

# The Tar Heel Van

FIRST QUARTER 2021

## BUSINESS NAME

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OCTOBER 7-9, 2021

NCMA ANNUAL CONVENTION

Holiday Inn Resort

Wrightsville Beach, NC

*Details to follow!*

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Tyler Space, Space to Space Moving, Greensboro

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## From the President

In Memory of Tony Harris— Tony Harris, long-time NCMA Board of Director, passed away on March 31. Tony worked for Fidelity Moving in Jacksonville, Murray Transfer in Wilmington and other moving companies. He grew up in Goldsboro, but found his home in Wilmington. He was a true beach boy—with the uniform of shorts and flip flops. He joined the NCMA Board of Directors in 2005 and won the NCMA Mover of the Year Award in 2014. Tony loved the beach, golf, Carolina basketball. He is survived by his mother, his partner Althea Orrell and his daughter Brittany Harris Burt and grandchildren Harrison and Sunny. He will be missed—especially at the convention.

Here's his [obituary](#)



Dru Burgin  
NCMA President  
Sells Service  
Statesville, NC

[sellsmoving@aol.com](mailto:sellsmoving@aol.com)



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## 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. Feel free to show this to your customers or add it to your website!

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>

## FMCSA : Beware of Companies Posing as Government Agencies

Federal Motor Carrier Safety Administration officials posted a warning to truckers on April 8 to be aware of “predatory” companies that pose as government agencies.



**John Diamond**, an industry veteran, has joined the **All American Relocation** team as *Director of Quality & Customer Experience*. John has been in our industry for more than 30 years and has been involved in every aspect including packing, loading, sales, operations, customer service, and claims. During his career he has held roles as a Crew Member, Project Manager, Commercial Sales, Residential Sales, National Account Sales, Sales Management, Operations Management, & General Management. In his new role at All American he will focus on quality and business development initiatives.

## MOVERS FOR MUTTS



**Two Men And A Truck Durham** raised \$10,661 this spring and collected hundreds of items for the Animal Protection Society of Durham during its annual Movers For Mutts campaign in support of shelter animals in need.

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# Fraudent Movers are a Major Threat to the Industry

By Eric Miller, Transport Topics

The hardworking men and women in the household goods moving profession call their fraudulent counterparts “rogue operators.”

The rogue moving operators set up fake websites to lure customers and offer them cheap moving rates. Then before the moving van gets to its destination the scammers threaten to hold customers’ household goods hostage, unless the customer agrees to pay an additional charge, sometimes as much as several thousand dollars.

“Rogue operators are the largest threat to the legitimate household goods industry and one of our top issues that we are working on with the Federal Motor Carrier Safety Administration and Capitol Hill,” said Katie McMichael, director of American Trucking Associations’ 1,400-member Moving and Storage Conference. “Through deceptive practices, these illegal entities force consumers into positions and extort large sums of money to be reunited with their belongings. The moving community strongly condemns these bad actors and we are working to address this growing problem.”

Although such scams are not unusual, the scope of an illegal operation led by two Florida residents was among the largest in recent memory. In all, the moving company bandits ripped off 1,800 customers of an estimated \$3.5 million from 2013-2018, according to a statement by the U.S. Department of Transportation’s Office of the Inspector General. Federal authorities also said the rogue operators charged customers for moving more cubic feet of household goods than they actually loaded, and did not deliver some household goods.

Late last month, the IG said two of the ringleaders of the scam, Andrey Shuklin and Seth Nezat, pleaded guilty to conspiring in a “racketeering enterprise” to defraud individuals throughout the United States. More than a dozen other participants in the moving scams being investigated by the IG and FBI already have been charged or pleaded guilty to the scams.

The fraudsters operated at least 10 fraudulent moving companies over five years, according to a federal indictment issued by a federal grand jury in the Southern District of Ohio.

Many of those charged in the fraud used an array of assumed names, and even threatened to “injure another person who interfered with the moving enterprise’s purposes.”



Katie McMichael  
Director of American  
Trucking  
Associations’ Moving  
and Storage  
Conference

*(Continued on page 8)*



(Continued from page 7)

At least two of the men who pleaded guilty were said to have “coordinated and directed lower-level employees, members and association of the affiliated companies.”

Under federal regulations, when a customer and motor carrier both agree in writing to charge for goods movement services prior to the start of any work, the estimate is called “binding.” Federal regulations prohibit the interstate carrier from raising the agreed upon price of the move unless the two parties willingly renegotiate.

“The reason this has come to the forefront in recent years is because consumers use the internet for anything now,” McMichael told Transport Topics.

McMichael said that the companies charged in the crime did a lot of business in New York, New Jersey and Florida. But typically when any of the sham companies became suspect, they would shut down their website and set up another website.

She added: “This cycle continues. You can see how long they will do this, and get away with it, because it’s hard to catch them. There needs to be a lot of cooperation between federal, state and local authorities.”

The problem grows worse when some of the defrauded customers call a legitimate mover whose name might have been used in a fraud, accusing the legitimate mover who may be unaware of the fraudulent transaction. In some cases, consumers just pay the extra charge and the scam never gets reported to law enforcement or regulatory authorities.

“To the legitimate moving industry the impact is when people have a bad move they sometimes will talk to news outlets,” McMichael said. “It just puts a stain on the moving industry overall, because people don’t know how to separate a rogue operator from a legitimate operator.”



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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.

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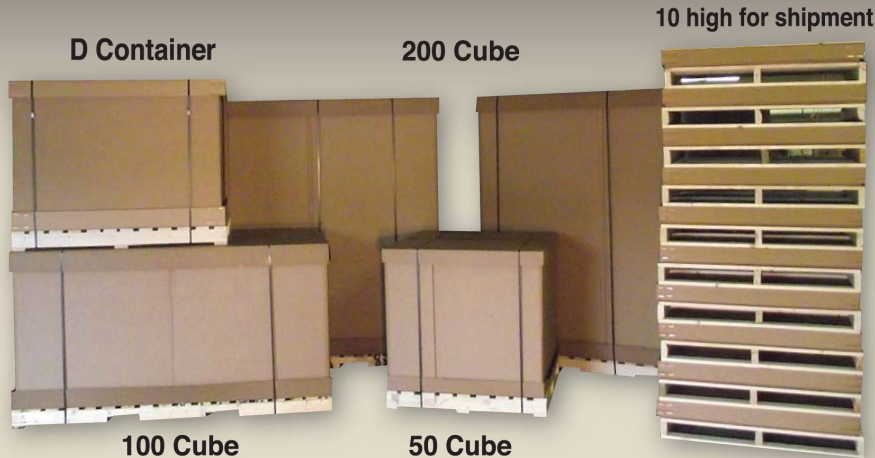
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The MP40 is designed to stack 2 high or side by side for easy truck storage. MP40 is built w/durable bottom tray and any crate component can be replaced for optimal durability.



- Patented armor fiberboard-corr sidewalls for high-impact and stacking strength.
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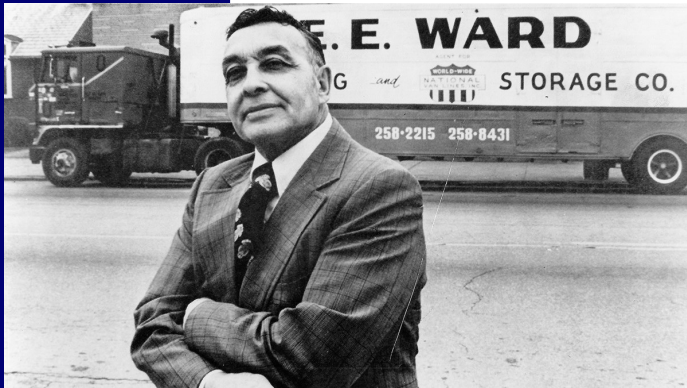
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## E E Ward Celebrates 140 Years!



E.E. Ward Moving & Storage celebrated 140 years in business, making it the oldest continuously operated Black-owned company in the country.

The Columbus, Ohio-based company provides local and interstate relocation and logistics services to residential, government and corporate customers. The company has a rich history that stretches back to 1881. It became the first Black-owned business in the U.S. at the time.

John T. Ward founded the company; it remained in his family for 120 years. Dolores White is one of the oldest living members of the family and was the last member to have owned the business.

“The beginning was with my great-great grandfather, John T. Ward,” White told local news outlet 10TV. “They went through depression, bigotry, competition but they still made it. They weren’t the people that wanted to just get rich, it was just to take care of family.”

E.E. Ward President Brian Brooks now owns the company with his wife, Dominique. For Brooks, the legacy of the business invokes thoughts of pride, honor and humbleness and stands for perseverance and true entrepreneurship.

We’re the current ownership and current management and current team, but we’re just a piece of it,” Brooks told Transport Topics. “We give a lot of honor and grace to that story. The story of John T. Ward, the story of his son, his grandson and his great-grandsons and how they carried the company’s legacy for 120 years by serving and moving people with a high level of quality and care.”

Brooks already had a close connection to the business and its founding

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family long before becoming the owner. Former owner Eldon Ward was his godfather. Brooks saw an opportunity to buy the business when White decided to sell it.

“I’ve said a lot of times that we see ourselves really as caretakers,” Brooks said. “We’re caretakers of a great legacy. It’s our responsibility, though, to keep the company relevant, strong and 21st century ready and things like that. The story is great, the legacy is great and the feel-good side is great. But if you’re not strong at your core, and you’re not keeping people happy, you’re not delivering service as promised and excelling in that, the story and legacy won’t pay the bills.”

E.E. Ward is recognized as the oldest continuously operated Black-owned business in the country by the U.S. Department of Commerce and in the 2003 Congressional Record.



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# Trucking Risk Advisor

## April 2021

### CVSA Announces 2021 International Roadcheck Focus

The Commercial Vehicle Safety Alliance (CVSA) recently announced this year's International Roadcheck, which is scheduled for May 4-6, 2021. The International Roadcheck is an annual, three-day enforcement initiative that emphasizes the importance of commercial motor vehicle and driver safety through a blitz of roadside inspections across North America. During the event, an influx of CVSA-certified professionals will conduct the following North American Standard (NAS) inspections on vehicles:

- **Level I** inspections consist of 37 steps, including an examination of commercial vehicles' mechanical fitness and of drivers' operating requirements. This is the most common type of inspection during the event.
- **Level II** inspections generally include everything that can be checked without getting physically under the vehicle.
- **Level III** inspections include a review of driver requirements, such as a commercial driver's license, vehicle documentation, cargo and record of duty status.
- **Level V** inspections are equivalent to the Level I NAS inspection. The only difference is that drivers are not present. These inspections normally occur after an incident or arrest.

The CVSA also establishes a specific emphasis each year for inspections. Last year's focus was on driver requirements, while this year's will be on lighting and hours of service (HOS) compliance. According to the CVSA, this year's focus was selected based on results from the 2020 International Roadcheck. Lighting was one of the most common types of out-of-service vehicle violations last year, accounting for over 10% of total vehicle violations. HOS compliance was the top type of out-of-service driver violation last year, contributing to approximately one-third of overall driver violations.

Per this year's emphasis, each inspection will ensure that vehicles' lighting devices are fully operable and in adequate condition. In addition, these inspections will include a review of drivers' documentation regarding their time spent behind the wheel and rest periods to confirm HOS compliance.

In the midst of the ongoing COVID-19 pandemic, the CVSA emphasized that all inspections will be conducted with proper health and safety protocols in place. Further, vehicles containing COVID-19 vaccine shipments will not be stopped for inspections unless a serious violation or imminent hazard is detected. To read more about this year's blitz, click [here](#).



# Operation Safe Driver Week Set for July 11-17 With Focus on Speeding

APRIL 6, 2021

This year's Operation Safe Driver Week will take place July 11-17 with an emphasis on speeding. During Operation Safe Driver Week, law enforcement personnel will be on the lookout for commercial motor vehicle drivers and passenger vehicle drivers engaging in risky driving behaviors in or around a commercial motor vehicle. Identified unsafe drivers will be pulled over and issued a citation or warning.

"Data shows that traffic stops and interactions with law enforcement help reduce problematic driving behaviors," said Commercial Vehicle Safety Alliance (CVSA) President Sgt. John Samis with the Delaware State Police. "By making contact with drivers during Operation Safe Driver Week, law enforcement personnel aim to make our roadways safer by targeting high-risk driving behaviors."

CVSA selected [speeding](#) as its focus this year because despite a drop in roadway travel last year due to the pandemic, nationally, traffic fatalities increased. According to the National Safety Council's (NSC) [preliminary estimates](#), the estimated rate of death on roads last year increased 24% over the previous 12-month period, despite miles driven dropping 13%. The increase in the rate of death is the highest estimated year-over-year jump NSC has calculated in 96 years.

In addition to speeding, law enforcement personnel will be tracking other dangerous driver behaviors throughout Operation Safe Driver Week, such as reckless or aggressive driving, distracted driving, following too closely, improper lane change, failure to obey traffic control devices, failure to use a seat belt, evidence of drunk or drugged driving, etc.

CVSA's [Operation Safe Driver Program](#) was created to help to reduce the number of crashes involving commercial motor vehicles and passenger vehicles due to unsafe driving behaviors. Operation Safe Driver Week is sponsored by CVSA, in partnership with the Federal Motor Carrier Safety Administration and with support from the motor carrier industry and transportation safety organizations. This initiative aims to improve the behavior of all drivers operating in an unsafe manner – either in or around commercial motor vehicles – through educational and traffic enforcement strategies.

To find out about Operation Safe Driver Week enforcement events in your area, contact the [agency or department](#) responsible for overseeing commercial motor vehicle safety in your area.

# **2021 SCHOLARSHIP**

## **What?**

The North Carolina Movers Association grants a scholarship each year to a deserving student.

A \$1000 scholarship will be awarded to a student attending a 4-year college and a \$500 scholarship will be awarded to a student attending a 2-year college.

Employees of member companies can apply, along with their spouses, parents, children, and grandchildren.

A full list of eligibility requirements is available online.

## **Who?**

Applications are due by **April 26**

## **How?**

Access the application online at [www.ncmovers.org](http://www.ncmovers.org)

## **When?**

## **Still have questions?**

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- ✓ Merchant is still billed for all debit transactions and fees



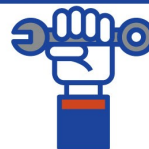
### Savings

Receive 100% of the sales price when customers pay by credit card



### Compliance

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## The Law of Chick-fil-a *To Get Bigger, Be Better!*

**The Law of Chick-Fil-A: If we want to get bigger, we must be better. If we improve on what we do, focus on our strengths, and practice what we are very good at doing, we won't be able to keep people away. Our best customers become our best marketers. Better is the gateway to becoming successful... and bigger.**

Many companies and organizations are focused solely on growth. I was a church minister for many years and every committee was focused on counting the numbers of attendees and contributors. It is the same for trade associations. They focus most of their attention on how many people they can put in the seats at meetings and activities.

Executives budget to hire sports figures, ex astronauts and other celebrities to keynote and speak that they think people want to hear to get a crowd to just show up. It works in the short term, but if the message attendees hear doesn't translate to growing their businesses, it falls on deaf ears.

People walk away with a sense of saying, "That was great. Now what do I do? I'm not a pro baseball player, NASA scientist or movie star." Content is king no matter your type of your business.

Truett Cathey, founder of mega fast-food chain Chick-fil-a, held meetings with his top advisors and management. He noticed in one meeting they were discussing how the company could get bigger. Ideas were being tossed around and enthusiasm was very high. Their goal was to do whatever it took to make Chick-fil-a bigger. Calmly, Truett spoke to them and said, "Don't worry about getting bigger. If we get BETTER, our customers will make us bigger."

And they did just that by providing the best and fastest customer service in the fast-food industry.

To get bigger, you must get better... at everything, but particularly at your main focus in business. Mercedes Benz seized the luxury car market by campaigning on the safety of their cars. And statistics show that their automobiles are very safe. They attracted a high-dollar market of people who not only wanted to drive a very expensive automobile but wanted to stay alive doing it.

What is your main business and target market? What are you known for doing great by both your customers and your competitors? What do your customers/clients want and how can you be better than everyone else at doing it?

(Continued on page 19)

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If you are in fast-food, then be the best you can today at fast food. If you sell airspace as a broadcaster, then get better at meeting client needs. If you work for a chamber of commerce, then get better at helping your members grow their businesses. If you are in construction, become the “Mercedes Benz” at construction. If you work for a broadcast station, find out why people tune into you and tune into their needs... and give them more of what they want.

## Focus on Strengths

If you improve on what you do, major on your strengths. Practice what you are very good at doing, and you won't be able to keep people away. As a result, your customers will make you bigger. Isn't that simple?

I'm admittedly not a good golfer. BUT there is one thing I know I can do better than most golfers. I can putt... very well and accurately. Several years ago, I played in a tournament for a corporate retreat. As the visiting speaker, I was placed on a team with the sound tech guy for the retreat, the corporate attorney and “Ralph.” I have to admit, to this day, none of us can remember what Ralph does at the company... he wasn't very clear about it. It was a “best ball” tournament where you played each shot's best hit ball by the foursome.

One of us could drive great, another could hit very long and accurately from the fairway, and Ralph was a superb chipper. And you know what I did. We spent the afternoon encouraging each other. We not only never “bogeyed” (shot over par) but we won the tournament! We found what we were each good at and emphasized our strengths.

John Maxwell says you should work on your strengths to be successful, not your weaknesses. He says,

*“Focusing on weaknesses instead of strengths is like having a handful of coins – a few made of pure gold and the rest of tarnished copper – and setting aside the gold coins to spend all your time cleaning and shining the copper ones in the hopes of making them look more valuable. No matter how long you spend on them, they will never be worth what the gold ones are. Go with your greatest assets; don't waste your time.”*

If you work on your weaknesses, your strengths will be left wanting while you attempt to be better at something you will never improve at doing. John Wooden, legendary UCLA men's basketball coach, would mark the court where his players made their best shots from at practices. Then he designed plays so they would get the ball at the place they were best at shooting.

If you are in sales, find out WHY people like your product, service or company and sell that to them. Find out what method of selling works best for you and practice that until you can beat anyone at that skill. Here's an example:

Mike is a terrific inside salesperson. Even when he was out fighting cancer, he outsold every salesperson in his company by working the phone and internet from his home office. Brian likes to call on people in the comfort of their offices and he regularly makes and surpasses his company's sales goals. If you tried to make Brian sell from a phone and computer, he would be lousy at it. People buy from him because he meets them on their turf.

Consequently, if you tried to make Mike sell by visiting clients... well, he wouldn't do it! Each knows their strengths and uses them to excel. Find what you are good at doing and exploit the daylight out of that to make your clients happy.

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## Satisfaction

Focusing on and building your strengths while adding value to people will always give you satisfied clients. That will turn into more sales, more attendees, more participants... and of course, more happy people.

Your best prospects are happy, satisfied, loyal, frequent customers and clients. When people are happy and satisfied with your sales, your product, your service and your company, word will travel fast. Get your happy customers to work for you by providing the best experience possible in doing business with you. They will tell others and you will be the latest "trend" or movement in your industry or community.

***If you exceed people's needs and expectations  
you won't be able to stop them from telling others about it.***

Most people will agree that the best form of advertising is word of mouth. They will also tell you that it is the least expensive form as well. Your sales, business or chamber of commerce or association will grow at unbelievable rates as people come on board.

If you add value to people's lives, they will help you get what you want. If you run a trade association, find out what your members like most about membership and help them get more of that. If you are in healthcare, ask people what they want most from your services and care, then deliver it like nobody else can. If you sell auto parts, find out what the customers want the most from a parts dealer and deliver it on time, with a smile... and maybe even some advice on how to improve sales experiences with their customers.

Do you have a plan in place to improve yourself, your service delivery, your sales approach, your care, your company/organization? Why not? Stop now and begin putting one together and in place to get better.

People are attracted to us when we put them first, make their experience special and value them above ourselves. You can do this starting now. With the next patient, member, customer, client or job you are on, listen for what the other person wants the most and give it to them in a way that they will be talking about the experience and you to everyone they meet. Enjoy meeting needs and adding value like nobody else can!

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](mailto: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 404-922-8199, or visit our web site at: [www.jimmathis.com](http://www.jimmathis.com). © 2021 Reinvention Nation, LLC



## IAM SCHOLARSHIPS

Each year, IAM offers up to ten, \$5,000 scholarships for students pursuing a degree in the moving, relocation, forwarding and logistics industry or related field. Student memberships are available to students who are NOT affiliated with IAM. You would pay the \$25 to become an IAM Student member and then you would be eligible to apply. To be eligible, a candidate would need to meet one of the following criteria to apply:

- Become an IAM Student member (cost is \$25 annually)
- Employee of an IAM member company
- Dependent of an employee an IAM member company

### [Alan F. Wohlstetter Scholarship: Now Accepting Applications \[digital version\]](#)

The [Alan F. Wohlstetter Scholarship Fund \(AFWSF\)](#) is officially accepting applications for Alan F. Wohlstetter Scholarship Program. Each year, the AFWSF awards up to ten (10) \$5,000 USD scholarships to students pursuing a degree in the moving, relocation, forwarding and logistics industry or related field.

The scholarship is open to applicants from around the world. Students must be an employee of a member of the IAM in good standing or a dependent of an employee of a member of the IAM in good standing. Furthermore, students must have completed 45 semester hours of study at a regionally-accredited college or university and/or have worked in the moving, relocation, forwarding and logistics industry or a related field for one year prior to applying. We strongly encourage you to review the [Scholarship eligibility requirements](#) to determine if you qualify for the scholarship before applying.

Each year, applicants for the Alan F. Wohlstetter Scholarship will also have the option to be considered for the Jackie Agner Scholarship. Winners of this scholarship will have demonstrated the same attributes that Jackie exemplified in her charitable and philanthropic efforts. Namely, qualified applicants will have demonstrated significant involvement with their school and/or community through volunteer service and charity work. If selected, the recipient would receive an extra \$2,500 USD in addition to the \$5,000 USD awarded for the AFW Scholarship.

The deadline for applications is **May 1**. The application form for the Alan F. Wohlstetter Scholarship can be found on the [Scholarship webpage](#).

If you have any questions regarding applications, please email [angela.deconti@iamovers.org](mailto:angela.deconti@iamovers.org).

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## Federal Tax Relief for Individual Filers - Deadline Extended

THE IRS TAX FILING DEADLINE IS



The IRS recently announced that the federal income tax filing due date for individuals for the 2020 tax year will be automatically extended from April 15th 2021 to May 17th 2021. Individual taxpayers may also postpone federal income tax payments for the 2020 tax year due on April 15th 2021 to May 17th 2021, without penalties and interest regardless of the amount owed.

## Vaccinate Yourself Against a Poor DoD Moving Season



*By Daniel J. Bradley, Director,  
Government & Military Relations*



It's time to vaccinate yourself in preparation for the summer move season. Not against COVID-19 (although that might be helpful), but in preparation for the outbreak of crazy that comes with the annual peak season. Let's explore what that vaccination might look like using inputs from DoD household goods staffs about what will make for a successful peak season.

With challenges and delays throughout the moving enterprise still hampering the efficient movement of household goods, now over a year since we all became familiar with COVID-19, we should understand what our primary shipper (DoD) thinks about the delays and challenges brought about by the pandemic; and how they expect industry to react to it now that we're all familiar with it.

Certainly, one of the first things on the list, and this is a consistent theme regardless of the year or pandemic we are facing, is communication. Over and over in various forums and meetings, DoD representatives stress that communicating with the customer and the personal property shipping office (PPSO) is a top priority. Especially as congestion issues and other factors hinder the movement of shipments, keeping the customer informed and aware of their shipment status is key.

I recently reviewed some of the courses included in IAM Learning's Military Move Coordination training. One of them, "The Customer's Perspective," hits the customer communication theme very well. In creating this course, IAM reached out to a military family/military spouse advocate for their insights: communicating with the member and their family, before the move, during packing/pickup, and while the shipment was in transit, was a key area noted. As one of the quotes referenced, and as your grandpa probably told you, bad

*(Continued on page 25)*



## mobile food store? It's called a 'Growdega.'

**MARCH 30, 2021, THOMASVILLE, NC** - Mickey Truck Bodies' Fleet Services Center in Thomasville, NC entered a new chapter in the vehicle reconditioning and upfitting business when it recently converted a 20-year-old book mobile into a like-new mobile neighborhood grocery store.

The job was commissioned by Growing High Point (NC), an organization that transforms under-resourced neighborhoods by providing economic opportunity through community engagement, empowerment, and entrepreneurship. The book mobile was donated by the High Point Library after it was taken out of service.

The mobile grocery store, which began operation earlier this year in Mickey's headquarters city of High Point, was completely rebuilt and upfitted inside and out from a 2001 Ford commercial van to include updated insulation, LED lighting, two beverage coolers, and a custom roll-up rear window for walk-up access. Below the window the Mickey team installed a set of flip-out doors for easily stocking the unit. Mickey also installed a new Cummins generator, a cold and hot water interior sink, and custom shelving.

"We worked with Growing High Point to build a mobile food truck that is not only very practical to access and operate, but that also features a very cool design," says [Kyle McLaughlin](#), GM of the SE Fleet Services Center. "This truck will stand out wherever it goes with colorful graphics that depict fresh foods and staples."

The truck is selling healthy and affordable foods such as fruits, vegetables and herbs from local food distributors and Growing High Point's urban gardening program, as well as basic items like pasta, flour and personal hygiene products to low-income residents who do not have easy access to conventional food stores. The mobile grocery store will run six days a week and make up to 12 stops in predetermined neighborhoods.

"Even in the best of times, food insecurity has been an issue in High Point for a number of years," says Patrick Harman, Executive Director of the Hayden-Harman Foundation and Growing High Point founder. "That's why we are working to increase food access, and this truck will play a major role in that."

The food truck is called "Growdega," a play on the Spanish word "bodega," which translates to "storeroom." Bodegas are small, family-owned convenient shops located throughout major cities. According to the Growdega Instagram site, "A bodega is a staple in the community; a sort of one-stop cornerstone for all your food and household needs, a concept High Point is very familiar with. We wanted to take that idea and combine it with Growing High Point's mission to bring more fresh food into the neighborhood."

The Mickey Truck Bodies Foundation, the charitable arm of Mickey, is one of several Growdega sponsors.



(Continued from page 23)

news doesn't get better with age. The best practice is to keep the customer up to date on what is happening, good or bad, and engage them in the process.

Related to customer communication, timely updating of the Defense Personal Property System (DPS) is another requirement the DoD continues to stress. While the system is cumbersome and all the requirements are difficult to manage, DoD representatives' feedback on this topic suggests it will continue to rise on their lists of priorities. Getting information into DPS—within the timelines stipulated in the business rules—could very well become one of the hottest topics for the 2021 season. There are a number of reasons for this focus, but one we hear about over and over is having timely and accurate information on pickups and deliveries, so the Personal Property Shipping Offices can ensure their Quality Assurance (QA) inspectors are on sight to provide customer support for any issues, questions, or concerns. The QA visit can also help industry when a customer is being unreasonable.

Another item which continues to rise on the DoD priority list is shipment reweighs. When you look at data presented by USTRANSCOM's Personal Property staff on the top 10 performance issues resulting in letters of warning or suspense, failure to reweigh and failure to pay the missed reweigh fee combine as the number one issue—outpacing the other nine top items combined! This will surely continue to be an area of focus.

Finally, I've received industry feedback that some Transportation Service Providers (TSPs) have been placed in 30-day worldwide non-use for failure to have their insurance coverage properly updated in DPS. And even though there was no lapse in coverage, just a failure by the insurance company to properly update DPS, USTRANSCOM chose to sustain the 30-day suspension. It therefore appears that USTRANSCOM may be focusing on more of these kinds of administrative requirements, and holding TSPs accountable for an entire 30-day worldwide suspension if a TSP fails to properly update their data as required by the rules. I don't know that the punishment fits the crime, but I offer it as a cautionary tale. Work is still being done to reduce that suspension, but the outcome is unknown at the time of this writing.

We could discuss a number of other potential focus areas, and certainly, based on what happens between my writing of this column and when it's published, the landscape could change a bit. However, early indications in 2021 suggest these items are near the top of the list for DoD compliance.

One other item that is gaining traction, which we don't have details on yet, is an update by the USTRANSCOM Storage Management Office (SMO) to the Non-Temporary Storage (NTS) Tender of Service (TOS). Draft rules are coming out in early March; and NTS TSPs will be invited to a USTRANSCOM review of the rules. Early comments by the SMO, however, indicate they didn't want to debate the changes with industry, just present them and be able to answer any questions for clarity. The key areas of change are apparently updates to the NTS TOS that would be consistent with recent updates to the Household Goods TOS, with a focus on the customer's experience. As of now, the SMO intends to draft and implement a new NTS TOS not later than June 1, 2021.

And, finally, news broke in February that the award of the Global Household Goods Contract (GHC) was pushed back from June of 2021 to "not earlier than" September. USTRANSCOM has stated the delay has "no juicy backstory," but is just a result of the contract source selection team needing additional time to ensure their selection properly addresses the findings by the Government Accountability Office from the last award of the GHC. While not certain, this delay would appear to suggest that the first shipments under the GHC wouldn't likely start until after the 2022 peak season, at the earliest.

As I stated in last year's March/April issue of the *Portal* magazine, Spring is a time for change in many areas of our lives, and the DoD's Personal Property Program is no different. Now is the time to vaccinate yourself for a successful 2021 Peak Season.

## Fold-Away Walk Ramp Option

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## TWO MEN AND A TRUCK® Moves People Forward Despite Challenges Posed by the Covid-19 Pandemic *Trusted Brand Excels During 2020*

**Durham, NC, April 14th, 2021** —Several TWO MEN AND A TRUCK locations in North Carolina were recognized for their accomplishments in 2020 during the TWO MEN AND A TRUCK Virtual Annual Meeting Awards Celebration held last month. Two Men And A truck locations are locally owned and operate as franchises. Currently there are 349 locations in the United States.

In the **Safety** Category, the **Durham** location operated by Brooke and Les Wilson took second place, and the Winston-Salem location operated by Kate and Joe Windemuller took the eleventh spot on the list.

Two Men And A Truck offers the **Achievement in Excellence** Award to recognize the top seventeen franchises in the country. Locations are measured for operational excellence all year in several categories including sales performance, customer service, training, and giving back to the community, just to name a few. **Durham** captured ninth place, and **Asheville**, operated by Todd Campbell, NCMA Board Member, took fourteenth place.

**Charlotte** franchisee, Trip Moore was recognized with a Significant Service Award for 20 years of service.

Congratulations to these teams for moving people forward and excelling during an unprecedented year!

Below: Raleigh and Durham Teams come together to celebrate wins during the virtual Annual Meeting Awards Ceremony.







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**Two Men And A Truck Raleigh** is actively recruiting for an Assistant Manager. If you are a team player, and interested in competitive wages, benefits, and growing with an exciting company, please let us know! Join our growing team of #moverswhocare. To apply visit [careers.twomenandatruck.com](http://careers.twomenandatruck.com).



Believe it or not, Ellis is 3 1/2 years old!

Safety first—even when he's doing a demolition on a Lego house!



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## 2021 NCMA Calendar

### April 29—MRT Zoom Seminar

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



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.