

# News On The

# MOVE

SPRING EDITION - 2010

## NATIONAL VAN LINES HONORED BY ASPIRE

**W**hen Aspire, a Westchester, IL based organization that serves children and adults with developmental disabilities, asked National Van Lines to participate in their "Secret Santa" program again, the employees at National Van Lines couldn't say no.

The NY Times, Money Magazine, CNN and Bloomberg were all warning of an even deeper recession followed by a slow recovery, but National Van Lines employees realized that for those of us who were lucky enough to be employed; it was a lot worse for others less fortunate.

Employees sponsored 30 residents by fulfilling their Christmas wish lists. Many of the items on the lists were basic necessities like warm clothing and bedding.

"Christmas is a time for giving," noted Sharon Kutta, National Van Lines Human Resources Manager and coordinator of the Aspire program. "And in spite of the sluggish economy, National Van Lines employees gave from their hearts to help make the holidays brighter for those less fortunate."

Because of the employees' generosity and CEO Maureen Beal's nine year affiliation with the organization, Aspire honored National Van Lines with the Geraldine Post Breaker "Building Their Future" Award during the Aspire 12th Annual "Big City Big Night" Gala. The award recognizes exceptional partners who help build futures for people with disabilities. Maureen Beal, who is a former Aspire board member and chair, with Ron McKee, Senior Vice President of National Van Lines, accepted the award on behalf of the company and its employees.

"I'm proud and amazed by the generosity our employees continue to show throughout the years," remarked Maureen Beal. "Despite the economy and the number of charities we work with during the year, they never run out of spirit, compassion and heart. This award belongs to every employee here."



**Kevin Hitzeman and Mary Dempsey, winners of the 2009 Award, along with Ron McKee and Maureen Beal, winners of the 2010 Award**

### IN THIS ISSUE...

Get Involved - Make a Difference	Page 2
New Regional Sales Director	Page 3
Regional Assignments	Page 3
Winner's Circle	Page 4
User Friendly Computer System	Page 5
Experts Disagree on Housing	Page 6
New Members of Operations	Page 6
People on the Move	Page 7
Moving Depot Help Soldiers	Page 8

## GET INVOLVED - MAKE A DIFFERENCE!



Spring is finally here! This time of year brings a special kind of anticipation to those of us in the moving business. Spring marks the start of a new moving season. In spring, anything can happen. It's a time for a fresh start. Not just new flowers, but new customers, new partner-

ships and new ventures are ready to bloom. While we are looking forward to our new growth, it's also a good time to think about how we can help our communities grow.

Community involvement should be as routine as turning on the lights in every business. I'm not strictly talking about donating money. Even when money is tight, there are so many reasons to get involved in your community. How much more valuable are your skills and success when it not only benefits one or two people but also a whole community?

We all have a responsibility to ourselves and our community to build our world into the world we want it to be. We all know that "someone" needs to do something about pollution, animal cruelty, homelessness, etc. I have good news for you! That someone is YOU and you can make a difference in this world.

According to poet Ralph Waldo Emerson, "It is one of the most beautiful compensations of life that no person can sincerely try to help another without helping themselves." What this means is that, aside from being the right thing to do, investing in others is also an investment in yourself. And to quote another poet, Henry David Thoreau once said "Goodness is the only investment that never fails."

Community involvement can rekindle your passion. Pick something for which you feel very personally committed. For example, I have volunteered for years on the board of directors of Aspire, an organization that provides services for children and adults

with developmental disabilities and their families. You'd be surprised how motivated you can be to do your personal best when you know that the more successful you are, the more you can help a cause for which you feel particularly enthusiastic. This enthusiasm can come full circle too. Passion almost never goes unnoticed. When people in your community see how passionate you are about your cause, they'll come to realize how passionate you are about your business too.

In this issue, our agent spotlight is on Moving Depot in Irvine, CA. The owners of Moving Depot feel a strong personal commitment to the men and women who are currently serving or have served our country. They have found several different ways to give back and build up their community. Some of the ways they give back are simple but make a big difference; for example, they collect unwanted household goods and furniture from customers and deliver to military families in need.

At National Van Lines, we've worked together as a team to support the American Cancer Society, Special Olympics, the Wyland Foundation and a number of other causes. I've watched our staff come together numerous times to give to these organizations in unique ways. We have created and sold a cookbook with recipes donated by staff members with the proceeds to benefit the American Cancer Society. We've tagged the rubber ducks that race in the Special Olympics Rubber Duck Derby. We've adopted children's wish lists for a local school.

Each of these activities has enabled members of our staff to work together as a team supporting a united cause. That teamwork carries over into our work and as we all know, a better, more supportive team creates happier, more satisfied clients.

So this spring, think about where your passion lies. Then take action and watch the ripple effect into your community, your business and your life! Best wishes for a prosperous summer!





## DONNA MARTIN - NEW REGIONAL SALES DIRECTOR

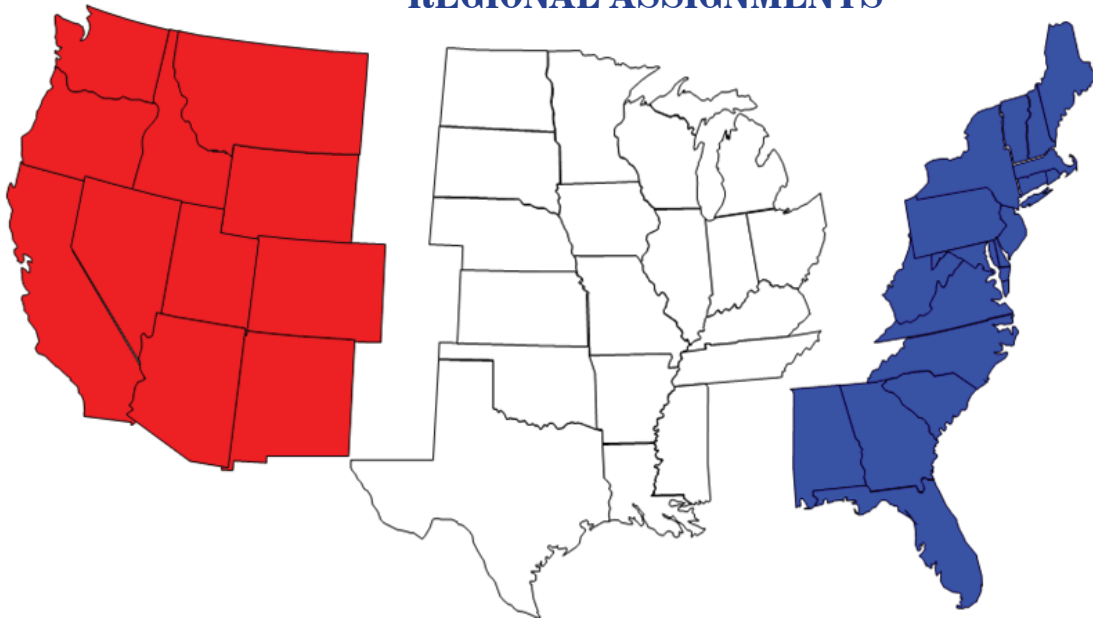
National Van Lines is pleased to announce that Donna Martin has accepted the position of Regional Sales Director for the Western Region. Donna is a seasoned sales professional with experience in National Account Sales, Sales Management and Administration. Her talent and dedication have helped her climb the ranks to Regional Vice President of Business Development with a major van line.

Donna is eager to use her expertise to recruit agents in the western region and to help existing agents increase sales. "National has a very good reputation in the marketplace as a first-rate, high quality service provider," she commented. "I am really excited to be here as part of this team!"

Vice President of Marketing, Training, Quality Assurance and Agency Development, Jorja Coulter, is confident that Donna will be a great asset to the west coast. "We are thrilled that Donna has joined our team," says Jorja. "Her extensive experience in the moving industry, along with her determination and enthusiasm, will be of significant value in the Regional Sales Director role. We look forward to watching Donna use her knowledge and spirit to grow with our team!"

Please welcome Donna to the National Van Lines family! She can be reached at [donna.martin@nationalvanlines.com](mailto:donna.martin@nationalvanlines.com) or 800-323-1962 ext. 2969.

## REGIONAL ASSIGNMENTS



Donna Martin - Regional Sales Director  
Western Region  
708-450-2969  
800-323-1962 Ext 2969  
Fax: 708-450-9320  
[donna.martin@nationalvanlines.com](mailto:donna.martin@nationalvanlines.com)



Dan Sabol - Regional Sales Director  
Midwest Region  
708-223-1968  
Cell: 708-955-1437  
800-323-1962 Ext 1968  
Fax: 708-450-0069  
[dan.sabol@nationalvanlines.com](mailto:dan.sabol@nationalvanlines.com)



Dick Scaffa - Regional Sales Director  
Eastern Region  
609-714-3362 - Cell: 609-847-5765  
800-518-4707  
Fax: 609-714-3362  
[dick.scaffa@nationalvanlines.com](mailto:dick.scaffa@nationalvanlines.com)



## DON'T BE LEFT OUT OF THE CIRCLE!



The National Van Lines 2010 Winner's Circle Sales Conference will take place October 21<sup>st</sup> through the 23<sup>rd</sup> at the Schaumburg Marriott in Chicago's north-west suburbs.

Designed to take your sales efforts to the next level, the Winner's Circle Sales Conference is created by sales leaders for sales professionals. The main goal is to educate, motivate and connect

National Van Lines salespeople.

The opening reception kicks off the event by connecting attendees. This reception is not your ordinary opening reception. Filled with team-building, games and competition, the event helps even newcomers feel comfortable and get to know their peers.

Each day, education, motivation and networking are combined in the general session. Only information that is valuable to relocation sales professional is presented at this conference! After each session, attendees discuss their thoughts and experiences at the table. Then attendees switch tables for the following session so that they can benefit from the experiences of another group!

Here are some actual comments taken from the 2008 Winner's Circle attendee survey:

- "The team atmosphere not only set the pace for the conference, but for the National team as a whole."
- "Just glad to be part of the Winner's Circle and look forward to our next event!"
- "I just have to say how great everyone was and it was amazing how everyone just had a positive attitude. I was just not used to that and it was a very pleasant surprise... And I miss everyone already. I feel like I made some great friends!!"

- "I would just like to add that every NVL event that I have attended during my first few years with the company has been first rate! The entire staff is so friendly and inviting. Everything from food and beverage to the guest speakers are top notch. It really is a family atmosphere and it makes working for the van line a real pleasure. It is a real honor for our agency to be apart of such a great company!"



### WINNER'S CIRCLE 2008 PARTICIPATION AWARD WINNERS:

Front Row Left to Right: Suzi Jones, Al's Relo, Killeen, TX; Joan Feifar, NVL Sales/Agency; John Cheary, Affordable Moving, Branson, MO; Dave Anton, Vanguard Moving, Danbury, CT; Mike Yost, NVL New Products; Brook Banwer and Abner Banwer, Banwer Transfer, Seattle, WA and Tom Kelner, Minor Moving, Austin TX. Back Row Left to Right: Stephen Thompson, S Thompson Moving, Dexter, MO; Mike Dombroski, NVL Billing & Settlement; Theresa Bonnie, Joe Bonnie and Son, Delray Beach, FL.

We plan to make this year's sales conference even better. This year the Winner's Circle will be in Schaumburg, Illinois, which is located in the north-west suburbs of Chicago and is home to Woodfield mall - a popular tourist destination with almost 300 stores and 3 levels. Nearby are the Streets of Woodfield with more shopping, dining and nightlife. The hotel shuttle will take guests to either destination on request.

**Mark your calendars and plan to join us!**

**Registration information  
will be coming soon!**



## NATIONAL VAN LINES UNVEILS USER-FRIENDLY COMPUTER SYSTEM FOR AGENTS

```

CMD1(EJ)2(TRL)3(RMK)4(HLR)5(BKR)6(RM)7(DACT)8(DACT)9(SETL)10(CUST)11(MEM)12(ADR
B/L NO 300001 REGNO R107013 GBLNO 13(SIT)

EST WGT 7000 ORIG NAPERVILLE IL DEST PASADENA CA EST MI 1978 EST: WRITTEN
EST BILL LH 5500 BILL CUT 45.0 BLD DISC ASS-00 PACK-00 A CHARGES 6350
EST SETL LH 5500 SETL CUT 45.0 BROKER FEE .0 VAL 50000 RATE .00
LOADNG 801 802 DRIVER PACK C00
ORIG 9200 DEST 444 BOOK 9200 SM 1 OF LDR UNLD HLR REV
SYSPD 000 ORIGIN REG DATE 70400 DESTINATION EXT LOAD TO
SHIPPER J ANDERSON 222 SOUTH STREET
123 MAIN STREET
NAPERVILLE IL 323-456-7890 PASADENA CA 000091050 423-456-7890

COUNTY
PRORATE: 1ST HAULER FRM CITY/ST DEST CITY/ST
DELY 805 812 DLY CSOL DRVA DRVS DRVQ TRCB TRLB BRKD WTHR OT
SHIPMENT STATUS A EXT DELV FROM TO PREPAY AMOUNT .00 RSH
BULK SAT AUT TRK MOT TRC SNO HOT AIR BOA CAM OT
TRL#
OVERTIME LOAD DELV SHUTTLE ORIG DEST STAIRS ELEVATOR CARRY
VAN DT PU DT AGT INIT CHARGE BKR Y/N CTL#
WGT LH LH-2 TOT CHG TRIP ETA N
NEXT CK STATUS HAULER POWER NO DRIVER NO
ACT DELV SIT WHSE SIT C#

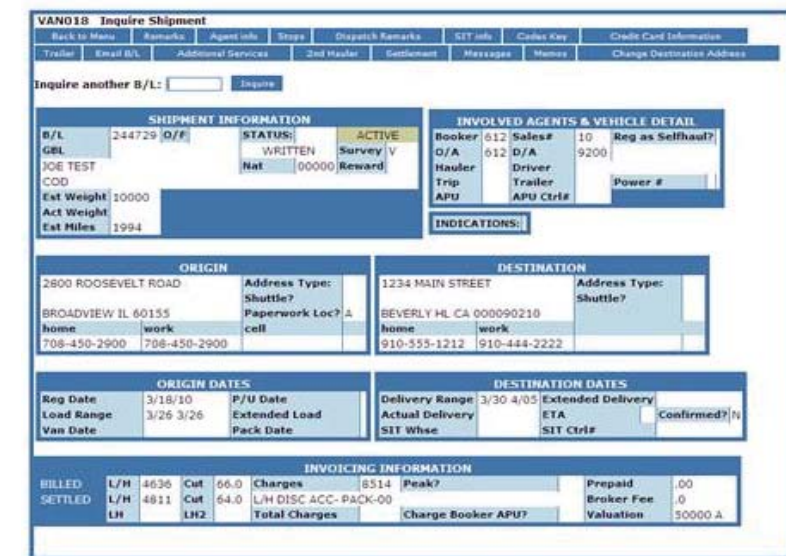
R2 C16 SA OVR LOCALS2
  
```

National Van Lines IT Department has been hard at work for months on a time-intensive project that required focus and determination. According to Sue Mackey, Move Management Manager, Felicia Krubl and Sam Buonauro are to be commended for creating a new look and feel for National Van Lines computer systems. "This new look is such a shift from the old systems; our agents and drivers are going to love it!"

In late February, it was announced that National Van Lines agents would no longer have access to the "green screens" mainframe AS400 system. In its place, agents were treated with a brand new state of the art windows based AS400 system. Gone were the days of struggling with F1 and F2. Now agents can enter registrations, look up shipments and much more all from the convenience of contemporary windows based screens.

"In its day, the AS400 was cutting edge and an incredible tool for our agents," explained Jorja Coulter, Vice President of Marketing, Training and Quality Assurance. "However, times have changed and we're all accustomed to windows based screens with drop down menus and buttons instead of commands and function keys. It just made sense to create a system that our users could identify with more easily."

Agents have been thrilled to see the new screens. Training on the new screens has become so much easier," said Shelly Zachary, Director of Training. "People who weren't experienced in the AS400 would look overwhelmed as soon as I pulled up the menu. Now, when we walk through the windows based screens, I can see a whole different comfort level in



**VAN018 Inquire Shipment**

Back to Menu Remarks Agent info Stops Dispatch Remarks SIT info Codes Key Credit Card Information

Trailer Email B/L Additional Services 2nd Hauler Settlement Messages Memo Change Destination Address

Inquire another B/L:  Inquire

**SHIPMENT INFORMATION**

B/L 244729 O/F STATUS: ACTIVE  
GBL JOE TEST WRITTEN Survey V  
COD Nat 00000 Reward

**INVOLVED AGENTS & VEHICLE DETAIL**

Booker 612 Sales# 10 Reg as Selfhaul?  
O/A 612 D/A 9200  
Hauler Driver  
Trip Trailer  
APU APU Ctrl# Power #

**INDICATIONS:**

**ORIGIN**

2800 ROOSEVELT ROAD Address Type:  
BROADVIEW IL 60155 Shuttle?  
home work Paperwork Loc? A  
708-450-2900 708-450-2900 cell

**DESTINATION**

1234 MAIN STREET Address Type:  
BEVERLY HIL CA 000090210 Shuttle?  
home work  
910-355-1212 910-444-2222

**ORIGIN DATES**

Reg Date 3/18/10 P/U Date  
Load Range 3/26 3/26 Extended Load  
Van Date Pack Date

**DESTINATION DATES**

Delivery Range 3/30 4/05 Extended Delivery  
Actual Delivery ETA Confirmed? N  
SIT Whse SIT Ctrl#

**INVOICING INFORMATION**

BILLED L/H 4636 Cut 06.0 Charges 6514 Peak?  
SETTLED L/H 4811 Cut 64.0 L/H DISC ACC- PACK-00 Prepaid .00  
LH LHZ Total Charges Charge Booker APU? Broker Fee .0  
Valuation 50000.0

**TOP: Old Shipment screen**

**BOTTOM: New Shipment screen**

users. That comfort level is important. Not only does it save time. It also saves errors."

The new system has several new features, such as the ability to enter registration information in the same order it appears on the Estimate/Order for Service. There are also more opportunities to communicate customers' needs, such as shuttles, bulky items, exclusive use and extra stops.

**Many thanks to Sam Buonauro and Felicia Krubl for their hard work and dedication!**

## EXPERTS DISAGREE ON HOUSING MARKET



nals taking place.

For one, the housing market was on a strong rebound in November and December 2009. However, January and February 2010 showed a sharp decline in home sales. It is believed that quite a bit of this decline was due to an unusual amount of snow around the country, according to Fannie Mae's Economics and Mortgage Market Analysis for March. If weather was truly the deciding factor, then common sense leads us to believe we should see a rebound early this spring. Unfortunately, Fannie Mae's economists aren't so optimistic. They have reduced annualized sales projections based on February's home sales. Instead of a 12% increase in sales as previously expected, they are now projecting a 9% increase in sales.

One positive influence on real estate is the home buying tax credit due to expire June 30th. Many economists believe that when the weather breaks, there will be a last minute rush to buy homes before the end of June. Great news for the second quarter. However, this may impact the 3rd quarter negatively because buyers who might have taken their time purchasing a house might have already bought in the 2nd quarter.



The National Association of Realtors warns that while unemployment is dropping, many who are unemployed for various reasons aren't counted in this number. Chief Economist Lawrence Yun cautions that the many people who gave up looking for a job after many months aren't considered unemployed. That keeps the unemployment figures lower. However, as news that the unemployment rate has stabilized spreads, people will begin their job search. However as those people find jobs and the unemployment rate steadies, it will have a great impact on the housing market. What does all of this mean for the relocation industry? The bottom line is to be cautiously optimistic. The housing market is on the rebound, but there will be some bumps in the road -- be prepared for ups and downs and plan to keep a steady hand until we see a steadier rebound, most likely late in 2010.

## NEWEST MEMBERS OF OUR OPERATIONS DEPARTMENT

### Perry Slade - Dispatcher



National Van Lines is proud to welcome Perry Slade to the National Van Lines family! Perry brings over 30 years of industry experience into his new role as Dispatcher. Operations Director Len Bam-bach is enthusiastic about the newest member of his team. "His previous positions in sales, operations and special products with a major van line bring a unique knowledge and understanding to the position that will enable him to give the best possible service to our drivers and customers," states Len. "We couldn't be happier to have Perry on our team." Perry lives in Aurora, IL with his wife, Josephine, and son, Ramzee. He is actively involved in the Commission for the Restoration of Historic Property in Aurora and teaches an Adult Education class at the local Community College. Perry can be reached at [perry.slade@nationalvanlines.com](mailto:perry.slade@nationalvanlines.com) or 800-323-1962 ext. 1939.

### Ken Kunka - Planner



We are also proud to announce the addition of Ken Kunka to the National Van Lines family. Ken brings an impressive resume with over 30 years in the industry. Ken will be filling the position of Western Area Planner. With Ken's diverse background and in depth knowledge of our business we really look forward to having him as part of our operational team. Ken lives in Westchester, IL. He has a degree in Applied Science and is well on his way for a degree in Business Administration. He also is an avid White Sox fan and enjoys sports. Ken can be reached at [ken.kunka@nationalvanlines.com](mailto:ken.kunka@nationalvanlines.com) or 800-323-1962 ext 1903.

We are very excited about these new additions to our staff. When you get the opportunity give them a call to say hi.

## PEOPLE ON THE MOVE

### NEW ADDITIONS TO THE NATIONAL VAN LINE AGENT FAMILY WELCOME!

1225

Hanson Duke  
Anew Cannonburgh Moving & Storage  
Murfreesboro, Tennessee  
11/24/09

1123

Jack Kelly  
Atlantic Coast Moving & Storage, Inc  
Egg Harbor Twp, New Jersey  
12/15/2009

1109

Phil DeLange  
White Glove Storage & Delivery  
Vero Beach, Florida  
12/18/2009

1215

Marshall Carpenter & Jane Hiltz Carpenter  
Hiltz Moving & Storage, Inc.  
Gloucester, Massachusetts  
1/1/10

541

Mark Merck  
The Apartment Movers, Inc.  
West Fargo, North Dakota  
1/24/10

### NEW HIRES

#### National Van Lines

Zach Bambach  
Move Coordinator  
Call Center

John Gardner  
Administrator  
Networking

Ken Kunka  
Planner  
Operations

Donna Martin  
RSD  
Sales / Agency

Perry Slade  
Dispatcher  
Operations

#### National Forwarding Co.

Brian Baumgartner  
Move Management

Jim Smania  
Move Management

**"Follow us on Facebook"**  
National Van Lines now has a  
Facebook Page -  
Become a Fan!

### X-CARD WINNERS

#### Booking

Troy Emerson  
3 Gorillas Moving & Storage  
Tucson, AZ

#### Delivery Driver

Anthony Santonastaso  
Vanguard Moving & Storage  
Danbury, CT

#### Delivery Driver

Thomas Jackson  
Owner Operator

#### Delivery Driver

James Kelly Bruce  
Union Transfer  
Springfield, MO

#### Booking

Pat Mela  
Allpoints National Moving & Storage,  
Inc.  
Hollywood, FL

#### Delivery Driver

Reginald Rowe  
Al's Relocation and Storage  
Nolanville, TX

#### Delivery Driver

David Howell, Jr.  
O'Neill Transfer and Storage  
Portland, OR





## HELPS SOLDIERS IN NEED GET HOME



Tom Loucks

Thanks to the generosity of Tom Loucks and Rich Nelson, owners of Moving Depot in Irvine, CA, some families in need, including veterans, have moved into their new homes. Moving Depot has partnered with Habitat for Humanity in Orange County, CA to move

families into their new homes in San Juan Capistrano, CA, near Marine Corps base, Camp Pendleton.

Fourteen of the twenty-seven homes in the “Home for Heroes” and “Foundations for Families” neighborhood are reserved for military veterans with combat-related injuries and their families. Moving Depot has already moved the first four families into their new homes and will be moving the next five families in shortly.



“This isn’t the first time Moving Depot has shown their commitment to our country’s military and veteran families. In November, Moving Depot supported Furnishing Hope, an organization that provides a home-like environment for kids and families in stressful situations. As part of their “Veterans First” project, Furnishing Hope refurbished three Anaheim homes that provided shelter for 30 homeless and disabled veterans. Moving Depot deliv-

ered new headboards, dressers and nightstands.



Moving Depot also collects unwanted furnishings and household goods from their customers and delivers them to Camp Pendleton monthly.



Rich Nelson

According to Rich Nelson, “Tom and I, along with our team at the Moving Depot, were happy to help move the first four families into their brand-new homes in San Juan Capistrano. All of us have family members who have served our country, and volunteering our time to move

these families is our way of thanking them for their service.

“I just can’t express how proud I am of Moving Depot,” says Maureen Beal, CEO, National Van Lines. “We all want to do something to help; but Tom, Rich and their team members are really an inspiration to get out there and make a difference. It’s easy to get swept up in our own businesses and lives but this team is genuinely showing their commitment to the community and to the men and women who have served our country. Their dedication and compassion are truly admirable.”

### NEWS ON THE MOVE

email: [nvl@nationalvanlines.com](mailto:nvl@nationalvanlines.com)  
web: [www.nationalvanlines.com](http://www.nationalvanlines.com)

USDOT 76628

Publication of National Van Lines, Inc.  
2800 W. Roosevelt Road - Broadview, IL 60155  
800-323-1962  
Jorja Coulter - Editor  
Jaye McManus - Feature Writer  
Judy Bennett, Layout Designer