

Tar Heel Van

FOURTH QUARTER 2023

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Top: Dru Sells Burgin and Jo Sells NCMA Convention

Below: Anne Horne with Darrell Horne



IN MEMORIAM

The NC Movers Association lost two of our grand ladies in September.

Jo Sells of Sells Moving & Storage in Statesville passed away on September 12. Jo was a long-time member of the NCMA. She was named to the Board of Directors in

1991, served as President in 1997, was named Mover of the Year in 1992 and was awarded the James T. Dorman Distinguished Service Award in 2003. Jo was a mainstay at our conventions for years and enjoyed her time there. Jo was married to her beloved husband Haskell Sells from 1943 to his passing in 2002. She is survived by her daughter, Dru Burgin and her two sons—Colt and Ryder; her son Hask II and wife Joyce and her son Conrad and his daughter Dorothy.

Anne Horne of Horne Moving in Goldsboro passed away on September 28. Anne was another long-time member of the NCMA. She served as the Executive Secretary to Board for 10 years. She also was a member of the Board of Directors for 1994-1995 and helped to make our 50th anniversary celebration a

NCMA Board of Directors

NCMA Board of Directors

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success.

Anne loved the Association and attended every convention that she could. She was a big help to Pam in getting things set up and for years stuffed packets and performed other duties.

Anne is survived by the love of her life, Darrell Horne and their six daughters—Pam Stanley, Kathy Cox and her husband Fenton, Karen Murphy and her husband Doug, Leigh Weikert and her husband Dave, Marla Ashworth and DeeDee Schmitz and her husband Paul. They have 13 grandchildren and two great-children.

Plan to Improve Military Family Moves Delayed Over New Computer Software

U.S. Transportation Command has delayed the rollout of new computer systems designed to help streamline the annual moving process for hundreds of thousands of military families and designate a single contractor to ship their household goods around the world, defense officials said. The command awarded its global household goods contract worth an estimated \$6.2 billion to HomeSafe Alliance in November 2021. The company will provide “complete door-to-door global household goods relocation transportation and warehouse services worldwide,” once the company takes over military moves, according to the command’s announcement. Moves originally were slated to begin under this new contract in September. But technical issues arose in the development of the Defense Department’s MilMove and HomeSafe Alliance’s HomeSafe Connect — two new computer programs designed to plan, track and expedite moves, command officials said. More than 800 companies are responsible for 170,000 domestic shipments and 300,000 globally each year, said Andy Dawson, director of the Defense Personal Property Management Office at U.S. Transportation Command. During the military’s peak moving season in the summer, the customer satisfaction rate was 74% for 2023. “That equates to tens of thousands of service members and families that aren’t satisfied with their relocation experience, and we owe it to them to deliver,” Dawson said. “It’s safe to say the large volume, the majority of shipments will remain in the [current system] for peak season [next year].” The change in systems was driven by complaints from military families about delays in pickups and deliveries of goods and damage to items during transportation. A 2020 analysis by the Defense Department inspector general found 20% of domestic household goods shipments in 2018 had at least one damage claim. The analysis also concluded the Transportation Command did not have reliable data to determine



Association Leaderboard

MONTHLY REPORT

2023

	Association	Total lbs.		Association	Enrolled Movers
1	North Carolina	2,414,482	1	California	90
2	Illinois	2,071,300	2	Southwest	77
3	Virginia	2,014,870	3	Illinois	45
4	Southwest	1,798,306	4	Florida	45
5	California	1,600,013	5	North Carolina	42
6	Florida	1,203,153	6	New Jersey	40
7	New Jersey	1,090,203	7	Michigan	25
8	New York State	870,733	8	New York State	23
9	Minnesota	479,854	9	Virginia	22
10	Georgia	453,315	10	Georgia	19
11	Long Island	262,785	11	Pennsylvania	17
12	Michigan	186,437	12	Ohio	17
13	Wisconsin	146,057	13	Massachusetts	14
14	Ohio	130,669	14	Maryland	13
15	Alaska	124,791	15	Minnesota	9

whether service members' goods were being delivered on time or in good condition. The command is working with HomeSafe to schedule testing dates between mid-December 2023 through the end of January. Once that's complete, defense officials have picked several bases in the U.S. where short local moves, within a 50-mile radius, will begin. For example, in the Norfolk, Va., area, they'll be moving shipments within ZIP codes south of the Chesapeake Bay, Dawson said. The command developed a system called MilMove for service members to upload change-of-station orders and initiate a request for their new shipment to be scheduled. HomeSafe Alliance developed HomeSafe Connect to be used by service members, the government and industry to track a shipment sent from MilMove. Any substantial rollout, however, won't take place from May through Labor Day because of risks associated with trying a new system during peak season for moving. Between 100,000 and 150,000 shipments take place during that time, said Jessica Brown, a Transportation Command spokeswoman. "Moving in and of itself is a stressful situation," Dawson said. "Changes are tremendously hard to execute during that peak season period. As a strategy to reduce the risk, we've just kind of taken that off the table."

Source: MATTHEW ADAMS STARS AND STRIPES December 11, 2023

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A Winter State of Mind One of the joys of the trucking business is the ability to travel across the country and experience the beauty of different roads from coast to coast. However, this also means you must prepare for various types of driving conditions. The winter months make for treacherous road conditions across much of the country; the best thing you can do to make sure you stay safe when the temperature drops is to be ready.

Whether you are driving through a busy metropolis or sparsely populated country roads, there are heightened risks to be aware of in winter. You never know what may happen-be prepared for anything. Here are some good practices to keep you and your cargo safe in the winter months.

Practice Proper Vehicle Maintenance

In unfavorable conditions, it is especially important to inspect your vehicle before you get on the road. First, remember cold weather lowers battery power, so be sure yours is in good shape before the cold conditions take over. Also, for fifth wheel lubrication, make sure you are using a winter-grade product - summer-grade lubricant in low temperatures could cause steering issues. Ensure there is proper winter coolant in your radiator and there are no leaks. Check to

make sure the heater, defroster and wiper blades are all in proper working order, because if you have not used these things in a year or more, there is no guarantee they will be functioning when you really need them! Most importantly, check your tires.

Winter roads already provide very little traction, so decent tread depth is critical.

Be Prepared with Equipment and Supplies Just as important as vehicle maintenance is having the right gear to get you through the most severe winter conditions. Some states require trucks to carry chains or cables during certain months, and they may mandate which axle(s) require chaining and the use of specific traction devices. Before setting out, make sure you know the laws in the states where you are traveling. If you travel frequently through mountain passes, where chaining is often a rigidly enforced requirement, you may want to consider carrying a list of state specific safety requirements for quick reference. Also, be informed on how to put your chains or cables on before you need them as subzero temperatures and ice-covered roads with



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heavy snowfall are not the best conditions to learn in!

When it comes to fuel, gelling is the main concern. Know NC's regulations on buying additives for fuel and know if your vehicle has fuel tank heaters. To prevent gelling, keep your tank as full as possible in cold conditions, avoid turning the truck off for long periods, monitor the temperature and wind chill carefully, and beware of fuel purchased in southern states if you are traveling into cold conditions. Weather conditions in the South do not require blended fuel, so fuel purchased there will have a greater tendency to gel if driven into cold conditions.

Always carry a winter driving kit with you - you never know when one of these items could save your life. Recommended items to stock in your kit include the following:

- Extra clothing, such as warm layers, gloves, shoes, socks and rain gear
- Flashlight and batteries
- Blankets
- Non-perishable food and water
- First aid kit
- Bag of sand or salt
- Extra washer fluid
- Windshield scraper and brush
- Jumper cables
- Tire chains or traction mats
- Cellphone and charger
- Lighter, matches and candles

Know the Road Conditions Two things: have a good source for weather reports and a good thermometer. If your truck is not equipped with either of these, seriously consider the investment, as both are crucial to determining the safest routes and knowing what kinds of road conditions you are dealing with. If you are unable to

tell whether the road is icy or not and the temperature is hovering around freezing {32 degrees F), watch other vehicles to gauge the conditions. Sliding vehicles, lack of spray from tires and ice buildup on others' vehicles are good indications the road is frozen. CB antennas that have ice buildup will bounce back and forth rapidly, which is another good signal that road conditions are dangerous.

React Properly When Things Go Wrong Whether it is your fault or not, things can—and will—go wrong when driving in dangerous winter conditions. The key is to respond quickly and smartly when they happen.

Frozen Brakes: If it gets cold enough, the brake lining could freeze to the drum if you set your brakes when they are still wet. To fix this, you will have to break them loose by either backing up so they will break free on their own or hitting them with a hammer to loosen them.

Skidding: If you find yourself skidding, quickly depress the clutch, look at the left mirror only and steer to get back in line with the trailer. Keep steering and counter-steering until you regain control, but do not over-steer. If possible, avoid braking during this process even if there is an oncoming emergency. There is likely not enough room to stop without a collision, and you could easily make matters worse by slamming on the brakes. Avoid skidding altogether by not braking, turning, steering or accelerating too quickly.

Jack-knifing: Countless studies show if you allow the tractor and trailer to be at more than a 15- degree angle to each other, your chances of regaining control are unlikely. However, you should still work to correct the jack-knife as soon as you recognize what is happening. Recover by steering until the trailer and tractor are realigned. Never use the brakes, but if you are experiencing a trailer jack-knife (the wheels of are locked up as opposed to those of the tractor), you should use the accelerator to pull the trailer back in line.

soon as you recognize what is happening. Recover by steering until the trailer and tractor are realigned. Never use the brakes, but if you are experiencing a trailer jack-knife (the wheels of the trailer [Summary](#)

The bottom line in winter driving is to think ahead about safety, be prepared and know your own limitations. You have heard it a thousand times, but in bad conditions, always increase your following distance, make smooth downshifts and take extra caution when traveling on ramps, bridges and overpasses. You have control over your own vehicle, but the driver next to you may not. Your best bet is to stay as far away from other vehicles as possible. If something does go wrong, increase your chances of surviving the incident by not panicking and remembering everything you have learned about safe driving. Use common sense—if you feel uncomfortable or unsafe driving in the given conditions, do not drive. It's better to be safe than sorry; that is, better your load is delivered late than not delivered at all, so use your best judgment!

Safety is the #1 Concern

The winter months make for treacherous road conditions across much of the country, and the best thing you can do to make sure you stay safe when the temperature drops is to be ready.





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COLD WEATHER SERVICE RECOMMENDATIONS



Please be advised that between November 15, 2023 and April 15, 2024 for service requests on day of delivery for the items listed below, CMS recommends next day service due to the effects of cold weather conditions on these items. We recommend next day service in order to give the items time to acclimate to room temperature.

The recommendations 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 TV's, 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 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 icemaker / 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.



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ATA Moving & Storage Conference Annual Meeting

The 2024 ATA Moving & Storage Conference (MSC) Annual Meeting is designed to allow plenty of opportunities to meet with your colleagues, participate in programs and discussions, take home information that will grow your business, and most importantly have fun! Engage in member driven sessions and hear from industry experts during panel discussions on priority issues affecting the moving industry. Don't forget to visit suppliers in the MSC Exhibit Hall to learn about the solutions they offer to help your business thrive!

Join ATA-MSC this March in New Orleans to learn best practices and network with fellow moving & storage professionals. Register today at <https://mscannual.trucking.org/>

Are you not a member of the ATA Moving & Storage Conference? Now is the time to join to get the member-only rate! [Learn more](#) and become a member today.

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>



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Unleashing the Power of Video for Moving Companies

By Jackie Drumm, Vice President, LiveSwitch

I was recently in the airport and had a question about retrieving my oversized baggage when I saw a QR code above the baggage claim carousel that said “Bag issues? Scan the QR code to connect to a United airport expert.” So, I didn’t take a single step, took out my phone, scanned the code, and then I was almost immediately connected by live video to an airline employee who could answer my questions. I could see that it was a real person and she could see my whole frazzled, up-since-4-AM self too. “Wow,” I thought. What a change from the need to trek across the airport to find a customer service desk or wait on hold forever for the answer to a simple question.

It was a faster, better, and more personal customer service experience. I told everyone I saw that day about it (and here I am, talking about it a week later). What does this have to do with moving? Everything.

Since the onset of the pandemic, the world has been undergoing a video revolution. Whether it’s a team Zoom call or a telehealth appointment, people are using live video to replace the need for in-person visits while maintaining many of the most important facets of human interaction, like non-verbal communication. Moving companies are doing the same.

Here are three ways moving companies are using video to grow their businesses.

To book more jobs.

In a recent conversation with an industry veteran, he described himself as “old school.” He said he is used to going into the house, walking through and doing his survey, or occasionally making a phone call. He then stopped to say that everything has changed, “Video is what’s happening now. It’s becoming very important in our industry.”

What he was suggesting is that more and more moving companies are providing estimates by video rather than in-person, keeping their trucks off the road, and getting more surveys done in less time. The result: winning more jobs.

When a prospect calls in and your first instinct is to schedule an on-site survey several days later, the prospect then has several days to call around for other quotes and go with a competitor. If you use video, when you get a call from a potential customer, you can give them the option of either getting an estimate right then through a video walkthrough or scheduling it at a later time when they are available. It helps significantly increase the number of estimates that you can perform in a day, reduces your time-to-quote, and allows you to build rapport with customers within just a few minutes. Most importantly, it allows you to secure these jobs ahead of your competition.

To get more five-star reviews.

Integrating video communication into your business not only allows you to book more jobs, but it keeps customers happy too. Using a video call as one of your first touches with your prospects builds their confidence that you're a reliable and service-oriented company. Chris Knowles, Founder and President of True Friends Moving Company recently said that connecting with prospects by video before their move "brings peace of mind to our customers... and gives them confidence that we're a professional, trustworthy organization."

Additionally, the convenience of not having to schedule someone to come into their home during some several-hour time block respects their time. You can easily "show up" on time. Some moving companies even take and share videos during their move to show progress and reassure customers that everything is going smoothly.

What is the result of providing great, fast, convenient, above-and-beyond customer service? It's easy to get five-star reviews. Five-star reviews loop you right back to point number one, the ability to book more jobs.

To defend against unjustified claims.

Try as you might, not every customer is going to be happy. Because having an unhappy customer every so often is a fact of life for most businesses, having video documentation of your

Because having an unhappy customer every so often is a fact of life for most businesses, having video documentation of your surveys is critical. Be sure to record your video calls. This gives you proof of what both your team and your customer have outlined in terms of what will be moved, if it will be packed, and any existing damage. The last point is important. During your video estimates, be sure to take your time on any expensive pieces in the home by asking your prospect to show you any marks or other damage. This type of documentation can eliminate a lot of headaches down the road if the customer thinks your team is responsible for broken items.

If taking part in this “video revolution” doesn’t appeal to you as a means of winning more bids, getting better reviews, and protecting your business, wait, there’s more! You should also be using video to interview candidates and capture customer testimonials. Simply asking a candidate to submit a brief video about themselves and why they’re interested in the job can give you wonderful information about their interest in the position and how they present themselves before you spend any time interviewing them. Similarly, asking customers for a brief video review after a job well done gives you great content to share online and on your website.

Give video a try. You can go from old school to new school in the click of a button. You may love staying out of the truck as much as I loved staying out of an airport line.

About the Author

Jackie Drumm is Vice President of Communications for [LiveSwitch Contact](#), an easy-to-use video walkthrough and estimate tool for moving companies. Drumm has spent 15 years leading communications for technology companies that serve growing businesses.



Merry Christmas from Ellis, age 6. Santa brought him exactly what he wanted—a drum set so he can become a drummer just like Ringo!



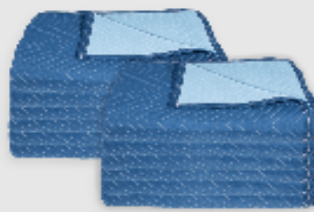
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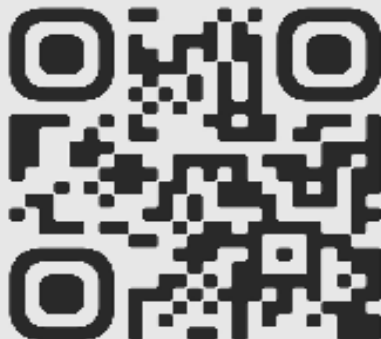
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Chief Dale's Moving—Kinston

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College Hunks Hauling Junk & Moving—Fayetteville

A+ Moving and More—Haw River

Town and Country Movers—Gaithersburg



Kentucky Trailer



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PARTNER COMPANIES



2024 NCMA Calendar

January 24—NCMA Board of Directors Meeting

University Club, Raleigh, NC

March 4-6—ATA/MSC Annual Conference

New Orleans, LA

October 24-26—NCMA Annual Convention

Aloft Coastline Center, Wilmington, NC

Contact the Association Office for details



The Facebook logo, consisting of the word 'facebook' in white, lowercase letters on a blue rectangular background.

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.