



### TIM HELENTHAL TO SERVE AS PRESIDENT AND CHIEF OPERATING OFFICER



National Van Lines CEO, Maureen Beal announced the selection of Tim Helenthal to serve as President and COO for the Broadview, Illinois-based relocation company. Effective February 1, 2013, Tim began a carefully planned 7-year path to become Maureen’s successor, eventually taking over in 2020 as Chairman and CEO of National Holding Company – parent to both National Van Lines and National Forwarding Company.

Tim’s career in the moving industry began in 1994 as a Manager of the Total Quality Assurance Program for National Forwarding, which manages National’s participation in the DoD Personal Property Program. In 2000 he was named Vice President of Agency Services. He currently serves as a member of the Executive Committee for the Government Traffic Committee for the American Moving & Storage Association, was elected to serve on the Executive Committee of the International Association of Movers and is

Chairman of the National Defense Transportation Association’s Household Goods Sub-Committee.

Tim has developed in-company programs to identify and select quality suppliers for household goods relocations, while monitoring trends within the DoD Personal Property Program, and interpreting and executing ever-changing government guidelines. He oversaw the development of National’s “PREVENT” quality control program which includes the Military Procedures Manual, a DOD specific training resource for all moving agents and drivers.

Tim attended Eastern Illinois University in Charleston, IL where he received a B.A. in Economics in 1990 and an M.A. in Economics in 1991. He and wife, Danielle, make their home in suburban Homer Glen, with their three daughters, Lauren (14), Melissa (13) and Mikenna (9).

Maureen adds, “Tim has been instrumental in the success of National Forwarding Company. He is intelligent, really knows this business, is well-respected by his peers and has great family values. I have every confidence that Tim will preserve our family-culture and become a great leader for the entire National organization.”

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## TIM HELENTHAL INTERVIEWED FOR PORTAL MAGAZINE

*Excerpted from the Portal Magazine Article "A Fourth Generation Takes Over at National Van Lines"*

The past two years have seen some exciting changes for National Van Lines. Faced with the challenge of providing a succession plan, third generation owners, Ron McKee and Maureen Beal, choose to create an Employee Stock Ownership Plan (ESOP) effectively naming the corporate employees as the fourth generation of the "family." According to CEO Maureen Beal, "The ESOP program recognizes that it has been the employees who have been so loyal for so long, who will, in fact, preserve the corporate family culture and take care of our agents, drivers and customers. They have become our fourth generation of family management."

And, after 20 years of serving as President and CEO, Maureen feels she has made one of her best decisions in naming Tim Helenthal as her successor. In making this decision, Maureen took into consideration his experience and knowledge, but that Tim is also well-liked, respected by his peers and has great family values was equally important.

Maureen intends to mentor Tim along his path to becoming CEO, stating, "I've got many more years of service left in me – after all, my father worked 5 ½ days a week until he was 90!" The following excerpts come from the interview process for the Portal article:

"Starting as the TQAP Manager gave me a true understanding of what goes on in the industry and allowed me to form relationships with the people in the business. I got the typical week's worth of training from the previous individual, but I sought to make the job my own from the beginning," states Tim.

Tim has found that working on industry committees has been invaluable, adding, "Being a member of the IAM Executive Committee has provided me an excellent opportunity to see the issues as they pertain to the entire moving industry. In turn, this has sharpened my ability to look at the issues our company faces from a wider, longer term view which is critical in my new position. It's also been a great opportunity to serve this industry that I love and that has given me so much over the years."

"I think one of the most exciting developments here at National has been the ESOP experience and what it means to the employee family and protecting the culture here. It's such a great opportunity for all of the employees to participate in their own future – they are shareholders who have a vested interest in the success of the company. And, it offers us the ability as we grow to seek the right talent. The ESOP is a clear advantage in hiring the right people. The decision that Ron and Maureen made perfectly reflects the culture and it was a natural extension of the way we operate."

"I want to find more ways to add to the prosperity and stability of National Van Lines. I intend to expand on our ability to operate in an environment where we all know the facts. I think that I and my generation are more accepting of the role of technology in our industry, welcoming tools that can help us solve problems and improve communication in a different way."

When asked what he would share with the next generation, Tim emphasized communication – and in particular, listening. "I would advise that young leaders in our business learn to listen with both ears. I've learned so much from attending conferences and meetings, and not just from the formal sessions. I would strongly suggest that they actively listen to other attendees, those who have been through what they have been going through. And my best advice? Go sit with the "old-timers" and take that opportunity to learn."

Concluding, Tim states, "I'm very honored that Maureen has put her trust in my ability to lead National into the future. Any success that I've had I owe to the high quality of our employees, our agents and our drivers and I'm grateful to each of those that have helped me along the way. My goal for the future is to continue Maureen's vision of being 'the best.'"

## STAFFING UP TO SERVE YOU BETTER - PREPARING FOR THE PEAK SEASON...



National Van Lines welcomes William (Bill) Konkol as our new Operations Manager. With over 20 years in transportation, Bill will bring fresh insight and problem-solving skills to the overall scheduling and dispatch process. An experienced leader, focused on accountability and goal setting/achievement, Bill looks forward to implementing his managerial approach and out-of-the-box thinking to better serve

our agent/driver network and increase customer satisfaction.

Bill is a marathon runner and lives in Carpentersville, Illinois with his wife Elizett and their 5 children, Boomer 22, Lisa 18, Venssa 16, Amaya 12, and Savanna 3. Len Bambach, Vice President of Operations states "The skills that he brings to the department will increase the overall performance and continuity of the team. We are very pleased to have someone of his caliber become a part of our team and look forward to his contributions."

### ALSO JOINING THE OPERATIONS GROUP -

With 22 years of planning experience, our new West Coast Planner, Christine Grzyb, is dedicated to achieving optimum on-time ratings and customer scores. Formerly a west coast regional planner for Bekins Van Lines, Christine will bring her work ethic and team leadership skills to provide a proactive approach in trouble shooting designed to benefit our west coast agents, drivers and customers.



Christine and her family reside in Brookfield, Illinois. She has two children Jennifer and Jacquelyn, is the grandmother of two and is expecting her third grandchild in May. In her spare time Christine likes to be with her grandkids as much as she can. Bill Konkol, Operations Manager stated "We could tell from her first day that Christine is a team player, as well as a hard worker, and will fit in to our group very well. The Operations department is excited to add such an asset as Christine."

### UPDATES -

**GREG URASKY** will continue to be the Scheduling Supervisor, but will also permanently assume the Eastern Planning position - one of our fastest-growing areas of need. Greg's expertise and experience will serve us well in that critical position.

**CHERYL SOLBERG** will transition back to developing interline relationships and alternative transportation, making this a full-time focus on ever-changing partnerships and intermodal logistics, working under the supervision of **PERRY SLADE**.



Teresa Brown, National Van Lines Director of Claims and Customer Service, recently announced that congratulations are in order for receptionist, Theresa Lezza. Theresa has been promoted to the position of National Accounts Coordinator. According to Teresa Brown, "In her eight months at National, Theresa has proven her strong customer service skills and we are confident she'll be a welcome addition to the Customer Service team, just in time for our busy season."

Theresa's former supervisor, Human Resources Manager, Sharon Kutta, states, "Theresa is extremely customer focused. She is self-motivated and her up-beat, can-do attitude will be an excellent addition to Customer Service." Teresa Brown, adds, "She has 'drive' and is not afraid to step up! I'm so glad she is a part of the team."

Before joining National, Theresa held various customer service positions. She was a front office manager at Best Western Arrowhead Lodge and Suites in Black River Falls, WI; a teacher's assistant for children with special needs; and she worked in customer service at Lezza Spumoni and Desserts which is where she met her husband, Jack.

To fill the vacancy left in the reception area, Sharon is pleased to announce the addition of Joey Hyde. Joey has over 10 years' experience in business administration and customer service. Although Joey had a tough act to follow, she learned quickly and her excellent communication skills, positive attitude and willingness to help are assets that make her a great fit for this position.



Joey's parents both worked for the Chicago Police Department. Her father was a sergeant and her mother, a criminal psychologist. She is always busy with her family and when she's not going to little league practice with her youngest, Cameron, or helping her oldest son Kendall, decide what college to attend, she is busy reading. She lives in Western Springs with her family.



Roseanne Aguilar is the newest member of our Billing and Settlement Department. She is a recent graduate of Illinois Wesleyan University in Bloomington, Illinois. Roseanne began at National in March replacing Mary Johnson, who retired after 12 years. Roseanne lives in Westchester, actually right down the street from the NVL office. Prior to joining us she worked as a recruiter for Focuscope, Inc. and at Triton College as a sales associate.

Roseanne has many pastimes. She likes reading science fiction, playing video games, and makes her own jewelry. She also likes to sew and has been known to make some great looking costumes!

## Eddie Lutz Good Samaritan Driver



National Van Lines employees honored American Way Driver, Eddie Lutz, with coffee, donuts and congratulations recently to celebrate Eddie's Good Samaritan deed with one of our customers.

Eddie was supposed to load Customer Smith in late January, but when he arrived at the door, Ms. Smith seemed very ill. Eddie helped her to lie down and after assessing the situation (over her objection that she only had the flu) he contacted her husband who was already at destination and also called an ambulance. When the paramedics arrived, they told Eddie that Ms. Smith was perilously close to slipping into a diabetic coma and that Eddie's insistence on calling them may have saved her life!

We're told that the Smiths have settled into their new home successfully and plan to stay in touch with Eddie. President and COO, Tim Helenthal, adds, "It doesn't surprise me that the Smiths and Eddie will be in touch from this point on. Here at National Van Lines, we become a part of the milestones in our customers' lives as they relocate to start a new chapter in their family history book. We not only make a connection, but a lasting impression. We are proud to have drivers like Eddie and applaud his good deed!"

## American Way Van & Storage Named 2013 Best Place to Work

**2013 Best Places TO Work**

The Dayton Business Journal announced recently that National Van Lines agent, American Way Van & Storage is one of 15 Dayton-area companies named as the 2013 Best Places to Work in Dayton award winners. This is the 9<sup>th</sup> year in a row the Business Journal has conducted this very popular awards program.

Family-owned American Way Van & Storage has represented National Van Lines since 1989 and is one of the most highly recognized agents at each bi-annual National Agent Convention. They have taken top honors in Hauling, Sales and Sales Improvement, as well as Quality, to name a few. Most recently, owner Bobby Vann was honored by CEO Maureen Beal with the prestigious F.L. McKee Award for his dedication, service and loyalty.

The Business Journal also recognized App Architecture, Brilliant Solutions, Brixley & Meyer, Better Business Bureau, Dayton Dental Collaborative, Dayton Technology Group, The Design Knowledge Company, EAGLE Registrations, Graphica, JJR Solutions, NAI Dayton, Ohio Valley Surgical Hospital, S. Dayton Acute Care Consultants, and Sebaly Shillito & Dyer.

**DAYTON  
BUSINESS JOURNAL**  
[bizjournals.com/dayton](http://bizjournals.com/dayton)

American Way is a "three-peat" winner, having been named in 2011 and 2012. According to the Dayton Business Journal, each company had to register for their employees to take an online survey about their workplace. The results of the surveys were used to give each company a score, which was used to determine the winners. The winners include a mix of large, medium and small companies. The winners were honored at a dinner awards banquet on Thursday, April 25.

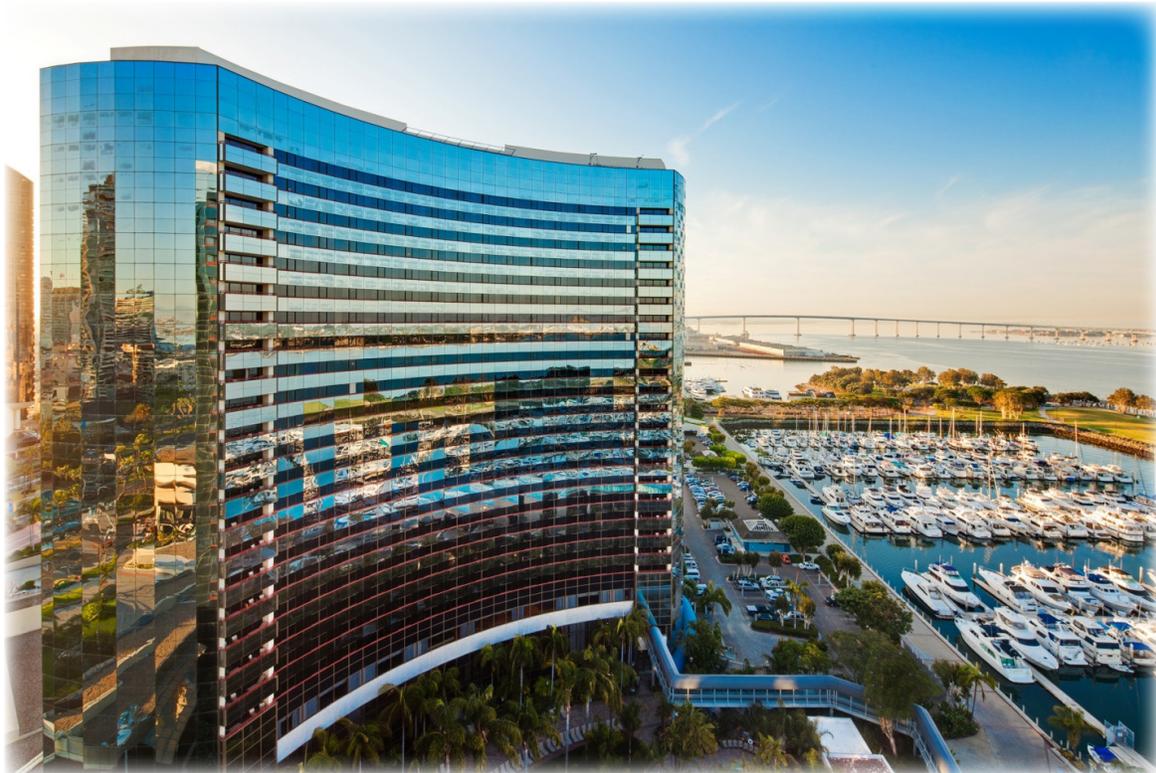
## NATIONAL VAN LINES 2013 CONVENTION October 17-19, 2013

Located adjacent to the San Diego Convention Center, The San Diego Marriott Marquis & Marina is a premier San Diego, California hotel. Featuring 1,360 guest rooms, 75,000 sq ft. of meeting space and a 446-slip marina, the Marriott offers an environment that easily transitions from dynamic meetings to resort-style relaxation.

Just steps from the renowned Gaslamp Quarter, as well as the Seaport Village shopping district, the hotel's location provides convenient access to championship golf and popular attractions like the San Diego Zoo, Sea World San Diego and LEGOLAND California.

You will experience a grand sense of arrival in the new lobby and personalized service from the dedicated staff. Unwind in your premier guest room with sweeping bay views. From a state-of-the-art fitness center, to an enticing new pool area, to top-notch cuisine at the waterfront restaurants, it all comes together for an authentic downtown San Diego experience, only at the San Diego Marquis & Marina.

For more information or to register for the event go to: [www.nvlconvention.com](http://www.nvlconvention.com) .



## Laura Manning Earns Highest Marks from NATMI



The North American Transportation Management Institute recently awarded Laura Manning, National Van Lines Manager of Fleet Services and Safety, highest marks in both their Motor Fleet Safety Basics and Managing Motor Fleet Safety Programs courses. Laura attended these professional development courses in March in Marietta, Georgia.



NATMI is recognized as the leading training and certification organization for transit fleet professionals. According to NATMI, certification is a formal means of establishing a professional reputation for your organization and a process for improving work performance. Certification measures your organizations' professionalism against objective standards respected industry-wide and have been tested successfully against an industry standard.

From a survey of Certified Directors of Safety, recipients stated that NATMI training and certification directly enhanced their ability to:

- Lower the company's accident rate (86%)
- Achieve a lower occupational injury rate (83%)
- Control costs associated with accident litigation (100%)
- Comply with regulatory requirements (87%)

Len Bambach, Vice President Operations, states, "Laura's innate ability to communicate effectively with agents and drivers, along with this additional industry training, reinforces the value of her role in National Van Lines overall safety performance. We are proud that she represents us so well."

## Michael Hartung Named IMAWA Scholarship Recipient



Michael Hartung has won a \$1,000 scholarship through IMAWA's endowment from the National Association of Independent Truckers Charitable Foundation. Michael is not only the son of two National Van Lines employees; George Hartung, New Products Operations Director and Patty Hartung, National Forwarding Company Billing Department, but has been a summer employee for the last two years.

According to CEO Maureen Beal, "In all my years in business, I have never seen someone so happy to come to work and hit the ground running. He always has a smile on his face and no job is too much for him to handle. He has such a winning attitude!"

Mike Yost, Vice President New Products, states, "People like to be around Michael because of the positive message he automatically sends. He communicates with sincerity, is a positive role model and a very genuine individual. He will be successful in any endeavor he chooses."

Human Resources Manager, Sharon Kutta, comments, "We look forward to Michael joining us again this summer when he will be introduced to general office duties, better utilizing his skills and giving him more exposure to the operations side of the van line."

Citing his personal relationship with the Hartung family, Tim Helenthal, President and COO, adds, "I've known Michael since he was born, and he has always been a gentleman. He is quite possibly the most courteous and kind young man I've ever met. His good demeanor and work ethic will serve him well as he begins his studies and works towards his chosen career."

Michael plans to attend Eastern Illinois University to major in Mathematics, with a goal of being a high school math teacher.

# PEOPLE ON THE *MOVE*

## ***NEW AGENTS***

**MY GUYS MOVING & STORAGE**  
GAITHERSBURG, MARYLAND  
T. J. VOGLE  
JANUARY 1, 2013

**SEA ISLAND BONDED STORAGE  
OF GEORGIA, INC.**  
SAVANNAH, GEORGIA  
JACKSON WALKER  
MARCH 23, 2013

## ***NEW HIRES***

**ROSEANNE AGUILAR**  
BILLING & SETTLEMENT  
NATIONAL VAN LINES  
MARCH 12, 2013

**JOEY HYDE**  
RECEPTIONIST  
NATIONAL VAN LINES  
MARCH 25, 2013

**BILL KONKOL**  
OPERATIONS  
NATIONAL VAN LINES  
APRIL 9, 2013

**CHRIS GRZYB**  
OPERATIONS  
NATIONAL VAN LINES  
APRIL 15, 2013

**LETICIA SEEMAN**  
BILLING & SETTLEMENT  
NATIONAL VAN LINES  
MAY 14, 2013

## ***X CARD WINNERS***

**JANUARY 2013**  
RICARDO GIL  
DIRECT LEASE FLEET  
LOADING DRIVER

**FEBRUARY 2013**  
FRANCISCO BANUELOS  
FAST MOVING  
DELIVERY DRIVER

**MARCH 2013**  
ALFRED COLEMAN  
HILL'S VAN SERVICE OF NO. FLORIDA  
DELIVERY DRIVER

**APRIL 2013**  
MAX KUNEY  
THE HERITAGE MOVING CO., INC.  
BOOKING AGENT

## ***PROMOTED***

**THERESA LEZZA**  
APRIL 2013  
  
RECEPTIONIST  
TO  
CUSTOMER SERVICE

# SERVICE AWARDS

## 5 YEAR AWARDS

### NATIONAL VAN LINES

Michael Moneka - Billing & Settlement

### NATIONAL FORWARDING COMPANY

Petra DeFrance - International

Jennifer Farrell - Operations

Brad Hides - Claims

Michael Kaiser -MIS

Matt Logan - Operations

Kim Loughman - Claims

Michael Wilson - Billing & Settlement

## 10 YEAR AWARDS

### NATIONAL VAN LINES

Mike Dombroski - Billing & Settlement

Joan Feifar - Sales & Agency Development

Rosa Fernandez - Billing & Settlement

Rich Nichols - Fleet Safety

Elita Span-Roberison - Operations

### NATIONAL FORWARDING COMPANY

Vickie Carroll - Claims

Valerie Mayr - Billing & Settlement

## 25 YEAR AWARD

### NATIONAL FORWARDING COMPANY

Kevin Spealman - Claims

## 30 YEAR AWARD

### NATIONAL FORWARDING COMPANY

Arlene Kozlick - Billing & Settlement

## 35 YEAR AWARD

### NATIONAL VAN LINES

Fran Woolsey - Document Control