



News ON THE Move

Holiday Edition 2006

Volume 10

National Van Lines Creates Sales Association

In a new training and communication initiative, National Van Lines has established a “members-only” sales association. The newly formed Winner’s Circle is dedicated to providing additional professional development opportunities for its members.



Cheerleaders kicked off the sports themed opening night reception

To kick off this new association, the Winner’s Circle hosted a sales conference this November in Itasca, IL. The high-energy two-day conference was designed to introduce members to each other through networking and teamwork. The events included an opening night sports-themed reception where members were awarded participation points for showing the most enthusiasm. In general sessions, members constantly changed tables during the presentations so that they had the chance to be a part of a group discussion with all of the other members.

Some presentations were hands-on practical, such as the initial session on “How to Work a Room at a Networking Event.” Networking experts, Janie Gabbett and Karla Williams, demonstrated the do’s and don’ts of effective networking - sharing resources, asking “curious” questions, and moving on gracefully. Evaluated as the highest-rated presentation, this session prepared the Winner’s Circle members for the rest of the conference.

Other sessions included practical advice on getting organized to gain productivity; speaking and writing in a more professional manner, with an emphasis on proper spelling, grammar and word choice; understanding the impact that good design adds to the effectiveness of flyers, brochures and web sites; finding ways to promote your business while giving back to the community; understanding the sales process through the buyer’s eyes; and making a positive first impression.



Attendees wore their favorite team jerseys to the opening night event



Group discussions and networking were frequent events during the General Sessions

In keeping with the teamwork theme, the participants who earned the most “participation points” during the conference were awarded a crystal truck with the Winner’s Circle logo. See the winners (in no particular order) on Page 6.



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Holiday Greetings



Even without all of the lights and decorations and snow, I would still cherish every minute of the holiday season. I love the feeling of togetherness and family. People smile a little wider, spend more time with each other and send notes letting others know they are thinking about them.

A day doesn't go by at National Van Lines where I don't feel this same way. So many days throughout the year, I notice agents, employees and drivers doing kind things for each other and for others. I truly believe it's one of the qualities that makes National Van Lines different.

Every family has its ups and downs but we've been blessed with much more of the positive than we could ever hope. For the second year, we've been honored with the responsibility of driving the Capitol Christmas Tree and its companion trees to Washington, D.C. This year, on its way from Washington State, the tree made a special stop at our office in Broadview, IL over Thanksgiving. What an overwhelming feeling of pride I had when I saw the 65-foot tree, that would soon be sitting on the nation's Capitol lawn, right in our own parking lot! There's so much more to tell about this experience that we are publishing a special edition of *News on the Move* this month all about the Capitol Tree.

I'm thrilled that the Finance and IS Departments have been able to improve service to our agents and drivers in a couple of different ways. Our new imaging system allows us to handle inquiries more effectively by always having paperwork viewable on our computer screens. And the new electronic funds transfer lets us pay everyone even more quickly!

Agency Development has expanded with the recent hire of Jim Andersen, our new regional sales director for the west coast and the promotion of Joan Feifar to sales and agency development coordinator.

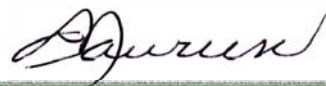
Special Commodities has gained the trust of several high profile NBA stars, such as Dikembe Mutombo of the Houston Rockets. They were also given the opportunity to once again transport the Superbowl display shipment, "The Superbowl Experience."

National Forwarding Company has created a new PREVENT manual for all of our military agents, as you'll see more about in this issue. This is an original and valuable tool that will make such a difference in training and customer satisfaction.

Operations is always working hard to ensure that we have the best drivers on the road. This year, four of our drivers - Thomas Learn, Robert Pitner, David Smith and Daniel Stewart - have been named finalists by AMSA for the prestigious Super Van Operator of the Year award.

Our family stretches across the nation and I was delighted to see so many of our agents represented at the inaugural Winner's Circle Sales Conference at the Wyndham in Itasca. I was impressed that so many of our salespeople are committed to learning, brainstorming and making new contacts.

As always, I thank all of you - my family - for your hard work, wonderful spirit and commitment to excellence. I wish the happiest of holidays to you and your family.



NEWS ON THE MOVE

Publication of National Van Lines, Inc.
2800 W. Roosevelt Road - Broadview, IL 60155
800-323-1962

email: nvl@nationalvanlines.com
web: www.nationalvanlines.com

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Jorja Coulter - Editor
Jaye McManus - Feature Writer
Judy Bennett, Layout Designer

Jim Andersen Joins National Van Lines



National Van Lines is pleased to announce that Jim Andersen has accepted the position of regional director of sales and agency development for National Van Lines' west coast region.

An industry veteran, Andersen has 36 years of experience in the moving business, 34 of which were with SIRVA, Inc. Mark Wagner, vice president of sales and agency development, feels that Jim's expertise and enthusiastic, approachable demeanor will be a true asset to National Van Lines' agents as well as the NVL employee family. "I am very pleased to have Jim as part of our management team," says Wagner. "His wide-ranging experience in sales, revenue processing and quality development will be a valuable resource to our agent network."

Andersen's first week coincided with the National Van Lines bi-annual sales conference, giving agents and employees a chance to experience his natural ability to make new friends with ease. "Although Jim is new with the company, he was always one of the first to roll up his sleeves and lend a hand. His enthusiasm was contagious," offers Jorja Coulter, vice president of marketing, training & quality assurance. "He even took on the position of table leader for group discussions."

Andersen says that what he looks forward to most about his position with National Van Lines is "working with agents and getting to know each of them." Andersen lives with his wife in Roselle, IL. In his spare time, he loves to sail.



National Forwarding Creates Ground-Breaking Procedures Manual

You probably have some sort of plan in an emergency. If you're staying at a hotel, there's a map with fire exits on the door. Your office is equipped with fire alarms and instructions on what to do in case of an emergency. These plans are life saving. But what if you could choose not to light the match that would start the fire in the first place? Life is full of the unexpected and though we can't stop all of life's challenges from happening, the trick is to PREVENT the ones you can.

National Forwarding Company took this concept to a new level with the PREVENT philosophy, which is the cornerstone of the new Military Procedures Manual. The objective was to create a new quality control program to prevent the "fires" from happening. The manual helps agents to be better trained and prepared and in turn, it helps us to better serve our military customers and government transportation offices.

- P**repare for the unexpected.
- R**espond to situations with calm professionalism, good communication and a sense of urgency.
- E**ngage the customer to meet their needs and expectations.
- V**isit job sites to inspect work.
- E**mploy only qualified, trained personnel.
- N**otify our office immediately of any problems.
- T**rain all of your personnel all of the time.



Tim Helenthal and Cheryl Garamoni review the new PREVENT manual

The PREVENT Manual is available to all of our military agents, who are encouraged to train all employees on the proper way to handle military shipments. Smoother processes lead to better relationships with clients and higher customer satisfaction scores. "Our PREVENT manual was put together by Tim Helenthal, National Forwarding vice president, agency development," says Pat Johnson, president of National Forwarding Company. "It is part of a broader program of agent training and development intended to increase the level of service we provide to our men and women in uniform. They are making tremendous sacrifices for us. We want to express our gratitude by giving them the best move possible."

If you are an agent for National Forwarding Company and would like to request a copy of the Military Procedures Manual contact Military Agency Services at 800-323-1962 x1923 or 2922.

WYLAND FOUNDATION'S BARGIN'



Wyland, with staff, supporters and kids giving a big thumbs up to their newly created mural.



Wyland and supporters paint a mural at the Cincinnati Zoo.



Steve Creech & Jennifer Martin of the Wyland Foundation with National Van Lines regional sales director Shelly Zachary.

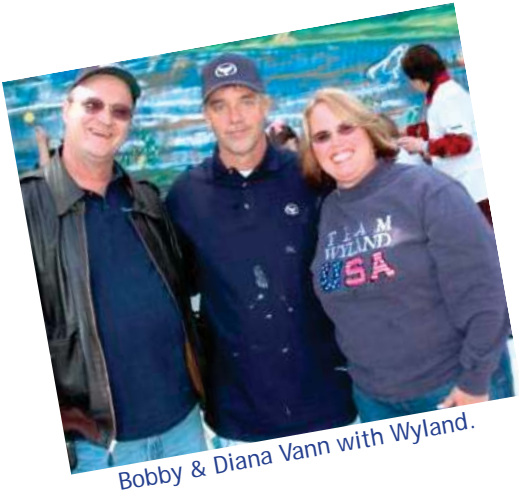


Hand painted, by Wyland, this trailer carries the displays for the tour.

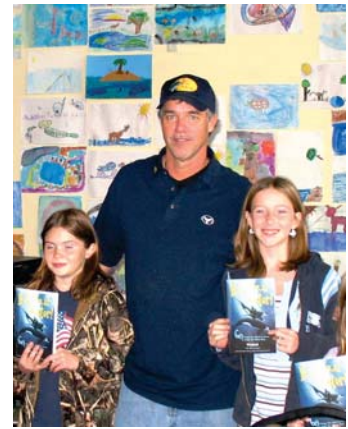


National Van Lines trucks with the Wyland decal make an appearance at the Cincinnati event courtesy of American Way Van & Storage.

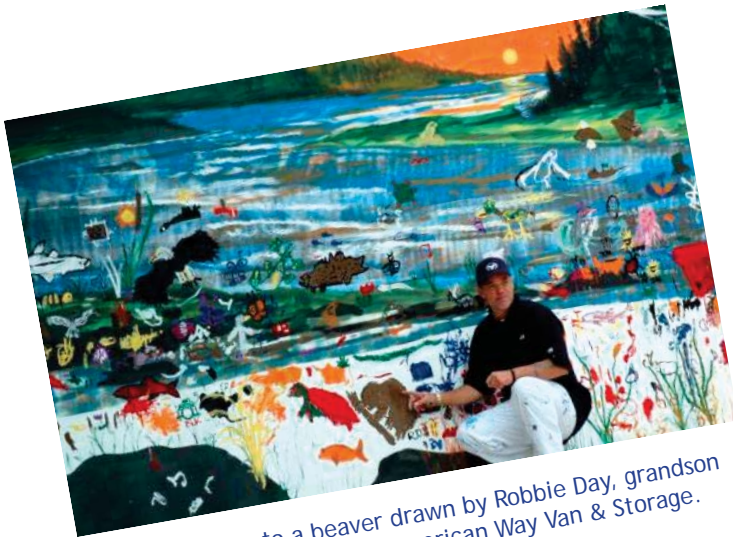
DOWN THE MISSISSIPPI TOUR



Bobby & Diana Vann with Wyland.



Wyland fans hold up copies of his book "Hold Your Water: 67 Things You Need to Know to Keep Our Planet Blue."



Wyland points to a beaver drawn by Robbie Day, grandson of Bobby & Diana Vann, American Way Van & Storage.

From left: Jackie & John Cheary, Affordable Moving Services; Shelly Zachary, National Van Lines; Cherie Zuhlke, Mid-American Movers; Jorgen Johansson, National Van Lines driver; and Mike Yost, National Van Lines at Wyland Foundation event in Springfield, MO.



Mural created in Springfield, MO.



The Wyland Foundation's Bargin' Down the Mississippi Tour visited eleven cities from Minneapolis all the way down to New Orleans this October.



At each stop on the tour, a mural is painted. Wyland paints the background and the children paint the animals that live there. The Wyland Foundation also educates the students and other supporters about the waters, the environment and what we can do to make a safer, cleaner world for everyone.

These photos were taken in Cincinnati, OH and Springfield, MO by Shelly Zachary, National Van Lines regional sales director, and Diana Vann, co-owner American Way Van & Storage.



Bobby Vann
American Way V & S



Diana Vann
Countrywide M & S



Matt Cortez
Tri County Moving LTD



Paul Gregory
ABACUS M & S

Sales Conference Continued From Page 1

Members will be encouraged to add to their "point total" going forward by attending additional training sessions, gaining certifications, taking on-line proficiency tests, and receiving high customer satisfaction scores. Points are then redeemable for rewards such as merchandise and travel.



Phil Johnson
ABACUS M & S

"I'm excited about the kick-off of the Winner's Circle sales association," remarked Jorja Coulter, vice president of marketing, training and quality assurance. "Our sales people already do a fantastic job of representing their agencies and National Van Lines. This association will enhance their sales and presentation skills even more with additional training geared just for them. It will also reward sales people for taking the initiative to always strive to make improvements."



Steven Hernandez II
Active Moving

The inaugural attendees were asked to sign the Winner's Circle Charter, with the understanding that:

"This association will serve the corporate and agent family, promoting education, motivation and teamwork with the knowledge that doing so will position National Van Lines as the pre-eminent quality service provider to our prospects and customers."



Tonya Day
Countryside M & S



Teri-An Consaul
SMW Relocation



Tom Prieto
Tom's M & S



Thurston Spruell
Upright's Relo



People on the Move

Welcome

NEW AGENTS

Agent #1360
THE MOVING CONNECTION TRI-WEST LLC
08/03/2006
Tony Shadden - VENTURA, CA

Agent #803
ARMOR MOVING & STORAGE SYSTEM, INC.
08/03/2006
Mike Snell - CULVER CITY, CA

Agent #846
SMW RELOCATION SERVICES
08/04/2006
Teri-An Consaul - HOMOSASSA, FL

Agent #896
BANNISTER MOVING & STORAGE, INC.
08/09/2006
Robbie Zelman - GLENDALE, AZ

Agent #114
ELLIS MOVING & STORAGE, LLC
09/13/2006
Jeffrey Mobley - NASHVILLE, TN

Agent #533
UNITY MOVING AND STORAGE, INC.
09/21/2006
Robert A. Nunes - WAKE FOREST, NC

Agent #1195
PINNACLE MOVING SERVICES
10/31/2006
Chris Draughon - ST. AUGUSTINE, FL

NEWLY HIRED

National Van Lines

Jim Andersen
Sales & Agency Development, 10/30/06

Carol Hassel
Credit & Collections, 11/27/06

National Forwarding

Melora Christopher
Billing, 11/16/06

Kelly Solis
Billing, 10/2/2006

Deborah Cammarata
Claims, 9/26/2006

Deanna Munizza
Claims, 9/12/2006

X Card Winners

Agents:

July - North Middlesex Moving Systems, Chelmsford, MA
August - Hooper's Moving & Storage, Potsdam, NY
October - Bannister Moving & Storage, Glendale, AZ

Drivers:

September - Ronald H. McLemore, Affordable Moving Services, Branson, MO
November - Michael Mayo, Southern Cal Moving & Storage, Corona, CA



Theresa Bonnie Nominated for Delray Beach Small Business Person of the Year



Theresa Bonnie, Vice President of Sales and Marketing of National Van Lines agent, Joe Bonnie and Son in Delray Beach, FL, was named a finalist for the Delray Beach "Small Business Person of the Year" award. The Delray Beach Chamber of Commerce honors local businesses with four awards per year in the areas of Business Recognition, Community Service, Business of the Year and Small Business Person of the Year. While the competi-

tion is great in Delray Beach, Theresa was one of only four small business persons to be named a finalist in the highly respected competition.

The Small Business Person of the Year award recognizes a small-business person from a "for-profit" business with a proven track record, product innovation, outstanding growth and economic achievement, and commitment to community.

The Chamber of Commerce appointed the experts - former small business person of the year honorees - to judge the competition. One of the highlights for the judges was Joe Bonnie and Son involvement in many charitable organizations, especially the Wyland Foundation and the Bonnie Youth Organization, which works to keep kids off the streets by giving them the opportunity to play baseball. The group also raises funds to help pay for needy kids' college tuition.

Theresa's nomination is no surprise to her brother Joe, a National Van Lines agent council member. "We are always very proud of the way that Theresa represents our company and family. Theresa's dedication to her work and family is tremendous," beams Joe. "One of her greatest sales tool is that she can connect with anyone. Whether an elderly customer, house wife or a CEO of a company, she always knows what to say. We are all very proud of Theresa's nominations, but she is already a winner in our book."



Danny Upright Appointed to Agent Council



Bobby Vann, Joe Bonnie,
Danny Upright, Jeff Pink

Danny Upright, owner of Upright's American Relo, has been appointed to replace Gene Fogarty, on the National Van Lines agent council. Upright joins council members Bobby Vann, American Way Van & Storage; Jeff Pink, Pink Transfer; and Joe Bonnie, Joe Bonnie and Son.

The council meets at least twice each year with Maureen Beal, CEO, National Van Lines and the National Van Lines executive staff. Their mission is to provide an environment where National Van Lines agents can flourish. They are involved in issues such as strategy planning, communications, education and policy review. Their participation ensures that National Van Lines has the agents' perspective, leading to better quality decisions that make serve the needs of both the van line and the agents.

MSI Scholarship Awarded to Vanessa Rolek

The Moving and Storage Institute, a non-profit organization, has awarded Vanessa Rolek, agency services administrative assistant, National Forwarding Company, a partial tuition scholarship. The scholarship is funded by AMSA members that have contributed more than \$45,000 in cash contributions to the MSI scholarship fund and is available to students who are employees of moving & storage companies or whose parents work in the field. Recipients are chosen based on academic achievements, future aspirations and work experience.



Tim Helenthal, vice president of agency services, couldn't agree more with MSI's decision to award Vanessa a scholarship. "Vanessa is a real pleasure to work with and she makes me better at my job in so many ways," praises Tim. "Not only is she conscientious with her work but she is also one of those people that everyone likes because she has a great personality. We're very fortunate to have her here."

Vanessa applied for the scholarship in January and learned that she had been chosen in April. "The AMSA members who contribute to the scholarship fund make it possible for me to obtain a college degree," says Vanessa. "I appreciate the generosity of the Moving and Storage Institute for offering the scholarship program as well as choosing me as one of the scholarship winners!"