

The Tar Heel Van

THIRD QUARTER 2019

CONVENTION 2019

Convention 2019 was a success! Full convention coverage will be out later on this month.

Award Winners are pictured to the right

Pam Stanley—James T. Dorman
Distinguished Service Award Winner

Leslye Plummer—2019 Mover of the
Year

Kentucky Trailer—2019 Bill Trimble
Vendor Service Award (accepted by
Randy Doering)



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NCMA Board of Directors

NCMA Board of Directors

President—Dru Burgin, Sells Service, Statesville

Vice-President—Mike Mather, Mather Brothers Moving, Garner

Secretary/Treasurer—David Rushing, All American Relocation, Charlotte

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Robert Farnum, Gentle Giant Moving, Charlotte;

Travis Few, Few Moves, Wilmington; NC

Steve Rhodes, Nilson Van & Storage, Fayetteville

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Jeff Day, Acme Movers & Storage, Morehead City

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

Paula West, Covan World-Wide Moving, Fayetteville

2021 Directors:

Dean Barrett, Steele & Vaughn Moving, Greensboro

Todd Campbell, Two Men and A Truck of Asheville;

Tony Harris, Fidelity Moving & Storage, Jacksonville

Thomas Kiser, Jr., Patterson Storage Warehouse, Fayetteville

Ex-Officio: Kathy Cox, Horne Moving Systems, Goldsboro

From the President

September 30, 2019

My two year term as President of NC Movers is coming to an end. Truly, I feel as if time flew by. I want to thank the board for their support and hard work. I think that we are a strong association and will continue to thrive in the years to come. I am most excited that my good friend, Dru Bergin of Sells Service in Statesville, will be taking over as President.

I am also excited that our annual convention is coming up in October. I can promise you a fun time with friends, a chance to connect with some awesome vendors and a chance to learn from our terrific speakers. Weather at the coast in October is typically some of the best all year. The crowds from the summer are for the most part gone. Sitting on the beach in October is about as good as it gets. I can't wait to see all of you!

Most of you are not aware that this year our Executive Director, Pam Stanley, is celebrating her 25th year with NCMA. When you see her, please thank her for all of years of service. She has truly helped develop our association into the strong association it is today.

See you at the beach!!

Kathy Cox

NCMA President

Horne Moving

Systems

Goldsboro, NC

kcox@hornemoving.com



President Cox asked that we replace her picture, with a picture of her favorites—her granddaughter Addie (11 months old) and Logan.

What Should Happen When You Call Customer Support

“People don’t care how much you know until they know how much you care.” — Theodore Roosevelt

Even today, this quote from our nation’s 26th President holds true. Unfortunately, in a world of automated phone systems and large call centers, it’s rare to feel that the rep on the other end of the line actually cares about you.

So, that begs the question: What SHOULD happen when you call customer support?

Your call is answered by a live person

When you call customer support, you shouldn’t have to press 1, or enter your account number, or work your way through an automated phone system. **The first voice you hear should belong to a live person.** Speaking to an actual human being means your call will be routed to the appropriate person or team that will be able to assist you further. Speaking to a robot typically means your issue will not be resolved quickly OR accurately. The average amount of time it should take for you to hear a live voice is 3 rings. Regrettably, with many companies, it can take 30 minutes or more.

A friendly representative treats you like a person, not a number

You deserve to speak with a friendly customer service representative who treats you like a person, not an account number. Do you ever feel like the rep you’re speaking to is just reading off a script? That may be common, but you should expect more. The interaction you have with a support team member should be friendly, accurate, and, in some cases, even *fun*. They should take the time to listen, identify your needs, and work toward a solution.

The issue is resolved promptly

When you need assistance, especially if your operations are being interrupted, you expect a fix as soon as possible. A good customer support team should strive to exceed that expectation. If you don’t feel confident that your questions or troubles will be handled quickly and correctly, you’re not receiving the support you need. Any organization you do business with should have knowledgeable staff members, experienced with a wide range of issues, so they can solve your problems or connect you with someone who can.

As a preferred provider of NCMA, these are just a few of the features that BASYS Processing’s top-notch customer support team can provide. We’re proud to have a team that goes above and

(Continued on page 6)

Before you make your next MOVE, talk to Mickey Fleet Services about keeping your trucks looking and working like new. Any truck. Any condition.



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After



Before



After

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beyond, delivering the highest level of customer service and technical support. If your processor isn't providing the service you deserve, it might be time for a change.

Derek Wiedenmeyer is a representative of BASYS Processing, a preferred partner of NCMA. He has over 4 years of experience helping moving companies reduce their processing expenses. Derek is a proud dad and spends most of his free time hanging out with his daughter.

If your current processor isn't meeting your goals in terms of low fees and exceptional service, just call (800) 386-0711 and ask for Derek, or email dwiedenmeyer@basyspro.com.

Learn more about the partnership between BASYS and NCMA [here](#), or connect with us online at:
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New leadership team takes helm at Mickey



HIGH POINT, NC — SEPTEMBER 23, 2019 – Mike Tucker has stepped down from his position as President and CEO of Mickey Truck Bodies while undergoing treatment for an illness. He will continue to be active in the company's business in an advisory role.

Matt Sink, currently Executive Vice President of both Mickey Truck Bodies and Mickey Ventures & Holdings (MV&H), has been named CEO of Mickey Truck Bodies. **Tom Arland**, currently Mickey's VP Corporate Sales, Fleet Services & Parts, has been named President of the company.

Martin Skurka has been named Vice President of Operations. He was most recently Director of Engineering. He is responsible for Engineering, Manufacturing and Purchasing.

Mike joined Mickey in January 2018 as Executive VP Strategic Growth & Business Development and was named President & CEO in January 2019. He succeeded Dean in that role, marking the first time in the company's 114-year history that a non-Mickey family member was responsible for all day-to-day operations of Mickey Truck Bodies. Prior to Mickey he was President & CEO of VT Hackney, Inc., and a 26-year veteran of that company.

"Our thoughts and prayers are with Mike and his family as he continues to work towards a full recovery," says Matt.

Matt joined Mickey in 2007 and served as Manufacturing Manager before being promoted to Vice President of Manufacturing in 2015. He is the great grandson of company founder Will Franklin Mickey.

Tom joined Mickey in 2012 as VP Sales for Beverage and Engineered Vehicles following a 25-year career with Ryder Systems, Inc., where he guided a multi-million-dollar business unit. Since joining Mickey, he has added responsibility for all corporate sales, fleet services and parts.

"For the past several years Tom has worked very closely with our Team Leads across all areas of the company, and has played a major role in our overall record growth in sales as well as improvements in operational efficiency, productivity and scheduling," says Matt. "He is extremely qualified to lead our company at a record pace."

Martin joined Mickey in 2018 "and has since ushered in several improvements within our engineering process. He is an experienced engineering and operations executive with a keen sense for product innovation, cost management, and technology optimization," Matt says.



A Few Good Men Moving and Storage of Youngsville recently won the 2019 Best of the Best Award presented by *The Wake Weekly*. They won the Best Moving Company category. This is the fifth time that A Few Good Men has won this award!! Congratulations to Matt Sharpstene and his team!

Welcome New Members!

The Movers Co., LLC

Gastonia, NC

Sir Walter Holdings, LLC

Charlotte, NC

NETMove

Charlotte, NC

Faithful Movers Company

Huntersville, NC

All In Movers

Winston-Salem, NC

Superior Moving & Logistics, LLC

Greenville, NC

Beeline Moving Company

Angier, NC

The Movers on Demand Network, LLC

Raleigh, NC

Rye Moving and Packing, LLC

Asheville, NC

Virtues Moving Company

Durham, NC

Royalty Moving Systems, LLC

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Building Blocks Moving

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Safety Matters

Talking Points for Moving & Storage Companies

Wells Insurance: Your transportation and warehousing workplace safety partner

Adding Up the Cost of an Accident

We all know that safety is important, but do you realize just how costly a workplace injury can be? According to the Occupational Safety and Health Administration (OSHA), the average eye injury costs \$1,463. It may not seem like much money, but the extra expense to pay for injuries has a powerfully negative effect to a company's bottom line.

Why is profitability also an important issue to you? The only way that Moving & Storage Companies can stay in business is to operate at a profit, and that ability can be threatened by a serious workplace injury.

The Real Cost of Workplace Injuries
It may be surprising to hear that most companies do not have a high profit margin – 3 percent is about average. Expenses take a large chunk of the income, and competition limits how much we can charge for the services we provide.

Each time an accident occurs, the cost of the injury must be subtracted from profits. Consider the following two examples:

- At a 5 percent profit margin, an extra \$20,000 in income is needed to compensate for a \$1,000 injury.
- If the profit margin is nearer to 1 percent, an additional \$100,000 worth of new income is necessary to maintain that profit level for the same injury.

As you can see, that adds up to a lot of extra income just to compensate for a

single injury. Every time a worker gets hurt on the job, other employees are affected too. You may need to work extra hours to make up for lost production, or if there aren't enough new jobs to compensate for the injury, the company may be forced to make difficult budget decisions such as cutting hours or instituting layoffs.

Also, recovering from an injury can mean time away from work, reduced compensation, painful rehabilitation and frustrating adjustments to daily life.

Practice Prevention
Though operating at a profit is essential to our success, our top priority is to keep our employees safe and healthy. That's why we are counting on you to help practice good safety principles, including following all safety protocols, even if they seem unnecessary or slow you down. Safe work behavior will contribute directly to our bottom line as well as to everyone's job security. By observing safety precautions, we can limit on-the-job accidents.

It is always wiser to spend a bit more time doing the job safely than to risk getting a serious injury. Be sure to always follow our safety guidelines and stay alert for unsafe conditions. Think of practicing good safety as both pain-free and profitable – a win-win situation for everyone!

Many people do not realize just how costly a workplace injury can be – both for the company and fellow employees.

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SAVED BY YOUR PAPERWORK

How much you are legally obligated to pay for loss or damage to shipper's or storage customer's goods is dependent on two factors:

- the governing regulations or tariffs, and/or
- the wording on your documents – Bills of Lading, Warehouse Receipts, Storage Contracts, etc.

How much your cargo or warehouse insurance will pay for such loss or damage depends on a few factors as well:

- the same two factors as above – regulations and paperwork, and/or
- coverage wording in the insurance policy

If your policy is provided by an insurance company with expertise in the moving & storage industry, coverage primarily follows the written agreement between the mover and customer. If you meant to provide only \$0.60 per pound per article coverage and the customer clearly agreed to this limitation of liability on the paperwork, then most insurance companies will settle at the \$0.60 cents level; if the customer agreed to \$15,000 replacement cost coverage on the paperwork, then this is generally the maximum insurance company settlement.

Problems occur when the paperwork is not executed properly, does not clearly identify the choices for protection of the customer's property, or the paperwork simply does not exist (oops!). Under many regulations, the "default valuation" in the case of faulty or non-existent paperwork is replacement cost and the maximum dollar amount may or may not be specified.

An insurance company may assume that the maximum limit is your policy limit. Some insurance companies even have coverage limitations for bad paperwork situations – this means that your insurance company may pay only \$2.50 per pound for the damage and the moving & storage company is liable for the rest of the claim. Other policies simply *will not* pay claims in situations where there is no written agreement.

Remember that properly written and executed paperwork protects **YOU!** Make sure you are using the proper documents and be sure that your staff explains the options to your customers and records the customer's choice on the documents.

Courtesy of MOVE-PAK CONSULTING – www.movepakconsulting.com or 213-760-7444.

Thanks,
Carole Boettcher
Move-Pak Consulting
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EMPLOYEE VEHICLES

Do any of your salespeople or office staff ever use their personal vehicles for your business?

- Salespeople making calls
- Warehouse staff delivering packing material to shippers
- Bookkeeper going to the bank or post office

What if there is an accident while they are driving on behalf of your business? Do you have the right coverage? What should you do?

First of all, employees using their own vehicles for business is very common, so there are really some very common solutions:

- 1) Make sure that any employee who *might* use their vehicle for business has personal auto liability insurance. Get a Certificate of Insurance or a copy of the policy and make sure the information is current – that is, their policy is in force.
- 2) Your company's policy should include *NON-OWNED AUTO LIABILITY*. Most insurance programs for moving & storage companies will automatically include this coverage but ask your insurance person to be sure that this coverage is provided.

What should you do if such an accident does occur? – the employee must first report the claim to their own insurance company. If there is any possibility that persons were injured in the accident, you should also report the claim to your company's insurance.

Your employee's auto liability insurance probably has a low limit - \$100,000 or less depending on the state, but your company's auto liability policy probably has \$1million limit. Your company's policy is excess over the employee's policy – that means that your policy would only apply if the final settlement is more than the personal auto policy liability limit.

Take these simple steps and you have one less problem to worry about in the busy season!

Courtesy of MOVE-PAK CONSULTING – www.movepakconsulting.com or 213-760-7444.

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



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

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NCMA / AUGUST MONTHLY REPORT

FOOD COLLECTED AND DELIVERED

MONTHLY	YEAR TO DATE	ALL TIME
No donations this month!	18,352 lbs. 15,293 meals	814,020 lbs. 678,350 meals

TOP MEMBERS OF THE YEAR

1. Nilson Van & Storage- Fayetteville – 13,805 lbs. = 11,504 meals
2. City Transfer & Storage Co. – 3,700 lbs. = 3,083 meals
3. A+ Moving and Storage – 475 lbs. = 395 meals

MEMBERS IN ACTION

- One Day, One Million Pounds of Food – [Click Here!](#)



2020 NCMA Calendar

1/18/20 Board of Directors Meeting
Raleigh, NC



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.