

# Tar Heel Van

FOURTH QUARTER 2021

## INSIDE THIS ISSUE:

From the President	3
New Board	4
New Officers	5
Cold Weather Advisory	9
NC Moving Impact	10
Moving Scams Flyer	11
2 Men Charlotte In Movie In	14
Public Staff Update	17
Wheaton Pulls For Good	20
Tru-Pak Honors	22
Post-Covid Customer Svc	24
Entry Level Driver Training	26
Convention	25
Sponsors	

Lucky Annaheim (left) of Make a Move was the winner of this year's Mover of the Year Award. Lucky was instrumental in helping get the law passed to allow local law enforcement to enforce the Illegal Moving Laws. He currently serves on the Board of Directors. Lucky is pictured with his partner, Johnny Fletcher.



Kathy Cox (right) of Horne Moving Systems was named the James T. Dorman Distinguished Service Award winner. Kathy has done everything for the association. She was presented the award by her very proud sister Pam Stanley (the 2019 winner of this award)

TransAdvantage was named the Bill Trimble Distinguished Vendor Service Award winner. The award was accepted by Beth Gockel (right) and presented by Lisa Quinn of Milburn Printing (the 2016 winner). TransAdvantage has been a loyal sponsor and member since 1996!



# NCMA Board of Directors

## NCMA Board of Directors

**President**—Mike Mather, Mather Brothers Moving, Garner

**Vice-President**—David Rushing, All American Relocation, Charlotte

**Secretary/Treasurer**—Jeff Day, Acme Movers & Storage, Morehead City

### 2022 Directors:

Kristie Allen, Two Men and A Truck, Fayetteville

Dean Barrett, City Transfer & Storage, High Point

Todd Campbell, Two Men and A Truck of Asheville

Thomas Kiser, Jr., Patterson Storage Warehouse, Fayetteville

### 2023 Directors:

Lucky Anneheim, Make a Move, Charlotte

Travis Few, Few Moves, Wilmington

Tyler Space, Space to Space Moving, Greensboro

Michael Zlotnik, Carey Moving & Storage, Rock Hill, SC

### 2024 Directors:

Chris Barringer, Barringer Moving & Storage, Newton

Cliff Crabtree, Crabtree Family Moving, Raleigh

Nick Fincher, Stewart Moving & Storage, Fayetteville

Paula West, Covan World-Wide Moving, Fayetteville

**Ex-Officio:** Dru Burgin, Sells Service, Statesville

## From the President

Merry Christmas and Happy New Year!

Hope everyone had a restful Thanksgiving and are enjoying the Holiday Season.

It is an honor serve as President of the North Carolina Movers Association for the next two years. Congratulations to Dave Rushing, our new Vice President and Jeff Day our new Treasurer. Both are knowledgeable and committed professionals with vast knowledge of our industry. My thanks to all the board members, past and present, who have given their time to keep our association going strong.

After skipping a year due to covid the Board didn't know what to expect at our convention this year. It turned out far beyond any of our expectations. Attendance was high, the speakers were interesting, and the atmosphere was organized and fun. Movers and vendors from all over NC took advantage of this opportunity to get to know people that share the same challenges.

Our membership is large but there are still legal movers out there who could benefit from membership. If you know of a mover who is not a member of the NCMA and you feel they could benefit from our organization, please have them contact Pam Stanley or any board member for information.

Lastly, I have the comfort of knowing that Pam Stanley will be with us through my entire term. I can not put into words how fortunate we are to have the knowledge and experience Pam brings to our association. If anyone has a question about anything to do with moving the public in North Carolina, Pam will either know the answer or point you in the right



Mike Mather

Mather Brother  
Moving Company

Garner, NC

[mike.mather@matherbr  
others.com](mailto:mike.mather@matherbrothers.com)

direction. Thank you, Pam,  
for all you do for us.

2022 looks like it will be full  
of challenges and  
opportunity. Best of luck to  
you all.

Mike Mather





## ***NCMA Board of Directors***

*Seated: Jeff Day, Acme Movers & Storage—Secretary/Treasurer; Travis Few, Few Moves; Chris Barringer, Barringer Moving and Storage; and Lucky Anneheim, Make a Move*

*Standing: David Rushing, All American Relocation—Vice-President; Thomas Kiser, Jr., Patterson Storage Warehouse; Paula West, Covan World-Wide Moving; Nick Fincher, Stewart Moving and Storage; Dru Burgin, Sells Service—Ex-Officio; Cliff Crabtree, Crabtree Family Moving & Storage; and Mike Mather, Mather Brothers Moving—President*

*Not Pictured: Kristie Allen, Two Men and Truck; Dean Barrett, City Transfer & Storage; Todd Campbell, Two Men and A Truck; Tyler Space, Space to Space Moving; Michael Zlotnik, Carey Moving & Storage*

Is cost of Healthcare Benefits  
for your small team a problem?



Ask about



Paul / 336 290-1000 x612  
pstayert@beneperks.com





## 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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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





MIKE MATHER  
ELECTED  
PRESIDENT OF NCMA  
New President  
Mike Mather  
of Mather Brothers  
Moving and Storage  
In Garner  
with  
his wife Andrea.  
Andrea administered  
the oath of office.



**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](http://kytrailer.com)







David Rushing of All American Relocation in Charlotte was elected Vice-President.

He is pictured with his wife, Mary.

## NEW OFFICERS FOR 2022-2024

Jeffrey Day of Acme Movers and Storage in Morehead City was elected Secretary/Treasurer.





**CUSTOM MOVERS SERVICES**  
♦ *Nationwide Third Party Services* ♦

### Third-Party Cold Weather Services Advisory

**Please be advised that between November 15, 2021, and April 15, 2022, CMS recommends next-day service on the following services items to give them time to acclimate to room temperatures.**

These recommendations listed below come from our many years of experience and product knowledge as well as manufacturer procedures and recommendations. We will accommodate the shipper's request for same-day service; we do however want to stress our goal is to make the shipper 100% satisfied and prevent any damage or loss that would result from premature servicing of these items.

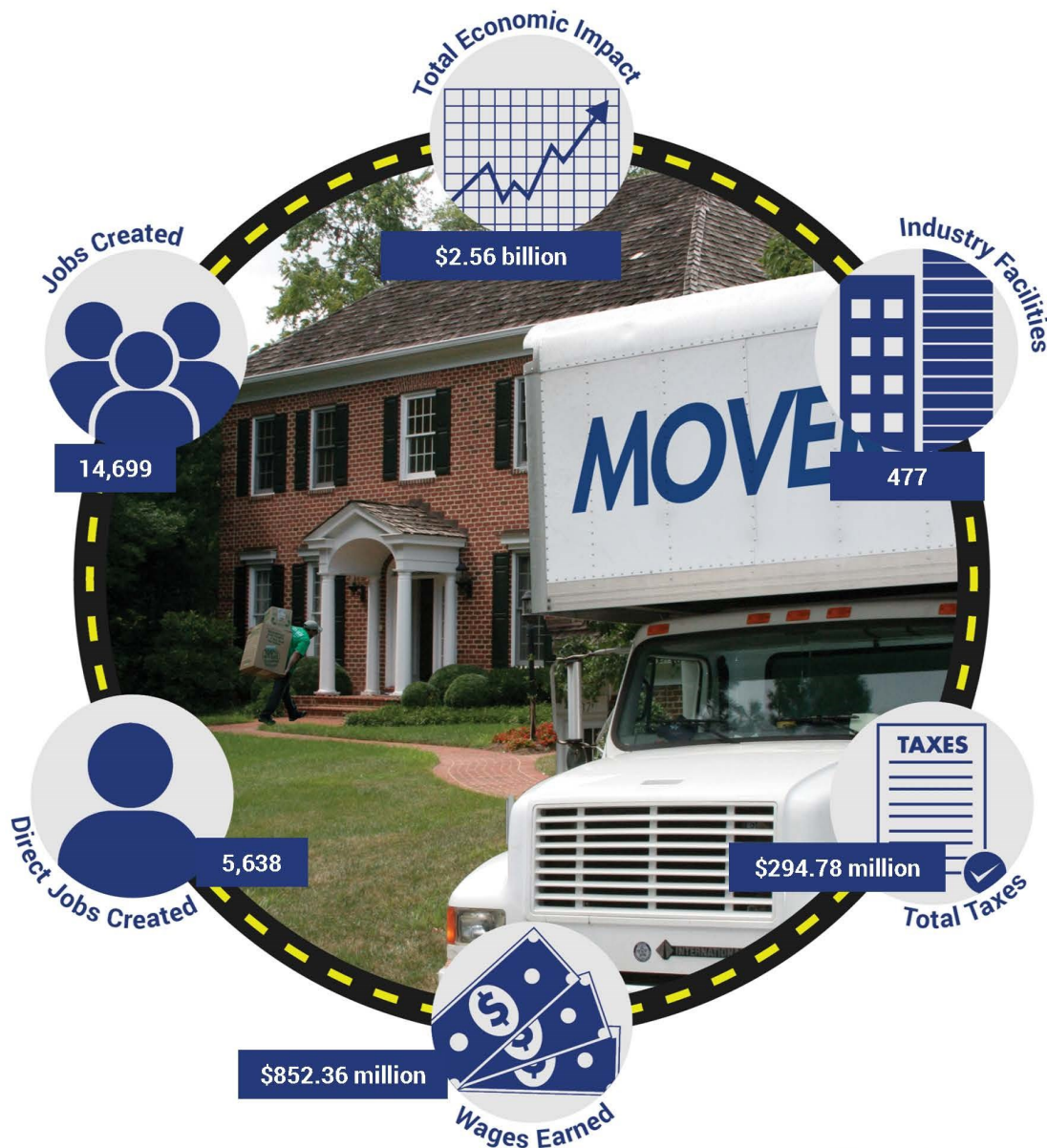
- **Electronic Equipment** – Manufacturers of TVs, computers, sound system components, fitness equipment electronics, and other electrical/electronic items warn that extreme temperature changes can cause condensation in electrical components and they “highly recommend” waiting 24 hours before servicing / reconnecting these types of items.
- **Grandfather Clocks** – Cold temperatures can cause the small gears, components, and moving parts of the clock mechanism to contract and therefore restrict movement. The oil used to lubricate clocks also can be affected by cold weather causing restricted movement within the mechanism. Clocks should be allowed to acclimate and reach room temperature before servicing, re-starting the clock.
- **Washing Machines** – Our technicians drain water from the pump at origin, however, the washer will always retain some water in the mixer valve, pump housing, and internal hoses. Attempting to operate any style of the washer with moisture frozen internally may result in damage to internal components.
- **Dryers** – Internal components such as igniters, ceramic heating elements can become brittle in cold temperatures, attempting to operate the dryer will cause a “sudden” temperature change and can damage internal parts.
- **Icemakers** – Our technicians drain the solenoid valves, supply lines, and the water filter (if applicable) when servicing at origin, however residual moisture in those internal parts may freeze. The ice maker/refrigerator should be allowed to reach room temperature to ensure a complete and thorough system check upon reconnection.
- **Water Softeners** – Residual water in supply tanks and lines may freeze during cold temperatures. These units should be allowed to reach room temperature before installation to prevent damage to components.
- **Waterbed Mattresses** – Residual moisture inside the mattress will freeze during cold temperatures. Attempting to handle a vinyl waterbed mattress before it is allowed to reach room temperature may cause cracking in the vinyl. Waterbed mattresses should be allowed 24 hours to reach room temperature before handling / re-assembly is attempted.



# Moving America Professionally

## Economic Impact of the U.S. Moving & Storage Industry

### North Carolina












## MOVING SCAMS ARE ON THE RISE

**If you hire the wrong moving company, you are at risk of your property being held for ransom, damaged, dumped or stolen; the company might not show up on moving day.**

**Before you hire a mover if you see any of these red flags, you are in a position where you can - and should - bail out.**

1.  Quotes that have not been verified using a visual inspection of the goods, either in person or virtually.
2.  Confusing words or too many conditions for moving in initial quotes.
3.  Street address for the company should be on their website, paperwork and correspondence, and should be an office address.
4.  Movers who demand wire money via electronic/digital transfers, cash or a large deposit before the move.
5.  A very large number of 5-star, online, positive reviews, potentially indicating friends and employees have provided the reviews or the review service was purchased.

**The best way to avoid moving nightmares is to research your mover before hiring them. Contact the North Carolina Movers Association to find out about the mover you want to hire.**



[www.ncmovers.org](http://www.ncmovers.org) 800-325-2114



## OUR PEOPLE MAKE THE DIFFERENCE



**Neil Nepiarsky**



**Kasey Marvin**

## SAVE MONEY MOVE SMARTER

### PROFESSIONAL GRADE MOVING EQUIPMENT, CORRUGATED & PACKAGING & CARGO CONTROL AT BELOW WHOLESALE PRICING

For over a century, New Haven has been a national leader in manufacturing and designing well-engineered products for the moving & transportation industry.

From our rugged Speed Packs, Corrugated, Packaging, Dollies, Machine Carts & Ramps to our Floor Protection, Moving Blankets & everything in between,--you can be assured the most comprehensive selection of high quality household, commercial and international moving products.

Our unequaled experience and decades of product innovations allow us to offer you the very best quality and pricing.

## RENOWNED SERVICE

As you will experience at New Haven, customer service is not simply a slogan but is at the heart of who we are. Many of our salespeople and managers have been in the industry for decades and know first hand the challenges and unique needs of professional movers. When you call us or enter our New Haven locations, you can count on expert support, customized solutions, prompt & friendly service, fast turn-around and prompt deliveries. You matter to us, and so does your time. Since 1911, we have been putting our customers first.



## CONTACT US

To contact or visit our Greenville  
Distribution Center for outstanding service

**Kasey Marvin**  
Operations Manager  
(864) 485-6800  
360 Mayfield Road  
Duncan, South Carolina. 29334

To call or contact our Sales Manager,  
**Neil Nepiarsky**  
NeilNepiarsky@newhaven-usa.com  
(864) 804-7967





## United Brokerage Packaging

Augusta, GA  
706-722-7566

Charlotte, NC  
800-289-1212

Manassas, VA  
800-289-1212

Newark, DE  
800-289-1212

## LIFTVAN

D Container



100 Cube

200 Cube



50 Cube

10 high for shipment



- 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.



## Two Men and A Truck Charlotte featured in Movie!

Two Men And A Truck Charlotte will have a truck and it's franchisee in a feature-length musical film. Tripp Moore was onsite and used as an extra during the filming in Gastonia, NC on November 29. Without disclosing the name of the movie, it's about a teenager's struggles and joys of her family moving to a new town, along with all the fun antics you'd expect in a high school based film. What role did Tripp play you may ask...a Mover, of course!



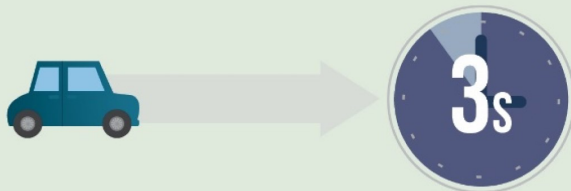
# TEXTING AND DRIVING: IT CAN WAIT

When it comes to texting and driving, remember that it can wait. No text is as important as your life and the lives of your passengers and drivers around you.

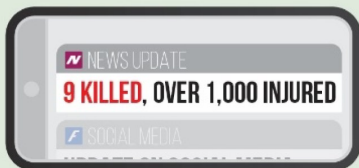
Provided by: Wells Insurance  
One North Third Street  
Wilmington, NC 28401  
Tel: 910.251-5449



Sending or reading a text message takes your eyes off the road for about 5 seconds, long enough to cover a football field while driving at 55 mph.



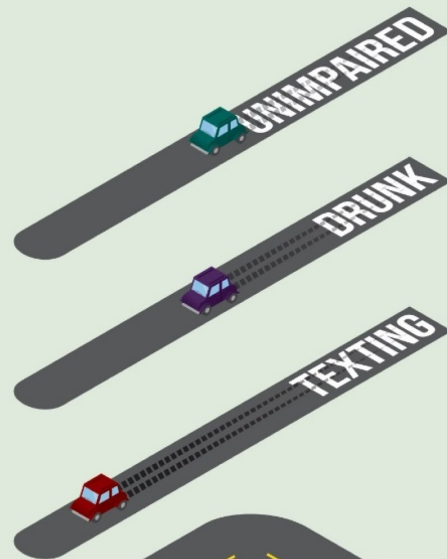
Of all crashes, over 90 percent involve driver inattention within a 3-second window of the crash.



Each day in the U.S., approximately nine people are killed and over 1,000 are injured in crashes that involve a distracted driver, according to the NHTSA.



Some studies suggest that texting while driving is worse than driving drunk. In fact, a recent Car and Driver study tested the reaction times of an unimpaired driver, an unimpaired driver sending a text and a legally drunk driver. The legally drunk driver traveled four feet more than the unimpaired driver before realizing the need to brake, while the texting driver traveled 70 extra feet.



When you choose to text while driving, you're choosing to put the lives of every single driver around you at risk. What's more, people who drive for work are more likely to use a cellphone while driving than during their personal time, according to the National Highway Traffic Safety Administration (NHTSA).





The United Brokerage Liftvan, has outstanding characteristics for ease of use, reusability, and water resilience. It is designed to meet overseas shipping requirements.

- This Liftvan reduces approximately 50% of the vibration as compared to wood.
- Total weight 160 lbs empty....Saves up to 200 pounds in shipping weight.
- The Liftvan takes only one person to set up for loading in approximately 5 minutes.
- There are no nails or hammering, just strapping.
- Unloading is performed by removing the long strapping and opening the doors at either end. (always keep one set of doors closed at all times)
- The Liftvan can be easily knocked down for storage.
- The Liftvan is recyclable.
- Heat Treated 4-Way forklift entry standard
- SDDC Approved



PACT's Liftvan supports 2,000 pounds and stacks three high!

Type 1 Liftvan  
SDDC240 Type II available  
50, 100, 200 and 300 cube  
liftvans in stock



- Set up / knock down in minutes
- Easily stores flat • Stack-able
- Heat Treated Wooden Skid
- 87x47x87 • Shroud Available
- Splinter free (splinters are the biggest worker comp issue associated with wood liftvans.)
- Weighs 160Lbs. (200Lbs. less weight compared to wood)





## North Carolina Public Staff Transportation Rates Division

The Public Staff represents the interests of consumers with public utilities regulated by the NC Utilities Commission.



The Transportation Rates Division monitors and regulates household goods carriers (moving companies), as well as privately owned and operated busses & ferries.

The Public Staff of the NC Utilities Commission is now on Twitter. Follow them at NCPUBLICSTAFF. They've got some good information that you can share. They are also posting fuel surcharge updates. And they retweeted our video about illegals!



**ATA MSC**  
MOVING & STORAGE CONFERENCE

**2022 ANNUAL MEETING**  
**March 8-10 • Orlando, FL**

**SAVE THE DATES!**



**MOVEGISTICS  
BY NETENSITY**

The #1 Moving CRM with Mobile Apps

*We Help  
Moving Companies  
Grow Faster*

**www.movegistics.com**

**WWW.NETENSITY.COM**

# Make the smart choice with **ConsumerChoice**

Put the **choice** in the hands of the consumer



Now, businesses can significantly lower or eliminate their merchant processing costs.

ConsumerChoice displays dual-pricing on the terminal, giving the consumer a clear choice for their payment method. The displayed card price includes the cost of payment acceptance.



Card Price



Cash Price

## Ultimate Savings Across the Board



Businesses choose to pass some or all of the cost of acceptance to the consumer



Empower consumers with the choice to select cash or card



Eliminate or lower processing costs



Smart Savings



No Contract



Free Same Day Funding



Low-cost Program Fee

✔ EMV, NFC, contactless payments and more

✔ Wi-Fi and wireless mobile capabilities

## Discover How Much You Can Save

Josh Gibson | 708-710-0120 | [Josh.Gibson@Payrocofchicago.com](mailto:Josh.Gibson@Payrocofchicago.com) |



# Bring more power to your fleet.

Check out the Quarles OTR card.

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 truck stop network. 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
- Cash price at truck stops

#### Smarter Decisions

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

Setting you up with a fuel solution couldn't be easier.  
Get \$250 off when you become a Quarles fuel card customer.

Contact Mike Goheen at 804-298-5383 or  
[mgoheen@quarlesinc.com](mailto:mgoheen@quarlesinc.com).





## THE WHEATON GROUP PULLS FOR GOOD



On October 8th, Wheaton, Bekins, Stevens and Arpin agents from across the country got together at Nissan Stadium in Nashville, Tenn., to put on a new-to-Wheaton event — a Truck Pull Fundraiser. Our 16 teams of 8 raced to pull a straight truck across the finish line — 100 feet from the starting point. Through our event sponsors and a kick-in from The Wheaton Group, we donated \$20,000: half each to Give Kids The World and Move For Hunger.







## THE WHEATON GROUP

**Wheaton**  
WORLD WIDE MOVING  
We move your life®

**BEKINS**  
THIS IS MOVING.

**STEVENS**  
MOVING & STORAGE

**ARPIN**  
VAN LINES

## PARTNER COMPANIES



Left: The Olympia Moving & Storage team came out on top after two rounds!

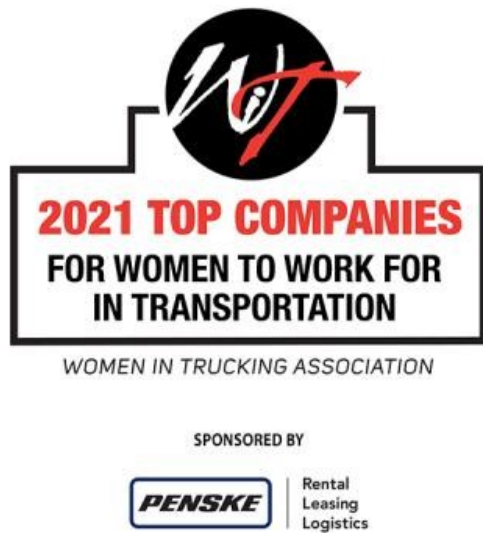
Below: Matt Paxton, host of Legacy List on Public Television, acted as emcee for the event.



Thank you to our agent and sponsor participants for their hard work and to our sponsors for their support!







## Congratulations to Tru-Pak Moving Systems!

---

Here's the link to the video to the news coverage we got about illegal movers!

<https://bit.ly/3rGRoTx>

---

Latest newsletters from the International Association of Movers can be found here:

<https://bit.ly/3dubAQ4>

**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

Over 65 Years  
Servicing the  
Moving Industry

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

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



**RELO**  
**SOLUTIONS**  
**GROUP**

relosolutionsgroup.com  
**Great Moves....*Elevated!***



## How to Provide POST COVID-19 CUSTOMER SERVICE

By Nancy Friedman, Founder, Chairman, Telephone Doctor Customer Service Training

How do we "do" customer service in this 'new normal' and virtually?

It's the same, but a bit more of it.

Customers expect great service 24/7/365. Always have. On the phone or in person. Let's not let COVID be that excuse.

Yes, many companies are understaffed; however, that's happened before. Many companies are struggling. And that's happened before. Many companies have had to hire new folks to replace the ones that left. And that too has happened before.

It's not fun, it's not fair and it's not right.

However, if you're going to stay in this fight, and most of us will and want to, we need to UP the service angle. We cannot let this virus cripple us. It's done enough damage. If you're lucky enough to be declared 'essential' and if you're lucky enough to be open and still serving customers, do more than you did before! Have your staff do more than they used to.

These 5 steps to post COVID-19 customer service will help. Sit with your staff and 'talk' with them. Have them understand customer service is not a choice; never has been. And it's more important during these times than ever before. How can they help? Get some of their thoughts.

Here are ours:

[READ MORE HERE](#)

Visit [www.serviceskills.com](http://www.serviceskills.com) for training programs on this topic and many more.



Thanks to our Convention Sponsors!

Aegis Insurance

Custom Movers Services

HUB International

Kentucky Trailer

Milburn Printing

National Van Lines

Netensity

New Haven Moving Equipment

Quarles Petroleum

TransAdvantage

United Brokerage

Vanliner Insurance

Victory Packaging

Wells Insurance

The Wheaton Group

We couldn't have had a convention without your generous support!



Effective February 7, 2022

# Entry-Level Driver Training

## Who is required to complete Entry Level Driver Training?



An individual who is obtaining a Class A or Class B Commercial Driver's License (CDL) for the first time



An individual who is upgrading an existing Class B CDL to a Class A CDL



An individual who is obtaining a hazardous materials (H), passenger (P), or school bus (S) endorsement for the first time

Based on the above, individuals who obtain a Commercial Learner's Permit (CLP) on or after February 7, 2022 will be required to meet ELDT requirements.

## TRAINING REQUIREMENTS

### Theory Instruction:



Trainees must receive an overall score of at least 80 percent during assessment. No minimum hours. Training topics include:

- Basic Operation
- Safe Operating Procedures
- Advanced Operation Procedures
- Vehicle Systems and Reporting Malfunctions
- Non-Driving Activities (e.g., Hours of Service)

### Behind the Wheel (BTW) Training:



- Actual operation of a CMV
- Takes place on a range or public road
- May not use a simulator to meet requirements
- Basic vehicle control skills and mastery of basic maneuvers
- No minimum hours; student must demonstrate proficiency through repetitive successful completion of all the required BTW skills including range and road driving.

Theory and BTW topics are discussed in detail in Appendices A through F to 49 CFR Part 380.

## FREQUENTLY ASKED QUESTIONS

### MINIMUM HOURS:

#### Are there specific hours of training mandated for the theory curricula?

No. There is no minimum number of hours that driver-trainees must spend on the theory (i.e., knowledge) portions of the curricula. The regulations prescribe specific topics for each of the five theory curricula, require the training provider to cover all topics, and require that driver-trainees demonstrate their understanding of the material by achieving an overall minimum score of 80 percent on the written (or electronic) theory assessment.

#### Are there specific hours of behind-the-wheel (BTW) training mandated for the various curricula?

No. The entry-level driver training (ELDT) regulations do not require a minimum number of hours for the completion of BTW training (e.g., Class A, Class B and the passenger (P) and school bus (S) endorsements). The proficient completion of the BTW portions of the various curricula is based solely on the training instructor's assessment of each driver trainee's performance of the required elements of BTW training on the range and public road. All BTW training must be conducted in a vehicle representative of the commercial driver's license (CDL) class or endorsement being sought.

### TRAINING PROVIDERS:

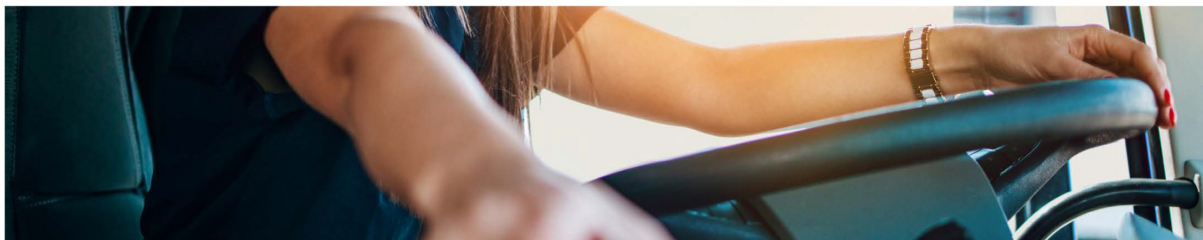
#### Who can provide entry-level driver training?

Training providers listed on the Training Provider Registry (TPR) are the only entities that can provide training required by the ELDT regulations. To comply with the ELDT regulations, drivers must select a training provider from those listed in the TPR.

#### What types of entities can apply to be listed on the Training Provider Registry?

Training schools, educational institutions, rural electric cooperatives, motor carriers, State and local governments, school districts, joint labor-management programs, owner-operators, and individuals may be listed on the TPR. Eligible providers may provide training either on a "for-hire" or "not-for-hire" basis. Other training providers that meet the eligibility requirements could be qualified to provide entry-level driver training, regardless of whether they fall within a category specifically identified in the regulations.

# Entry-Level Driver Training



## MYTH VS. FACT



**MYTH:** Motor carriers will no longer be able to offer in-house training programs.

**FACT:** Motor carriers that have provided training to entry-level drivers in the past, are able to continue training new drivers as long as they meet the requirements of a training provider listed in 49 CFR §380.703 and register online with FMCSA's Training Provider Registry.



**MYTH:** New drivers are required to pay thousands of dollars to complete the training program and will need to go to a professional truck-driving school.

**FACT:** A driver wishing to complete the ELDT program can do so by going to any entity listed on FMCSA's Training Provider Registry. This includes, motor carriers, educational institutions, rural electric cooperatives, State and local governments, school districts, joint labor-management programs, owner-operators, and individuals listed on the training provider registry. Although permissible, a driver does not need to go to a truck driver training school.



**MYTH:** Training required by the ELDT rule will take much longer to complete than what is required today.

**FACT:** There are no required minimum instruction hours for theory training. Training providers must use assessments to determine if trainees are proficient in all units of the theory curriculum. There are also no required minimum instruction hours for BTW training. Training is complete when the training provider determines that a trainee is proficient in all elements of the BTW curriculum.



**MYTH:** Most training providers will have to completely change their training programs to comply with ELDT requirements.

**FACT:** FMCSA estimates that approximately 85% of entry-level drivers already receive pre-CDL training that meets or exceeds ELDT requirements.



**MYTH:** The new ELDT rule will make it more difficult to hire new drivers and will further exacerbate supply chain challenges.

**FACT:** Establishing consistent and effective training requirements will help reduce the failure rates for the SDLA-administered skills test, thereby helping drivers to obtain CDLs more efficiently and improve the supply chain. Most training programs already meet or exceed ELDT requirements and will be able to continue training new drivers without disruption. Additionally, the TPR will make it easier for new drivers to find qualified training providers, increasing the likelihood that a prospective driver actually signs up for and completes training.



**MYTH:** Drivers who have had their CDL for years will need to complete the entire ELDT program just to add an endorsement.

**FACT:** A driver who held a CDL prior to February 7, 2022 and applies for an upgrade to a higher class of CDL or an S, P, or H endorsement for the first time after February 7, 2022 will only need to complete the required entry-level driver training for the class of CDL to which the driver is upgrading or the endorsement(s) for which the driver is applying.

**ADDITIONAL RESOURCES:** FMCSA has a website dedicated to ELDT and the Training Provider Website. This website includes frequently asked questions and information for training providers. For more information, visit [tpr.fmcsa.dot.gov](https://tpr.fmcsa.dot.gov)



## Fold-Away Liftgate + Ramp

RPH / RMM Series



# DHOLLANDIA



 Ramp access without lowering of the gate

 Large platforms (50" / 60" / & 63" deep)

 Cradle & extension blocks in kit

 Compatible with RPH / RMM

 Lightweight aluminum platforms

 Galvanized finish on all parts

### DHOLLANDIA US

Blake George

(704) 999-0402

Blake.George@dhollandia.com

**CONTACT YOUR LOCAL  
BODY BUILDER FOR SPECS & PRICE**



DHOLLANDIA

[www.dhollandia.com](http://www.dhollandia.com)



## Merry Christmas from Ellis and Santa!

### A Million, a Billion, & a Trillion

A million seconds is 13 days.

A billion seconds is 31 years.

A trillion seconds is 31,688 years.

## 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>



Thanks to all our Associate Members!



**Kentucky Trailer**



THE WHEATON GROUP



PARTNER COMPANIES



## 2021 NCMA Calendar

January 12—NCMA Board Meeting via Zoom

October 8-10—ATA Moving & Storage Conference  
Annual Convention & Trade Show, Orlando, FL



The Facebook logo, consisting of the word 'facebook' in white, lowercase, sans-serif font, centered within a blue rectangular box.

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.