

News On The

MOVE



FIRST QUARTER EDITION - 2011

NATIONAL VAN LINES AGENTS JOIN AMSA

All agents in the National Van Lines family across the U.S. have joined the American Moving & Storage Association (AMSA) effective immediately, the two organizations announced in March.

This decision tracks with AMSA's strategic plan to both increase our membership and to better serve the entire professional moving industry," said Linda Bauer Darr, AMSA President and CEO. "I am extremely pleased and salute National for its leadership, vision and support."



PROMOVER

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The agreement is the result of discussions between AMSA and National Van Lines management based on proposals raised within the framework of AMSA's Membership Advisory Task Force (MATF). The new arrangement is designed to spread the benefits of AMSA membership more uniformly through National as that van line grows its value proposition to its customers and its agents. Chicago-based National Van Lines, Inc. has been moving individuals, families and businesses since 1929.

AMSA's MATF sought to review and re-shape the value AMSA members receive. The process, which began in 2010, included subcommittees focused on specific industry segments (van lines and agents, ancillary markets, independent movers, suppliers, international movers, and individual members) and will continue in 2011 when a new dues schedule is expected to be announced commensurate with the newly revised range of member benefits.

MOVING?
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As seen in May 2011 issues of



www.nationalvanlines.com

announced commensurate with the newly revised range of member benefits.

"Under Linda's leadership, AMSA is pro-actively demonstrating to the consumer that quality and customer service are the cornerstones of customer satisfaction," said National Van Lines CEO and President Maureen Beal. "National Van Lines and its agency family are proud to be ProMovers and support AMSA's strategic direction."

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JOHN CHEARY HONORED IN MISSOURI



The proclamation delivered by Missouri Sen. Jack Goodman.
Photo Courtesy of Mindy Honey

Affordable Moving Systems owner, John Cheary, was one of 19 outstanding small businesses in Missouri to be honored by members of the Missouri General Assembly at a business showcase in Jefferson City. The event, sponsored by the Missouri Small Business and Technology Development Centers (MO SBTDC) and the Missouri Procurement Technical Assistance Centers (MO PTAC), highlights the achievements of some of the top performing

clients of the two programs.

Several years ago, Cheary sought advice from the business development specialists at Missouri State University. Rayanna Anderson, Director of the center, and Isabel Eisenhower, SBTDC consultant, listened to John and offered suggestions to keep his company financially viable in light of the economic downturn.



“They can’t make decisions for me and they can’t sit in my seat, but they opened up my mind and gave me additional avenues to consider,” says John. “Being a small business owner can be lonely. You can’t confide many things with your employees or your customers or even with other small business owners, so where do you turn? I turned to the SBTDC.”

Since then John has successfully consolidated his business. He reduced expenses, moved his business to a more efficient location, and downsized his staff while maintaining cash flow and retaining the focus of his business on the customer.



AMS employees Bruce Hale (left) and Roger Mahady embody the company’s philosophy... caring for the customer first.

“We treat this business like a ministry, helping people in need,” says John. “You get into people’s lives. I take the approach that I’m teaching people about moving.”

Teaching is second nature to John. Before he entered the moving industry in 1996, he’d spent 25 years as a high school music teacher and band director in Tipton, Monnett, Springfield and Branson. He was dedicated to his students and developed an individually directed music system that he wrote and published in a six-volume textbook.

John exhibited at the MO SBTDC/MO PTAC Client Showcase on the third floor of the Capitol rotunda, and received a legislative resolution from State Senator Jack Goodman applauding Affordable Moving Services’ accomplishments and impact on the economic development of the state.

According to John, “The awards banquet was beyond my wildest expectations, with over 500 attendees. Jacque and I brought our office manager Jean Lanning and our four crew chiefs to the event, where the audience was filled with state legislators. I was amazed that so many people stayed afterwards to speak with us. I will remember it forever.”

PERRY SLADE NAMED DISPATCH MANAGER



Len Bambach, Vice President of Operations for National Van Lines, has announced the promotion of Perry Slade to Dispatch Manager of Operations for National Van Lines. Len adds, "Since Perry started last spring, it was obvious that he was focused on making a difference here at National. He is dedicated to serving our

agents, drivers and customers. And, I know he considers us his family."

Perry started his career in the transportation industry with Allied Van Lines as a household goods assistant planner for the northeastern region. During his 33 years in the industry he's had the opportunity to work not only in the corporate HHG transportation side of the business, but also the high-value electronics and tradeshow transportation side of the business.

According to Perry, "Even with my many years in the industry, I have to say that my time this past year with National Van Lines has been some of the most rewarding and engaging. I look forward to being part of the team at National Van Lines and continuing to serve the relocation market."

During his free time Perry is a photography enthusiast. In addition, he serves on a city appointed commission overseeing the restoration of a historic civil war property/post located in the city of Aurora.

Perry and his wife Josephine have a son, Ramzee, and live in Aurora, Illinois.

ERIN MCHUGH HONORED BY CITY OF ELMHURST

National Van Lines Director of Business Development, Tom McHugh, is the proud father of a very accomplished high school junior. Erin McHugh was the recipient of one of the 2010 Service Awards presented by Elmhurst Mayor, Pete DiCianni at the annual Community Service Awards for youth and adults. The awards are from the City of Elmhurst's Commission on Youth, Senior Citizen Commission, Character Counts in Elmhurst and Elmhurst College. Elmhurst resident John Garcia, news reporter for ABC Channel 7 in Chicago, acted as Master of Ceremonies.



A recipient of the Youth Exemplary Award, Erin was nominated by Megan McNamara, who stated "Erin volunteers for the Elmhurst Park District in numerous positions and will always go the extra mile to stay late, finish projects and lobby for more volunteers when needed. She is a volunteer who embodies many pillars of character – she is the most active youth volunteer I know."

Erin supports the school, the church and the community, says Tom, adding, "My daughter is the finest person I have ever met – she is simply outstanding. In a nutshell – she is the real deal."

A National Honors Society member, Erin's accomplishments also include peer-to-peer tutoring, multiple food drives for the underprivileged, as well as volunteer work with the Senior Citizen's Prom, Christmas gift drives, park cleanups, PADS homeless shelter, cross-cultural educational activities and charitable organizations: the Red Cross, Special Olympics, Cell Phones for Soldiers, and the American Cancer Society.

Going into the next school year, Tom has learned that in addition to her volunteer work, Erin will also serve as the Senior Class President! According to Maureen Beal, National Van Lines CEO, "All of us at National are proud of Erin; we see her spirit of giving back to the community in our own culture. And, Tom has two other extremely talented children, son Tom and daughter Maris. Both Tom and Maris are pursuing exciting careers; Tom was quite the athlete in college, and has now made a career in computer technology and Maris is an aspiring Hollywood makeup design artist. We know that the solid support system that the McHugh family has provided is reflected in these remarkable young people."



ATLANTIC COAST MOVING



Augie Peltonen, Brigantine Polar Bears; Jack Kelly, Atlantic Coast Moving; Dick Scaffa, National Van Lines; Brian Gawne, Fisher House; and Derek Donovan, Brigantine Polar Bears are surrounded by local fire department and veterans representatives.

The annual Brigantine Polar Bear plunge went off with a bang on New Year's Day with hundreds of people taking an icy plunge into the Atlantic Ocean following a gun salute.

The Atlantic County event drew hundreds more spectators, with numerous participants taking part in an annual costume contest ahead of the midday dip, said organizer John Hand. The event raises money for the Fisher House Foundation — a private-public partnership that builds homes on the grounds of military and Veterans Affairs medical centers so that families of wounded soldiers can live near where their loved ones are hospitalized.

Jack Kelly and wife, Rose, owners of Atlantic Coast Moving in Egg Harbor Township, NJ have been participating in the "Plunge" for the last 5 years. Jack admits that it really is Rose who jumps in the ocean — he's just there for moral support. National Van Lines and Atlantic Coast raised over \$2500 for Fisher House, and were honored with a check presentation at the event. In total, the Brigantine Polar Bear Club raised over \$25,000 for Fisher House, Hand said.

The Fisher House program is a unique private-public partnership that supports America's military in their time of need. The program recognizes the special sacrifices of our men and women in uniform and the hardships of military service by meeting a humanitarian need beyond that normally provided by the Departments of Defense and Veterans Affairs.

Because members of the military and their families are stationed worldwide and must often travel great distances for specialized medical care, Fisher House Foundation donates "comfort homes," built on the grounds of major military and VA medical centers. These homes enable family members to be close to a loved one at the most stressful times - during the hospitalization for an unexpected illness, disease, or injury.



Will the real Rose Kelly please get out of the frog suit?

- TAKES A PLUNGE!



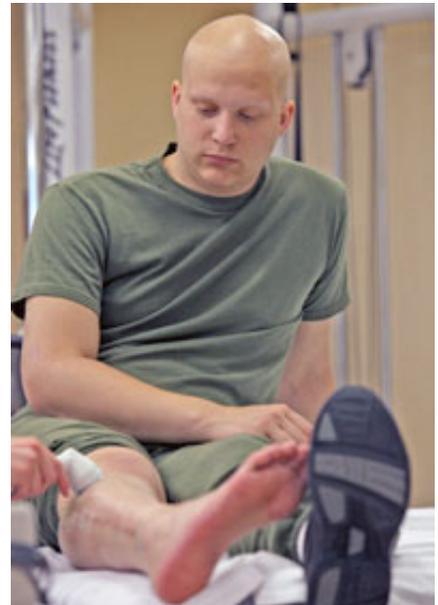
There is at least one Fisher House at every major military medical center to assist families in need and to ensure that they are provided with the comforts of home in a supportive environment. Annually, the Fisher House program serves more than

11,000 families, and have made available nearly three million days of lodging to family members since the program originated in 1990. By law, there is no charge for any family to stay at a Fisher House operated by the Department of Veterans Affairs; and Fisher House Foundation uses donations to reimburse the individual Fisher Houses operated by the Army, Navy, and Air Force.

Fisher House Facts:

- Families served since 1990: More than 142,000
- Average length of stay: 15 days
- Average length of stay for a combat casualty 45-60 days
- Average occupancy level: 87%
- Number of lodging days offered: over 3.5 million
- Saved families more than \$165 million in lodging and transportation cost

A Fisher House is “a home away from home” for families of patients receiving medical care at major military and VA medical centers. The homes are normally located within walking distance of the treatment facility or have transportation available. There are 54 Fisher Houses located in the United States and Germany.



Typically, the houses are 5,000 to 16,000 square foot homes donated by Fisher House Foundation. Each house is designed to provide eight to 21 suites. All are professionally furnished and decorated in the tone and style of the local region. The houses can accommodate 16 to 42 family members. They feature a common kitchen, laundry facilities, spacious dining room and an inviting living room with library, and toys for children.

Who Runs a Fisher House:

Fisher Houses are given to the U.S. Government as gifts. Military service secretaries and the Secretary of Veterans Affairs are responsible for the operation and maintenance of the homes. The Fisher House Foundation, Inc., a not-for-profit organization under section 501(c)(3) of the IRS code, builds new houses, and assists in the coordination of private support and encourages public support for the homes.

SLEEPY HOUSING MARKET GETS NUDGE IN 2011



According to the National Association of Realtors® (NAR), the housing market remained in hibernation this winter and, without the benefit of a federal home buying tax credit, will keep snoring right on through the spring. However, by the third quarter of 2011, pent up demand could stir the market from its slumber and generate a modest, groggy recovery.

During its recent conference, NAR forecast an "uneven recovery" next year. "Existing-home sales have shown some improvement, but the foreclosure moratorium is likely to cause some disruption and contribute to an uneven sales performance in the months ahead," said Lawrence Yun, NAR chief economist.

"Tight credit and appraisals coming in below a negotiated price continue to constrain the market. Nonetheless, there appears to be a pent-up demand that eventually will be unleashed as banks resolve their issues with foreclosures and the labor market improves," Yun said.

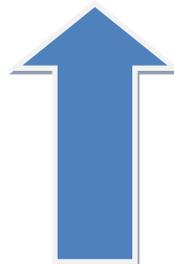
Existing-home sales, down 21.2 percent year-over-year in the third quarter this year, are forecast to drop 24.7 percent in the last quarter this year. The declines reflect the absence of the federal home buying tax credit, available this time last year.



Expect smaller sales declines in 2011 of about 7 percent during the first two quarters, before sales begin to rebound with a near 26 percent year-over-year increase in sales, according to the forecast.

"We've added 30 million people to the U.S. population over the past 10 years, but sales are where

they were in 2000, so there appears to be a sizable pent-up demand that could come to the housing market once the economy gathers momentum," Yun said. Yun said existing home sales will rise from 4.8 million in 2010 to 5.1 million in 2011 while housing starts are expected to rise to 716,000 in 2011 from 598,000 in 2010. Housing starts bottomed out at 554,000 in 2009.



The boost in sales and starts is related to favorable growth in the Gross Domestic Product. NAR says it should grow 2.0 to 2.5 percent over the next two years. A projected and much needed 1.5 million additional jobs over the next two years will push the unemployment rate down to 8 percent by 2013, but it won't return to a normal level of about 6 percent until 2015.

Mortgage interest rates are at record lows now, but by the time the housing market recovery is under way they are expected to rise, creating an average 4.9 percent next year, and 5.8 percent in 2012, Yun said.

Median prices for existing homes, nationwide at \$177,100 in the third quarter of 2010 (down 0.6 percent a year ago) are expected to continue to decline to \$165,900 into the first quarter 2011, before managing \$178,900 by the third quarter next year, an expected peak for the year.



New home prices, \$218,000 in the third quarter, 2010 (up 2.5 percent from a year ago), are expected to continue rising each quarter in 2011 and peak out at \$224,300 in the fourth quarter.

PEOPLE ON THE MOVE

NEW ADDITIONS TO THE AGENT FAMILY

747

Quality Moving & Storage

Ronkonkoma, NY

John Case

January 5, 2011

1209

White Glove Storage & Delivery

Miami, FL

Phil DeLange

January 6, 2011

1010

Hill's Van Service of North Florida

Jacksonville, FL

Bob Vetzel

March 18, 2011

1210

Hill's Van Service of North Florida

Winter Park, FL

Bob Vetzel

March 18, 2011

1310

Hill's Van Service of North Florida

Gainesville, FL

Bob Vetzel

March 18, 2011

98

The Heritage Moving Company

Mesa, AZ

Richard Marsden

April 8, 2011

NEW HIRES

National Forwarding Company

MOVE MANAGEMENT

Katherine Lewis February 7, 2011

Tia Wade February 8, 2011

Cheryl Wiegus March 2, 2011

INTERNATIONAL

Timothy Pyrcik April 25, 2011

X CARD WINNERS

January 2011

Booking

Joe Giuntini

Manpower Movers

February 2011

Delivery Driver

Thomas C. Nolan III

Hiltz Moving

March 2011

Delivery Driver

Dennis Snyder

Barstow Transfer

April 2011

Delivery Driver

Anthony W. Smith

O'Neill Transfer and Storage

TIM HELENTHAL SPEAKS AT SYMPOSIUM

National Forwarding attended the April 2011 SDDC Training Symposium in Dallas, TX. This annual forum attracts over 1,500 industry and government personnel in the transportation field. During this year's conference our own Tim Helenthal was given a unique honor to serve on a panel to discuss "Innovations in Logistics" with SDDC's Michael Williams, who is the Deputy to the Commander and SDDCs' top civilian. Normally these panels don't discuss household goods and it was a great chance to let our government personnel hear about some of the great things we do at National to provide quality service to our DOD customers.



In conjunction with the meeting, SDDC held a Personal Property Forum, providing updates on BRAC, DPS and Peak Season.

BRAC: All moves related to the Base Realignment and Closure Commission are required, by law, to be completed by the end of this fiscal year, on September 30, 2011. As a result, there are literally thousands of moves expected this summer. Some official estimates put the number of additional moves, mostly in the southeast, at 16,000 during the peak season. There may be fewer moves than that, but the potential is there to make this a blockbuster summer.

Everyone recognizes the fact that the industry, overall, has less capacity than it did a few years ago and that these additional moves, on top of a recovering economy, could result in a real strain on the industry's service providers. In order to help alleviate some of these issues, the industry has asked SDDC to be swift to declare saturations in areas and to utilize SIT at origin. Additionally, we have asked SDDC to lift the 70% rule for putting a shipment into SIT, at least during the peak season, so that we can more swiftly unload and then reload equipment.

DPS Update: Col. Mike Miller provided the update on DPS. He is in charge of the Joint Program Management Office that is responsible for the DPS system, which is basically the programming part of DP3. He indicated that over 350,000 shipments have been delivered in DPS since the start of the program. More than 85% of all current moves are being moved in the DPS program. There are four major software releases planned for FY11. The first is expected before peak season and that will bring volume move capability to DPS. Additionally, there are fixes expected before peak season that will provide the system with Code 2 capability and also provide TSPs with expanded granularity in entering blackout dates into the system. Even though we bid Code 2 rates, there isn't a way in the DPS system for a PPSO to actually book a shipment as a Code 2 yet. We encouraged JPMO to get both the Code 2 and the blackout capabilities in the system as soon as possible so that they can be used to help produce a more successful peak season. You can learn more about the DPS system by visiting www.move.mil.

John Johnson, Deputy Director for Personal Property at SDDC, provided an overview of what SDDC has done to improve the chances of a successful peak season in 2011.

1. SDDC created a series of webinars to address policy and process updates on how to perform different tasks in DPS for both TSPs and PPSOs.
2. SDDC modified the Tonnage Distribution this year so that bookings for post May 15 can occur now and there will not be another reset that will doubly hit those TSPs at the very top. We believe that this specific fix will do the most for ensuring that DOD's shipments are serviced.
3. Capacity issues are being addressed by the addition of Code 2 and increased blackout functionality. He also discussed the use of SIT at Origin and early declaration of saturation as possibilities that we believe will significantly help the industry address capacity limitations.
4. SDDC has put effort into ensuring that DOD customers are getting educated. PPSO are encouraged to review current shipment awards and try to push customers to change their move dates when local capacity is stretched to its limits.
5. SDDC is going to have weekly teleconferences with the industry associations and the service HQs to try to stay in front of developing problems.

Customer Satisfaction Survey Score: The current overall survey response rate for shipments picked up in 2010 and is a little over 30%.