

The Tar Heel Van

SECOND QUARTER 2018

John Potts Elected as an Officer to the AMSA Board of Directors and Executive Committee

The American Moving & Storage Association (AMSA) announces that John Potts has been elected as secretary of the Board of Directors and Executive Committee. The association consists of approximately 3,500 members, representing small family-owned businesses, independent movers and national van lines that operate in communities across the country. Potts will oversee the minutes and records, administrative tasks, and accountability on legal and by-laws issues. He is well-respected in the transportation industry and is an active member of the North Carolina Movers Association where he has served in numerous board positions, including president of the association from 2005-2007.

Potts started his moving and storage career in 1972 while attending the University of South Carolina and Officers Candidate School with the USMC. After college, John worked full-time in the moving and storage industry. His work brought him to Raleigh, N.C., where he partnered with Brett Plummer to form All American Relocation, Inc. in 1998.



“AMSA congratulates John Potts on his election as secretary of the AMSA Board of Directors and Executive Committee. We are confident that he will provide outstanding leadership as an officer of AMSA, and he will help ensure that AMSA and the industry are well-positioned for success in the future,” said Scott Michael, president and CEO of AMSA.

For more information about AMSA, visit ProMover.org.

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NCMA Board of Directors

NCMA Board of Directors

President—Kathy Cox, Horne Moving Systems, Goldsboro

Vice-President—Dru Burgin, Sells Service, Statesville

Secretary/Treasurer—Mike Mather, Mather Brothers Moving, Garner

2018 Directors: Dean Barrett, Steele & Vaughn Moving, Greensboro;

Jerry Hare, A+ Moving and Storage, Fayetteville;

Matt Sharpstene, A Few Good Men Moving & Storage, Youngsville;

Rick Thornton, Fayetteville Moving & Storage, Fayetteville

2019 Directors: Todd Campbell, Two Men and A Truck of Asheville;

Tony Harris, Fidelity Moving & Storage, Jacksonville;

Josh Oliver, Marrins' Mooving, Morrisville;

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

Ex-Officio: Brett Plummer, All American Relocation, Raleigh

From the President

Welcome to Peak Season in the moving industry!! Right now we are all caught up in the frenzy of this phenomenon – and have horror tales or blessings to share. At Horne Moving Systems, we keep a refrigerator full of ice cold bottled water for our crews to take with them as they leave each morning. Hydration is most important this time of year. Summer just happens to my most favorite time of the year! It does not matter that I often work 50+ hours a week and then go home and pick, can or freeze vegetables from our garden. The beach, the pool and cookouts with family or friends all make it worthwhile!



Before we know it, summer and peak season will be over with. With that comes the NCMA Convention. This year promises to another fun and informative convention. Please make your plans to come join us at Holiday Inn Resort in Wrightsville Beach from October 11-13. I guarantee it will be fun and that you will learn something new and make new contacts from other movers or vendors. NC beaches in October are just about perfect. Our committee is putting the final touches on speakers and food and entertainment. I look forward to seeing each of you in October.

Keep hanging on to that rope for the rest of this challenging time of year. May your equipment NOT break down, all of your employees show up for work every day and all of your shippers be the friendliest, non-demanding ever and there is a driver that can load /deliver every shipment on time.

Kathy Cox

President

Kathy Cox

NCMA President

Horne Moving
Systems

Goldsboro, NC

kcox@hornemoving.com

ABC Moving—Pursuit of Excellence Winner

North American Van Lines, in conjunction with the NAMA (North American Movers Association) Quality Committee, proudly announces that ABC Moving & Storage of Greenville, NC has been named a 2017 Bronze Pursuit of Excellence award winner.

The Pursuit of Excellence program was designed to challenge the agents of North American Van Lines to improve performance related to eight moving industry metrics: summer capacity growth, hauling growth, book/haul ratio, safety/CSA (compliance, safety, accountability), customer service ratings, claims frequency, claim severity, and sales growth. An agent achieves a gold, silver or bronze award based on the number of objectives met during the year. Awards were handed out in October at the 201 North American Van Lines agent convention in Naples, Florida.

“North American is a proud and historic brand in the moving and services industry,” says Andy Kroll, Vice President and General Manager of North American Van Lines. “As a Pursuit of Excellence winner, ABC Moving & Storage of Greenville, NC personifies our van line’s strong commitment to provide a consistently exceptional level of service. Our organization is exceedingly proud to have ABC Moving & Storage as a part of the North American Van Lines family.”

“With more than 65 years serving the Greenville area, ABC Moving & Storage is honored to be recognized as a Pursuit of Excellence winner, and looks forward to continuing to provide an outstanding moving experience for all of our customers,” says owners Ronald and Donald Taylor.



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For complete specifications and pricing, contact Don Mosely, The Mover Truck Guy.

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Mobile: 404-680-3910

Don Mosely - dmosely@arrowtruck.com
www.arrowtruck.com

June 15, 2018

Attn: NCMA Members

From : Debi McCormack

I work with a moving company in NC to assist in daily office administrative duties. I started in May 2018.

As time progressed, an email was received with the approval for our industry to pass along the credit card and debit cards fees onto the customer when paying via credit card. This has been in the works for some time.

The nice part is that NCMA had a solution to the issue of rising credit card fees with Nationwide Payment Systems solution in how to pass along the costs to the customers.

We sent our credit card statements to Nationwide Payment Systems for a free analysis and audit of our fees. In the 5 months alone, we would've seen a savings of over \$1,800.00.

As a proactive administrator wanting to make sure everything is done by the rule of law, I started asking questions of the contact provided through NCMA: Nationwide Payment Systems. I have done legal work and realize how important terminology is in a contract. Much was learned by both of us. One of the critical items was what to call it. Several communications went back and forth. They have been more than responsive making sure I understood the program.

Not only did I learn how to word it, I learned what the NC Utilities Commission required how to word it on the NC Bill of Lading.

For me, I wanted it legit for anywhere we, as a moving company, took our customer's belongings. Having to think of what to call it to our customers in NC vs what to call it in the other states would have been confusing to say the least. The NC Bill of Lading is to have Credit Card/Debit Card Processing Fee as a line item. The fee passed has to match the fee being paid exactly according to the new NC Utilities Commission ruling issued May14, 2018.

Visa/MasterCard/Discover/AMEX have strict rules with heavy fines if broken. While it may be legal in NC to call it a Credit Card Fee and pass a Surcharge, there are 10 other states it is ILLEGAL to do Surcharging of Credit Card Fees, and you run the risk of heavy fines from Visa/MasterCard if caught. Also, Debit Cards cannot be surcharged in any state.

(Continued on page 7)

(Continued from page 6)

In talking with Nationwide Payment Systems, I learned the customer needs to be pre-informed some way with the passing along of credit card fees. They are providing the signage and the legal verbiage for us to notice the customers.

The Cash Discount program, which is different than Surcharge, was only recently passed by the Durbin Amendment, but you still have to have BOTH special software AND a processor that can even do cash discount to pass the credit/debit card fees. With the Cash Discount program like Nationwide offers, there are NO limitations in any state or and debit card is NOT PROHIBITED as with Surcharge. There are not any special forms to fill out like with Surcharge that have to be sent to each of the Card Associations and the processor.

The wording is very important, too. The last thing we would need is for the charges to be reversed back. If a customer were not properly notified, or the legal requirements of Visa/MC/D/AMEX were not met, all the customer has to do is dispute the transaction to reverse the transaction resulting in a chargeback. Not a good reflection on the company's reputation which I work with.

With respect to the drivers, they have enough on their plate. Needing to inform all the drivers of the wording and answers to possible objections is not something they need to be responsible for.

We have moved forward with the program presented and look forward to the relationship with Nationwide Payment Systems.

Now we have a set fee of 3.75% along with website access and the option to have mobile chip card readers that work on our mobile devices, and QuickBooks sync.

John Gibbs and Allen Kopelman have been so helpful in answering all the questions and easing my mind that no hidden fees will be assessed.

We are live now and ready for credit card transactions. The on-line video training is making this transition smooth. The next step is to get the application on our phones for after hour transactions.

Sincerely,

Debi McCormack

THE RISK OF RISING COMMERCIAL AUTOMOBILE PREMIUMS

If you haven't already seen an increase in your commercial auto liability and physical damage premiums, you should see some increase in the near future. There are a number of factors behind this change:

- The number of auto fatalities went from a low of 32,479 in 2011 to 37,461 in 2016.
- Juries are holding commercial drivers to a higher duty of care when deciding awards in litigated auto claims; the overall trucking industry has recently seen jury awards as high as \$20 to \$40 million. Average settlements for bodily injury and property damage losses have increased by over 50%.
- As a group, insurance companies providing coverage for the commercial trucking industry had an underwriting loss of \$9.7 billion from 2012 to 2016.

All of these factors result in higher premiums. What can you do? More safety training? More stringent driver hiring guidelines? Both of these are difficult when work is increasing, and qualified driver availability is decreasing.

The collision avoidance technology now available in most new cars *must* come to the trucking industry – automatic braking, blind spot monitoring, lane warnings, etc. Also helpful are the driver behavior monitoring features that can be found bundled with many ELD systems – such as speed monitoring, GPS, hard turns or braking, etc.

360 degree recording cameras can not only help drivers maneuver in tight streets and driveways but can also record what your driver *actually did* when an accident occurs. In court, a picture really is worth a thousand words!

Budget for premium increases, but also budget for the technology improvements that are your best defense for future cost containment.

Thanks,
Carole Boettcher
Move-Pak Consulting
213-760-7444
www.movepakconsulting.com

Courtesy of MOVE-PAK CONSULTING – www.movepakconsulting.com or [213-760-7444](tel:213-760-7444).



CVSA Announces Brake Safety Blitz

The Commercial Vehicle Safety Alliance is already planning the kickoff of its Brake Safety Week for Sept. 16. Certified inspectors will conduct roadside checks “to identify and remove commercial motor vehicles with critical brake violations.” According to a press release, nearly 33 percent of large trucks with pre-crash violations had brake deficiencies.

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Protecting Your Business: 5-Day Hurricane Preparedness Plan



Hurricanes and tropical storms never come unannounced. There is usually adequate time to prepare for mitigation, impact and response. The following recommendations can help you prepare your business in the event of a hurricane or severe storm. [HUB Risk Services](#) can help you develop a customized plan that is tailored to your business.

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NCMA Convention

October 11-13



64TH ANNUAL CONVENTION
OCTOBER 11-13 WRIGHTSVILLE BEACH

Plan are coming along for the 64th Annual Convention and Trade Show. We're going back to the Holiday Inn Resort at Wrightsville Beach.

You can get all the information about the convention directly from our website.

Packets for both members and sponsors are available [here](#).

Need more information? Contact the Association office!

Hope to see you at the beach in October!

Are your trucks marked properly? In North Carolina, if there aren't, you are subject to a \$1,000 fine!

Both doors should have:

Your Certificated Name

Your City and State

Your NCUC#

If you have interstate operating authority, you also need:

Your DOT#

Your MC#

NC also requires that your C number be on the back of the truck, top driver's side. Need C numbers for the back, contact the association office. We have them available for \$5.00 each in a variety of colors.

Thinking about getting interstate authority? Here's the [steps](#) you need to take.

Not sure if you're completing your paperwork correctly? Just send it to the association office and we'll be glad to check it out for you. The Public Staff hasn't conducted a complete carrier audit of paperwork lately, so we're overdue.

Remember, we're here to help! If you've got any questions, don't wonder about it—call or e-mail the Association office. If we don't know the answer, we can find someone who does!

Welcome New Associate Members!

Nationwide Payment Systems, Inc. Phone: 919/264-7464
Contact: John Day Fax: 866/413-8960
3434 Edwards Mill Rd Ste 112-367
Raleigh, NC 27612 E-mail: jgibbs42@gmail.com
Web Page: www.nationwidecashdiscount.com

Dewitt Move/

Royal Hawaiian Movers Phone: 858/634-4687
Contact: Jeff Nadeau Fax: 858/277-7188
9089 Clairemont Mesa Blvd #301 E-mail: jeffn@dewittmove.com
San Diego, CA 92123 Web Page: www.dewittmove.com

Please support all our Associate Members!

<http://www.ncmovers.org/about-us/sponsors/>

Government Affairs Update:

With ELD in Full Effect, Let AMSA Know How It Affects Your Business

On April 1, the Federal Motor Carrier Safety Administration (FMCSA) began enforcing out-of-service violations based on Commercial Vehicle Safety Alliance (CVSA) criteria. Less than 1 percent (4,720) of all driver inspections (559,940) have resulted in the driver being cited for operating without a required electronic logging device (ELD) or grandfathered automatic on-board recording device (AOBRD).

To provide comments to AMSA about your experience implementing ELDs, [click here](#), or contact AMSA Manager, Kim Reeder, at (703) 706-4972 or kreeder@moving.org. For general ELD FAQs, [click here](#).



The American Moving and Storage Association (AMSA) is excited to welcome the newly formed Independent & Small Movers Committee, whose goals are to help develop your business through education and networking, and provide independent and small movers a greater voice within AMSA. The committee looks forward to providing you with tools you need to help strengthen your company. To learn more or join this committee, contact [Samantha Ha](#). Join our [Facebook group](#) to engage with us on topics important to you and your business.

UPCOMING MRT SEMINARS

July 18—Wilmington

<http://www.ncmovers.org/training-seminars-mrt-drivers/>

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For details, contact:
Maynard Kline
 Office: 704-597-0551
 Mobile: 704-351-8112
 Email: mkline@advtrks.com www.advtrks.com

Cuteness alert to the right: my grandson Ellis Starkey at 9 months! (and you will continue to get updates until he's old enough to tell me to stop!)





NCMA / MAY MONTHLY REPORT

FOOD COLLECTED AND DELIVERED

MONTHLY	YEAR TO DATE	ALL TIME
51,023 lbs. 42,519 meals	59,597 lbs. 49,664 meals	580,420 lbs. 483,683 meals

TOP AGENTS OF THE MONTH

1. All American Relocation – Raleigh – 15,808 lbs. = 13,173 meals
2. Nilson Van & Storage – Fayetteville – 14,569 lbs. = 12,140 meals
3. Daniel's Moving & Storage – NC – 11,149 lbs. = 9,290 meals



AGENTS IN ACTION

- All American Relocation – Raleigh – [Click Here](#)
- Gentle Giant Moving Company – Charlotte – [Click Here](#)
- Gentle Giant Moving Company – Charlotte – [Click Here](#)





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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.

LEA

2018 NCMA Calendar

- | | |
|---------------|--|
| July 18 | MRT Seminar
New Hanover County Public Library
1241 Military Cut-off Road
Wilmington, NC |
| September 16 | NCMA Board of Directors Meeting
Comfort Inn & Suites
Kannapolis, NC |
| October 11-13 | 64th Annual Convention & Trade Show
Holiday inn Resort
Wrightsville Beach, NC |