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MOVEFAX

October 23, 2010

Dear SMA Member:

The SMA Pinnacle Mover program has adopted some significant administrative changes to provide stricter oversight, streamline and perfect its guidelines and requirements. We have routinely checked BBB reports, however, we now have a new tool which is the TxDMV Complaint Management System. This database of TxDMV recently went "live", on-line for access by the general public. It contains all violation complaints filed with the department going back to September 1, 2008 and their current status. The database, assigns a case number, records the date the complaint was filed, states the nature of the complaint and - if completed at the time the database is accessed for a report - will give the action taken by the TxDMV. The SMA Executive Director joins me in evaluating all aspects of Pinnacle certifications and finalizes recommendations to the Pinnacle Committee.

We are pleased to report we have our fourth new Pinnacle Mover this year. Conlee-Garrett Moving and Storage, Bryan, TX, with Board Vice Chairman, Debbie McKinley as General Manager. Our congratulations to Phillip and Donna Garrett and Debbie on this accomplishment.

Dorothy Brooks
Director of Operations

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Driver Files and Employee Handbooks

In a conversation earlier in the week with associate member Mike Streckfus, Aegis Insurance, he mentioned that movers leave themselves open for a great deal of exposure

because they do not have proper driver files or an employee handbook. He feels that both of those are critical to protecting the mover as well as possibly having a bearing on how much insurance will cost.

We have asked Tom Herrick with Professional Mover Training if he has an employee handbook/manual available. He has advised that each state has different laws and company policies vary. The employee handbook he is developing will be a downloadable template so companies can make changes to fit their specific practices and state laws, but still have real-time and appropriate general guidelines.

Driver files: TMTA has driver files assembled in individual manila folders. If the employer completes all forms in the file, he will have complied with all of the applicable regulations. Additionally, TMTA offers a one-day turn-around service on the basic MVR requests; certified reports may take two to three days and has established an endorsed partnership with a drug, alcohol and background check consortium. Along with the driver files, TMTA also has the FMCSR handbooks for your drivers as well as logbooks, DVIR books, and accident report kits complete with cameras. All of these are available to members of SMA at TMTA member prices. Call Jason Deanda at 800/727-7135 to place an order.

Move for Hunger

On the SMA website, SMA members participating in Move For Hunger have their company name and logo and the name and logo of the non-profit that will receive the collected foodstuffs. Go to www.moveforhunger.org and click on the Texas map. Go to www.mytexasmover.com main page, click on Move For Hunger. We will post all new partners as they become available to us from the folks at Move For Hunger. I've also asked that the participants be published in The Bulletin being compiled now. Members joining the Move For Hunger program will also be announced in the MOVEFax. We are proud of your community support and want your community to know. Thank you; this is really a worthwhile effort and it is spreading across the entire U.S. by movers who care.

Rights and Responsibilities - July 2010

SMA now has an in-house supply of the Rights and Responsibilities July 2010 generic form. We can get the generics out to you by UPS the same day as you order, or we'll take your order for imprinted/customized forms and have them to you in about a week.

When you place an order for any SMA custom imprinted forms, please provide the exact information you want imprinted on the form. A scan of the previous, correct imprint or the properly completed order form is needed. We like to get them right and your help is needed and will be appreciated. Thanks!

Claims Courses; Basic 101 and Military

The North Carolina Movers Association, in partnership with AMSA, will be presenting Claims 101 - Basic Claims Training and Military Claims seminars on Thursday, December 9. Both seminars will be held at the North Raleigh Hilton/Midtown, 3415 Wake Forest

Road, Raleigh, NC. The seminars will begin at 9:00 a.m.

MILITARY CLAIMS - \$179

This one-day seminar, presented by Kevin Spealman, General Manager of National Claims Service, covers many of the nuances of doing business with the military and what must happen during the claims process. A portion of the afternoon is dedicated to the DP3 program and what this means for claims handling and settlement.

CLAIMS 101 - BASIC CLAIMS TRAINING - \$179

This popular one-day seminar presented by Dave Hauenstein, AMSA's Vice President for Compliance and Government Affairs, covers COD claims, valuation, basic customer service, claim settlement strategies and how to best use mandatory arbitration program. Attendees practice settling claims and review arbitration case studies. At the conclusion, participants take the Certified Claims and Arbitration exam and those who pass become Certified Claims Analysts (Class concentrates on COD shipments and does not cover Military or GSA claims).

If interested in attending, please contact Pam Stanley at pstanley@ncmovers.org.

Texas Cities Top for Job Creation, Sustainability

Texas cities make up an unprecedented 11 of the top 25 metropolitan areas ranked in the Milken Institute's Best-Performing Cities Index, which evaluates the metro areas best able to create and sustain jobs. This is the second year in a row Texas has dominated the list.

Killeen-Temple-Fort Hood took the top spot in this year's index, with Austin-Round Rock (2) and McAllen-Edinburg-Mission (4) rounding out the top five. Other Texas cities in the top 25 are El Paso (9), Houston-Sugar Land-Baytown (10), Brownsville-Harlingen (13), San Antonio (14), Amarillo (16), Dallas-Plano-Irving (17), Fort Worth-Arlington (23) and Lubbock (24).

Trucking Industry Survey Results Released

On Monday, the American Transportation Research Institute (ATRI) released its list of the top ten critical issues facing the North American trucking industry. The state of the economy tops the list in ATRI's survey of more than 4,000 trucking industry executives. The Comprehensive Safety Analysis 2010, the Federal Motor Carrier Safety Administration's new regulatory framework for evaluating carrier and driver safety, debuted on the list in a close second to the economy this year. Government regulation, which was the second most pressing issue last year, remained near the top of the list at spot number three. The driver shortage returned to the top ten list this year, in a sign that carriers have a growing concern over finding enough drivers to meet increased freight demand as the economy rebounds. The ATRI Top Industry Issues report also solicited and tabulated specific strategies for addressing each issue. A copy of the survey results is available from ATRI at www.atri-online.org

Lubbock Chapter to Meet October 26

The TMTA Lubbock Chapter will meet on Oct. 26 at the new Texas Tech Club at the Jones AT&T Stadium (East Stadium, 2508 Sixth Street, Suite 417) The luncheon will begin at 11:30 a.m., and will offer members an opportunity to meet our special guest

Captain Joe Dennett, CVE, with the Department of Public Safety - Region V(Lubbock).

SMA members are cordially invited to attend. If you are interested in attending, please RSVP to Les at les@tmta.com The luncheon is \$15 to attend. The lunch is sponsored by West Texas Peterbilt.

West Texas Chapter to Meet October 28

The TMTA West Texas Chapter Meeting is scheduled for Oct. 28. The luncheon will take place at the Odessa Country Club (1 Fairway Drive) and will begin at 11:30 a.m. Captain Jessie Mendez, CVE, with the Department of Public Safety (Region IV) and Lt. Roland Cobos, CVE, with the Department of Public Safety (Midland) will be our special guests. The luncheon will offer members an opportunity to meet these gentlemen.

SMA members are cordially invited to attend. Please RSVP to Les at les@tmta.com The cost is \$20 to attend. The luncheon is sponsored by Bruckner Truck Sales.

2011 Moving and Trucking Day at the Capitol

Moving and Trucking Day at the Texas State Capitol has been set for Feb. 16, 2011. SMA committees and board will meet on Feb. 15. This is a great opportunity to visit with your elected official during the 2011 Legislative Session. Mark your calendar and make plans to attend.

SMA Event Calendar for 2010 - 2011

October 27, 2010 - Austin Board of Realtors Trade Show, Austin, TX
February 15-16, 2011 - Moving & Trucking Day at the Texas Capitol
June 2011 - National Council of Moving Associations Annual Meeting
July 10-12, 2011 - Summer Meeting - Branson, MO
September 21-23, 2011 - Annual Meeting

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