

## **COVID-19 Pandemic Forces CMSA to Cancel 102nd Annual Convention Letter from CMSA President Steve Weitekamp**

Dear Loyal CMSA Members,

It is with sadness that we inform you that the 2020 CMSA Convention, April 14–19 in Kauai is canceled.

The health and safety of our membership is our highest concern and we were left with no option other than canceling our convention. Additionally, effective 3-20-2020, by order of the Mayor of Kauai, the island is enforcing a 9 p.m. curfew and has asked visitors not to come and businesses not to promote tourism on the island. I know that you are as disappointed as we are that we are required to take this unprecedented action. We were advised today that the hotel has already cancelled all CMSA convention room reservations. Please address any other travel arrangements you have made.

Our convention is always the highlight of our year with some of the best presentations and social events in our industry. We are especially disappointed that we will not be able to celebrate our leadership at the event. While the convention will not transpire this year, I can assure you that your leaders are working for the interests of your association. For those of you who have yet to meet our incoming Chairman John Chipman Jr., please join me in welcoming him at a chapter meeting this fall and winter.

We are grateful for the support and patience that you have shown us during this difficult time. Convention contract cancelation negotiations with the Kauai Marriot are in their final stages but this will still have an impact on the Associations' bottom-line. I know there will be questions about fees paid to CMSA for registrations, tickets, golf, exhibitors, and partners that the Association still must work out. Please understand that this will take some time, at least until after the Shelter in Place order is lifted, to work through in these challenging times.

Even in these difficult times, CMSA continues to be a leading Association in our industry. Our position is a result of all of us pulling together for the betterment of our members and our industry. We may have some challenging days still ahead of us, but by working together, I know that tomorrow will be a better day!

All the best,  
Steve Weitekamp  
President



### CHAIRMAN'S CORNER

by Thomas McCarthy

Up California and back again, a Chairman's tale, by Thomas McCarthy.

The time has come for my last communicator article as your Chairman of the CMSA. The moment is bittersweet. This has

been such a challenging year, and believe it or not, I have enjoyed writing these articles and getting to share with you all my experiences. I very much appreciated hearing from those of you who reached out to me and asked questions or gave kudos for the things I wrote about.

This year has been tumultuous for our industry as we have had so many changes coming our way. Either our elected officials turning this industry on its head, or the military looking to outsource military moves altogether. I think my legacy as Chairman and as a business owner, along with the rest of you, will be what we do to adapt to our ever-

changing environment. Will we go by the wayside, or will we find ways to thrive?!

While this year has definitely been doom and gloom, I would be remiss in not pointing out one of the Association's major successes; the work and partnership with the Department of Consumer Affairs, Bureau of Household Goods, or BHGS for short. In this past year, the Bureau came into its own, not only have they been working with rescuing over 30 hostage shipments, but also was granted authority to cite violators and impose fines.

Last month, they were in San Diego doing a sting operation; and this month, they will be in the greater Los Angeles area doing more of the same. Hats off to Nicholas Oliver and his entire team for going after the rogues who have been eating away at our livelihood by cheapening what we do. Professional Movers are not the guys outside home depot or online labor. We are here to do a job and do it well as to represent ourselves, our families and our industry.

Another major success, well at least for me, was getting to visit all of you at the 12

*(CHAIRMAN'S CORNER continued on page 4)*

# THE BUILDING BLOCKS



# OF A SUCCESSFUL MOVER.



## PRESIDENT'S COMMENTS

By Steve Weitekamp

The last almost regular event of the month of March was the Bureau of Household Goods and Services (BHGS) Advisory Council meeting in Sacramento on March 12. Included in this issue

are positive licensing and enforcement reports from that meeting. While the meeting was lightly attended, more than a few participated by conference call. Those of us in attendance enjoyed a relatively collegial environment while discussing ideas and actions in support of the consumer, regulator, and regulated industry. Even though COVID-19 had already had a major impact on the people and economy of China and we had heard of cases in the United States and other parts of the globe, we were yet to feel the critical urgency that now exists.

From the end of the meeting until now, the month seems like a blur. Member calls and emails, understandably, with concerns

and positions on whether or not CMSA should move ahead with the Convention or wanting information on Shelter in Place (SIP) orders. Hopefully you read my letter to registered attendees on the cover of this issue. Negotiations with the Kauai Marriott that evolved from difficult to, when inevitable, a more gracious parting of ways. I must thank the CMSA Board of Directors and my staff for their support during this process and particularly CMSA counsel Mark Hegarty and CMSA member attorney Gregg Garfinkel with Stone | Dean LLP for their advice and guidance through the delicate path of our convention contract cancelation. The work weeks have been 7/11. One positive this month was notifying the 26 CMSA Scholarship recipients of their selection. We had a strong field of applicants and while we could not give scholarships to all, we can be proud of a program that is the best and most generous in our industry.

The Chaotic and rapidly evolving nature of our Government's reaction to this National Emergency has made it even more challenging for our Association and our

*(PRESIDENT'S COMMENTS continued on page 5)*



**KENTUCKY TRAILER**  
A Servant Leader Company

# 138 Years In The Making



## Kentucky Trailer Custom-Built Truck Bodies

*Tough. Safe. Dependable. That's what you need in a truck body, and it's what we put in every vehicle we've built since 1879.*

*No one builds a better truck body than Kentucky Trailer. No one. Each is custom made, and every one is*

**"Built KT Strong"**

**CONTACT US:**  
To order your  
Custom-Built Truck Body.  
"Built KT Strong"

Contact:

# 888-598-7245

[kytrailer.com](http://kytrailer.com)



Chapter Meetings with CMSA President Steve Weitekamp. Each chapter has their je ne sais quoi that makes each meeting so completely different, even if we are all generally speaking about the same thing—moving and storage.

As someone who has only ever worked for one mover, getting to go around and be invited to visit other moving companies and getting a look to see how they do things was one of my favorite parts of my tour. I enjoyed seeing how different people took a challenge and turned it into an opportunity—from a problem to a profit center. I hope that I can embody some of your vision of success now that I am back home and looking to the future.

I want to thank you for all your support this year, thank you for welcoming me to your meetings, thank you for welcoming me into your businesses and thank you for your help and support with all the challenges we face this year. I could not have made it through this year without the help of my staff here at McCarthy Transfer and especially

my wife, Ayme.

To bring this home, I also need to thank you for contributing to the Chairman's Choice Charity, which this year is PANCAN for pancreatic cancer research and patient care. As you know this disease took my mom (as well as Al Sidor of CDS this year). With your help, we can make a difference. There is still time to donate. You can send a check made payable to: CMSA, 10900 183rd St., Suite 300, Cerritos, CA 90703 and write PANCAN in the memo line. CMSA will send 100% of the money to PANCAN. With CMSA and your support, we are planning to present PANCAN with over \$7,400 to fight this disease!

How can I finish out my last communicator article without some inspired words? So I leave you one last time with this, "Don't cry because it's over. Smile because it happened." – Dr. Seuss.

CMSA Chairman  
Thomas McCarthy  
2019–2020



## YOUR ALLY IN MOVING & STORAGE

Since 1973, IAT TransGuard has been a leader in the Moving & Storage industry, offering a specialized program and loss control services to meet the unique needs of our industry. Coverages include auto liability, physical damage, cargo, general liability, warehouse legal, property, crime, moving equipment and umbrella.

TransGuard Insurance Company of America, Inc. holds an A.M. Best Rating of A- (Excellent).

TransGuard Moving & Storage  
Program Office:

301 North Lake Avenue, Suite 400  
Pasadena, CA 91101  
(800) 252-6725

Claims Center for all TransGuard units  
is located at:

P.O. Box 2148, Warrenville, IL 60555  
(800) 474-2526

[www.transguard.com](http://www.transguard.com)



TransGuard  
Insurance  
Company of  
America, Inc.

(PRESIDENT'S COMMENTS from page 3)

membership. California with its 39.5 million residents in 58 counties was quickly impacted by the Pandemic. Many counties reacted by drafting their own SIP's then quickly shuttered their offices making it impossible to get clarity regarding documents that were less than clear. The California Legislature, which one would think could really earn their keep at this critical time, showed their definition of leadership by quickly packing up their circus tent and adjourned from March 16 until at least April 13.

CMSA has been involved with calls from US TransCom on their position on military moving during the Pandemic, that position appears to have less and less clarity as the month rolls on. We have been invited to participate in conference calls and emails with the California Office of Emergency Services, Critical Infrastructure Protection Unit. We have sent out broadcast emails to all members related to: Specific County and then Statewide Shelter in Place orders, Movers Provide Essential Services Documentation, and Possible Letter for Members to Place in

Trucks – explaining essential service exemption from SIP. On the CMSA Facebook page, we have added COVID-19 information for movers and guidelines on moving.

CMSA has maintained active communication with industry groups—The National Council of Moving Associations (NCMA), AMSA and IAM. As a group, we continue to work for the betterment of our members and the moving public.

Be Safe!

**WASH.**  
**COVER.**  
**CLEAN.**  
**STAY IN.**

Learn more at [covid19.ca.gov](https://www.covid19.ca.gov)

CALIFORNIA ALL  
Your Actions Save Lives  
CALIFORNIA

CDPH

# MOVING SUPPLIES

2430 S. Grand Ave • Santa Ana, CA 92705

call: 800-628-6567 | [Pioneerpackinginc.com](https://www.pioneerpackinginc.com)

# PIONEER

supplying the moving and storage industry



PIONEER PACKING



@PIONEER\_PACKING



PIONEER PACKING INC.

# From BHGS March 2020 Advisory Council

## Licensing Statistics: February 2020

| Household Movers Permits        |         |         |         |         |
|---------------------------------|---------|---------|---------|---------|
|                                 | 2016-17 | 2017-18 | 2018-19 | 2019-20 |
| Permits Issued                  |         |         | 36      | 94      |
| Exams Administered              |         |         | 36      | 107     |
| Exam Pass Rate                  |         |         | 64%     | 89%     |
| <b>Total Active HHM Permits</b> |         |         | 936     | 1004    |

## Consumer Complaint Statistics: Household Movers

| Household Movers Consumer Complaints |        |     |        |
|--------------------------------------|--------|-----|--------|
| Year                                 | OPENED |     | CLOSED |
| 2015-16                              |        |     |        |
| 2016-17                              |        |     |        |
| 2017-18                              |        |     |        |
| 2018-19                              |        | 203 | 181    |
| 2019-20*                             |        | 116 | 98     |

(BHGS ADVISORY COUNCIL continued on page 7)



Vanliner is there for you with immediate, outstanding service if a loss occurs. But did you know that Vanliner has made loss prevention a top priority since day one? Our consultants know what it takes to reduce your exposure and protect your employees and the public from increased risk of loss. With our loss prevention tools, competitive rates, unique coverage options, years of financial stability, and industry-specific expertise, it's easy to see how we earned our A.M. Best Rating of A Excellent.

Let the pros at Vanliner secure and protect your business

Want to learn more? For additional information, including the name of the Vanliner representative in your area, please call our marketing department at 1-800-325-3619, or visit us on line at [www.vanliner.com](http://www.vanliner.com)

A.M. BEST RATING OF  
A EXCELLENT



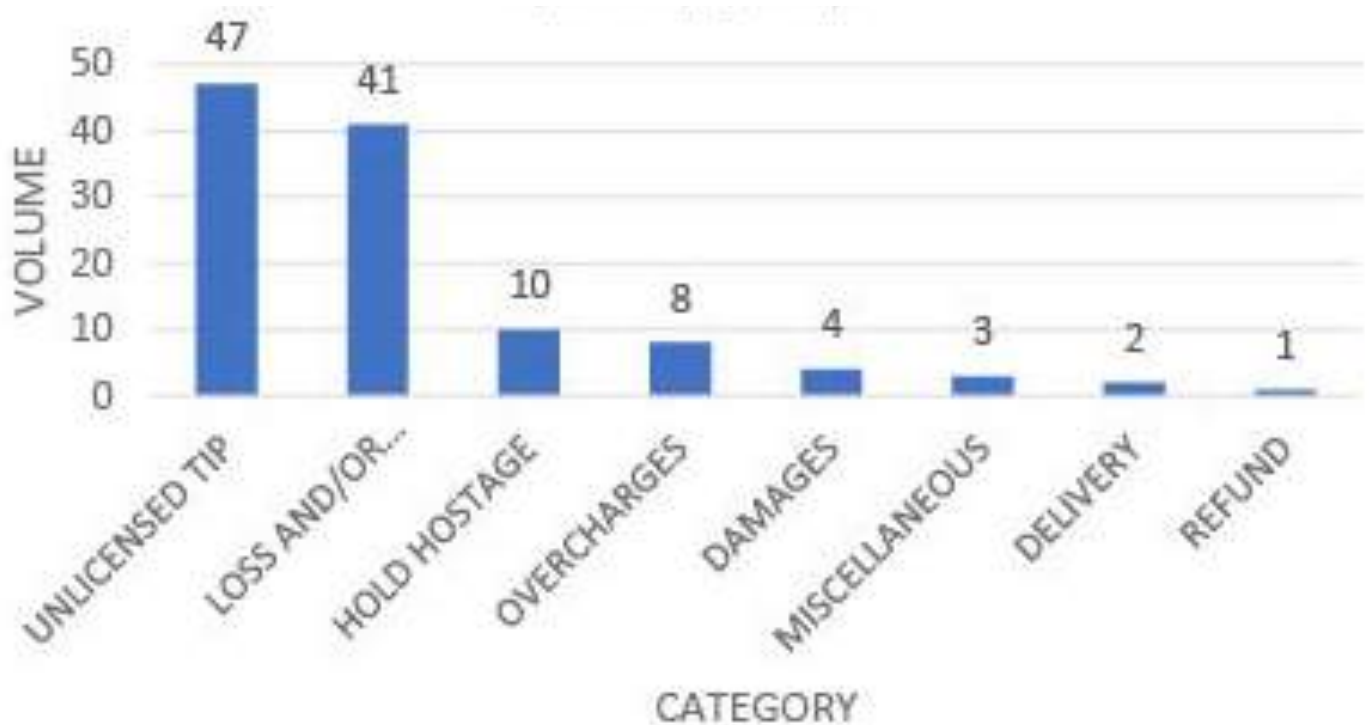
UNIQUELY QUALIFIED. CONSISTENTLY BEST.

|                   |                       |                                      |                     |                                     |
|-------------------|-----------------------|--------------------------------------|---------------------|-------------------------------------|
| COMMERCIAL AUTO   | WORKERS' COMPENSATION | MOVERS' AND WAREHOUSEMEN'S LIABILITY | UMBRELLA LIABILITY  | INDEPENDENT OWNER OPERATOR PROGRAMS |
| GENERAL LIABILITY | COMMERCIAL PROPERTY   | BENEFITS PROGRAMS                    | SPECIALTY COVERAGES |                                     |

### Complaints Received by Months (as of July 1, 2019)



### Total Complaints by Category (as of July 1, 2019)



## Household Movers Investigations Statistics (November 1, 2019–February 29, 2020)

| Household Mover Cases Under Investigation |     |
|---|-----|
| Hold Hostage                              | 18* |
| Unlicensed Activity                       | 63  |
| Other                                     | 2   |
| Total                                     | 69  |

\*of the Hold Hostage cases opened all but two (2) are Unlicensed movers

| Hold Hostage Situations     |     |
|-----------------------------|-----|
| Resolved                    | 11  |
| Pending                     | 7   |
| Forwarded to Other Agencies | 4** |
| Total                       | 18  |

\*\*cases that have been Forwarded to Other Agencies may be in Pending/Resolved status

| Cease and Desist Letters Issued   |    |
|---|----|
| (Failure of Movers to Cease and Desist will result in Administrative Citations) | 36 |

| Citations Issued              |   |
|-------------------------------|---|
| November 2019 – February 2020 | 6 |

**AMERICAN**  
**AUCTIONEERS**  
LIQUIDATORS - APPRAISERS - AUCTIONEERS

Highest dollar realized  
Largest buyer base  
Sold by the vault or piece  
Experienced Auctioneers

800-838-7653



moversville™

Turn your email  
list into jobs.



www.moversville.com | 818-731-6302

tim@moversville.com



# OC/Beach Cities Annual Bowling Tournament Fundraiser

Thank you to everyone who came out to bowl at Lucky Strikes on February 19th. We had a great time. A special thank you to our



sponsors as well: CDS Moving Equipment, Inc., New Haven Moving Equipment Corp., Pioneer Packing, Inc., Golden West Moving, Inc., Remedy Payment Solutions and California Relocation Services, Inc.

Congratulations to our winners: 1st place went to CDS Moving Equipment, Inc. and 2nd place went to King Relocations.



CA License #OH18156

## DISCOVER THE MANY BENEFITS OF WORKING WITH CHAMPION RISK.

With decades of experience advising our clients in the moving and storage industry, Champion Risk is proud to be **CMSA's endorsed employee benefits consultant.**

But there's more to Champion Risk than health and wellness. Turn to us for all your business insurance needs.

- Property
- General Liability
- Warehouse Legal
- Motor Truck Cargo
- Auto
- Crime
- Surety Bonds
- Umbrella
- Workers Compensation
- International Cargo
- Independent contractor coverage
- Captive Programs

**Champion Risk**  
& Insurance Services, L.P.



An Affiliate of Wood Gutmann & Bogart Insurance Brokers

Phone: 858-369-7900 | Web: [championrisk.net](http://championrisk.net)



**New Haven**  
moving equipment



# **2019** MOVING EQUIPMENT **BUYER'S GUIDE**

Available Now

L.A. (800)421-8700 [www.newhaven-usa.com](http://www.newhaven-usa.com) Bay Area (800)624-7950

# DISCOVER HOW NEW HAVEN CAN HELP YOU MOVE SMARTER

- We are your one-stop home for a comprehensive selection of Corrugated, Packaging Materials, On Board Equipment, Moving Pads, E-Crates, Rental Equipment, Cargo Control, Dollies and Moving Equipment.
- We promise to offer you the best customer service anywhere with fast, often same-day delivery , and quick will-call response time. You and your time matter to us.
- Increase your profitability with our 107 year history of state-of-the-art, proven products that combine long term durability, safety, quality & economical pricing.
- A dedicated sales and customer service team who love our customers and have decades of experience and commitment to the California Moving Industry.



# CMSA Legislative Day

On Wednesday, February 26, 2020, in Sacramento, CA, CMSA President Steve Weitekamp and CMSA members met with CMSA lobbyists Shaw, Yoder, Antwih, Schmelzer and Lange (SYASL) to discuss the 2020 Legislative Day goals and agenda as it relates to the moving and storage industry. Representatives from the California Air Resources Board (CARB) and the Bureau of Household Goods and Services (BHGS) made presentations and took member questions.

Legislative Day is a day when CMSA Board members, Government Affairs Committee members, and other interested CMSA members, gather at the Capitol for an annual

review of the legislative process and get a hands-on experience talking with state legislators about important policy issues. Attendees were able to meet with various Senators, Assembly Members, and their staff members to discuss our concerns.

One of the critical issues that was discussed was the impact of AB 5 (Gonzalez) and the current labor code that resulted from that seminal 2019 bill. This legislative session there are 20 Assembly bills and 14 Senate bills that address this issue, most asking for some kind of specific carveout. That being said, many believe that the only bill that will matter will be AB 1850 (Gonzalez). AB 1850 is the bill authored by the



*From L-R: Steve Weitekamp, Thomas McCarthy, Shubhangi Domokos (Assemblywoman Lorena Gonzalez staffer), John Chipman, Jr., Eric Ortiz, and Renee Ortiz.*

*(LEGISLATIVE DAY continued on page 13)*

## COMPETITIVE **INSURANCE** SOLUTIONS



### STAY AHEAD OF THE COMPETITION WITH CMSA'S GROUP BUYING POWER

- The Longest Running and Largest Program Available
- Competitive Rates
- Online Claims Handling and Review
- Financially Strong
- Superior Customer Service
- Industry Specific Loss Control Services

Auto Liability | Auto Physical Damage | Cargo Legal Liability | Warehouse Legal Liability | Property | Crime | Surety Bonds | Umbrella  
International Cargo | Independent Contractor Work Injury Program



**CONTACT US TODAY (800) 852-1968 | MOVERSCHOICEINFO.COM**

Doing business in CA as SPG Insurance Solutions  
License #OL09546

(LEGISLATIVE DAY continued from page 12)

same Assembly member as AB 5 and has the support of labor. We are working to inform the members of the legislature of the unique regulatory position of BHGS permitted movers and that we already have a system in place that requires all parties engaged in a permitted move to have their

own authority and be in compliance with longstanding business-to-business rules.

All who took the time to participate in our 2020 Legislative Day in support of the Association and its members felt that it was a valuable experience, one that will hopefully make a difference.



From L-R: Carl Freese, Vincent Cardinale, Dennis Paulley, John Chipman Jr., Thomas McCarthy, Olga Garcia, Jacob Moreno, Tim McCarthy, Eric Ortiz, Renee Ortiz, Jay Casey, Steve Weitekamp, Griselda Gonzalez, Karl Anderson, Alan Freese, William Arvidson, Casey Myers, and Maribeth Wolf.

# MoversSuite

EWS



MAKE THE MOVE TOWARDS...

**By Movers. For Movers.**

**Affordable. Cloud Based. Hassle-free.**

**Increased visibility** for improved performance and decision making.

**Standardized processes** for consistency and accountability organization-wide.

**Online accessibility** means no expensive upfront hardware costs, automatic backups, and available from anywhere, all the time.

**U.S based product support** for one-on-one help every step of the way.



Learn why MoversSuite is the software choice for Movers on the move.



[WWW.EWSGROUP.COM](http://WWW.EWSGROUP.COM)



970-256-1616



LONGEVITY

RELIABILITY

OPPORTUNITY

HONESTY

FAMILY

FLEXIBILITY



**We treat our Golden State agents like gold**

**Stake your claim to acclaim as a National Van Lines agent**

**[NationalVanLines.com/BecomeAnAgent](http://NationalVanLines.com/BecomeAnAgent)**

**800-323-3135**



US DOT 76628

# New Agent Opens Up Northern California Market ~ Lee's Moving Expands NVL's Golden State Reach ~

National Van Lines Press Release - 02.20.2020

Broadview, IL Feb. 20, 2020 – National Van Lines continues expanding its California presence with the addition of interstate-moving agent Lee's Moving to the organization's substantial roster of Golden State relocation experts.

The Anderson, CA-based operation boasts 50+ cumulative years of moving experience—shared by owners Bob Lee and Dawn Russell-Lee plus the couple's two sons, Tyler and Bobby (the third Lee generation to call the moving industry home).

"I was inspired to start my own moving business in 2009," Bob Lee said, "after helping my dad when he was a driver for another van line."

"The addition of Lee's Moving to the National Van Lines family substantially expands our California marketplace reach geographically," NVL Executive VP Mark Doyle said. "Based near Redding and roughly 150 miles north of Sacramento, Bob and Dawn's business now is our northernmost California agent and opens up four additional counties in the state: Butte, Shasta, Tehama and Trinity. Plus, the Lee's headquarters is only about 130 miles from the Oregon border."



The Lees decided to partner with National Van Lines as a way of expanding their own reach by effectively incorporating NVL's interstate-moving authority into their business model.

"We hope to be moving more people all over the United States," Bob said. "We also want to get a larger warehouse and put more drivers on the road."

**AUCTIONEER FOR HIRE**  
**5% COMMISS\$ION**

- Bonded & Insured Since 1992
- As Seen on Storage Wars

**1-714-271-2770**  
**CALL TODAY!**

@davethemogul  
f.com/storagewarrior

[www.davehesterauctioneer.com](http://www.davehesterauctioneer.com)

## NEW MEMBER SPOTLIGHT

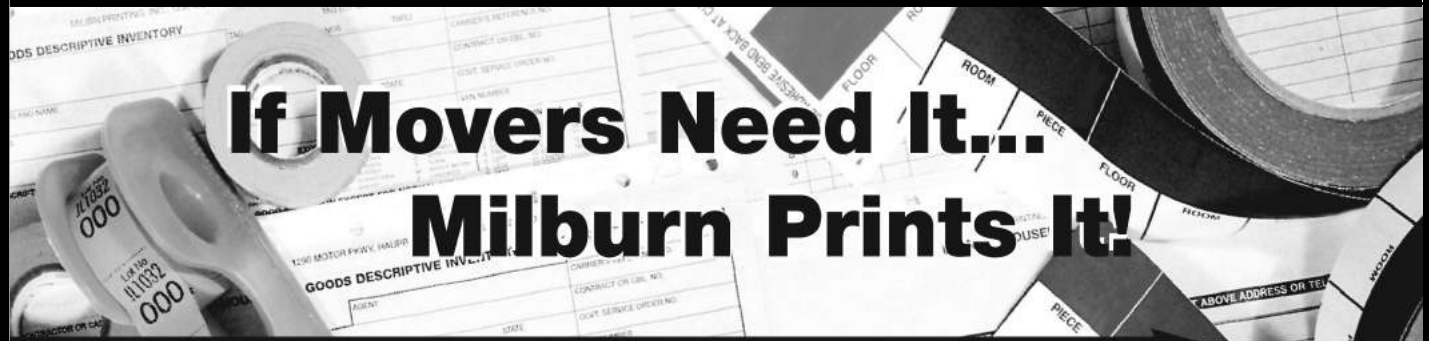


TNT Relocation Services specializes in household, corporate and international relocations. TNT, which stands for Turner and Turner, is a family owned company based out of Fremont, CA. We are an independently operated company with no van line affiliation. Our primary business is small shipment crate and freight, but we do haul our own shipments all over the west coast. We have a 30,000 sq.ft. warehouse and are always looking for new partners to collaborate on project with.



## Association Leaderboard Report

| Association   |                        | Enrolled Movers | Association                           | Total Lbs.                       |
|---|------------------------|-----------------|---------------------------------------|----------------------------------|
| 1   | California (CMSA)      | 69              | 1                                     | Illinois (IMAWA) 1,889,489       |
| 2   | Southwest Movers (SMA) | 51              | 2                                     | Pennsylvania (PMSA) 1,353,957    |
| 3   | Illinois (IMAWA)       | 40              | 3                                     | Southwest Movers (SMA) 1,319,552 |
| <b>CMSA Report<br/>Food Collected and Delivered</b> |                        |                 | 4                                     | California (CMSA) 1,300,618      |
| Monthly   | Year to Date           | All Time        | <b>Top Agents of the Month</b>        |                                  |
| 1,380 lbs.  | 3,183 lbs.             | 1,302,652 lbs.  | 1. Ace Relocation Systems—Los Angeles |                                  |
| 1,150 meals   | 2,650 meals            | 1,085,545 meals | 2. NMS Moving Systems, Inc.           |                                  |
|   |                        |                 | 3. Ace Relocation Systems—San Diego   |                                  |



***It's simple, one call to us and your job is done.***

- Our Knowledgeable Staff is always ready with **Real Answers** to Your Questions!
- **Decades of Experience** Servicing the Moving & Storage Industry
- Membership in **all Moving & Storage Associations**
- 24 Hour Ordering at **[www.milburnprinting.com](http://www.milburnprinting.com)**
  - Inventory Tape • Container & Baggage Seals
  - All California Forms: Combination Agreement for Moving Service and Bill of Lading, Estimated Cost of Services, Change Order for Service, Important Notice To Shippers, Shipper's Consent to Use of Electronic Documents and Electronic Signatures
  - Interstate Bill of Lading, Estimate, Order for Service and Consumer Booklets

**800.999.6690**  
**[www.milburnprinting.com](http://www.milburnprinting.com)**

**MILBURN**  
PRINTING



# CALENDAR OF EVENTS

**DUE TO THE CALIFORNIA  
SHELTER IN PLACE ORDER, ALL  
EVENTS ARE POSTPONED  
UNTIL FURTHER NOTICE.  
FOR THE MOST UP-TO-DATE  
INFORMATION, PLEASE CHECK  
THE CMSA CALENDAR OF  
EVENTS.**

<https://bit.ly/CMSACalendarofEvents>



## 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](mailto:rhifumi@thecmsa.org) to place your advertisement.

### FOR SALE

Large quantity of **storage vaults** for sale. Price subject to quantity purchased. Call John at 415-716-7341 or Email: [irishexpress@gmail.com](mailto:irishexpress@gmail.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

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

Rebel Van Lines is looking to hire Class A & B drivers. To apply, please email [nan@rebelvanlines.com](mailto:nan@rebelvanlines.com) or call 800-421-5045.

### EMPLOYMENT OPPORTUNITY

Gentle Giant Moving Co., an agent for Atlas Van Lines, is looking for a **Household Salesperson** with over 2 years work experience preferably with a major van line. Requires computer and communications skills and knowledge of the (Atlas)Net Survey App. Call Michael or Maria at 310-978-2939.

**Need to hire employees or sell equipment? Let us help by calling (800) 672-1415 today!!**

# Moving equipment, boxes and packing supplies where you need it.



 Moving & Storage Locations  
 Victory Packaging Locations

Northern CA 800.817.5581  
 Southern CA 800.288.5100  
[moversales@victorypackaging.com](mailto:moversales@victorypackaging.com)  
[www.VictoryPackaging.com](http://www.VictoryPackaging.com)



**Victory  
Packaging**

We are *Architects* of Packaging Solutions

# COVID-19 Guide for Moving Companies

## What to do as a moving company?

### Protect Employees

- Allow the back office to work remotely or work from home (WFH)
- ♦ Not every employee can WFH. You may need to reserve space for people unable to work from home. If possible (1) space people out at least 6 feet (2 meters) (2) remove communal food and eating. People should either bring in their own food or get individually wrapped food if possible. (3) ensure proper sanitation of work place and availability of cleaners for hand washing. This may shift if the government gets its act together and mandates work from home for non-location-essential work.
- ♦ Wipe down work areas regularly. There is some evidence suggesting the virus may stick around for at least a few hours, if not more, on surfaces. You may also want to wipe your phone down on a regular basis.

**Cancel events.** It is wise to cancel group company events. Biogen recently held a

175 person event in Boston, which is now tied to 70 cases of COVID-19 including 25+ of the attendees.

- ♦ Zero tolerance sick policy.
- ♦ You may ensure all employees have paid sick leave if feasible. This is especially important if you still have people in the office and do not want sick employees coming in to make their payday.

### Comfort Your Customers

- Maintain great hygiene. Provide masks or gloves for your movers if you can, and let customers know that you will come prepared. Train your movers accordingly.
- Provide hand sanitizer and contactless customer service. Is it possible to leave a good impression on your customers by giving them a bottle of hand sanitizer? Can you get documents signed digitally rather than in person and use virtual & video estimates?
- Comfort them. Your customers may be deciding right now whether or not to

(GUIDE continued on page 20)

## 2020 Hino 258ALP 26ft Movers Truck



**Lease It!**  
**\$1,299.<sup>92</sup>\***  
per month + tax



- Side Doors Both Sides of Truck
- Translucent Roof
- Loaded with Tie Downs
- Attic Storage
- Loading Ramp
- Air Ride Suspension
- 5 Year/250K Mile Engine Warranty
- More Photo's online



**TRUCK CENTER 1-408-275-0500**

[www.monarchtruck.com](http://www.monarchtruck.com)

Hwy 101/McKee Rd.  
195 N 30th Street  
San Jose, CA 95116



\*Based on 60 months @ \$1,299.92 month + tax. Lease end residual \$26,080.80, 5.99% APR, subject to credit approval. Lease startup \$8953.27 includes first payment, security deposit, admin fee, and governmental fees. Expires 12-30-2019, #H1207 and H1206

(GUIDE continued from page 19)

continue with their scheduled moves. This could be your chance to let them know the precautionary steps you are taking, with an email, or even better, a phone call. Remain flexible. Allow customers to re-schedule moves and be flexible on cancellation policies or deposits. The trust you establish now will pay off in the future.

### Dealing With A Potential Downturn

- Expect slowing growth. As a moving company, this may feel like an extended winter season.
- Customers may cancel moves last minute or take longer to close. Can you front load payments, take deposits, or find other ways to make up for lost customers in terms of locking in cash?
- If growth slows, your movers will unfortunately have less work to do.
  - ◆ Are there other tasks that have been waiting for labor within the warehouse, the trucks, or the office?
  - ◆ Are there health agencies, pharmacies or other organizations nearby that may

need hard working laborers?

- ◆ Can you secure storage jobs more aggressively than before, in order to preserve cash flow during these times?
- ◆ Can you invest in education or training for your movers and staff?
- ◆ Reduce marketing. As sales soften, you might need to rein in customer acquisition spending to maintain consistent returns on marketing spending. With greater economic and fundraising uncertainty, you want to consider raising the bar on ROI for marketing spend.
- ◆ Adjust sales forecasts. Even if you don't see any direct or immediate exposure for your company, anticipate that your customers may revise their spending habits. Moves that seemed certain may not happen. Commercial accounts may pause until this all blows over. The key is to not be caught flat-footed. Remain optimistic. As with all downturns, we will eventually break through. Our customers will have bottled up demand that we can tap into once this is all over. People always need to move.



**YOUR ONE STOP CONNECTION**  
to Hawaii, Alaska & Guam



### OFFERING WEEKLY CONSOLIDATIONS



#### HAWAII

We offer twice weekly service to all islands. Our rates include fuel surcharges and delivery services up to 50 miles from the port of **Oahu, Maui, Hilo or Kona.**



#### ALASKA

Our all in rate includes fuel surcharges and delivery services up to 50 miles from the port of **Anchorage, AK.**



#### GUAM

We are the Guam experts. Our all in rates include fuel surcharges and delivery services anywhere in **Guam.**

**CONTACT US FOR A QUOTE TODAY**

[www.DeWittMove.com](http://www.DeWittMove.com)  
[info@DeWittMove.com](mailto:info@DeWittMove.com) | 858.560.1621



# **SMALL** Shipment Solutions



**EZ Truck Pack**



**Sofa Boxes  
LDN-Containers  
Motorcycle Crates  
and MORE!**



**Type II  
Liftvans**



**D-Container**

**Los Angeles  
800-225-3659**

**S. F. Bay Area  
800-323-6559**

**Sacramento  
800-439-3934**

**Las Vegas  
888-323-6559**

**Chicago  
888-795-0199**

**THINGS YOU DIDN'T  
KNOW WE SELL...**



# **ESSENTIAL INCIDENTALS**

## **Wedge-it**

The Worlds most versatile, portable, temporary, light weight door stop. On top of the door - Over the hinge - On the floor

3 oz. 2 1/2" x 3 1/2" x 2 1/8" part# WEDGE-IT



## **Parts Box / Open First**

Great for remotes, medication etc. Easy to locate 200# test White, Red, and Black Print. 25 per Bundle / 600 per Pallet

12.5" x 12.5" x 12 part# .PBOX



## **Shoe Covers**

Lightweight Disposable Slip-on Shoe Covers. Skid Resistant, Universal Size, Non-woven. Blue - One Size Fits All.

100 pair. (200) covers.

Shoe Covers part# SC-200



## **18" Safety Cone**

Constructed of durable bright orange vinyl. Easy stacking and weatherproof. Weighted bottom to withstand traffic generated winds.

Safety Cone part# SC-18



## **Safety Vest**

Lightweight polyester mesh for comfort. Elastic side bands.

Day glow orange with reflective stripes.

One size fits all from Medium to 6-XL

Safety Vest part# S-VEST-ORG



**Los Angeles**  
**800-225-3659**

**S. F. Bay Area**  
**800-323-6559**

**Sacramento**  
**800-439-3934**

**Las Vegas**  
**888-323-6559**

**Chicago**  
**888-795-0199**