

# Tar Heel Van

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## SAVE THE DATE



Our annual convention and trade show will be  
October 26-28, 2023

We'll be at the Embassy Suites Riverfront  
Wilmington—right across from the Battleship USS  
North Carolina.

DETAILS COMING SOON!

# 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**—Kristie Allen, Two Men and A Truck, Fayetteville

### 2023 Directors:

Lucky Anneheim, Make a Move, Charlotte  
Travis Few, Few Moves, Wilmington

Momo Martinez, Acme Movers & Storage, Morehead city, NC

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

### 2025 Directors:

Maegan Allison, Miracle Movers of the Triad, Greensboro, nC

Dean Barrett, City Transfer & Storage, High Point

Thomas Kiser, Jr., Patterson Storage Warehouse, Fayetteville

Les Wilson, Two Men and a Truck, Durham, NC

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

## From the President

To the NC Movers Association Membership

I enjoy talking about the moving industry with anyone who has something to say. What I've learned from the most experienced people in our industry is to listen and learn. Ask questions and listen to as many viewpoints as possible. What other movers have to say can save you time and money or make you feel more optimistic. You may be able to help another mover in the process.



Many movers will tell you they are experiencing a slower first quarter compared to the last 3-4 years. Don't be too discouraged. We are in the same boat. Use this time to prepare for the peak-season. Get your trucks in tip top running condition, start the hiring process, order uniforms for your expanded crew, and stock up on paperwork. When May gets here, there will be more demand for our services than we can supply collectively.

On a different note, it's nice to see trucks and other mover-related equipment is being advertised through the NCMA. Please let Pam know if you are selling equipment so she can let our membership know about it. A fellow NCMA member may be looking to buy what you are selling. It's a nice perk of being an NCMA member.

Thank you all for your continuing support of the NCMA. I hope you have a safe and prosperous 2023.

Mike Mather

Mather Brothers

Moving Company

Garner, NC

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

Mike Mather



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

*Front Row: Cliff Crabtree, Crabtree Family Moving & Storage; Dru Burgin, Sells Service, Paula West, Covan World-Wide Moving; Maegan Allison, Miracle Movers of the Triad; Mike Mather, Mather Brothers Moving*

*Second Row: Dean Barrett, City Transfer & Storage; Lucky Anneheim, Make a Move, Thomas Kiser, Jr., Patterson Storage Warehouse; David Rushing, All-American Relocation; Momo Martinez, Acme Movers & Storage*

*Not Pictured: Kristie Allen, Two Men and Truck; Chris Barringer, Barringer Moving & Storage; Travis Few, Few Moves; Nick Fincher, Stewart Moving & Storage; Les Wilson, Two Men and A Truck; Michael Zlotnik, Carey Moving & Storage*



## MOVING &amp; STORAGE

# HEAT-TREATED LIFTVAN



## AT A GLANCE

- Outside dimensions: 85" x 45" x 85"
- Inside dimensions: 44 1/4" x 84" x 82 1/8"
- 315 lbs fully assembled
- We also carry 87" x 45" x 87"



## GLOBAL READY

- SDDC 305C branded and (HT) stamped to meet ISPM 15 international standards
- Also ideal for domestic shipping and storage
- Quick, hassle-free assembly

## DURABLE CONSTRUCTION

- **Sides:** 8mm plywood nailed to 2 x 4 LVL framing
- **Ends and Tops:** 9mm plywood
- **Base:** 12mm plywood nailed to 2 x 4 LVL framing

## GET THE LIFTVAN TODAY

- 125 or 140 per container
- Packaged in sets of 5 & 10 for easy distribution
- Can load 11 assembled liftvans per 40' container
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## MEMBERSHIP BENEFITS

**CLAIMS, INSURANCE AND VALUATION SEMINAR**—This popular seminar will be held Thursday, April 13 via Zoom. Email the association to be included. Thanks to Tony Pagrabs and Wells Insurance for helping us with this seminar!

**ANNUAL REPORT**—The NC Utilities Commission has released the 2022 Annual Reports, covering your business in the calendar year 2022. This report will have to be filed online again. If you need our spreadsheet to help you complete the report, email the association office. If you need to have your report converted to a Text Searchable PDF (a requirement for it to be accepted), please email it to the association office. We'll convert it for you and send it back so you can get it filed. Hopefully, this year's reporting will be smoother than last years!

**NCMA SCHOLARSHIP**—Deadline for application for the NCMA Scholarships is April 17, 2023. We have two scholarships: a 4 year scholarship and a 2 year scholarship. This year, the Board expanded the 2 year scholarship to include CDL Training Schools. Applications and instructions are available on the home page of our website. If you have questions, contact the association office.

**FUEL SURCHARGE**—is going down to \$1.46 per bill of lading mile, effective April 3. Fuel surcharge is also posted on the home page of our website.





## Drug and Alcohol Clearinghouse Has a New Notification System

Effective immediately, FMCSA will now notify employers if there is a change to a driver's Drug & Alcohol Clearinghouse record up to 12 months following a driver query.

This new email notification is intended to close the safety gap that can occur when a driver attempts to go to another trucking company, while still employed by a previous, and receives a positive drug

## UCR Fees are Slated for a 9% Cut in 2024

A proposal from FMCSA would reduce United Carrier Registration fees by approximately 9% in the 2024 registration year compared to 2023 levels.

Why it matters: This could amount to as much as a \$3,453 reduction per entity, depending on the applicable fee bracket that a motor carrier, private fleet, freight forwarder or leasing company fall.



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# Entrepreneurial Operating System

The Entrepreneurial Operating System (EOS) is a complete system with a simple set of concepts and practical tools that help entrepreneurs build more successful and scalable companies. It provides a comprehensive framework for organizing and aligning all the pieces of a business to create more focus, accountability, and discipline. EOS is designed to help entrepreneurs get what they want from their businesses by getting everyone in the company on the same page and working towards a common vision.

EOS gets businesses “unstuck” by organizing the hundreds of challenges you face every day and making them more manageable. You can solve issues before they become problems, get the right people in the right seats, make meetings so productive that you look forward to them, and build a culture of accountability.

The EOS model and concepts are laid out in the book, *Traction* by Gino Wickman, and EOS has been implemented in over 16,000 companies worldwide. Companies like College Hunks Hauling Junk and Moving, Apple Moving, and many other movers have implemented EOS to drive discipline and accountability throughout their organizations. The EOS model (shown below) helps leaders strengthen the six key components of their business.



EOS will help your business by providing a clear structure and framework to organize and manage your business effectively. The following are some of the benefits of implementing EOS in your business:

**Clarified vision and values:** EOS helps you articulate and align your company's vision, values, and goals, which can improve focus and decision-making throughout the organization.

*(Continued on page 9)*



**Better teamwork:** EOS provides tools for creating a more effective and cohesive team and builds a consistent meeting cadence, along with clear roles and responsibilities.

**Increased accountability:** EOS encourages accountability by establishing clear roles and responsibilities, regular meetings, and follow-up processes.

**Improved decision-making:** EOS helps you make decisions faster and more effectively by streamlining communication and processes.

**Increased profitability:** By improving focus, teamwork, accountability, and decision-making, EOS will help increase the overall profitability of your business.

**Scalability:** EOS provides a framework for scaling your business, making it easier to grow and manage as you add employees, customers, and revenue.

Companies that implement a complete business operating system, like EOS, have the ability to break through the ceiling and scale their businesses. The owners have a complete sense of control over the business. They and their employees are satisfied, the customer experience is improved, and their internal operations are consistent.

Companies using EOS hire people they love working with, and they can solve their issues for the long-term greater good. The business owners start seeing the fruits of their labor and gaining in all business areas. The business is self-sustaining, above and beyond the entrepreneur. It starts to take a life of its own.

When you run on EOS, everyone is working toward the same goals. Your business runs more smoothly and profitably. You break through the ceiling to achieve growth. And you enjoy life more.

If you would like to schedule a **FREE** 90-Minute Consultation to learn more about how EOS can help you run a better business and live a better life, please reach out to Joe Kozubowski at 630-240-9312 or email at [joe.kozubowski@eosworldwide.com](mailto:joe.kozubowski@eosworldwide.com)

About the Author: Joe Kozubowski has been a Moving and Storage industry veteran for over 35 years. He cut his teeth at the van line level, working his way up from a pricing analyst to the VP of Marketing, Pricing and Contracts for the SIRVA HHG Division. Joe had the opportunity to join 1-800-Pack-Rat in 2008, during the worst economic recession in history to start the Long-Distance Moving division. He grew the business from nothing in 2008 to \$32M by 2012. He fell in love with the start-up euphoria and decided to pursue his passion full-time. Joe became an EOS Implementer in 2022 to help Entrepreneurs get what they want out of their businesses and, frankly, live a better life.

# The Power of Virtual Estimates

By Ryan Gaus, SVP of LiveSwitch

We live in an age where your grandma knows how to FaceTime and Zoom has become a noun, adjective, and verb... but home service professionals still routinely schedule home visits for "Tuesday between 8am and noon," then hop in the truck and drive out to the home, just to tell a prospect how much it'll be to paint their living room, or what it's going to cost to pack up their condo and move it across town. It's kind of crazy when you think about it.

LiveSwitch Contact is looking to change the paradigm and give movers and other home service professionals (ahem) "another tool in the toolbox" by bringing virtual video estimates to the masses.

It's true that virtual video estimates are not a totally new concept, but there are several things that have prevented them from being more widely adopted:

## 1. They don't always work on any device.

Even though my grandma does, in fact, know how to use FaceTime, she can't figure out how to video call with my brother on his Android phone, or my aunt who prefers to use her laptop.

## 2. They often require a customer to download an app.

This is a huge point of friction. Who likes downloading an app for what will probably be a one-time use, from the perspective of the customer?

## 3. They aren't instantaneous.

Most of the virtual estimate solutions I've seen still require an appointment to be scheduled for some point in the future, and cannot happen right then and there.

## 4. You can't always record the session.

This is generally true of solutions like FaceTime, WhatsApp, and Skype. This is not ideal if you later need to review the customer's preferences and requests for the job, or the list of inventory for that condo move.

Luckily, LiveSwitch Contact has been built with all of these common pitfalls in mind, helping moving companies avoid them.

The home service professionals I've spoken with overwhelmingly agree that virtual estimates are the future. Aside from the obvious time- and cost-savings, other benefits may be less apparent at first glance.

*(Continued on page 11)*

*(Continued from page 10)*

One owner of a moving company I recently spoke with told me that they are able to provide 2x the number of estimates compared to what they were able to do previously.

Another service professional mentioned that implementing virtual estimates has allowed him to win more business on the spot, noting "Rather than scheduling an in-home visit later in the week, and allowing [the customer] to call around to other providers and get other quotes in the meantime, I'm able to start a video session right then and there."

Yet another mentioned that it shows her customers from the very first interaction that they are "easy to do business with and are customer-centric."

There's one thing I may disagree on with the home service professionals I spoke with, however. Virtual estimates don't need to be the future. With tools like LiveSwitch Contact, they can be easily implemented today.

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***The NCMA is offering a webinar about the use of video in the moving industry. The webinar will be held on April 18 at 1:00 p.m. and will be presented by LiveSwitch Contact and MoveUp Consulting. LiveSwitch is a new associate member. This webinar is another benefit of being a member of the NC Movers Association.***

***Register for the webinar here:***

<https://register.gotowebinar.com/register/8142997838934799450>

#### ***4 Ways Video Can Benefit Your Moving Business***

*In 2023, the use of video is exploding in the moving industry. If you're looking to grow your moving company and interested in how technology can help, attend this webinar where you'll learn how using live and recorded video is helping moving companies:*

- 1) Book more jobs.*
- 2) Get more 5-star reviews.*
- 3) Hire better candidates.*
- 4) Properly defend against unjustified claims.*

*This hour-long event will be led by LiveSwitch executive James Hatfield and Winston Davis, owner of MoveUp Consulting.*

*Please note that this is an educational event and not a demonstration of LiveSwitch Contact.*



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**Neil Nepiarsky**



**Kasey Marvin**

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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  
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## United Brokerage Packaging

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## 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.



## Get better benefits at work.

A Benefits Plan Tailored To Small Business



### Frustrated with finding benefits?



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- ◆ Most employees can't afford traditional healthcare with high deductibles and high premiums.
- ◆ We offer a unique solution that can provide coverage employees need, for rates they can afford.



#### And about additional benefits and perks!

- ◆ Healthcare is the start, life, disability, and supplemental plans are essential as well.
- ◆ A benefits plan isn't complete without great perks like travel & shopping discounts!



### Get better benefits at work.

We offer a comprehensive approach to benefit solutions for small businesses. We believe every solution should begin with access to healthcare. Offering virtual, direct, and urgent care is the key to providing your employees with access to medical care around the clock, saving you time, money, and keeping your workforce healthy. We offer more than just supplemental insurance - we offer our 360 degree approach to benefits.

### Employee Benefit Plans



Health



Vision



Dental



Life insurance



Disability



Supplemental

[ncmovers.mybeneperks.com](http://ncmovers.mybeneperks.com)



# LEADERSHIP ANNOUNCEMENT

## DEWITT MOVE WORLDWIDE



**DEWITT**  
MOVE WORLDWIDE  
A DEWITT COMPANY

Michelle Hardwick-Yuill has joined DeWitt Move Worldwide as Director of Global Commercial Sales. She is responsible for international sales strategy and oversees a team of account representatives, operations, and customer support. Her focus will include growth and development of clientele with a focus on providing exceptional customer service.

Hardwick-Yuill brings over 11 years of industry experience in overseas relocation and project management for corporate and private clients. She earned a bachelor's degree in Humanistic Psychology from Sonoma State University and spent a semester abroad in Florence, Italy. She became fascinated with other cultures and traveling the world during that time. This is ultimately what planted the seed for her career in the ever-evolving international moving industry.

DMWW Executive Vice President Jeff Nadeau said, "Michelle brings top-notch client experience and valuable knowledge of international partnerships to our organization."

Prior to joining DeWitt Move Worldwide Hardwick-Yuill was an international account executive for Unipack and an art consultant at Kuivato Glass Gallery in Sedona, Arizona. She lives in Encinitas, CA where she enjoys gardening and spending time with her husband and 3-year-old daughter.

Every project that comes across my desk requires a fine attention to detail and an ability to take the reins from start to finish to ensure not only satisfaction but a smooth and seamless transition for our clients," she said.

Hardwick-Yuill's extensive experience has earned her proven success through superior customer service skills and the ability to set and exceed her goals.

DMWW President John Burrows said, "We are excited to welcome Michelle to our organization and look forward to her perspective on how we can effectively grow in the international space. Her experience in global relocations is sure to be a major asset to our organization as we continue to grow in 2023 and beyond."

Source: DeWitt Move Worldwide  
Contact: Jeff Nadeau, Executive VP





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





## Wheaton | Bekins would like to congratulate our North Carolina agents on their excellence in moving in 2022!

A.V. Dedmon Trucking, Inc., of Shelby, N.C., celebrated its 70<sup>th</sup> anniversary as an interstate agent for Bekins Van Lines, Inc., in 2022.

Bekins Moving Solutions, Inc., of Goldsboro, N.C., earned the 2022 Bekins Diamond Sales Award.

Make A Move, of Charlotte, N.C., earned the 2022 Customer Loyalty Award and the Bekins Agent of the Month Award for October 2022.

Mather Brothers Moving Company, of Goldsboro, N.C., earned the 2022 Wheaton Silver Hauling Award.

Interested in joining the Wheaton | Bekins network? Visit [www.joinwheatonbekins.com](http://www.joinwheatonbekins.com) or contact Gregg Boreani at [Gregg\\_boreani@wvlcorp.com](mailto:Gregg_boreani@wvlcorp.com) or 317-558-0771 for more information.



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# Herren Carolina Moving & Storage Starts the New Year with a Bang, Named Mover of the Month for January 2023

Each month, Move For Hunger highlights a moving company that has gone above and beyond with their work to fight against hunger. The first company of 2023 to be awarded with this honor is Herren Carolina Moving & Storage!

Herren Carolina Moving & Storage, based in Charlotte, NC, started the year with a bang by helping with 6 different food drive pickups from apartment communities in January. In total, the moving company transported nearly 800lbs of donations to the Second Harvest Food Bank of Metrolina.

"Hunger in any context and of any form in today's society is heartbreaking," said Wade Stroupe, Jr., the General Manager of Herren Carolina Moving. "Second Harvest Food Bank has been our primary recipient of donated foods. We hope to keep assisting them, so they may continue the wonderful job they do in helping those in need in our greater Charlotte area."

Herren Carolina joined the Move For Hunger network in 2018 and has since helped transport over 3,100lbs of donations from various food drives and events. This provides over 2,600 meals to communities in need.

In North Carolina, more than 1.2 million people are struggling with food insecurity, including nearly 400,000 children. Every donation transport our network makes helps put food on the table for families who don't have enough.

If you are a mover and would like to make a difference in the communities you serve, consider joining the Move For Hunger network!

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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>

# Make the smart choice with **ConsumerChoice**

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

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North Carolina  
**MOVERS**  
Association, Inc.

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

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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

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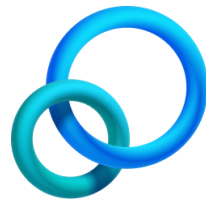
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[relosolutionsgroup.com](http://relosolutionsgroup.com)  
Great Moves....*Elevated!*



## Welcome New Associate Members

LiveSwitch



LiveSwitch  
**Contact**

## Welcome Mover Members

Spaces Premium Movers, Inc.—Bolivia

Trinity Movers, LLC—Fletcher

Fast Lane Moving and Logistics, LLC—Robersonville

The Shuttle Movers, LLC—Chapel Hill

A Cut Above Moving and Relocation—Wilmington

Pink Zebra Moving of Wilmington—Wilmington

Uwharrie Moving & Delivery, LLC—Albemarle

CWTC Moving & Storage, LLC—Greensboro

Thanks to all our Associate Members!

**Kentucky Trailer**



moveBuddha



**RELO**  
SOLUTIONS  
GROUP



PARTNER COMPANIES



## 2023 NCMA Calendar

April 12—NCMA Board of Directors via Zoom

April 13—Claims, Valuation and Insurance Seminar

April 18—4 Ways Video Can Benefit Your Moving  
Business Webinar

*Contact the Association Office for details*



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.