

**Ace Relocation
Systems, Inc.**

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**Hauling Excellence
Through January - 2017
Convention Year**

	Rate PVO	Use Atlas Again ?
Orlando	4.55	78.07
Maryland Long Beach	4.67	88.28
Seattle San Diego	4.71	87.80
Chicago San Marcos	4.26	73.68
San Jose	4.69	88.71
Phoenix	4.64	88.89
	4.47	90.38
	4.73	86.59
	4.74	75.76

Behind the Wheel - Scott Beamish, 75

Scott has been working in the moving industry for about 20 years. He started out doing office moves when a friend referred him. He's been with Ace for 6 years.



His hometown is San Jose, CA. It's also his favorite city because, being in the heart of Silicon Valley, it's close to shopping and entertainment. He added, "The traffic is still bearable!"

When he's home he enjoys spending time training his young son to play basketball, spending time with family, and watching sporting events on his big screen.

When he is on the road, his favorite restaurant to visit is Fogo de Chao Brazilian Restaurant.

He likes working at Ace because he enjoys being around like-minded people. Scott says his co-workers have a strong work ethic and are devoted to the job at hand. He likes operating his own business, and feels that he helps the local economy by employing crew members.

When it comes to customer service, he believes in arriving early, paying keen attention to detail, ensuring the customer's property is well cared for, and completing the job in a timely manner.

Main Street - VP of Operations, Dan Lammers

March is coming. "In like a lion and out like a lamb." We've had quite a winter. One of the wettest on record here in California. The drought is more than over, our reservoirs are filling up, the hills are green and the mountains are white with snow.

Spring and Summer could and should be similar in business to our wet West Coast rainfall. Let's make the most of the opportunity to fill our reservoirs and enjoy the opportunity. It never comes easy; when we are blessed with a lot of business, we cannot take it for granted. Our clients have choices in whom they place their

(Cont. on page 2)

(Main Street cont. from page 1)

business so we have to give them a fair value for their choice in doing business with Ace. Finishing the job strong is just as important as a strong start. Last impressions are what give us our final scores.

The exit of Winter is also the exit of two very important members of the Ace family. Uncle Mike has closed his business, Ace Repair and Maintenance. Our trusted partner is heading towards a well-earned retirement.

I cannot stress enough the void that this closure will have on Ace. No one took more care of our equipment and our drivers' power-equipment than Mike Lammers. His knowledge and attentiveness will be deeply missed.



Mr. Frank Meilander will also hang up his phone for the last time. This organization is what it is today because Frank was the man that made our long-haul operations team culture of getting it done. Creative solutions to impossible situations and a full-on dedication to this organization. I will miss his amazingly positive attitude and fun sense of humor. My earliest memories at Ace always include interacting and working alongside Frank.

This organization has long history of great people. That will continue. But the double loss on Frank and Mike, to retirement will be as significant as it gets. My father relied heavily on them both, as do Larry and I. Godspeed gentlemen. Thank you for everything.

-Dan



GSA and Shuttle Requirements

Necessary Information

Need back-up in order to bill the shuttle (truck-to-truck transfer)

- Receipts of rental of equipment
- Proof of a truck to truck transfer
- Proximity of equipment
- Pictures of access

Must have shippers signature!



*****REQUIRED DOCUMENT*****

VERIFICATION FOR SHUTTLE SERVICE or IMPRACTICAL OPERATIONS (ITEM 125 of 400NG)

MEMBERS NAME: _____ GBL# _____

INACCESSIBLE ADDRESS: _____

DATE SHUTTLE PERFORMED: _____ QC INSPECTOR INITIALS (if on-site) _____

TRUCK RENTAL NAME/CITY/STATE: _____

* (Receipt required) _____

NEAREST POINT OF APPROACH TO DESIRED LOCATION WHERE THE LINEHAUL EQUIPMENT CAN BE MADE SAFELY ACCESSIBLE: WHERE WERE TRUCKS STAGED IN RELATION TO MEMBER'S RESIDENCE? *Important*

(Street names or Inter-section?)* _____

INACCESSIBILITY DUE TO (check those that apply):

1) Sharp/tight turns, narrow/dirt road, hill/incline (equip would block traffic/not maneuverable/unclear, unsafe view)

2) Mini/Self-storage facility (Load/unload facilities inadequate / normally assigned LH vehicle not allowed)

3) Apt complex (Load/unload facilities inadequate /normally assigned LH vehicle would block tenant access/parking)

4) Residence in City limits: (Load/unload facilities inadequate/normally assigned LH vehicle would block traffic/parking)

5) Gated community/narrow gate (normally assigned linehaul vehicle not allowed / inaccessible)

6) Overhead obstructions/low hanging wires, signs, trees, etc. (safety issue, physically impossible)

7) Inaccessible by highway, inadequate or unsafe public or private road (safety issue, physically impossible)

8) Conditions of roads: due to rain, flood, snow, or nature (safety issue, physically impossible)

9) Local, state or federal restrictions, regulations, or laws prohibiting over the road (linehaul) equipment.

I verify a shuttle (truck-to-truck) transfer was necessary for local agent or over-the-road driver to safely pick-up from origin residence or mini/self-storage facility or deliver to destination residence or mini/self-storage facility due to reason as shown above.

MEMBER SIGNATURE: _____ DATE: _____

DRIVER SIGNATURE: _____ DRIVER NUMBER: _____

Driver **MUST** submit this form completed, along with two (2) (bolded items are preferred) of the following:

1. Rental receipt (required if a paid rental truck was used)
2. Weight tickets (using the shuttle/rental truck (if possible)
3. Clear digital photo(s) of shuttle truck at member's location
4. Clear digital photo(s) showing reason for shuttle (as listed above)
5. Clear digital photo(s) showing the actual truck-to-truck transfer being performed



10 Facts The Shipper Needs To Know About Moving Into Mini-Storage

1. Shipper/responsible party must be on site at the time of delivery to check off the inventory, inspect the items as they are being delivered and sign paperwork.
2. The shipment is considered no longer in the carrier's care and custody once the shipment is delivered into a self-storage facility. Furthermore, any loss or damage to the household goods, related personal belongings, cartons and their contents is terminated once delivery has been completed to the storage facility.
3. Any damaged or missing items must be noted on the inventory or the Bill of Lading and be made accessible for inspection. (The inspector is not responsible for moving things in the unit to inspect the damaged item.)
4. Shipper is responsible for items that are damaged as things are moved and restacked in the storage unit or relocated to the final destination.
5. Shippers should secure a large unit to prevent over stacking items.
6. If shipper has anything that is temperature sensitive, they should store items in a climate controlled facility.
7. The shipper must make provisions for insurance coverage, as the coverage provided by the carrier ends at the time of delivery.
8. Negotiate a storage unit on a main isle or an end unit, as the tractor-trailers are not extremely maneuverable.
9. It is the shipper's responsibility to provide adequate protection for the furniture, as the driver will not leave the cloth pads.
10. All claims must be filed and inspected prior to moving items again.
Once the items have been removed from the unit, any and all claims will be denied.



Inspections Deadline is April 15, 2017

All inspections are to be completed in full on the original Atlas form, found in the back of your log book, or by an Atlas approved shop, which Ace Safety can help you find. Any incomplete forms or an unapproved shop will not be accepted.

- The original top white page is to be sent to Atlas Safety, to the attention of Taina Gallman, along with a copy of the Maintenance Log for the last 6 months.
- The yellow second page or a clear photocopy is to be sent or scanned to Ace Safety to the attention of Chuck Lance.
- The pink third copy is to stay with the inspected unit.
- Please do not fax copies to Atlas or Ace.
- Ace Safety needs all completed inspections ASAP to avoid double inspections.

Any questions, call Chuck Lance (01) at 858-410-2466



Uncle Chuck's Corner

Driver Highlights: Diamond Awards

Dan Havey (Ace 62) - 1,150,000 miles and a diamond added to his ring!

Clean Inspections

Level 1 - Steven Hill (Ace 25)

Level 2 - Raul Salas (Ace 15)
Steve Bedard (Ace 75)

Level 3 - Steve Belaire (Ace 75)
Rafael Garza (Ace 66)



New ELD's Added

Mike Stake (Ace 08)

Ron Beauchemin (Ace 08)

Phillip Smith (Ace 08)

Josh Keihl (Ace 15)

Tim Ruddle (Ace 25)



REMINDER: There is still plenty of time to make an Atlas PVO/Safety meeting. See below for the meeting dates. Attending these meetings is a great way to remove all safety points (except OOS points).

2017 Atlas Van Lines Safety Meetings

The 2017 Professional Van Operator/ Operations Management meeting schedule has been determined. Topics this year will be new/pending safety rules, DOT audit processes, ELD mandate, claims, and other van lines issues of interest.

The meetings will begin at 8 am and conclude around 1 pm, with a light breakfast served before the meetings and a lunch provided during the meeting.

Evansville, IN - Saturday, March 11, 2017

Atlas Van Lines HQ
1212 St George Road
Evansville, IN 47711
Phone: 800-638-9797

Baltimore, MD - Saturday, March 25, 2017

Alexander's Mobility Services (214)
1200 Bengies Road
Baltimore, MD 21220
Phone: 410-406-9200

Chicago, IL - Saturday, April 22, 2017

Ace Relocation Systems (64)
1543 Hecht Drive
Bartlett, IL 60103
Phone: 847-836-5200

These meetings are voluntary, except for Professional Van Operators and Atlas Agents who will be required to attend a meeting due to their CSA scores.

Presenting at all or some of the meetings will be Rick Kirby, Director of Safety, Jeff Schimmel, Vice President Transportation Services, and Mark Spiehler, Senior Vice President Account/Agent/Claims Services.

Please assist us with getting the word out by talking to your fellow drivers!



Frontage Road - Pete Pfeilsticker and the Staff at 75



Left to right:

Pete Pfeilsticker, Debra Bedard,
Meghan Herman,
Natalija Kantarevic, Sara Luna,
Mariah Fuentes, Kenny Le,
Tad Wood,
Daniel Lazo, Richard Clarke,
Michael Quigley, Lalo Montoya



It's February. Is that love in the air? If love is cold, wet, flooded roads, has dry river beds cresting, dams ready to burst and causes half the sales staff to invest in kayaks and sand bags, then yes. Turns out it was just rain. We are making shirts: "I survived the 2017 flood." Weather-wise we have been pretty spoiled. The Bay Area had about 900 consecutive days of what I refer to as "good movin' weather." We had the road to the warehouse closed for an afternoon and had to take several detours to get to several clients but are happy to report there were no Ace service failures, traffic accidents or claims from the two weeks of massive downpours. We went through thousands of feet of extra rug runners and had a lot of near issues. Thank you to all our crews, warehousemen, operations team and coordinators for working hard as a team to provide a seamless service to our customers.

We were fortunate to receive some good news from the sales dept. A relatively new client wanted us to commit to hauling 1200 orders for them this year, which is a commitment upwards of about a 1000 more from last year. There are also birdies talking about a mass move to Boulder, CO from San Jose that could result in about 250 moves for us. Our retail effort seems to be gaining more traction in the world of Realtors as well. Of course, we are always only as good as our last move from any lead source, so there are a lot of ducks to put in rows before summer. Good thing we received all this rain...

Congratulations to Natalija Kantarevic as she has taken on the responsibility of our OA/DA coordinator. We have lacked consistency, depth and experience in that role for a couple years. I am excited for Ace 75 to have someone with her national account, customer-minded skill set to take us back to where we need to be in that arena. No pressure!

Never a dull day in San Jose. There is always one more phone call to make, box to pack, chair to pad or dresser to vault. So fortunate that we have so many great people to lift, dial and document. Let's get moving!

FROM IT

Ace IT Dept. has implemented a companywide automatic screensaver. This screen saver will automatically lock your computer after 15 minutes of inactivity and display security tips and tricks for users companywide (both Ace and Expat). The screen saver topics will include some of the most up to date facts, best practices, tips and tricks concerning computer security today. With companies facing security breaches daily, it is best we keep security always on our mind.



Passengers in Large Commercial Trucks Required to Wear Seat Belts

The U.S. Department of Transportation's FMCSA announced effective August 8, 2016 that passengers riding in large commercial trucks will be required to use seat belts whenever the vehicles are operated on public roads in interstate commerce. The final rule revises Federal Motor Carrier Safety Regulations and holds motor carriers and drivers responsible for ensuring that passengers riding in large commercial trucks are using seat belts.



"Seat belts save lives – period," said U.S. Transportation Secretary Anthony Foxx. "Whether you're a driver or passenger, in a personal vehicle or large truck, the simple act of wearing a safety belt significantly reduces the risk of fatality in a crash."

This has been Ace policy for years so please make sure that you and any passengers in your vehicle wear their seat belts at all times.



What's New on Facebook

Introducing our new Facebook Location Pages! We now have a Facebook page for each branch! Visit our pages today and LIKE us!



<https://www.facebook.com/acerelocationorlando/>



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Facebook Corporate Page

<https://www.facebook.com/acerelocation/>



Our spACE

HR CORNER



Look Who's Retiring - Frank Meilander

Frank Meilander, our soon-to-be-retired Director of Interstate Operations, hails from Rochester, Minnesota. He attended Mankato State University and began working as summer labor for Ace Worldwide in his hometown. He went out on the road with Herb Crawley in 1971 and 1972. After college, Frank and his school roommate started Fullhouse Productions. For several years, they promoted rock bands for dances and concerts, including Sha-Na-Na, Todd Rundgren and other national acts. To supplement his income during this time, Frank had some interesting experiences driving a cab. Some of his fares were noted celebrities and dignitaries being treated at the Mayo Clinic.



In the fall of 1976, Frank began working as an Operations Manager apprentice with Reg Lammers, who was at the time General Manager of Ace Worldwide in Rochester. The following year, he transferred to Ace Worldwide Headquarters in Milwaukee, Wisconsin as an Interstate Planner/Dispatcher where he served for two years. Meanwhile, Reg had moved with his family to San Diego to take over the GM spot for Ace 62. He then convinced Frank to move out to California in 1979 as Operations Manager of Ace 62 San Diego. It was while attending a San Diego Sockers match at Jack Murphy Stadium that he met a teacher, Jill, from New York, and they were married the following year.

In 1983, Frank and Jill left California when an opportunity arose to open a bar with his old business partner back in Rochester. It was an adventure, but after two years Frank sold his share of the business. By now they had a baby daughter. When Reg learned that Frank was available, he phoned and offered him a position back in San Diego as Operations Manager. Jill was thrilled to leave the snow and the in-laws. Bill Cecil moved them back in 1985 and Frank has been with Ace Relocation ever since.

Frank is especially proud of his family. His four children are all graduates of the University of California (Santa Barbara x2, Santa Cruz and Davis.) Jackie is an attorney and lives with her husband in San Jose. Michael is a Line Producer and does films for the Lifetime and Syfy channels. He is currently in Bulgaria working on Sharknado 5. Jeffrey will graduate from nursing school this coming October, and Eric works for Aflac (so if anyone needs insurance...) Jill has worked in ultrasound at UC San Diego Medical Center for over 20 years.

History is one of Frank's passions. And in particular, the American Civil War and World War II. His father Lawrence was with the 1st Division when they landed at Normandy. Lawrence had learned to speak German from his parents, and was able to convince 52 German soldiers to surrender to the Allies. His father is mentioned in books written about D-Day and the Big Red One. A detailed tour of the battlefields of France is on Frank's bucket list. He would also be happy to tell you about his mother Frances, who earned her pilot's license and flew solo at the age of 20 when few women in 1940 were doing anything so ground-breaking.

Being retired, Frank will have more time to pursue some of his old hobbies. He tells us that learning more about red wines is at the top of the list. Archaeology is another. Several years ago, he worked with Dr. Jack Williams from the University of Arizona, helping to unearth artifacts from the original Presidio site in Old Town. And travel. First off, he is planning a fishing trip to Ontario, Canada with his brothers in late spring, and a road trip on the East coast with Jill in autumn. With his "Hollywood connection," he may even appear as an extra in a movie or two. Wherever this next chapter takes Frank, he says he will always look back with nostalgia and fondness at time spent with friends and colleagues at Ace.

A Word from Frank

After being associated with the Ace/Atlas name for nearly 40 years, it has come time for me to pass the torch on to my very capable colleagues. I will be retiring at the end of February.

Reg had a vision, and it was both challenging and satisfying for me to work alongside him in San Diego, learning the business and watching the Ace family grow. Reg's dream will live on long into the future thanks to the hard work and dedication of his sons, Larry and Dan.

I must say it's been an interesting journey with ups and downs, but never a dull moment. So many memories of personnel past and present. Many have come and gone (and come again!) Most have managed to leave a little of themselves behind.

Be sure that I won't be a stranger. I plan to drop in from time to time, to the pleasure of some and the aggravation of others. I wish the best to all my drivers, coworkers and friends.

Fondly, *Frank Meilander*

Look Who's Retiring - Mike Lammers

Mike grew up in Plainview, Minnesota. He was an over-the-road driver for Chicago Avenue Transfer from 1972 to 1980. Reg talked him into moving to San Diego in August of 1980 to be the operations manager. He was then sent back to Ace WW in St. Paul in 1982, and came back to San Diego in 1983 when Frank Meilander left. They literally passed in the hallway. Mike became the San Marcos corporate manager in 1987, after Reg bought out Ace WW in 1985. Mike was the General Manager of the Long Beach branch from 1989 to 1990, and came back to San Diego in 1990 to open Ace Repair and Maintenance, and has managed that business until now. From 1990 to 1993 Mike also did consulting work on safety (before there was a safety department) and insurance with Bill McArdle when Bill first started with the company.



After retirement Mike gets to work on his garden, maybe do some fishing and hunting with his relatives in Minnesota, do some traveling with Denise, and will have more time to read and watch his favorite show "Alaska, The Final Frontier." He has two children: Meighan is a dealer at Pala and lives in Temecula with her husband. Michael is going to college and works as a sales representative at AT&T mobile. Mike shot league tournament pool for 13 years and went to Vegas when his team won the city championship. They ended up 45th out of 600 teams. He enjoys talking to the drivers and operations managers. Mike even takes calls on the weekends and helps the drivers out when they have a problem on the road.

Ace Relocation Systems wishes Mike and Frank the very best in retirement!

RIDDLES

1. What is harder to catch the faster you run?
2. Two fathers and their two sons go fishing together. They each catch one fish to take home with them. They do not lose any fish, and yet when they arrive at home they only have three fish. How can this be?

Don't peek on the internet!! Email your answers to Francesca at fashcroft@acorelocation.com. First correct

If you have an interesting riddle, please send it in to fashcroft@acorelocation.com.

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EXPERT RELOCATION EXPERT GOVERNMENT SERVICES EXPERT LOGISTICS
TOGETHER. WE ARE. BETTER.