

NORTH CAROLINA MOVERS ASSOCIATION  
BOARD OF DIRECTORS MEETING  
APRIL 12, 2023  
Zoom Meeting

Call to Order Time: \_\_\_\_\_

Mike Mather

Roll Call

Pam Stanley

Minutes

January 25

Pam Stanley

Treasurer's Report

2023 Treasurer's Report

Kristie Allen

Committee Reports

By-Laws

David Rushing

Convention

Pam Stanley

Legal/Legislative/Insurance

Dean Barrett/

Lucky Anneheim/Kristie Allen

Illegals

Mike Mather/Michael Zlotnik

Mentor Committee

Cliff Crabtree

Military Affairs

Thomas Kiser, Jr.

New Members Development/

Nick Fincher/

Corporate Sponsorship

Momo Martinez

Public Affairs/Tariff Oversight

Travis Few/Kristie Allen

Scholarship

Les Wilson/Maegan Allison

Seminar Training

Chris Barringer/Michael Zlotnik

Executive Director

Pam Stanley

New Business

Old Business

Executive Session

Adjourn Time \_\_\_\_\_

# North Carolina Movers Association

## 2nd Quarter 2023 Military Committee Update

2023 business rule changes effective 15 May 23

Subject	TOS Reference	Change
Basement Storage	1.6.2.6	Property shall not be stored in any basement or any location below ground level location. Basements are prone to create mold and mildew. All lots currently stored below ground level prior must be relocated upon acceptance of TOS.
Preparing Firearms	1.6.1	The member has the obligation to properly prepare all firearms for storage, to include lubricating, applying preservative and disassembling if necessary.
Electronic Inventory	1.5	Electronic inventories that provide equal or better information are highly encouraged.
Accessorial Services	5.1.6	A discounted rate of fifty (50) percent will be applied to the baseline rates in accordance with USTRANSCOM Personal Property Advisory #22-0087.
<b>Tender of Service Changes Continued</b>		
Missing Firearms	1.3.13.2	Upon discovery of a missing firearm, the NTS TSP shall immediately notify the Storage Management Office (SMO) of the occurrence in accordance with 1.7.6. Any incident of missing firearms will require a 100% inventory of all firearms currently in storage. NTS TSPs may be placed in an ineligible status by the Storage Program Manager for each incident and may be justification for permanent disqualification from the NTS program.
Privately Made Firearms	1.3.13.3	Any Privately Made Firearms without a serial number will not be packed in the member's shipment. Privately Owned Firearms manufactured prior to 1968 may not have a serial number and will be accepted and annotated as such on the inventory and acknowledged by the customer.
Lithium Batteries	1.6.1.4	Lithium batteries will be removed by the member and will not be placed with the stored shipment. Lithium batteries are prohibited from being placed in NTS.

Tender of Service Changes Continued		
Inconvenience Claims	5.13.1	When the agreed upon release date is not met, and delivery fails to meet the RDD, the NTS TSP will be liable for an inconvenience claim.
Multiple Occupancy	1.6.3.2	Multiple Occupancy is strictly prohibited. Multiple Occupancy is defined as two (2) or more business entities having access to the warehouse after it has been approved for entry into the Department of Defense Storage Program. IAW national codes, the NTS TSP's, or SIT providers storage area will be separated from other occupants of a jointly occupied building by a fire wall having a fire resistance rating sufficient to protect the warehouse from the fire exposure of the other occupant. The minimum separation will be a solid wall, without windows, doors, or other openings, having a fire resistance rating of no less than 1 hour. If the joint occupant is involved with hazardous operations, a four-hour separation wall may be required.
Spongy Moths	1.6.2.11	The member shall ensure that all outdoor household articles are free from spongy moth contamination.

Tender of Service Changes Continued		
Warehouse Modifications	1.6.3.14	Any changes to the approved warehouse, including modifications and expansions, or changes in operational characteristics must be submitted to the Storage Management Office in advance of the changes for review and approval.
Gun Safes	1.5.11	The weight of the gun safe(s) will be annotated separately on the inventory next to the line item. TSPs are required to identify the make and model of the gun safe(s) on the inventory and may determine the weight by using the manufacturer's weight on the data plate. In the event a
Electronic Inventories	1.5.1	Electronic inventories that provide equal or better information are highly encouraged.
High Value Inventory	1.5.9	High Value Inventory. For those items separated and identified as expensive and valuable items by the member or member's agent, a detailed inventory will be prepared by the NTS TSP. This special high value inventory will become an addendum to the total inventory bearing the signature of the NTS TSP or NTS TSP's representative.

Tender of Service Changes Continued		
889 Certification	4.3	PROHIBITION ON CONTRACTING WITH ENTITIES USING CERTAIN TELECOMMUNICATIONS AND VIDEO SURVEILLANCE SERVICES OR EQUIPMENT. On a yearly basis, the NTS TSP must acknowledge and complete the FY19 National Defense Authorization Act Section 889 Certification Form. Executive agencies are prohibited from entering, extending, or renewing a contract with an entity that uses any equipment, system, or service that uses covered telecommunications equipment or services as a substantial or essential component of any system, or as critical technology as part of any system, on or after August 13, 2020, unless an exception applies, or a waiver is granted.
Rug Storage	1.3.11	If rack storage is used, rugs cannot be stacked more than two high and no items can be stacked on top of rugs. When rugs are stored in a proper rug container, they may be stored more than two high.
Converted Lots	5.5.4	Upon receipt of a conversion notification, the NTS TSP shall provide the Member with a commercial storage contract for signature.

Tender of Service Changes Continued		
Renegotiation Rates	5.6.4	Initial Service Orders for Personal Property (DD Form 1164)s shall be for a period ending on the day preceding the first day of the succeeding government fiscal year. In each case, the service order shall be renewable at the option of the Government for 4 successive fiscal years on an annual basis (or such lesser period as the services are required) at the rates and on the same terms as in effect under the initial service order. Renewal shall be evidenced by written notice to the NTS TSP. The date of performance and citation of funds for handling- out and post-storage services shall be included in a supplemental service order. For lots remaining in storage under this Tender of Service past the 4th successive fiscal year, the active NTS TSP shall be obligated to negotiate rates not to exceed present rates for an additional 4 successive fiscal years. Lots remaining in storage past the 4th successive fiscal year, shall be renewed under the following schedule:
Transfer Agreements	8.1	A transfer agreement occurs when a NTS TSP no longer desires to participate in the NTS program. Transfer Agreements can only occur between two active NTS TSPs. A Transfer Agreement must occur at no expense to the Government to include the movement of the affected NTS lots from the losing NTS TSP to the gaining NTS TSP facility. Transfer Agreements must be approved in writing and in advance by the Storage Program Manager prior to transfer of NTS lots.
Tender of Service Changes Continued		
Change in Management	8.2	All changes in management of your business should be reported to the Storage Management Office and should provide current minutes of corporation that reflect election of corporate officials.
Unusual Occurrences	8.3	NTS TSPs must immediately report unusual occurrences, fires, floods, break-ins, etc., to the SMO and the ITO using the Unusual Occurrence form (Attachment N). The following procedures are designed to aid the NTS TSP and/or the employees in the event of an unusual occurrence (disaster/emergency/loss to non-temp storage or any non-temp facility or vehicle). The following is a list of unusual occurrences; however, any unusual loss/damage involving non-temp storage should be treated as an unusual occurrence unless otherwise directed by the SMO
Name Change	8.4	A company name change will be reported in writing no later than 30 days prior to the effective date to the Storage Management Office. When only a change of name is involved, with no change in the rights and obligations of either party, the Government will recognize the change with a Supplemental Agreement
Tender of Service Changes Continued		
Stock Sale	8.5	When a buyer purchases shares of the TSPs stock, the current meeting minutes that reflect the stock purchase and any changes in corporate structure must be sent to the Storage Management Office.
Asset Purchase	8.6	When seller retains possession of the legal entity and the buyer purchases individual assets of the company, and there is no change in company name, the TSP must provide corporate documentation, lease or ownership documentation, and fire and security data to the Storage Management Office prior to the asset purchase.
Disqualification for Convenience	8.7	The government reserves the right to terminate for convenience if in its best interest, e.g., due to requirement changes or costs of maintaining the NTS TOS. The storage lots will be tendered to the lowest cost NTS TSP considering rates only for Items I, III, IV, and V on the Schedule of Rates and Services.
Disqualification for Default	8.8	Termination of a NTS TSP for default holds a contractor at fault due to an actual or anticipated failure to perform obligations under the TOS. The storage lots will be moved to the lowest cost NTS TSP considering prices only for Items I, III, IV, and V on the Schedule of Rates and Services. The TSP will be held liable for any excess costs incurred during the default action.

Tender of Service Changes Continued		
Re-procurements	8.9	Re-procurements occur when a TSP fails to perform obligations under the Tender of Service. When this occurs the Storage Management Office will solicit bids for the transfer and storage of the property. The TSP will be held liable for any excess costs incurred by the government as a result of the re-procurement action.
Transportation Review Board	8.10	8.10. Transportation Review Board (TRB). These procedures will be followed when USTRANSCOM takes action to disqualify or place a TSP in non-use or recommends that such action be taken. These procedures do not apply to contracts entered pursuant to the Federal Acquisition Regulation (FAR), unless any such contract calls for its application. TRBs may consider TSP services based on FAR contracts in determining appropriate corrective action, if any. TRBs will be done in accordance with the procedures outlined in the US TRANSCOM Procedures for Transportation Review Boards (TRBs) of Transportation Service Providers (TSPs) within the Defense Personal Property Program (DP3) <a href="https://www.ustrancom.mil/dp3/docs/otherpdfs/0500+DP3_BUSINESS_RULES_REGULATION_AND_FORMS/USTRANSCOM%20TRB%20Business%20Rule%202024%20Jan%202022.pdf">https://www.ustrancom.mil/dp3/docs/otherpdfs/0500+DP3_BUSINESS_RULES_REGULATION_AND_FORMS/USTRANSCOM%20TRB%20Business%20Rule%202024%20Jan%202022.pdf</a>


Personal Property Forum held 15 March 23 in O'fallon, IL.

- GHC transition is now scheduled to begin September 2023 through April 2024.

**Planned GHC Transition – Subject to Change**

TOGETHER, WE DELIVER.

FY24	SEP 2023	OCT 2023	NOV 2023	DEC 2023	JAN 2024	FEB 2024	MAR 2024	APR 2024	MAY 2024	JUN 2024	JUL 2024	AUG 2024
GHC	200 Shipments 2% Domestic Volume	500 Shipments 5% Domestic Volume	1,000 Shipments 11% Domestic Volume	1,500 Shipments 15% Domestic Volume	~2,500 Shipments 25% Domestic Volume	~4,800 Shipments 50% Domestic Volume	~7,800 Shipments 75% Domestic Volume	8,700 Shipments 100%* Domestic Volume	14,100 Shipments	16,300 Shipments	18,200 Shipments	15,800 Shipments
Domestic Tender Program	12,000 Shipments 98% Domestic Volume	10,700 Shipments 95% Domestic Volume	9,800 Shipments 89% Domestic Volume	11,200 Shipments 85% Domestic Volume	~7,500 Shipments 75% Domestic Volume	~4,800 Shipments 50% Domestic Volume	~2,600 Shipments 25% Domestic Volume	0 Shipments 0%* Domestic Volume				
3-year Monthly Average Domestic Shipments (2019-2022)	12,200	11,200	10,800	12,700	10,000	9,600	10,400	8,700	14,100	16,300	18,200	15,800



BVS 2.0

**Current scoring**

- 70% CSS and 30% rate

**New scoring**

- 30% on time pu/del (15% pu, 15% del). On time pu is defined as picked up within the 7 day spread and proper DPS update within 4 GBD's.
- 20% CSS (2.4% origin friendliness, 2.4% origin packing, 2.4% pu timeliness, 2.4% del timeliness, 2.4% destination friendliness, 8% overall satisfaction)
- 30% rate
- 20% claims (10% late payment, 10% claims satisfaction)

Date Change

- USTRANSCOM made it very clear that if a customer wants their shipment picked up prior to the scheduled pickup date, the customer must email the PPSO and CC the responsible TSP requesting the change. Agents are not allowed to request a date change on behalf of the customer. If we do request a change on behalf of the customer, transcom will consider this a pickup outside of the spread dates.

### NTS-C RFI # 5

- RFI # 5 is due to USTRANSCOM NLT 14 April.
- Current NTS-C timeline.

#### NTS-C Schedule

##### 1 Feb 2024 – Market Research Report Finalized

- Small Working Group (SWG) Items to Address in 2023:
  - Inputs on TCAQ Request for Information (RFI) #4 Take-Aways
  - Pricing research, to include RFI #5
  - Solidify proximity requirements
  - Determine way forward on climate requirements
  - Requirement refinement (regional considerations)

##### 1 Mar 2024 - Acquisition Strategy Approval

- Acquisition Plan, Determination & Findings (D&Fs)
  - Development of source selection criteria with SWG

##### 1 May 2024 – 30 Apr 2025– RFP Issued/Source Selection/Awards

1 Dec 2025 - Transition Period Commences (9-month period, pending analysis of length of time to retrofit warehouses for climate requirements, if applicable)

1 Sep 2026 - Volume Phase-In Commences (recommend shift from 4-month 25%/50%/75%/100% volume phase-in to 8-month conditions-based phase-in)

1 May 2027 - Full Implementation by Peak Season 2027

### HomeSafe Roadshow – 21 Feb 23 – Atlanta, GA

- Entire business model of HomeSafe (HSA) and IT platform (HomeSafe Connect) were developed to be easy to use and is free for all providers.
- Single POC (HSA) instead of multiple MMC's.
- No information on compensation yet because HSA is in negotiations with USTRANSCOM but the intent is to have fair compensation for the work being done.
- Two areas of active study still going on.
  1. Phase in schedule. First domestic phase in Sept 2023. Working to figure out additional phase in volume to make sure it is successful.
  2. Final rate pricing. A lot has changed other the last few years. Want to make sure compensation is fair and equitable for services performed. Do not have exact pricing today.

- Demand signal will make the program easier. Demand signal is knowing the volume, type of work and through which channels based on historical data that is generally the same every year.
- HomeSafe Connect will provide software through MoveHQ.
- HSA will make sure those agents who are providing capacity during peak season will be taken care of during non-peak.
- Want to be as easy to work with as possible.
- High quality scores will give agents earlier access to moves and higher compensation to haulers.
- HSA will be using an internal system called the Carrier Quality Index (CQI) to rank the quality of service an agent performs. A separate CQI will be assigned to each standalone facility based on a rolling 12 months of data. CQI's will not be assigned by company name or by common ownership. Haulers/hauling authority will be considered its own entity and will be scored with their own CQI. All facilities will start with the same CQI to be fair and it is based on a 5.0 scale. The CQI will be based on the following data:
  - 60% Customer Satisfaction Survey
  - 25% Timeliness of pickup and delivery
  - 15% Claims
- Customer Satisfaction Surveys will still be completed by a third party company contracted by the Government. HSA will have nothing to do with Customer Satisfaction Surveys.
- Pre-move surveys will be completed by HSA once the shipment is awarded. Yembo and VMT (not sure who VMT is) have been contracted by HSA to complete the virtual surveys. At home surveys will only be done if requested by the member.
- The Government will only pay 10% above the pre-move survey weight. However, Matt Dolan, President of HSA, said that the OA and hauler will be made whole on the weight they service.
- Members have the opportunity to remove items from their pre-move survey to reduce their weight to avoid out of pocket expenses. These items will be moved to a separate "not shipping list" and agents are not to move those items.
- Claims are scored based on what is adjudicated back to the agent from HSA.
- All Government documents have to be done electronically and will be generated through HomeSafe Connect. Paperwork and the 400NG will change but the "big ticket items will remain the same". This will be the same program for agents, HAS and USTRANSCOM. HomeSafe Connect has the ability to assign tasks for each order based on the current status of the shipment. All system changes/updates can be tracked and stamped of who did it.
- HomeSafe Connect requires 2-factor authentication for all users.
- Bar code inventory tags will be required.

- Rules for the new program are based on the Performance Work Statement (PWS) but are similar to the current Tender of Service (TOS).
- Shipment counseling will be done online.
- SIT will be allocated based on physical location and the CQI.
- HomeSafe will be assigning DA's.
- Origin SIT is still an option but it still must be approved by the PPSO.
- Crews will have to use the HomeSafe Connect app to notify the member once they are dispatched. This will notify the member that the crew is in route. Geofencing will be used to notify the member when the crew gets within 10 miles. The app also gives the member the opportunity to contact the crew leader.
- We will have to know who is going to each job and those people will have to be assigned in the app. This could cause a problem with contractors and day laborers.
- New people can be added to the system at any time.
- A background check must be performed on all individuals performing work under this contract and we must be able to provide the source of the background check. USTRANSCOM has not provided any background check standards. HSA will have a database of all approved personnel.
- Liability for any shipment moved under HSA will go to \$8.00/lb and claims will be limited to \$1.50/lb.
- HSA will have the ability to track the history of all claims so members cannot file a claim for the same items over and over.
- HomeSafe Connect cannot be used for COD shipments.
- HSA is using a regional service model to manage agents. Region 3 is made up of NC, SC, GA and FL. There will be a group of 8 – 10 people in each region that will be able to travel to agents for training and will also be their POC at the regional offices. The region 3 office will be in Jacksonville, FL.
- HSA wants to reward quality. An annual financial bonus will be given to the top 10% of large and small subcontractors based on top quality scores.
- Pre-approvals will be identified during the pre-move survey and requested through the app. These requests will be automatically routed to the PPSO.
- HSA will have the Learning Management System (LMS) that is available to industry for training and certifications for customers, crews, drivers, sales and admin staff. It will cover all aspects of domestic and international moving skills. Training will be broken up into short 3-5 min videos concentrating on 1 topic. When a person is set up on the app, you will assign a role and training will be assigned based on the role. All training and any services performed by individual people can be tracked. Crew members must pass training tests in order to be able to perform on a job. The training program has the flexibility to use a "train the trainer" method who can "certify" that someone has been trained or they will have to complete the assigned training.



- HSA will optimize shipments into bundled trips. Will offer consolidated trips for hauling instead of individuals shipments. Will offer trips between 20k lbs – 26k lbs based on like origin location, like destination location and like dates. Will also be offering back haul trips.
- This shipment bundling will not include shortfuse.
- Will be able to request a shipment if a shipment cancels or if a shipment goes small but HSA is not planning to have any tonnage boards.
- Trips will be locked in 10 days out. HAS’s system has the ability to shorten the timeframe if needed.
- Compensation will be by the trip.
- Rejecting trips is not penalized but non-peak tonnage will be offered based on what you did during peak season.
- Shipment offers must be accepted or rejected within 3 hours. If not, HSA’s system will show an offer as a “cancelled order”.
- Compensation will be based on the following:
  1. Packing/unpacking CWT
  2. OA/DA CWT
  3. Accessorials. Shuttle and crating. These are the only accessorials. Crating can be performed by the agent or GHC can get a 3<sup>rd</sup> party.
  4. Line haul CWT
  5. SIT CWT
  6. Fuel surcharge. This will be a pass through to make you whole and will not be a profit center.
- Per CWT rate will be based on peak and non-peak.
- Peak will not be as compensatory as a current 30% discount.
- HomeSafe connect will automatically bill and we should not have to invoice HSA.
- Four incentives.
  1. Automated payments
  2. Quality incentives
  3. Peak season commitment incentives
  4. Small business commitment
- Supplier registration can be completed at [HSAsupplier.com](https://HSAsupplier.com)
- This is a FAR contract. Prevailing wages must be met. Get educated on FAR contracts. HSA will make an educational video available.

### **HomeSafe Roadshow – 7 March 23 – Dallas, TX**

- What type of data can be pulled from HomeSafe Connect (HSC)? Any type of data and statistics on shipments you service.

- Can you pull data from HSC from different locations? Yes
- Can we generate our own reports in HSC for shipments we serviced/turned down? Yes
- Surveys will be performed before the shipment is offered to an agent.
- If we want to drop a date based on the survey results, we just ask HSA.
- When shipments in storage under the current program are released under the new GHC program, will we have to re inventory the shipment under HSC? SIT shipments – No. NTS shipments – Yes.
- Every shipment will be scored whether the CSS is returned or not. You will automatically get a 5.0 (top score) until the survey is returned. If the survey is never returned, you will keep the 5.0 score.
- Any claim under \$500 will still be a 5.0 score for that metric.
- There will be a single POC at HSA for each service member. When a member calls, HSA's system will identify who the move specialist is and the call will be routed to them. If that specific person is unavailable, the call will be routed to the last person the member spoke to.
- GHC will not have access to customer weights from moves prior to GHC.
- Matt Dolan said his goal is to lower the amount of crate and freight shipments and use these smaller shipments as fill tonnage on trailers.
- One for one offers in peak and non-peak season. However, quality must be maintained. Don't expect a bunch of non-peak tonnage if you have a bunch of massive claims.
- In order to optimize loads, loads will be offered about 15 days prior to loading.
- No extra labor can be billed under GHC.
- Net 30 days payment.
- Actual weight tickets in HSC trigger payment to TSP.
- Minimum shipment weight in GHC is 2,000 lbs.
- When an order is booked, all shipment and customer data is automatically uploaded into HSC.
- We do not have the ability to upload or download data into or out of HSC for security reasons. The only time data can be moved out of HSC is when a shipment converts to permanent storage. We will get an email with shipment and customer information to put their information into our own system.
- Inventory scanner technology will use phone or tablet camera. We will not need to use a separate scanner.
- HSC will generate HV inventories and firearm COC forms. You can also scan the barcode on the back of a TV and it will automatically pull the model # and size for the inventory.
- Items packed in boxes will be identified on the inventory as sub-items.

Ex: 101 – master bedroom items

101.1 – pillow

101.2 – jewelry box

101.3 – glass statue

101.4 – towels

-

# NEW MEMBER DEVELOPMENT/CORPORATE SPONSORSHIP

Nick Fincher & Momo Martinez

Co-Chairmen

## BOARD OF DIRECTORS REPORT

April 12, 2023

	2023	2022
Associates	30	27
Branch	19	19
Regular	180	194
TOTAL	229	240

### New Members since last meeting:

Uwharrie Moving & Storage  
Pink Zebra Moving of Wilmington  
A Cut Above Moving and Relocation  
The Shuttle Movers, LLC  
Fast Lane Moving and Logistics  
Trinity Movers, LLC  
James Moving, LLC

### New Associate Members since last meeting:

LiveSwitch

## SEMINAR TRAINING

Chris Barringer & Michael Zlotnik

Co-Chairmen

## BOARD OF DIRECTORS REPORT

April 12, 2023

We held a seminar with Francisco Acuna on March 15 with over 20 participants that was very well received.

We will be holding a Claims, Insurance and Valuation Seminar on April 13. Over 30 people have signed up. Wells Insurance is helping with the seminar.

On April 18, we will be holding a webinar on How Video Can Help Your Business. Over a dozen people have signed up so far. New Associate Member LiveSwitch will be conducting the seminar.

We will have more seminars planned for the fall.

## EXECUTIVE DIRECTOR'S REPORT

April 12, 2023

The next MRT Training seminar will be an in-person seminar on April 25 at Western Wake Tech campus on Kildaire Farm Road in Cary.

I have still been helping members with their annual reports. Nick Jeffries let me know last week that 60 movers still haven't turned in their 2021 reports. I have also been helping people file their 2022 reports.

The ATA Moving & Storage Conference meeting was pretty good. Attendance was close to 300. Not back to what it used to be, but they are trying to make it better.

I will be taking vacation the week of May 1-5, going to Disney with my daughter and her family. Have notified the membership once and will do it again before I leave.