toss it out.

[Here's a good article](#) from

the Move For Hunger blog explaining how misleading product labels cause too much food to be thrown away before its time. So when the big question comes in YOUR pantry, now you have options!



# Do the FLSA Overtime Changes Affect My Company?

The FLSA overtime changes will apply to you if you have any employees who are paid on a salary basis and for whom either of the following statements is true:

Their salary\* falls between \$23,660 and \$47,476 per year and they meet the **job duties exemption requirements**.

Their salary falls between \$100,000 and \$134,004 per year and they meet the Highly Compensated Employee (HCE) [job duties exemption requirements](#).

What are the job duties  
exemptions for overtime  
eligibility?

These exemptions are sometimes referred to as “white collar” exemptions. They are determined by an employee’s specific job duties. Each of these exemptions have their own set of requirements, which can be found on the Department of Labor’s website [here](#).

## Overtime Changes Are Effective December 1, 2016

This story can fit 100-150 words.

The subject matter that appears in

newsletters is virtually endless. You



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# Safety Bulletin

## Focus on Safety: Six Fatigue-Fighting Tips to Keep You Alert

It's after midnight, and the road ahead is clear. You know you can make up some time. Yet you also start to feel a little drowsy. Your best bet: find a safe place to pull over and rest.

Driver fatigue is a serious safety issue nationwide. The U.S. Department of Transportation estimates that nearly 4,000 people die in large truck crashes each year, and driver fatigue is a leading factor.

"When you become drowsy, your judgment can be delayed, which affects reaction time," says Chuck Pagesy, director of safety at Penske Truck Leasing. It's a real concern that affects both long-haul and short-haul drivers.



Groups such as the Federal Motor Carrier Safety Administration (FMCSA) recommend the following tips to help you fight fatigue:

1. **Know the signs of drowsiness** – If your eyes are heavy, you're yawning frequently or your vision is blurry, find a safe place to pull over and rest.
2. **Get enough sleep** – It may seem simple, but getting the right amount of sleep (seven-to-nine hours a night as per the National Sleep Foundation) isn't always easy. If possible, don't drive during times your body is naturally drowsy (midnight-6 a.m. or 2-4 p.m.). Also, be extra aware during the first hour of driving after sleep. That's when the risk for an incident is higher.
3. **Follow hours-of-service (HOS) regulations** – They include criteria for FMCSA-mandated rest breaks that help to ensure you rest properly between shifts. Also, if possible, take a nap when you feel drowsy. Short naps are proven to restore energy levels better than coffee.
4. **Get checked for sleep apnea** – A University of Pennsylvania study found that 28 percent of commercial truck drivers have mild to severe sleep apnea, which means you experience pauses in breathing while you sleep. People with sleep apnea often don't get restful sleep, which means they are drowsier during the day. Your doctor can help you learn your risk and ways to combat sleep apnea.
5. **Watch your medications** – Over-the-counter sleeping pills, allergy medicines, cold medicines and tranquilizers can make you drowsy. If you have a doubt, read the label. If you must drive with a cold, it's safer to suffer the cold than drive under the effects of medication that could make you drowsy.
6. **Don't rely on 'tricks'** – While smoking, turning up the radio, drinking coffee or opening up a window may provide a very short boost, they are not real cures for drowsiness.

Additional source: <https://www.fmcsa.dot.gov/safety/driver-safety/cmv-driving-tips-driver-fatigue>



Rental  
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6/2016

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

## Forklift Safety



**Objective:** To review critical safety principles related to safe forklift operation

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### Points to emphasize:

- Current employer training and certification is required.
- Complete the pre-operational checklist.
- Know your travel route.
- Drive with loads down.
- Know and do not exceed your load and weight capacity.

### Responsibilities:

- Follow all manufacturer, training and certification instructions.
- Take responsibility for the safety of yourself and pedestrians.
- Use the right forklift for the environment.
- Operate fork trucks only in designated areas with adequate ventilation. Use electric powered if needed.
- Secure unstable loads before starting the vehicle.
- Make sure that there is adequate clearance before passing under or between structures.
- Maintain indoor speed under 2 mph (8 km/hr) and outdoor speed under 15 mph (24 km/hr).
- Tilt the mast back slightly before traveling.
- When forward vision is obscured, break down the load or drive in reverse.
- Keep weight uphill.
- Stop at all blind spots.
- Turn slowly.
- Keep arms and legs in cab.
- Use your seatbelt.
- Park the truck in safe area with load down and break set.
- Turn in safe area and never on ramps.
- Do not allow riders.

## Integrity; Are we always lying?

I list in my book, *Lead to Succeed*, the top ten things that good business leaders do well, and the first and by far the most important is integrity. Good leaders are honest and can be counted on to tell the truth. Now comes an article written by Seth Borenstein for the Associated Press indicating that all of us lie on a regular basis, and that we teach our kids to lie. This is distressing news to say the least.

In 1996, Bella DePaulo, professor at the University of California, did a study which indicated that students, on average, lied in every third conversation, and adults lied in every fifth conversation. Maurice Schweitzer, a professor at the University of Pennsylvania's Wharton School of Business (Trump's alma mater) said "I would say that we are lying constantly. Constantly."

Part of the problem is that there are many shades of lying. So called "white lies" ("No honey, that dress does not make you look heavy.") are considered harmless and part of what makes our civilization operate effectively. But many feel that there is no distinction. A lie is a lie.



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The North Carolina Movers Association is proud to be a state partner of Move for Hunger, a non-profit 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!



(Continued from page 8)

We are well into a heated political battle and experts who study lying are alarmed at what they are seeing. According to Politifact, an average of 50% of what the two front runners say is either mostly or totally false, and the average is 87% if you include "not totally true." In other words, only 13% of what these candidates say, on a combined average, is completely true. So, if both are nominated, you will know that whoever you vote for is a practiced liar. Wonderful.

Experts say we are gradually becoming numb to hearing lies, and it is becoming the new norm. If we hear a lie often enough we tend to believe it, especially if it is something we want to believe.

We can't control what others do, but I think that we need to listen very carefully to what comes out of our mouths, and be aware of whenever we say something that is not totally true. Maybe it's not possible or even desirable to be honest 100% of the time, but then again maybe it is. It seems to me that we need to at least try.

Click on the link below if you want to read all ten things that good business leaders do well. If you don't like what I wrote, go ahead and say so. The truth is the truth (I guess).

[Lead to Succeed, Chapter One](#)

*I would love your feedback positive or negative, and welcome your questions. I can be reached at [dave@leadtosucceed.biz](mailto:dave@leadtosucceed.biz).*

Sincerely,

Dave Duryee

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**Clark Claims Services**, a new NCMA Associate Member, is a full service restoration company specializing in transit claims for the moving industry, we have over 25 years experience handling all types of claims, small, corporate, military and top VIP accounts. We provide immediate customer contact, status updates, detailed reports, digital photography, on site repairs, extensive shop restorations, upholstery and leather repairs, custom manufacturing of missing parts and hardware. 3rd party services as needed.

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Mike & Tammy Clark

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**Telephone & Fax (336) 736-8379**

**Email: [clarkclaims@triad.rr.com](mailto:clarkclaims@triad.rr.com)**

## Park My Truck App Set for Late Summer Release

*As reported in the AMSA Today*, a smart phone app to help truck drivers find good parking locations while on the road is expected to launch later this summer. The app, called Park My Truck, is being developed by the Truck Parking Institute. Research shows that managing truck parking is one of the industry's top concerns. The app will allow any parking provider "public or private" to report their parking availability. [Click here](#) to read the complete article in Overdrive's online magazine.

## Make a Move Joins Bekins Van Lines

Make A Move signed with Bekins Van Lines as a prime interstate moving agent. Make A Move joins a network of more than 150 Bekins agents around the United States.

Owners Lucky Anneheim and Johnny Fletcher started their business in 2010 by delivering furniture for exclusive, trade-only furniture galleries in Charlotte and surrounding areas. Through word-of-mouth, they quickly became a sought-after full-service moving company in the area who has perfected the concept of 'concierge moving.' Make A Move frequently performs high-end moves for clients that include NFL players and NASCAR drivers.

"The superior service provided and the attention to detail are evident in the great reputation Make A Move has in the Charlotte area," said A.J. Schneider, Executive Vice President of Wheaton | Bekins. "We anticipate a long and fruitful partnership."

Make A Move boasts top-quality personnel with ongoing and comprehensive cross-training. Their focus on providing professional, detailed moves by uniformed, well-mannered and highly skilled movers. Make A Move offers residential local and long distance moving solutions as well as 36,000 sq. ft. of warehouse space in the Charlotte area. They also specialize in working with home furnishing showrooms and local furniture retailers as an exclusive delivery service.

Make a Move's main office is located at their Southend property at 3520 DeWitt Lane, Charlotte, N.C. 28217, but also operates out of their Plaza-Midwood warehouse at 1003 Louise Ave., Charlotte, N.C. 28205. Make A Move can be reached at 1-704-378-8588.


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*Never  
Use A  
HHGs  
Bill of  
Lading  
For a  
Labor  
Only  
Job*

From our friends at the Illinois Moving and Warehousemen's Association (IMAWA):  
**Be careful with paperwork on "labor only" jobs so you don't invite liability and claims**

**FOR YOUR OWN SAKE, DO NOT EVER USE A HOUSEHOLD GOODS BILL OF LADING ON ANY JOB THAT IS NOT A HOUSEHOLD GOODS MOVE!**

Using a HHG bill of lading on any other kind of service - such as loading or unloading a rental truck or POD type container - **automatically binds you into contract terms that you don't want**, such as specified number of days to file a claim for loss or damage; liability for any boxes you pack; full value protection if the customer signed for it. And that's just if you used a North Carolina B/L. If you use the federal form it gets worse!

**Why would you want to invite customers to hold you liable when you did not transport it and you don't know how it was handled once it left your hands?** If you didn't transport the shipment, you are not held to the transportation regulations -- unless you used a contract form that binds you to it by its terms and conditions. If you do use a B/L and they take you to court, be prepared to pay up.

IMAWA offers a **"Pack and Load"** contract that helps limit your liability on non-transportation type moving service, whether it's loading/unloading a rental truck or POD type container, moves wholly within a building, etc. For a one-time fee of \$50, you can easily limit your liability with a "print as you need them" pack and load contract form. Developed by IMAWA with the capable assistance of transportation attorney Joel Steiner, this easy to use form is the way to go.

What happens if you used a bill of lading anyway and someone wants to file a claim? You must handle it just as you would if it were a regulated move, because you gave them the contract and it binds you to its provisions, too. Be sure to write that disposition letter immediately, denying the claim (you did not transport it and you don't know how it was handled once it left your hands) to minimize the length of time they have to sue you. Think ahead!!!

Contact IMAWA to place your order for IMAWA's copyrighted Pack and Load Contract ... and we have carbonless paper available, too, so that both you and your customer will have identical copies. E-Mail address is [imawa@imawa.com](mailto:imawa@imawa.com) (subject line is "I want to order") and mailing address is Illinois Movers' and Warehousemen's Association, 40 Adloff Lane, Suite 2, Springfield, IL 62703-6301.

If you contact IMAWA and are not a member of that state association, let them know you are a member of the North Carolina Movers Association. To me, if you do not have this already addressed, it looks like a very inexpensive solution to a potential problem.





North Carolina Movers Association

facebook

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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.

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