

The Tar Heel Van

THIRD QUARTER 2020



INSIDE THIS ISSUE:

From the
President 3

New HOS
Regulations 4

CSA Red Flag
Violations 6

Wheaton 75th
Anniversary 7

The Law of
Intentionality 14

GHC Contract
Cancelled 20

2020 can't get over fast enough. It has definitely been the strangest year ever.

Due to COVID, the Board of Directors had to cancel our annual convention. Our by-laws require that we have to hold an annual meeting.

The annual meeting will be a Zoom meeting on Wednesday, November 18 at 2 p.m. All members of the NCMA may attend this meeting.

Just notify Pam (pstanley@ncmovers.org) before noon on Wednesday. She will send you the Zoom link and the handouts.

The Board will be voting on the annual budget and electing new board members.

Contact the Association office with any questions.

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

2020 Directors:

Lucky Anneheim, Make a Move, Charlotte;

Robert Farnum, Gentle Giant Moving, Charlotte;

Travis Few, Few Moves, Wilmington; NC

2021 Directors:

Chris Barringer, Barringer Moving & Storage, Newton

Cliff Crabtree, Crabtree Family Moving, Raleigh

Jeff Day, Acme Movers & Storage, Morehead City

Paula West, Covan World-Wide Moving, Fayetteville

2021 Directors:

Dean Barrett, City Transfer & Storage, High Point

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

Hello all,

Even though our 2020 NCMA Annual Convention was canceled, our bylaws require an annual meeting to be held before the end of the year. Our annual meeting will be held via Zoom on Wednesday, November 18, 2020 at 2:00 p.m. Check your email for the information sent from Pam regarding registration for the meeting. We will be voting to approve our new budget and electing new board members. I hope you can work this into your schedule.

Thanksgiving is upon us. Christmas is breathing down our necks and the New Year is just around a very short corner. We seem to be limping across the finish line for 2020, but personally I am ready to gear it up to a sprint. My oldest son recently taught me about the "Circle of Control" and one of my oldest friends has shared with me the "It is what it is" guideline. These have served me well and I probably use them in both my work and personal life on a daily basis. I encourage you to do the same.

Be kind to yourself,

Dru



Dru Burgin

NCMA President

Sells Service

Statesville, NC

sellsmoving@aol.com

NCMA Public Service Announcement

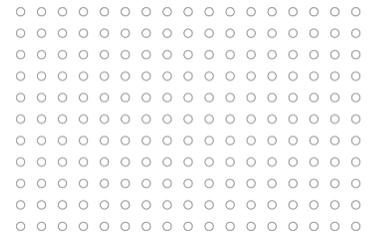
The NCMA has issued our first ever Public Service Announcement to warn the public about the pitfalls of using illegal movers.

The video is on the home page of our website. Commissioner Floyd McKissick, Jr. introduces the video. It is also available on YouTube: <https://www.youtube.com/watch?v=cLTPhWj9kz0>



The New HOS Regulations

Understanding the Latest “Hours of Service” Regulations



The Federal Motor Carrier Safety Administration (FMCSA) has developed an online educational tool to help “motor carriers” better understand the recently revised HOS regulations. These revisions took effect on September 29, 2020. For more information click here: <https://www.fmcsa.dot.gov/regulations/hours-of-service> .

The FMCSA’s “Educational Tool for Hours of Service” (**ETHOS**) is an online, interactive website that allows drivers and carriers to enter their sample duty statuses into a “sample” web-based log.

ETHOS will identify where potential violations of the following rules may have occurred in the following categories:

- 11-hour driving limit (property) or 10-hour driving limit (passenger)
- 14-hour driving window (property) or 15-hour on-duty limit (passenger)
- 30-minute break (property)
- Sleeper berth provision

*(Note: The 60/70-hour limit regulations are not covered by **ETHOS**.)*

Instructions

To view potential violations in a sample log:

1. [Download the explanations](#) to better understand each scenario
2. Select one of the pre-populated examples from the drop-down field on the **ETHOS** webpage

To view potential violations using a log you enter:*

[Download more detailed instructions for additional information.](#)

1. Select your event date, time, and duty status and click “add event”
2. Repeat until you’ve entered all the data for a particular log
3. Potential violations will appear on the log and below the log in a table where you can switch between carrier types

*The **ETHOS** identifies only potential violations, and should not be relied on by motor carriers to monitor or evaluate hours of service compliance.

FMCSA does not retain any data entered in this application, and will not use the data entered for any purpose.

DISCLAIMER

Neither Hub International Limited nor any of its affiliated companies is a law or accounting firm, and therefore they cannot provide legal or tax advice. The information herein is provided for general information only, and is not intended to constitute legal or tax advice as to an organization’s specific circumstances. It is based on Hub International’s understanding of the law as it exists on the date of this publication. Subsequent developments may result in this information becoming outdated or incorrect and Hub International does not have an obligation to update this information. You should consult an attorney, accountant, or other legal or tax professional regarding the application of the general information provided here to your organization’s specific situation in light of your organization’s particular needs.

We’re HUB

When you partner with us, you’re at the center of a vast network of experts. We advise you on how to confidently identify, quantify and reduce risk through tailored solutions, so that you can protect what matters most: your people, your property, and your profitability.

Learn more at hubriskservices.com

Web URL hubinternational.com



CSA Red Flag Violations

Know what they are and how to avoid them

BASIC	FMCSR Part	Violation Description
Driver Fitness	383.21	Operating a commercial motor vehicle (CMV) with more than one driver's license
Driver Fitness	383.23(a)(2)	Operating a CMV without a valid commercial driver's license (CDL)
Driver Fitness	383.51(a)	Driving a CMV (CDL) while disqualified
Driver Fitness	383.51A-SIN	Driving a CMV while CDL is suspended for a safety-related or unknown reason and in the state of driver's license issuance
Driver Fitness	383.51A-SOUT	Driving a CMV while CDL is suspended for safety-related or unknown reason and outside the state of driver's license issuance.
Driver Fitness	383.91(a)	Operating a CMV with improper CDL group
Driver Fitness	391.11	Unqualified driver
Driver Fitness	391.11(b)(5)	Driver lacking valid license for type of vehicle being operated
Driver Fitness	391.11(b)(7)	Driver disqualified from operating CMV
Driver Fitness	391.15(a)	Driving a CMV while disqualified
Driver Fitness	391.15A-SIN	Driving a CMV while disqualified. Suspended for safety-related or unknown reason and in the state of driver's license issuance.
Driver Fitness	391.15A-SOUT	Driving a CMV while disqualified. Suspended for a safety-related or unknown reason and outside the driver's license state of issuance.
Controlled Substances/Alcohol	392.4(a)	Driver uses or is in possession of drugs
Controlled Substances/Alcohol	392.5(a)	Possession/use/under influence of alcohol fewer than 4 hours prior to duty
Fatigued Driving (HOS)	395.13(d)	Driving after being declared out-of-service (OOS)
Vehicle Maintenance	396.9(c)(2)	Operating an OOS vehicle

Be safe and healthy on the job with these helpful tips provided by **Wells Insurance**.

12 of the 16 Red Flag Violations are in the Driver Fitness BASIC. The Federal Motor Carrier Safety Administration (FMCSA) and Insurance Underwriters take these violations very seriously, and so should you.

This flyer is for informational purposes only and is not intended as medical or legal advice.

© 2013, 2018 Zywave, Inc. All rights reserved

When investigating a motor carrier, a Safety Investigator (SI) looks at driver history for egregious violations of the Federal Motor Carrier Safety Regulations (FMCSRs). These violations are sometimes referred to as Red Flag Violations and are always reviewed as part of a carrier investigation. At present, there are 16 such violations, which are outlined in the accompanying table along with the Behavior Analysis and Safety Improvement Categories (BASICS) to which they correspond.





PACK IT...

Victory Packaging has everything you need to pack a local move, interstate shipment or international container - cartons , paper, bubble, film right down to labels and security seals.



WRAP IT...

Victory Packaging specializes in protective packaging with over fifty varieties of paper padding, bubble, and foam. We can offer a solution to every customer need.



MOVE IT...

Everything moves better on wheels and Victory Packaging can equip your warehouse and your fleet with the finest hand trucks, dollies , pallet jacks and rolling equipment to suit your needs and your wallet.



HAUL IT...

Need to outfit a new truck or upgrade your fleet? Victory Packaging can do it all - ramps, blankets, straps, beams, floor runners and rubber bands. If you are buying a new truck out of state, we can equip you right out of the factory at one of our convenient locations.



**Victory
Packaging**

We are *Architects* of Packaging Solutions

Packaging

Engineering
and Design

Fulfillment

Logistics

Equipment



**CONTACT
VICTORY PACKAGING
TO LEARN MORE:**



Call Us 866-529-2917



Send Us an Email
csnc@victorypackaging.com



ATLANTA, GA
 797 Douglas Hill Road
 Lithia Springs, GA 30122
 P: 833-770-7801
 F: 888-770-7802

COLUMBUS, OH
 1585 WestBelt Drive
 Columbus, OH 43228
 P: 800-844-5070
 F: 614-386-2018

KANSAS CITY, MO
 12505 NE 41st Street, Suite 100
 Kansas City, MO 64161
 Phone: 800-229-8077
 Fax: 816-483-0448

NEW ORLEANS, LA
 803 Jefferson Highway
 Jefferson, LA 70121
 P: 800-548-6715
 F: 985-419-0579

SAN ANTONIO, TX
 1610 Cornerway Boulevard
 San Antonio, TX 78219
 P: 800-831-2972
 F: 210-653-0221

BALTIMORE, MD
 7605B Dorsey Run Road
 Jessup, MD 20794
 P: 800-790-8457
 F: 800-798-0942

DALLAS, TX
 15101 Grand River Road
 Fort Worth, TX 76155
 P: 800-777-9064
 F: 800-853-5639

LOS ANGELES, CA
 13100 Loop Road
 Fontana, CA 92337
 P: 800-288-5100
 F: 800-288-0525

OKLAHOMA CITY, OK
 4949 Southwest 20th Street
 Oklahoma City, OK 73128
 P: 800-837-1416
 F: 405-943-6454

SEATTLE, WA
 501 42nd Street NE, Suite 100
 Auburn, WA 98002
 P: 800-288-0875
 F: 800-289-3620

BOSTON, MA
 355 Maple Street
 Bellingham, MA 02019
 P: 800-314-2921
 F: 508-473-1591

DENVER, CO
 19673 E. 32nd Parkway
 Aurora, CO 80011
 P: 800-228-9920
 F: 303-373-5202

LOUISVILLE, KY
 7400 Trade Port Drive
 Louisville, KY 40258
 P: 877-252-1996
 F: 502-371-8987

ORLANDO, FL
 350 Gills Drive
 Orlando, FL 32824
 P: 888-216-8108
 F: 888-216-8107

ST. LOUIS, MO
 3861 Fountain Lakes Parkway E.
 St. Charles, MO 63301
 P: 800-844-5244
 F: 636-443-0129

CHARLOTTE, SC
 1966 W Highway 160, #102
 Fort Mill, SC 29708
 P: 803-835-8680
 F: 803-802-9147

DETROIT, MI
 31740 Enterprise Drive
 Livonia, MI 48150
 P: 800-331-2089
 F: 734-459-3833

MEMPHIS, TN
 4500 Malone Road, Suite 3
 Memphis, TN 38118
 P: 855-314-0681
 F: 901-730-4250

PHOENIX, AZ
 6825 W. Buckeye Road, Suite 3
 Phoenix, AZ 85043
 P: 800-288-0307
 F: 623-936-5982

SYRACUSE, NY
 4472 Steelway Boulevard North
 Liverpool, NY 13090
 P: 800-422-1214
 F: 315-214-8348

CHICAGO, IL
 1405 Sequoia Drive
 Aurora, IL 60506
 P: 800-238-7225
 F: 630-870-4965

EL PASO, TX
 12273 Gateway Boulevard West
 Suite 300
 El Paso, TX 79936
 P: 915-778-3370
 F: 915-778-3393

MINNEAPOLIS, MN
 5440 Highway 169 Service Road
 New Hope, MN 55428
 P: 800-565-5235
 F: 763-537-9668

PITTSBURGH, PA
 108 Tomlinson Drive, Suite 100
 Zelienople, PA 16063
 P: 800-251-2202
 F: 412-749-1125

TRACY, CA
 2000 Chabot Court, Suite 200
 Tracy, CA 95304
 P: 800-817-5581
 F: 209-229-4407

CLEVELAND, OH
 1000 Keystone Parkway, Suite 300
 Cleveland, OH 44135
 P: 800-343-8446
 F: 216-898-9158

HOUSTON, TX
 302 West Road
 Houston, TX 77038
 P: 800-486-5606
 F: 800-778-7210

NEW JERSEY
 8 Corn Road, Suite 2
 Dayton, NJ 08810
 P: 800-799-2176
 F: 800-840-4846

SALT LAKE CITY, UT
 455 South 6400 West, Suite 400
 Salt Lake City, UT 84104
 P: 800-213-9153
 F: 801-973-6106

Packing Material and Moving Equipment



Newly expanded van line celebrates 75th anniversary

Growth from Clipper Van Lines to Wheaton World Wide Moving to The Wheaton Group

Seventy-five years ago, Earnest S. Wheaton founded Wheaton World Wide Moving, then known as Clipper Van Lines, in Indianapolis, Ind. The van line headquarters remains in the Circle City, having grown with several acquisitions to 450 agents, 5 brands and more than 125 local employees. Throughout that long history, the van line now known as The Wheaton Group has been committed to quality and focused on customer service.

"Our primary concern as a van line is to continue Mr. Wheaton's reputation for excellence in moving services," said Mark Kirschner, CEO of The Wheaton Group. "His main focus was always on the families and the individuals we serve, and we as an organization strive to keep his focus in our sights."

Recent Awards Won by The Wheaton Group

In 2019, Wheaton won first prize in Loyalty360's Employee Engagement category and ranked Best in Class for continued commitment to promote customer loyalty through an employee focus.

In 2020, Wheaton was honored by National Association of Senior Move Managers (NASMM) with the organization's Margit Novak Award for Excellence in Move Management.

"We are humbled and grateful to receive the Margit Novak Award," said A.J. Schneider, Executive Vice President of The Wheaton Group. "Our relationship with NASMM has been incredibly rewarding for the past decade – we've learned a tremendous amount from this group. I'm proud that we've been able to contribute to NASMM's ongoing success in some small way."

The Wheaton Group's Corporate Social Responsibility

Wheaton was the first van line to fight hunger through the innovative partnership with Move For Hunger and continues that support more than a decade later, now supporting the nonprofit with each of its brands.

In addition, Wheaton is dedicated to supporting children with critical illnesses and their families through its national partnership with [Give Kids The World Village \(GKTW\)](#). This holiday season, with GKTW closed to high-risk families due to the pandemic, the Village will open to the public for Night of a Million Lights, a walk-through light show fundraiser for the nonprofit. The Wheaton Group will decorate Keaton's Korral, the horse ride attraction that the van line sponsors at the Village, to show its support.

The Wheaton Group is located at 8010 Castleton Rd., Indianapolis, IN 46250. The agency development team can be reached at 317-558-0771 and wheatongrouprecruiting@wvllcorp.com.

(Continued on page 10)

(Continued from page 9)

ABOUT THE WHEATON GROUP

The Wheaton Group is one of the world's most highly regarded providers of transportation services. The van line owns five household goods relocation brands, Wheaton World Wide Moving, Bekins Van Lines, Stevens Worldwide Van Lines, Arpin Van Lines and Clark & Reid. The van line is the fourth largest household goods carrier. Headquartered in Indianapolis, Ind., through its brands Wheaton offers private and corporate domestic and international household goods relocation services as well as special commodities and logistic services. The United States military is one of the company's largest customers. The van line is partner to more than 400 Wheaton, Bekins, Stevens, Arpin and Clark & Reid agents nationwide. **To learn more, visit www.wheatonworldwide.com/why-wheaton/partners.**

Wells Insurance Receives Insurance Commissioner's Award

Recently was a day of celebration as Wells Insurance received the Insurance Commissioner's Award - the highest designation of appreciation for distinguished meritorious service to the people of the State of North Carolina, in recognition and appreciation for 100 years of service. In addition, our Chairman Harold Wells, III received the Order of the Guardian Award in recognition of his character, integrity, service and honor, which is the highest award presented from the Insurance Commissioner's office. We are so proud of these honors in our centennial year. From 1920 to 2020, we look forward to protecting our clients' peace of mind for 100 more.

To see the video presentation, go here:

https://www.linkedin.com/posts/wells-insurance_wells-insurance-receives-highest-awards-from-activity-6712730471106719744-aYjG/



Pre-owned *Chassis* from *Arrow's*

Select Inventory

Professionally reconditioned chassis with new moving body.

Pre-built units year round.

Significant savings over new chassis fleet addition.

90 day confidence PLUS warranty included.

Allvan Excellence

Allvan has served generations of professional movers (you - your dad - your grandad.) Since 1965.

Our vanbodies are hand built by craftsmen. We do not hate robots, we just prefer people.

You have an open invitation to stop-by our (Nashville) plant to visit and watch us build because you should know your body builder.

We over-engineer and over-build our boxes to outlast multiple chassis. Swinging an Allvan = outstanding ROI.

Our tongue-and-groove, no-gap finished oak floors are simply the best. Period.

We handbuild all of our doors to last longer and to keep water out.

Extended warranties available.

Under or over CDL chassis available.

16 US locations.

In-house financing available.

Need what you need? Allvan respects this and can customize body length, height, width, door placement, and many value-added options.

Our 'Pro Mover' bodies have thicker extrusions, corner caps, aluminum side panels (.050) and roof coil (.040). Thicker is better.

Standard features of interest: stainless steel rear-end and side door thresholds, door access from all three walls, 60" attic, vertical logistics posts, LED lighting inside and out (includes in-box switch/timer), inside wall kickplates, side and ceiling wood panels, galva- nized ramp racks, etc.

Sample of our options: vault/pallet/container body door configuration, liftgates, slide-out tailgates (stain- less), grab handles, bellyboxes, in-body weigh scales, full graphic department (design/print/install), camera kits, lighted floor markers, etc.



Don Mosely

Arrow Truck Sales Atlanta

404-469-9435 dmosely@arrowtruck.com



United Brokerage Packaging

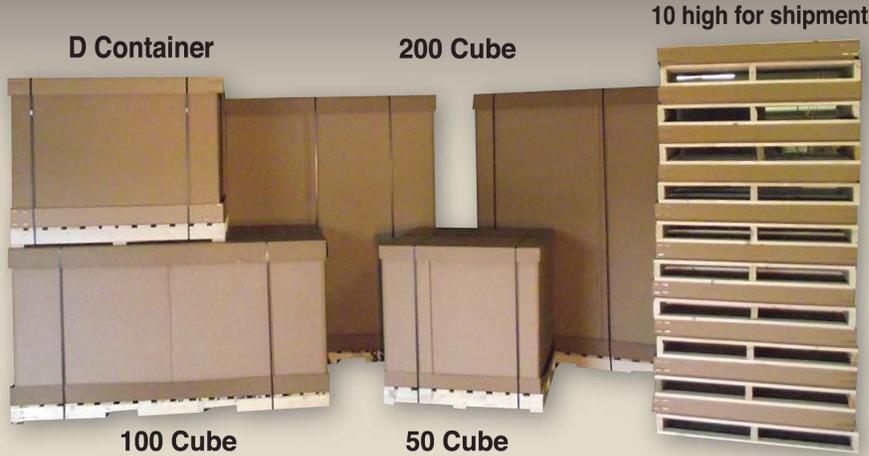
Augusta, GA
706-722-7566

Charlotte, NC
800-289-1212

Manassas, VA
800-289-1212

Newark, DE
800-289-1212

LIFTVAN



- Set up / knock down in minutes
- Easily stores flat
- Stack-able
- Heat Treated Wooden Skid
- 87x47x87
- Splinter free (splinters are the biggest worker comp issue associated with wood liftvans.)

MULTI PICTURE-CRATE



Strong and excellent in absorbing vibration and shock. no assembly is required, and is made to be reusable for at least one season; making this crate ideal for the transport of pictures and mirrors.

Eliminate wood and save packing time with the re-usable MP40 Crate.

- Standard sizes: 48" x 24" x 40"
- Rapidly pack picture frames, glass, marble table tops.
- Center dividers slide out for wider space for plasma TVs
- Custom sizes are available
- Sample upon request

The MP40 is designed to stack 2 high or side by side for easy truck storage. MP40 is built w/durable bottom tray and any crate component can be replaced for optimal durability.



- Patented armor fiberboard-corr sidewalls for high-impact and stacking strength.
- Side impact protection
- Full tip-over protection
- Fast to pack - Fast to unpack.
- Distribution centers across the US and Europe

PLEATWRAP



PleatWrap Furniture wrap
Heavy Duty: 48"x 250'
Tissue Inner: 48" wide x 250'
Printing Available up to 2 Color

PleatWrap is a durable for furniture wrapping. It has thick outer layers for outstanding corner protection with an inner pleated paper layer creating a thick all-paper barrier of protection. PleatWrap is flexible, adheres to tape well, and is easy to use.

More power for your fleet

At Quarles, we understand that quick, convenient fueling is a must for your business. That's why we provide access to premium diesel wherever the journey takes you. Use your fuel card or Q-Card to skip the lines and fill up at one of our 115+ commercial fueling stations, or tap into a nationwide network of retail fueling sites. Our commitment to quality brings you:

Better Products

- Premium diesel
- Diesel Exhaust Fluid (most stations)
- Off-road fuel and biodiesel (select locations)

Faster Fueling

- High-speed dispensers and satellite pumps
- Wide fueling lanes
- Fueling sites exclusive to commercial vehicles
- 24/7/365 access

Flexible Card Options

- Wide acceptance of fuel cards
- Q-Card options with exclusive benefits

Smarter Decisions

- Reporting and price notifications
- Online account management
- Security alerts and card limits
- GPS tracking

Get \$200 plus rebates up to \$0.07 a gallon when you become a fuel card customer. Contact Mike Goheen at 804-298-5383 or mgoheen@quarlesinc.com to learn more.

quarlesinc.com

Quarles.
Quarles is Quality.





The Law of Intentionality

The Law of Intentionality: No accomplishment of worth is reached by accident. It requires an intentional effort to reach our goals and have a maximum impact on our lives and add value to others.

Pay Now; Play Later

"The secret of our success is discovered in our daily agenda."

-John Maxwell

Not a Genius

I have a confession to make. In high school I wasn't the smartest person in my class. I had high grades in a very competitive environment. I made Dean's List and Honor Roll frequently, but I didn't score high enough to be the top scholastically.

I was, however, one of the most intentional students in a structured, military school. In tenth grade I decided to run for "Funniest Man on Campus" and won by a landslide (anyone surprised?). The next year, I ran for school Vice President to write an article about the race for the school paper from an insider's view. However, once I figured out how to get students to vote for me, I won again. I graduated as the most decorated ROTC officer in our school.

Very active in church, I participated in choir, drama productions and community activities... all with a goal attached to them: to use my intentional creative skills... and that continues today. The supervisors and managers who bring me in say their people seem to lack the motivation to develop a productive daily routine. They know what they ought to do but allow other concerns to get in the way. It speaks to priorities and self-discipline, but often goes to a lack of focus. Many people don't live intentional lives.

Our daily routines are often interrupted by distractions. If you have been working from home during the pandemic, you are realizing what most of us who worked from home knew for years... home offices lend themselves to distractions. It is hard to be intentional when minor disturbances constantly call your attention away from accomplishing major tasks.

If you live an intentional life, you will find yourself ignoring many distractions that will eventually take care of themselves. Intentional people know that if they focus on their purpose for business (or life), it will cause everything else to fall in line behind their priorities.

Momentum Makers

Intentional people are self-motivated, and momentum has become their best friend. Motivation often makes large problems smaller. Motivation makes you excited to accomplish each task and see it through to the finish. Motivated people generate their own momentum... and momentum takes care of many distractions.

Are you a "Momentum Maker?" Intentional sales leaders are momentum makers. Intentional service leaders are momentum makers. I compare it to something you have in your house. Look at the thermometer in your work area. What is the temperature? The thermometer is influenced by what the thermostat is set on for that area. Many people are thermometers, allowing the something else to influence their mood or environment.

A thermostat influences the thermometer. It tells the thermometer what to do. I would rather be a thermostat, instead of a thermometer... merely reacting to what happens around me. Are you a thermostat or a thermometer?

*"The world is a dangerous place.
Not because of those who do evil, but because of those who look on and do nothing."
Albert Einstein*

Intentional people have a passion to be significant and contribute to the lives of others. They seek to add value to the world around them with the talents, gifts and skills they have been given in life. They want to make a difference.

1. Intentional people are purpose driven. They know their purpose in life and want to make steps to accomplish that purpose every day. They know who they are and what they can do to add value to others. If they are good at their purpose, then they have found a way to contribute and get people to pay them for it. They don't wait to get "good" to start accomplishing their purpose. What are you good at doing? Don't wait to start until you get good; start now to become not only good, but better. Know your purpose and start using what you have. Spend your time each day, or each week, getting better at what you are strong at doing. Put aside your weaknesses and focus on getting better at your strengths, just like an artist practices drawing simple objects, or a hockey player practices taking shots they are good at making.
2. Intentional people are never satisfied with the status quo. They work outside of their comfort zones. Stretch yourself to gain new ground every day. Be so uncomfortable with yesterday's accomplishments that you want to exceed them today. Never rest on your laurels (recognition, awards or successes). Consider how many championship teams fail to repeat the next season as champions. They sit back, sign autographs and lose the competitive edge. Repeat champions never forget what got them to the top. They stay in shape, keep their daily routines and set repeating as their goal.
3. Intentional people see success as an ongoing journey, not a destination. This speaks to your view of success. If it is a destination, you will almost always fail to reach it, or put off getting there. However, if you see success as a journey, each day holds a new step you can take. Prioritize the important tasks required to be successful daily. Jim Rohan suggests making an "I Should" list. These are things you *should* do. It has more impact than a "To do" list. Make an "I Should" list and start on it today. You can look at most people's daily agenda and tell if they live intentionally or bounce from one circumstance to another like a pin ball in a pachinko game.

4. Intentional people order their daily agendas according to their purpose and never defer from it. Show up each day ready to accomplish something, whether it is your sales goal for the day, your management goal to train others to grow in their abilities, or your service goals to help a specific number of people get better service from you. Add value to others and you will always find ways to have a sense of accomplishment and gain momentum. I guarantee that if you spend your time helping other people, you will have an improved attitude and success each day you live.
5. Intentional people are self-disciplined. They are strong in setting personal boundaries. Their goals stretch them and are attainable with effort. Where do you want to be in three years, five years... next year? What steps will it take to get there before tomorrow to start that journey? How can you be an intentional individual in your field or on your team? How can you be so goal-oriented that even the distractions are in awe of your purposeful actions? What sacrifices are needed to focus on what is most necessary to meet your goals?
6. Intentional people are passionate about being the best they can be on a daily basis. Think about how you drive over speed bumps in the road. You slow down, take the bump slowly and move on. Do you ever look back at the impediment? Of course not! Intentional people turn roadblocks into speed bumps and move on... never looking behind. Remember the last time you made a sale? The last time you achieved an award for outstanding service or recognition? Remember how great you felt with the next task? That was a choice you made, based on your feelings. Intentional people know how to make the same choice every day. They do not allow their feelings to make it for them. That is self-discipline at its best. Your passion for success sets the pace for intentionality.

How can you be intentional about closing more sales today? How can you be intentional about being better at leading and equipping others today? How can you be intentional about giving better customer service to the next person you encounter? Most important, how can you be intentional about your attitude toward work, the people you work with, the clients you meet, the circumstances that arise today? What can you do to take control and live intentionally each moment going forward?

As you live intentionally, you will continually find that your passion carries you and life matters more each day.

Permission is granted to reprint this article provided the following paragraph is included in full:

Jim Mathis, IPCS, CSP, CJMT is *The Reinvention PRO™*, an International Platform Certified Speaker, Certified Speaking Professional, Certified Speaker & Trainer with the John Maxwell Team and best-selling author of *Reinvention Made Easy: Change Your Strategy, Change Your Results*. To subscribe to his free professional development newsletter, please send an email to: subscribe@jimmathis.com with the word SUBSCRIBE in the subject. An electronic copy will be sent out to you every month. For more information on how Jim and his programs can benefit your organization or group, please call 407-369-7842, or visit our updated web site at: www.jimmathis.com. © 2020 Reinvention Nation, LLC



NCMA, Why Switch to RewardPay?

With RewardPay™, you pay ZERO PERCENT credit card processing FEES, no contracts, no termination fees.

Payroc's 10 Simple Step Program

Did you know card brands REQUIRE each merchant to register for compliantly surcharging?

Payroc's terminal technology recognizes the type of card.

A credit card charge is automatically added (not to exceed 4% of the sale amount).

Payroc's technology will net settle your credit card sale amount daily: \$100 Credit Card Sale = \$100.

For debit cards, Payroc funds your total sale: \$100 Debit Card Sale = \$100.

You are eligible for faster Next Day Funding at no extra cost, or Same Day Money Express Funding.

Merchants that are not registered and compliantly surcharging could face heavy fines. Let Payroc and NC Movers help you compliantly pass along the cost of acceptance.

RewardPay is managed at the point-of-sale and does not require in-store or menu mark up.

Reward Pay is compliant with Visa/MasterCard surcharge rules. Payroc handles your registration.

Payroc's onboarding process includes your registration with the card brands.

Create recurring payments with the cost of acceptance built in.

*RewardPay is not available in Colorado, Oklahoma, Kansas, Massachusetts & Connecticut; custom rules in New York & Maine apply.

Discover How Much You Can Save

Payroc is committed to helping you reinvent your future and rewrite what you thought was possible.

Brandon Hallett | I (844) 729-7624 x 704 | brandon.hallett@payroc.com | partners.payroc.com/ncmovers

**If Movers Need It...
Milburn Prints It!**
800 999-6690
www.milburnprinting.com

It's simple, one call to us and your job is done.

FORMS
Local, State, Interstate, Warehouse

- North Carolina Bill of Lading
- North Carolina Estimated Cost of Service & Table of Measurement

TAPES, LABELS & SEALS
Inventory, Security, Commercial Movers

MILBURN
PRINTING

24 Hour Fax 631-582-8995
120-A Wilbur Place, Bohemia, NY 11716

Over 65 Years
Servicing the
Moving Industry

COMPLETE ONLINE CATALOGUE www.milburnprinting.com
MAKES ORDERING EASY!


KENTUCKY TRAILER
A Servant Leader Company

138 Years In The Making

**Kentucky Trailer
Custom-Built Truck
Bodies**

Tough. Safe. Dependable. That's what you need in a truck body, and it's what we put in every vehicle we've built since 1879. No one builds a better truck body than Kentucky Trailer. No one. Each is custom made, and every one is
"Built KT Strong"

CONTACT US:
To order your
Custom-Built Truck Body.
"Built KT Strong"

Contact:
888-598-7245

kytrailer.com

An advertisement for Movegistics by Netensity. The background is a gradient from orange to blue. On the left, a semi-truck is shown in profile, moving towards the right. Overlaid on the truck and the background is a large, semi-transparent globe composed of numerous small, glowing circles in shades of yellow, orange, and red. The text is positioned on the right side of the image.

WWW.NETENSITY.COM

**MOVEGISTICS
BY NETENSITY**

The #1 Moving CRM with Mobile Apps

*We Help
Moving Companies
Grow Faster*

www.movegistics.com



DHOLLANDIA

LIFTGATES

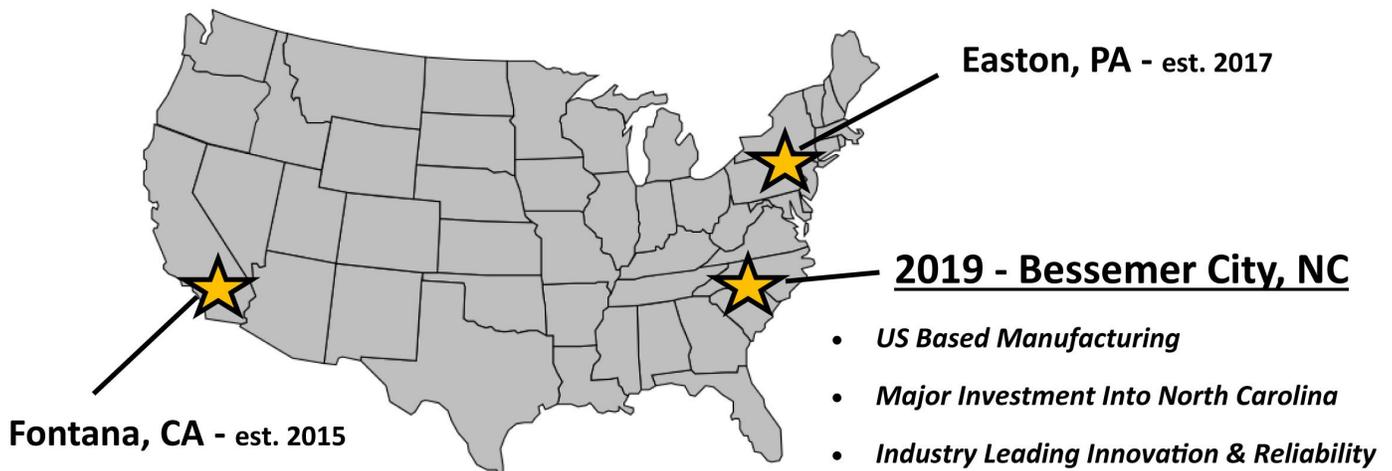


LIFTGATE MANUFACTURING IN NC (Bessemer City)

330,000 SQFT PLANT OPENED FALL 2019



3 US Based Distribution Centers Shipping Liftgates *NOW*



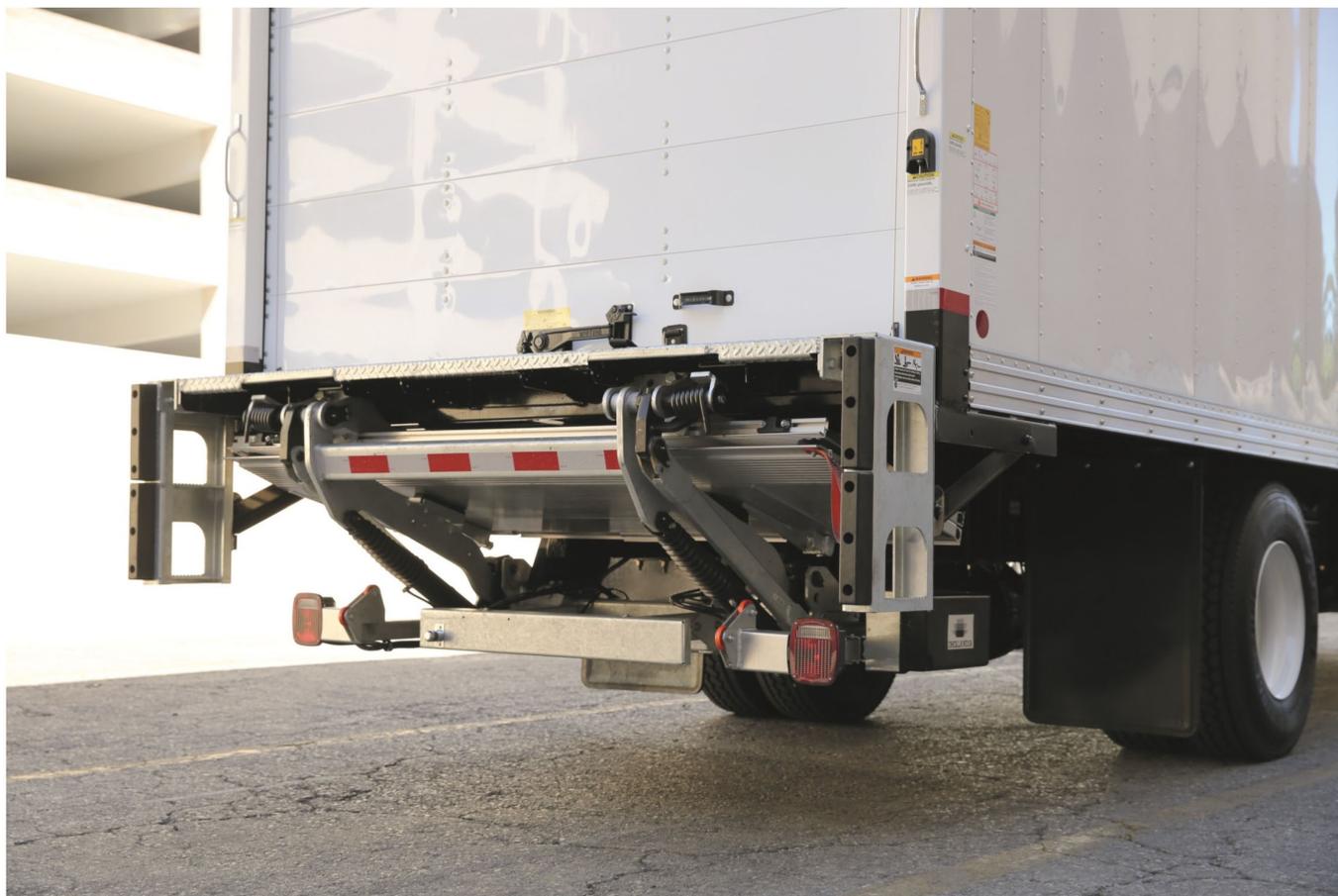
Blake George—Southeast Regional Sales Manager
(704) 999-0402 - Blake.George@Dhollandia.com

LEVEL-RIDE FOLD-AWAY LIFT

RMM Series 2500 / 3300 / 4400 lbs



DHOLLANDIA



APPLICATION

The **RMM Series** is one of DHOLLANDIA's most popular fold-away liftgates. Thanks to the wide arms with dual lift cylinders & level ride operation, the RMM is an excellent choice for operators that want a larger platform, increased platform stability and improved overall performance for the operator.

The RMM is ideally suited for demanding distribution applications, incl. high stack pallets and carts. With several capacities and platform sizes available, the RMM will fit a variety of applications and needs.

-  **Dual lift cylinders for great load stability**
-  **Fully galvanized finish - *STANDARD***
-  **Level-ride aluminum platform-*STANDARD***
-  **Power down - *STANDARD***
-  **Self-locking valves on all cylinders**
-  **Heavy duty bed extension & side steps**



DHOLLANDIA

www.dhollandia.com

Outsourced Military Moves Are on Hold Again Thanks to a \$20 Billion Contract Cancellation



Under a decision issued Wednesday by the Government Accountability Office, the company selected to manage military moves and shipments of household goods belonging to U.S. service members has lost the contract but still may be able to bid for the job, worth up to \$19.9 billion over a decade.

In its review of protests filed over a U.S. Transportation Command decision to award the Defense Department's global household goods contract to American Roll On Roll Off Carrier Group, or ARC, of Parsippany, New Jersey, the GAO ruled that portions of the protests were valid, negating the contract award and sending the process back to TRANSCOM.

The decision adds another chapter to the short, tumultuous history of the Defense Department's effort to outsource military moves.

Following a difficult year in 2018 that resulted in 10% of military families reporting loss, breakage or other issues with their moves, TRANSCOM instituted a number of initiatives to improve the military moving process. But ultimately the DoD decided to contract out the process.

TRANSCOM [awarded the historic contract to ARC on April 30](#). But competing bidders filed protests over the award, and the contract was pulled back for review June 9 over allegations that the company [had not been transparent about its ownership](#) or the executives who run its parent company, Wallenius Wilhelmsen Group.

ARC is the U.S. subsidiary of Norwegian company Wallenius Wilhelmsen, which also owns two other shipping firms — one in Norway and one in South Korea — that have been [fined for price-fixing and rigging international cargo bids](#).

The parent company and sibling company have similar names and shared the same one until 2017, when parent Wallenius Wilhelmsen Group became publicly traded.

TRANSCOM officials said June 29 [that the allegations over ownership were not substantiated](#), explaining that ARC selected the wrong name from a drop-down menu in its application, and reissued the contract to it.

But in announcing the decision, TRANSCOM did not declare it as final, allowing the losing bidders to protest. Two weeks later, Connected Global Solutions and HomeSafe Alliance [filed protests, prompting the GAO review](#).

In its announcement Wednesday, the GAO said it sustained several allegations by the protesters, including charges that they were treated unfairly during negotiations and that TRANSCOM used

(Continued on page 23)

(Continued from page 22)

flawed measurements to determine which firm promised the best value. One company also challenged TRANSCOM's decision that ARC is a "responsible contractor."

GAO contract analysts recommended that TRANSCOM "take steps to remedy the flaws in the procurement."

"These recommendations include conducting a new round of oral presentations and discussions, permitting the submission of revised proposals, and reevaluating those proposals," GAO officials said in a release. "We also recommended that the agency make a new decision about which of the proposals offers the best value to the government."

The process now goes back to TRANSCOM, which must revise its procedures before reissuing a new request for proposal. A new RFP will allow all parties — including ARC, the two protesting companies and others — to rebid.

Service members and their families have been moving this year under an existing construct that has TRANSCOM managing the scheduling, oversight, administration and coordination of hundreds of moving companies.

The contract award to ARC was set to kick off a nine-month transition period to shift information technology and all systems from TRANSCOM to the company, allowing the ARC team to handle all military moves by 2021.

But with the sustainment of bid protests, however, that timeline is now defunct. TRANSCOM will likely be responsible for handling military moves next year and perhaps into 2022.

A spokesman for the ARC consortium said Wednesday that the group is "disappointed in the GAO's decision to sustain the protests of unsuccessful bidders."

"Team ARC remains committed to consistently delivering a superior relocation experience for Service Members and their families," ARC CEO Eric Ebeling said in a release. "We will evaluate our options in light of the GAO's decisions and determine the appropriate next steps."

The ARC group consists of the parent company of United Van Lines and Mayflower Transit, called UniGroup; Atlas World Group and Atlas World Group International; the moving companies Suddath and The Pasha Group; and Deloitte.

Connected Global Solutions is a Jacksonville, Florida-based partnership between Crowley, Total Military Management and several van lines and logistics companies, including Interstate, National, Smarter Movers, Conser Moving and Storage and Agility.

HomeSafe Alliance, a relocation team coordinated by KBR of Houston, has not publicly disclosed its partnerships.

Moves this year have been hampered by stop-move orders and COVID-19 travel restrictions, with military orders backlogged and TRANSCOM and the military services scrambling to address the issues.

In a normal year, the command handles 600,000 personal property shipments associated with [permanent change-of-station](#) orders each year.

As a result of the pandemic, however, fewer than 16,000 household goods shipments had been picked up at the start of the peak season in May and June. Service officials have adapted their calendars to prioritize essential personnel and give families more leeway in delaying travel.

As of Wednesday, travel restrictions had been lifted for 148 of 231 DoD installations. Source: *Patricia Kime, Military.com*

Protect Your Move Informational Videos

Moving is a significant life event. It can be a challenging and stressful process. That's why the Federal Motor Carrier Safety Administration provides resources to help you move with confidence.

The following videos provide information on how you can set yourself up for success when conducting an interstate move, how to avoid falling victim to moving fraud, outlines the steps to take during all three phases of the moving process (pre-move, during the move, and post-move).

<https://www.fmcsa.dot.gov/protect-your-move/videos>

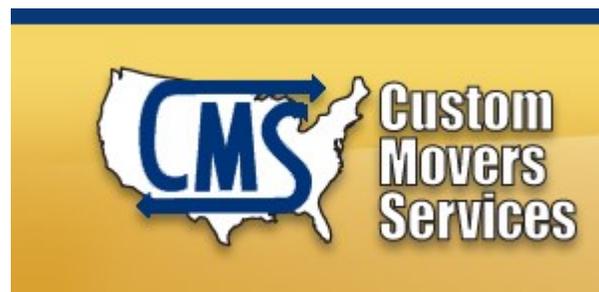


Daycos Launching MoversPay.com, a No-Cost 400NG Rating Tool

Daycos is excited to announce the upcoming launch of MoversPay.com, a free new tool for rating 400NG invoices. The web application utilizes Daycos' industry leading rating technology to quickly generate accurate 400NG ratings for all domestic DOD HHG shipments. Best of all, Daycos is offering this complete 400NG rating capability, backed by the expertise of Daycos, at no cost to users.

MoversPay will be available in November 2020. Sign up to be notified when MoversPay launches at MoversPay.com. For more information, please contact info@daycos.com

1500 Riverside Boulevard • PO Box 1187 • Norfolk, Nebraska 68701 402.379.1440 • www.daycos.co



Thanks to all our sponsors who renewed their membership for 2020!



DHOLLANDIA



PARTNER COMPANIES



2020 NCMA Calendar

All training and meetings have been canceled until further notice

We have started MRT Zoom Training. Next one is November 19

The NCMA can also do Zoom Training for your company. Contact the Association office for more



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.

