

The Communicator

T H E C A L I F O R N I A M O V I N G & S T O R A G E A S S O C I A T I O N

New Clean Truck & Trailer Mandates Approved By EPA & CARB

By Sean Edgar, *CleanFleets.net*
CMSA Associate Member

The U.S. Environmental Protection Agency (EPA) and National Highway Traffic Safety Administration (NHTSA) jointly adopted a second phase of standards for medium- and heavy-duty vehicles that will cut carbon pollution and improve fuel efficiency between 2018 and 2027. CARB has endorsed these manufacturer requirements.

While there is no proposed change by CARB on the Truck & Bus or Greenhouse Gas Regulations requirements, the cost of the new technology on trucks and trailers will be reflected in the sticker price that CMSA members pay to comply going forward. This can have big impact in the 2019–2022 capital planning to replace former “low use” or the pre-2010 model year diesel truck engines before the CARB 2023 deadline.

The manufacturer requirements are summarized as follows:

- Long-Haul and City Tractors: Class 7 and 8 combination tractors and their engines account for roughly 60 percent of total GHG emissions and fuel consumption from the heavy-duty sector. The carbon dioxide emissions and fuel

consumption standards for combination tractors and engines start in model year 2021, increase incrementally in model year 2024, and phase in completely by model year 2027. The standards differ by vehicle weight class, roof height and cab type (sleeper or day). The fully phased-in standards will achieve up to 25 percent lower carbon dioxide emis-

sions and fuel consumption compared to the Phase 1 standards. Manufacturers will be able to meet the tractor standards through improvements in the engine, transmission, driveline, aerodynamic design, lower rolling resistance tires, ex-

tended idle reduction technologies and other accessories of the tractor.

- Vocational Vehicles: These vehicles include bobtail delivery trucks and other vehicles that represent about 17 percent of the total medium- and heavy-duty fuel consumption. The new carbon dioxide emissions and fuel consumption standards for vocational vehicles start in model year 2021, with increased stringency in model year 2024, and a fully phased-in stringency level in 2027. The vocational vehicle standards are differentiated using vehicle weights and driving cycle, and chassis.

(NEW TRUCK RULES continued on page 5)





CHAIRMAN'S CORNER

By Robert Fraser

This past Labor Day weekend, Cris and I spent the time packing our house for our upcoming move to Healdsburg. As I sit here in my little corner writing this, I'm reflecting back on the last few

weeks and what a whirlwind it has been. And I am reminded that this is what almost each and every one of our customers go through during their own moving processes.

You would think that being in the business for almost 40 years that it should be easy for us, right? After all of the thousands of moves that I've been involved in why is it that my own feels like the most difficult? I feel like a brain surgeon trying to operate on himself; it feels quite awkward and painful. From the moment we made the decision to look at new homes and trying to decide where to buy — from negotiating prices as sellers and buyers with the realtors, from

filling out the mounds of paperwork needed to qualify for a loan with the lenders, from dealing with inspections and reports, from waiting on pins and needles for the closing of escrow to the packing and prepping of our possessions — I know that when we walk through that front door of our new home in a few days, the roller coaster ride of emotions and anxieties of the prior month will be forgotten.

I have a greater appreciation, and empathy, for what our customers deal with even before trying to decide on a moving company. I also have a greater sense of pride in what we all do as licensed and legitimate movers to keep the customer satisfied. It's nice to be reminded of that every once in a while, but I'm hoping that this will be our last move. (Haven't we all heard that one before?)

Earlier in August, your Executive Committee met in San Francisco for the annual retreat. (Thank you Rick Hosea for heading up this idea a few years ago.) Senior Chairman Patrick Longo, Vice Chairman John Lance, Secretary-Treasurer Alan Freese,

(CHAIRMAN'S CORNER continued on page 4)

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PRESIDENT'S COMMENTS

By Steve Weitekamp

I hope that you had the opportunity to enjoy some, much needed and deserved, rest and relaxation on Labor Day. The holiday is the unofficial end of summer and a time to celebrate a critical element of our nation's success: the labor of our people. The moving and storage industry understands labor and the need to celebrate the hard work of everyone involved with the process of a successful move during the long and warm days and nights of the summer season.

The California Moving and Storage Association, not unlike the industry we represent, is a service business. Quality people dedicated to their work are what make a moving company or a trade association special and we are grateful to have a small, but mighty team that helps us to shine. CMSA manager Renee Hifumi and staffer

Gale Iwashita wear many hats in support of our Association and its membership, and execute daily tasks and major projects in a professional and creative manner. In August, we were pleased to welcome Brianna Wahlstrom back to our team as an independent contractor. Brianna's contract will focus on our monthly newsletter as well as website updates and modifications.

The end of summer also marks the beginning of another Association year, and we look forward to seeing you at upcoming chapter meetings and events. Chapter President and leadership orientation meetings were recently held in both Northern California and Southern California in Cerritos. Special thanks to Chipman Relocation & Logistics in Sacramento for once again making their conference room available to us for our northern orientation. Our orientations are always a worthwhile and successful event; again, it is all about the people.

CMSA has always benefited since the beginning from quality volunteer leadership from the chapter level to the Chairman of

(PRESIDENT'S COMMENTS continued on page 5)



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(CHAIRMAN'S CORNER continued from page 2)

Thomas McCarthy, Maribeth Wolf, Ben Geissel and I, along with our illustrious leader CMSA President Steve Weitekamp converged on the Bay Area to discuss the upcoming year for our Association. There were a lot of great ideas and suggestions on how our Association will lead the industry through all of the exciting changes and challenges that will be happening in the next few years. I'd like to thank Mitch Snelson of CDS Moving Equipment for sponsoring the dinner at the North Beach Restaurant and Lisa Paul of Paul Hanson Partners Specialty Insurance for sponsoring an evening at the San Francisco Giants game.

I'll be embarking on the first leg of my tour of California soon. I'm looking forward to visiting the 12 CMSA chapters throughout the state and catching up with old friends and making new ones. I'm also hoping to spend some time visiting some of your operations. One of the coolest things that I've found about our industry is just how diverse all of our companies are. At the same time, it's interesting that no matter the size, the specific services that we offer or where we

are located, we all pretty much ascribe to the same values and respect for the moving and storage industry.

In closing, I'd like everyone to know that October is breast cancer awareness month. Last year, Senior Chairman Patrick Longo introduced the Chairman's Choice Charity program, wherein the CMSA would contribute \$5,000 to the standing Chairman's Charity of Choice. With the Board's approval, I have selected the National Breast Cancer Foundation. Unfortunately, we all know someone who has been impacted by this disease. I have two sisters who have successfully battled breast cancer with courage and dignity. I'm proud to support the Foundation's efforts in providing help and hope to assist women affected by breast cancer through early detection and educational services. With the help of Colleen Warden of Uniform Ready, we will be outfitting our crews with pink shirts during the month of October to inspire our customers to make a donation to the foundation. I was absolutely moved by our employees' willingness and desire to get involved. We are in the process

(CHAIRMAN'S CORNER continued on page 5)



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(CHAIRMAN'S CORNER continued from page 4)

of having a link at our website where CMSA members could also make a donation if they wish. Please like us on Facebook or visit our website at redwoodmoving.com for up-to-date information.

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(PRESIDENT'S COMMENTS continued from page 3)

the Board. At the meeting, chapter representatives participated in a half-day review of current CMSA business and shared best practices related to preparing and leading a chapter meeting and/or event. As a reader of this publication, you are well aware that a lot is happening in our industry. Your Association leadership would encourage you to be regularly involved with CMSA chapter and statewide events. Our people make the CMSA a special organization. And together, we will continue to have a positive impact on the challenges that lie ahead.

(NEW TRUCK RULES continued from page 1)

- Trailers: The Phase 2 program includes standards for trailers used with heavy-duty combination tractors. Similar to our observations about CARB's trailer rule, CleanFleets does not yet see a specific exemption in this package for all household goods trailers with belly boxes. The standards begin in model year 2018 for EPA's standards and increase in stringency in model years 2021 and 2024, with final standards in model year 2027. The fully phased-in trailer standards achieve up to 9 percent lower carbon dioxide emissions and fuel consumption compared to an average model year 2017 trailer. Technologies that could be used to meet the standards include: aerodynamic devices, lower rolling resistance tires, automatic tire inflation systems and weight reduction.

CleanFleets will be monitoring the rollout of this for clients that are CMSA members. You may email Service@CleanFleets.net with any questions related to this article or call 916-520-6040 Ext 102.



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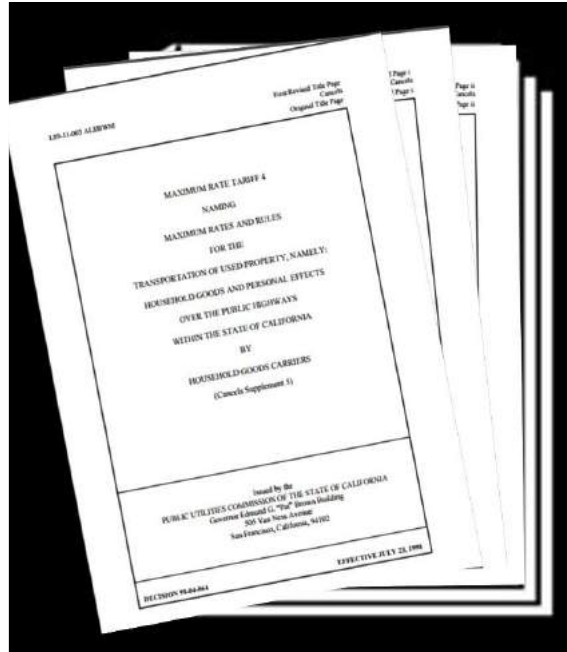
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MAX 4 TARIFF BULLETIN

The California Moving and Storage Association, the nonprofit trade association representing the permitted carrier, highly values the primary regulation that governs the California moving industry, the MAX 4 tariff, administered and enforced by the California Public Utilities Commission (CPUC). While not perfect — and we appreciate the opportunity to share our views through comments and rulemaking — we believe that California movers' compliance with the MAX 4 tariff sets our industry apart regarding service quality and consumer protection. CMSA sees this program as a decades-long positive.



The Household Goods Carriers Act (HGCA), Public Utilities Code (PU Code) §§ 5101-5335, is the authorizing legislation for the MAX 4 tariff. The HGCA addresses, among many things, permitting, insurance, rate-setting, inspections, fines and proceedings. However, the MAX 4 tariff also goes into the details of the interaction between the moving company and the customer. It is not a short document, reviewing standards and measures in more than 100 pages.

The MAX 4 tariff contains contracts that the industry has adopted in a standard form: Estimated Cost of Services, Combined

(MAX 4 TARIFF BULLETIN continued on page 7)

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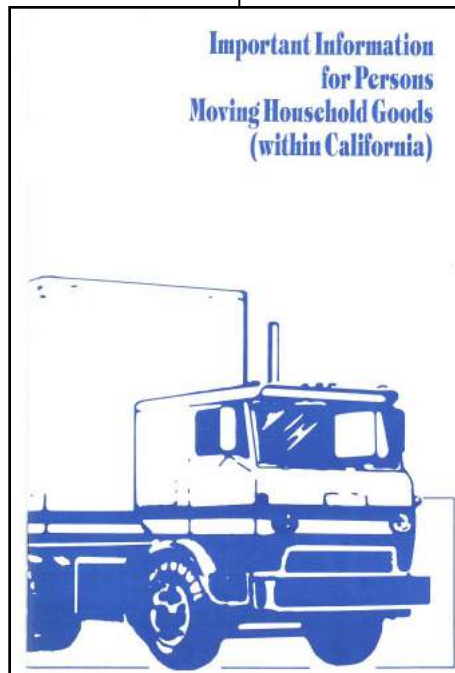
Service Agreement for Moving Services and Freight Bill, and Change Order for Services, to name a few. The MAX 4 tariff requires that a California intrastate mover provide to the consumer a 12-page “Important Information” booklet (a succinct summary of consumer rights and California law), prepared by the CPUC, prior to the move. The MAX 4 tariff provides the consumer valuation options should the rare occurrence of an accident happen. The consumer can opt for “basic valuation protection” of \$0.60 per pound per article, for no charge. The consumer may also opt for additional valuation protection based on the consumer’s declared value of the shipment structured on either an “actual cash value protection” (depreciated value) basis or a “full value protection” (replacement value)

basis. Those rates providing basic or increased protection are stated clearly on all shipping documents that the consumer reviews and signs indicating his or her choice before the move occurs. No one wants an accident, but the possibility of an unlikely event should be brought to the consumer's attention on the front-end of the moving transaction. The MAX 4 tariff makes it so.



The MAX 4 tariff also addresses less common situations, including shuttle delivery when larger trucks cannot access a property for inadequate roadway, snow or encroaching shrubbery. The tariff also includes language regarding the necessity of hoisting and rigging where required, appliance service disclosures, and storage-in-transit when the destination is unexpectedly not ready in the middle of a

(MAX 4 TARIFF BULLETIN continued on page 8)



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move. The MAX 4 tariff states that in no event can a mover obstruct a consumer's access to medicine, medical devices, items used to assist an individual with a disability, or items used to care for a minor child. CMSA believes that the MAX 4 tariff's level of detail should be republished, moved forward and enforced.

Finally, the MAX 4 tariff regulates the economics of the California moving industry. The HGCA provides that the CPUC may establish maximum or minimum or maximum and minimum rates (PU Code §5191). The tariff has existed since the mid-1960s. During its 50+ years, the tariff has had many incarnations. Most notable was the tariff's transition from a minimum rate tariff — setting out the bottom of what a carrier could charge — to a maximum rate tariff. The current maximum rate tariff breaks it down in two ways: "local moves" and "distance moves" (defined as more than 100 miles).

The CPUC recently studied the California moving industry and found that the industry was remarkably competitive. With relatively low barriers to enter the industry, expense-wise, and no shortage of entrepreneurial spirit, licensed movers compete aggressively to keep customer service up and consumer costs down.

CMSA sees a value in a supervising agency, ideally an agency with institutional knowledge, to regularly examine the California moving industry's costs to determine how workers' compensation insurance, cargo insurance, valuation-related insurance, fuel and maintenance line-items for equipment, payroll obligations and labor costs af-

fect how we do business. The illegal movers, the rogue operators, do not care about these things. They advertise by the thousands on Craigslist and other social media platforms. They frequently use unsafe equipment, do not carry proper insurance coverage, their paperwork is flawed or non-existent, and they will hold a consumer's goods hostage if they do not see enough profit. Sometimes, CMSA is discouraged by what can seem like a losing battle, in our attempt to protect the moving public from an avalanche of unlicensed movers. Effective and robust enforcement is needed. However, permitted household goods carriers provide a superior product for a fair price. We are accountable. Perhaps curiously, the CMSA, an industry trade association, actually supports equitable regulation because the professionalism that the MAX 4 tariff requires, and that we embrace, sets us apart from those that do not share our values or tradition.

The CMSA has its views regarding potential improvements to the MAX 4 tariff, which include increased consumer education regarding how to ensure the best possible move, stronger enforcement against rogue, unpermitted operators, and ferreting out those that play outside the lines to the detriment of the public. However, CMSA asserts that removing or diminishing the MAX 4 tariff would be a step backwards. The tariff has been developed over decades; it works. The CMSA is available to explain in greater detail the moving business, how we navigate regulation and how consumers benefit from interaction between industry and regulators.

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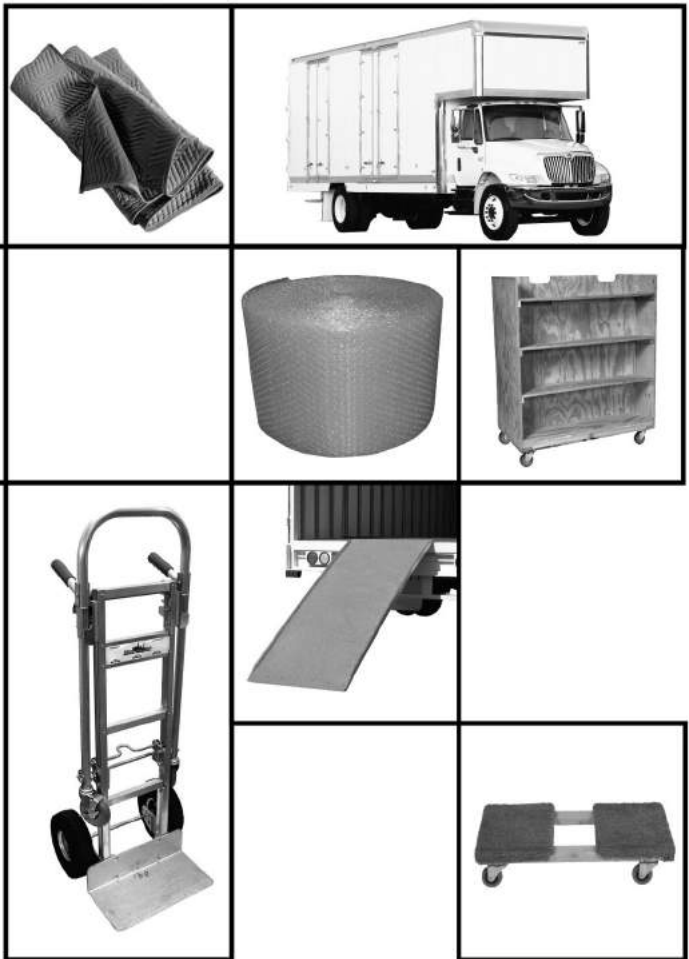
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International Moving: Navigating FMC Requirements and Services

By Jennifer M. Gartlan,
Federal Maritime Commission

U.S. domestic moving companies often seek to expand their business portfolios by offering international moving services. Invariably, such shipments involve ocean transportation between U.S. and foreign ports, and domestic moving companies are often surprised to learn that arranging for such moves requires an Ocean Transportation Intermediary (OTI) license from the Federal Maritime Commission (FMC). This article will discuss FMC licensing requirements, recent trends and challenges involving international moving, and dispute resolution services available to moving companies at the FMC.

FMC OTI License Requirements

The FMC is an independent federal regulatory agency. Its statutory and regulatory authority is derived from the Shipping Act of 1984 (the "Shipping Act"), 46 U.S.C. §§ 40101-41309. The agency regulates the international ocean transportation of cargo between U.S. and foreign ports, including inland transportation that is included in a through bill of lading. As such, it is separate and distinct from the Federal Motor Carrier Safety Administration (FMCSA), which regulates U.S. interstate household goods moves via truck.

Pursuant to FMC regulations, a domestic mover in the U.S. that offers international moving services must be licensed with the FMC and bonded. This means that even if a company merely advertises international moving services then subcontracts all or a portion of that move to another company, it

still must be licensed as an OTI and bonded prior to advertising such services.

There are two types of OTIs: (1) a Non-Vessel-Operating Common Carrier (NVOCC) and an (2) Ocean Freight Forwarder ("OFF"). Generally speaking, an NVOCC purchases space onboard a vessel for resale to its customer. The NVOCC serves as the shipper in relationship to a vessel operator while serving as a carrier to its shipper customer. It issues its own house bill of lading and publishes rules and rates tariffs. It is also required to maintain a bond of \$75,000.



In contrast, an OFF serves as the agent to the shipper. It may book or remit payment for a shipment, but as an agent, the OFF does not issue a bill of lading nor does it publish a tariff. Further, because it is merely the agent of the shipper,

all shipping documentation is issued in the name of the shipper principal. The OFF is required to maintain a bond of \$50,000.

Domestic moving companies may apply for an OTI license by submitting a form FMC-18. Specific guidance and instructions for filing the application online are available at: http://www.fmc.gov/resources/how_to_apply_for_oti_license.aspx. The current fee for filing an OTI application online is \$250. As part of the application process, an applicant must designate a corporate officer, partner or sole proprietor (depending on its business structure) as the Qualifying Individual (QI). Essentially, a QI is a person with three or more years of demonstrable OTI experience in the U.S. trade. The application process also involves a background and

(INTERNATIONAL SHIPPING continued on page 11)

reference check. Once the application is approved, the applicant must provide proof of financial responsibility (i.e., surety bond information) to the Commission's Bureau of Certification and Licensing. In addition, if the company is licensed as an NVOCC, it must file a tariff registration form (FMC-1) with the Commission's Office of Service Contracts and Tariffs, designating the location on the internet where the NVOCC's schedule of rates and charges may be found.

Parties seeking additional information on the application process may contact FMC's Bureau of Certification and Licensing directly either via email at oti@fmc.gov or phone at 202-523-5843.

Common Trends and Challenges, and Dispute Resolution

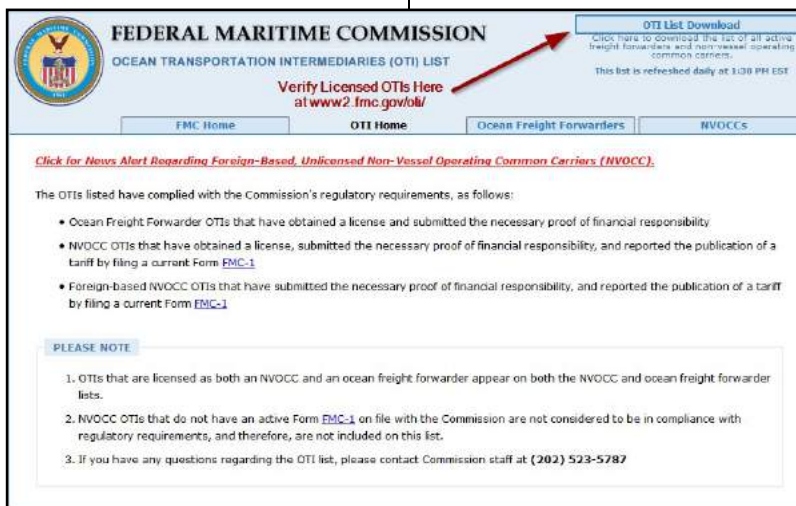
The issue of FMC licensing is of particular importance when examining common trends and challenges within the industry. For example, a recurring problem involves the acceptance of cargo from unlicensed or failing OTIs. Aside from the fact that accepting cargo from unlicensed NVOCCs is prohibited by the Shipping Act, there are also practical commercial considerations. For example, some unscrupulous unlicensed entities undercut licensed OTIs by offering predatory rates to attract business, and then charge the consumer double or triple the amount of the quote provided. Licensed OTIs then illegally accept shipments from these unlicensed companies who in turn fail to remit payment to the licensed OTI. The licensed OTI is then held responsible to the vessel operator and/or others in the logistics chain for rates as well as charges such as demurrage and per diem. Even where the

licensed OTI has identified the underlying shipper customer of the unlicensed OTI, there have been situations where customers, having previously paid the unlicensed company, simply choose to walk away from the shipment rather than pay again to have the licensed company retrieve the cargo, thus leaving the licensed OTI mired in a loss-making financial dispute with others in the logistics chain.

The scenario described above can readily be avoided if licensed OTIs ensure that any moving company that requests services is FMC-licensed and bonded. It is also advisable to verify periodically that companies that have previously

booked shipments are still licensed, as there have been various instances where a company whose license has been revoked by the FMC has attempted to continue to book shipments through licensed OTIs. Companies may verify status online at <http://www2.fmc.gov/oti/>. OTIs also can contact either the FMC's Bureau of Certification and

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Licensing or the Office of Consumer Affairs and Dispute Resolution Services (CADRS) to address any questions about licensing status.

Even when dealing with a licensed OTI, issues may arise. For example, some licensed entities may run into financial difficulty. Therefore, it may be advisable for the licensed OTI to avoid taking multiple shipments from any one OTI without prepayment, especially when there are past payment issues with a particular company. Generally speaking, there is no FMC prohibition on requiring an OTI to tender cash payment prior to shipping cargo.

Another general trend involves consumer and moving company disputes involving rates. Whereas domestic moving companies generally charge by the weight of the cargo (i.e., number of pounds transported), international shipment rates are generally assessed by the amount of cubic volume shipped. Further, international shipments are often shrink-wrapped, braced and palletized for shipment, which adds additional vol-

ume. Unlike FMCSA, whose regulations specifically address rate quotation practices, such as requiring on-site surveys, there is no such requirement in international ocean shipping. Many companies provide estimates via online computer calculators or phone estimates, which often fail to provide an accurate estimate of the goods shipped and leads to an increase in the rate and inevitably a dispute with the consumer. As such, it may be advisable to provide a quote based upon an on-site inspection of the goods where feasible. A detailed list of the goods inventoried should be created and signed by the customer as there have been some cases where consumers add additional items post-quote.

While some of the common trends discussed above may be avoided, disputes may still arise between industry participants. The FMC differs from the FMCSA in that private parties may file a formal complaint for reparations before the FMC for violations of the Shipping Act. This is essentially a private party administrative lawsuit, where resolution may be both time-consuming and

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costly. Further, as with most litigation, such action may further damage vital commercial relationships between disputing parties that may need to continue doing business with one another in the future.

As a means to assist parties to preserve relationships and settle prospective or pending litigation matters, the FMC established CADRS to provide voluntary and confidential alternative dispute resolution services such as the use of ombuds and mediation to assist disputing parties resolve their regulatory and commercial ocean shipping disputes. A particular benefit of these services is that parties can utilize CADRS' services to resolve real-time shipping disputes. Whereas parties in litigation may have to wait months or years to obtain monetary damages, parties can use ombuds or mediation services to facilitate the timely release or delivery of



cargo. For example, a dispute often encountered by CADRS is where a possessory lien is exercised by one OTI against cargo on the basis of a pre-existing financial dispute over a prior unrelated shipment. In such situations, CADRS can work with the parties

to secure release of the current shipment, while providing mediation to resolve the underlying financial dispute.

Another benefit of CADRS' services is that the parties participating in an ombuds or mediation matter control the settlement outcome, which may allow solutions that transcend monetary damages. For example, as part of a settlement, a consumer might agree to modify or update a previously negative review of a moving company on an online forum once a satisfactory solution is implemented. Alternatively, an OTI that is seeking to enhance business opportunities with another OTI or

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vessel operator could address those needs within the context of an ombuds or mediation matter within CADRS.

There are no charges for CADRS services, which are provided electronically, telephonically or in person, depending on the needs of the parties. For more information regarding CADRS' services and to explore

tools to assist with negotiation generally, please visit: http://www.fmc.gov/bureaus_offices/consumer_affairs_and_dispute_resolution_services.aspx.

To request additional information or to obtain assistance with resolving a dispute, please contact CADRS either via email at complaints@fmc.gov or phone at 202-523-5807.



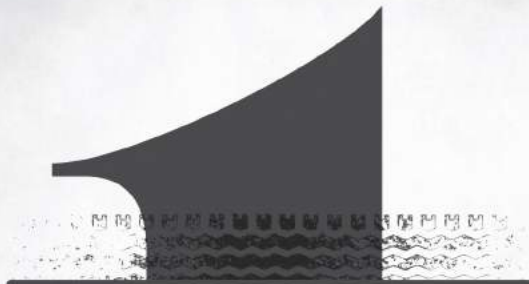
CMSA / July Monthly Report

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Monthly	Year to Date	All Time
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22,084 meals	18,908 meals	513,297 meals

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|----------------------------------|-------------------------|
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| 2. Crown Relocations Los Angeles | 5. 123 Moving & Storage |
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Annual Chapter Presidents Orientation Meetings

CMSA President Steve Weitekamp conducted two Chapter Leadership Orientation meetings. The first was held on August 16 at the CMSA office in Cerritos, California, and the second meeting was held on August 18 at the Chipman Relocation & Logistics office located in Sacramento, California.

The meetings are held annually to provide guidance to chapter presidents and those in leadership roles on how to run

chapter meetings and fundraisers. Attendees also get to share their experiences and best practices in running a chapter.

Thank you to all the members that attended and volunteer their time to support CMSA.

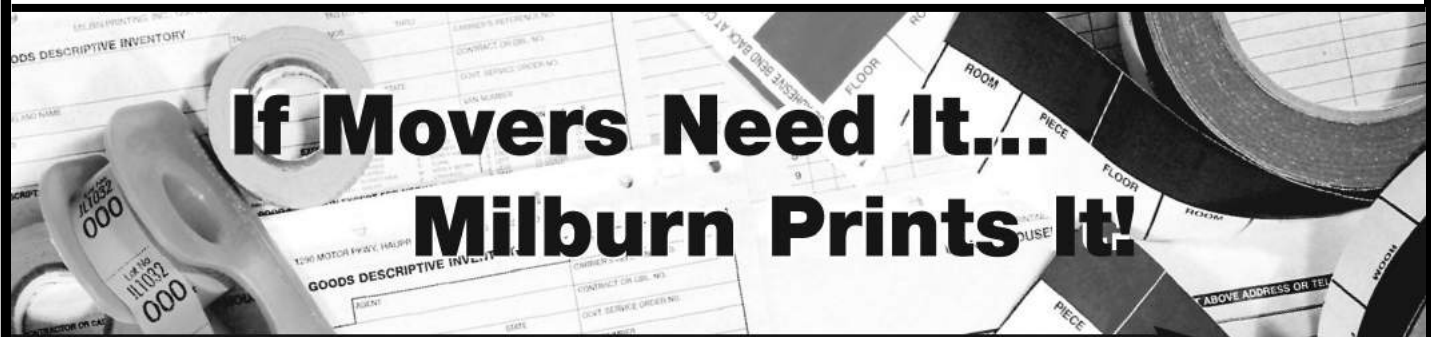
We encourage all members to attend chapter meetings. It is a great way to gain useful knowledge about the moving industry and you may even have fun in the process!



(L-R) CMSA President Steve Weitekamp, Eddie Marx, Bill Arvidson, Jesse Chabot and Eric Ortiz. (SoCal Meeting 8/16/2016)



(L-R) Cal Farnsworth, Pete Poulos, David Cabral III, Alan Freese, Mia Longoria, Ed Melton, Mike McGrath, Karl Anderson, Jorge Castro and CMSA President Steve Weitekamp. (NorCal Meeting 8/18/2016)



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CALENDAR OF EVENTS

Tue., September 20	Mid Valley Chapter Meeting
Wed., September 21	Monterey Bay Chapter Meeting
Thu., September 22	Central Coast Chapter Meeting
Thu., September 22	O.C./Beach Cities Chapter Meeting
Fri., October 7	Monterey Bay Chapter Golf & Bocce Tournament
Tue., October 11	Ventura/Santa Barbara Chapter Meeting
Wed., October 12	Greater Los Angeles Chapter Meeting
Thu., October 13	Central Valley Chapter Meeting
Tue., October 18	North Bay Chapter Mtg.

Tue., October 18	O.C./Beach Cities Chapter Golf Tournament
Wed., October 19	Northern Region Chapter Meeting
Thu., October 20	Sacramento Chapter Meeting
November 11–13	CMSA Fall Board Meeting

**2017 CMSA Convention
May 2–7**

**The Westin Mission Hills
Golf Resort & Spa
Rancho Mirage, CA**

**2018 CMSA Convention
April 17–22**

**Hyatt Regency Sacramento
Sacramento, CA**

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Tips for Protecting Your Online Security

How can you minimize the access other people have to your information?

You may be able to easily identify people who could, legitimately or not, gain physical access to your computer — family members, roommates, coworkers, members of a cleaning crew and maybe others. Identifying the people who could gain remote access to your computer becomes much more difficult. As long as you have a computer and connect it to a network, you are vulnerable to someone or something else accessing or corrupting your information; however, you can develop habits that make it more difficult.

- **Lock your computer when you are away from it.** Even if you only step

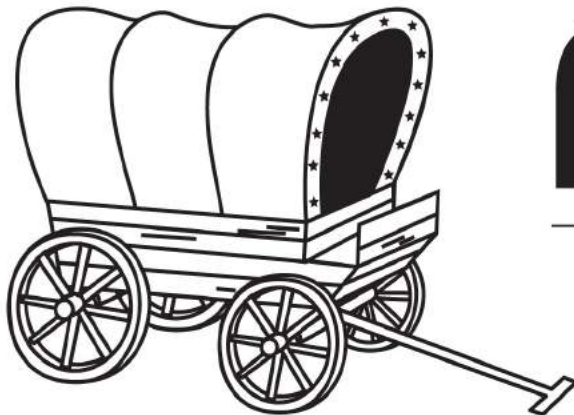
away from your computer for a few minutes, it's enough time for someone else to destroy or corrupt your information. Locking your computer prevents another person from being able

to simply sit down at your computer and access all of your information.

- **Disconnect your computer from the internet when you aren't using it.** The development of technologies such as DSL and cable modems have made it

possible for users to be online all the time, but this convenience comes with risks. The likelihood that attackers or viruses scanning the network for available computers will target your

(ONLINE SECURITY TIPS continued on page 18)



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(ONLINE SECURITY TIPS continued from page 17)

computer becomes much higher if your computer is always connected. Depending on what method you use to connect to the internet, disconnecting may mean disabling a wireless connection, turning off your computer or modem, or disconnecting cables. When you are connected, make sure that you have a firewall enabled.

- **Evaluate your security settings.** Most software, including browsers and email programs, offers a variety of features that you can tailor to meet your needs and requirements. Enabling certain features to increase convenience or functionality may leave you more vulnerable to being attacked. It is important to examine the settings, particularly the security



settings, and select options that meet your needs without putting you at increased risk. If you install a patch or a new version of the software, or if you hear of something that might affect your settings, reevaluate your settings to make sure they are still appropriate.

What other steps can you take?

Sometimes the threats to your information aren't from other people, but from natural or technological causes. Although there is no way to control or prevent

these problems, you can prepare for them and try to minimize the damage.

- **Protect your computer against power surges and brief outages.** Aside from providing outlets to plug in your computer and all of its peripherals,

(ONLINE SECURITY TIPS continued on page 19)



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(ONLINE SECURITY TIPS from page 18)

some power strips protect your computer against power surges. Many power strips now advertise compensation if they do not effectively protect your computer. Power strips alone will not protect you from power outages, but there are products that do offer an uninterruptible power supply when there are power surges or outages. During a lightning storm or construction work that increases the odds of power surges, consider shutting your computer down and unplugging it from all power sources.

- **Back up all of your data.** Whether or not you take steps to protect yourself, there will always be a possibility that something will happen to destroy your



data. You have probably already experienced this at least once — losing one or more files due to an accident, a virus or worm, a natural event, or a problem with your equipment. Regularly

backing up your data on a CD or network reduces the stress and other negative consequences that result from losing important information. Determining how often to back up your data is a personal decision. If you are constantly adding or changing data, you may find weekly backups to be the best alternative; if your content rarely changes, you may decide that your backups do not need to be as frequent. You don't need to back up software that you own on CD-ROM or DVD-ROM — you can reinstall the software from the original media if necessary.

CLASSIFIED ADVERTISING

CHARGES: 1-5 lines \$15; \$2 each additional line. CMSA box number \$5. Special heading/setup extra.
Email Renee Hifumi at rhifumi@thecmsa.org to place your advertisement.

EMPLOYMENT OPPORTUNITY

Looking for managers in L.A./Orange and Northern Bay Area. Must be extremely computer literate. Must be good with people and should have experience in the Moving and Storage Industry. Send resumes and letters of inquiries to: CMSA, Box J2, 10900 E. 183rd St., #300, Cerritos, CA 90703.

EMPLOYMENT OPPORTUNITY

Santa Clarita based agent for Stevens Worldwide Van line looking for driven sales person to perform in-home estimates, close sales, and generate new business through various networking opportunities. Please email resume to wmsads@yahoo.com or call 888.928.4424

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Seeking to purchase 400 Storage Vaults in GOOD CONDITION. Call Martin @ 562-408-6677 Ext. 231.

EMPLOYMENT OPPORTUNITY

Schumacher Cargo Logistics, Head office in Gardena, CA is seeking experienced Sales Executive for Int'l shipments only. Company will supply all leads, no cold calling required. Great opportunity for appropriate experienced person. Contact jobs@sclusa.com

EMPLOYMENT OPPORTUNITY

Ernie's Van & Storage (Atlas Van Lines agent) in Rocklin, CA is looking to hire a qualified & experienced HHG/NAC salesperson. For more information, please contact msowell@evsmoving.com.

BUSINESS WANTED

We are interested in purchasing all or a part of your business. We are able to provide quick cash for certain assets. We can assist in an exit strategy. Major CA markets are desired. Discussions will be in strictest confidence. Send information to CMSA, Box J1, 10900 E. 183rd St., #300, Cerritos, CA 90703.

EMPLOYMENT OPPORTUNITY

Rebel Van Lines is looking to hire an experienced and aggressive residential Household Goods Salesperson/Estimator for Los Angeles and Orange County areas. Email resume to: nan@rebelvanlines.com.

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HISTORICAL PHOTO

As the CMSA closes in on its 100th year, join us in looking back down memory lane at these wonderful historical pictures. If you have any pictures you would like to share, please email them in JPEG format to: rhifumi@thecmsa.org.



This 1965 photo was taken at Bekins Van & Storage in San Rafael. Charles Facini, the company dispatcher and CMSA Chairman Robert Fraser's uncle, helped Chairman Fraser get his start in the moving business. The company manager was 1977–1978 CMSA Chairman Dick Schmitz and the company president was 1960–1961 CMSA Chairman William Goines Jr.



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