

**Ace Relocation
Systems, Inc.**

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

	Rate	Use Atlas Again PVO ?
Orlando	4.69	84.31
Maryland	4.67	83.64
Long Beach	4.67	85.71
Seattle	3.83	50.00
San Diego	4.58	81.82
Chicago	4.56	80.56
San Marcos	4.45	82.76
San Jose	4.68	80.85
Phoenix	4.69	75.00



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Behind the Wheel - Leonard Hearn, Ace 25

Leonard Hearn started in the moving industry in 2006 when a friend at Allied asked him to leave the real estate business and try the moving business. After working with Allied for 6 months, and liking the industry, he came to Ace to be a driver.

Although he has been living in Long Beach since the mid 1970's, he moved from his hometown of Detroit to Cleveland before landing in California.

When he's not working he enjoys playing tennis and golf. His favorite indoor activity is watching sports, especially tennis. His favorite tennis players are Venus Williams and Rafael Nadal. Even though he doesn't have a favorite football team he does like to watch games.

What he most likes about his job is meeting a lot of different people. He enjoys listening to customers' needs in order to satisfy them. He shares that Ace is a fair company that cares about their employees.



Main Street - VP of Operations, Dan Lammers

Even the old dogs have found that they can learn new tricks. Most of today's technology has been made so easy that usage is intuitive. Instructions are so easy to follow that adopting today's newest tech gadgets are only stymied by fear or stubbornness. Sometimes upfront costs can be the barrier for entrance into the newest technology, especially if you invest in your gadget at the end of its tech-life and the world has moved on to the next best thing.

However, there are some technologies that must be, or should be, adopted by those who expect to make their living in this industry over the long run.

One mandatory event for those who plan on operating commercial vehicles after December 16th, 2017, the little black box or Electronic Logging Device (ELD). The US Government, good old Uncle Sam, says you have to have one installed and operational by the deadline, or you're out of work. What's in it for you? Well, for one, it lessens the paperwork burden that you have by using only

(Cont. on page 2)

(Main street - cont. from page 1)

paper-logs. Some of you struggle with getting them mailed off to Atlas, to the tune of \$900+ annually in late log fines. Most of the early adopters loved them after they tried it out. It kept their day structured and actually increased productivity to the truck by recording down to the minute, instead of the quarter hour.

Currently, these devices are being given away by Atlas Van Lines. In 12 months, do you think this offer will stand? Maybe, maybe not, but why not adopt this technology, it's coming like a train through the tunnel.

The Electronic Inventory program is another technology that lessens your paperwork burden. If you can use an iPhone, you can use an iPad to do your inventory. It does take time to learn, but this technology is 5 years old already. What more time do you need? Make your customer's life easier too, instead of standing at their kitchen counter for 20 minutes signing documents, you could be headed back to the terminal, paperwork already emailed to revenue accounting for quick payment. Ace pays 0.25% of line-haul by contract to those PVOs that have adopted this technology. Atlas has also given the agents an increasingly higher number of shipments to utilize this "no brainer" system.

Lastly, the Drive Cam technology that Ace has committed to is a safety feature. Its two-way camera (forward facing, driver facing) assists our safety department in working with professional drivers to protect them in case of accidents that were not their fault. Also, we can work with company drivers who need to improve their driving in order for Ace to mitigate risk, thus lowering our costs. This technology is strictly voluntary for contractors. The upside is, it lowers your deductible by \$500 and, in the case of an accident that was not your fault, can be used to defend you and the company in settlements. Ace pays for 70% of cost associated with the device, and while supplies last, we will put one in your truck at no cost for the equipment. Subscription costs are then about \$10/month. That pays for itself in the case of a single accident deductible.

If you want to get off the porch, you gotta run like a big dog.

-Dan

DD1850/DD1851 FORMS

DD1850/DD1851 Forms: Notification of Loss or Damage AT DELIVERY is **REQUIRED** on all military shipments.

- Obtain the service member's signature and delivery address; even if no loss or damage was recorded.
- Give the service member the last three copies of the form after it is signed at delivery.
- Promptly send the original DD Form 1850 to Atlas with the rest of the shipment documents.
- Use this form for Military shipments only. Do not use it for Government, non-military shipments.
- Enter GBL number on PPBOL/ Order Number.
- Enter the name and address of the Carrier listed on the GBL under TSP.



Fall Driving

As the seasons change, temperatures drop and the gray and rainy days come upon us. This will mark that Fall is here in many parts of the country. Fall weather can present challenges to drivers that create a variety of driving risks.

Be aware of slippery conditions that occur with frost. At freezing or near freezing temperatures, the moisture on bridges and overpasses will become ice much more quickly than the approach roadway. The roadways hold heat and the bridges do not; you can go from wet roadway to ice in just a fraction of a second.

Patches of fallen leaves can be just as treacherous as patches of ice. Fallen leaves retain large amounts of water and can create a slippery surface.

Stopping on wet roads can take up to four times the normal distance.

School buses are as common in the fall as dandelions in the spring. Be particularly careful around them. Your responsibility in the presence of a bus with an extended stop arm and flashing red lights is to stop and remain stopped until the

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(Fall Driving - cont. from page 2)

warnings are withdrawn, regardless of your direction of travel. *The only time a driver is not required to stop when approaching the front of the school bus is if the bus and the vehicle are on separated roadways.*

Rain, fog, sleet and wet snow require full driver attention. Remember the "two-second rule" when following other drivers, and in severe weather increase your following distance. If you are being tailgated, let the other driver pass.

As you know, the sun rises later and sets earlier as fall approaches. The decreasing daylight may also mean that some drivers will be commuting in twilight or dark conditions. A driver's vision, including depth perception, color recognition and peripheral vision, is compromised in darkened conditions. Diminished visual ability, brought about by the natural aging process, leaves the older driver more vulnerable to night driving hazards. The human body becomes more relaxed and less alert in the dark, becoming more easily lulled and drowsy.

Make sure your headlights, tail lights and turn signals are all clean and working properly. Turn your headlights on as soon as the light begins to fade. Always use low beams when traveling in foggy conditions - the light of your high beams will simply be reflected off the moisture in the air right back at you.

UNCLE CHUCK'S CORNER

Clean Inspections:

Level 1

(Ace-75) Chris Gleaves and Adam Meredith

(Ace-25) Alejandro Martinez

Level 2

(Ace-64) Kerry Abell

Level 3

(Ace-08) Mike Huchro

(Ace-15) Anthony Blackwell

Driver Information:

Atlas has free ELDs again, both Rand McNally and Omnitracs. Get on board, while they are free and available. Free ones must be installed and operating within 30 days of ordering.

ROOM FOR IMPROVEMENT NEWS:

Rule 4 Administration Fees

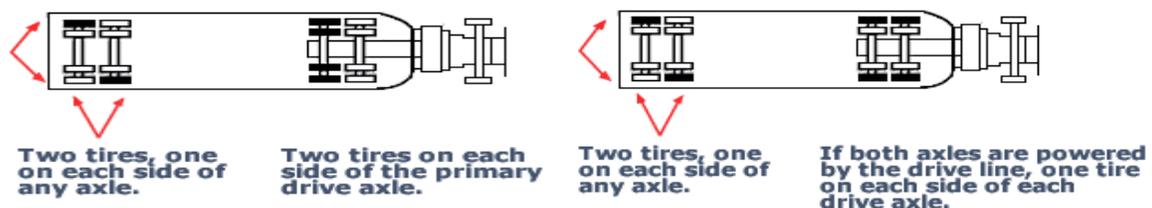
Delinquent Log Charges - \$2,130.00

Driver Information-Winterize Tips

- Check cooling system, radiator, hoses, belts & anti-freeze
- Air dryer, change filter
- Fuel filter, check daily, carry a spare
- Check battery life
- Add anti-gel additives to fuel
- If you have a block heater, carry long electrical cords

WINTER CHAIN LAWS. Only two states require you to carry chains: WA-November 1 to April-1, Colorado - September 1 to May 31 between milepost 133 and 259 on I-70. All other Western states require chains only when the chain law is in effect. The number of required chains vary by state so make sure you check and have the right sizes.

11 Western states minimum requirement





DAMAGE PREVENTION AND DOCUMENTATION

*BEFORE you start for the day, perform a thorough walk-thru of the property on all jobs when you enter a residence.

*Note any pre-existing damage

*Always use floor protection

* If any new damage is caused take digital PHOTOS and send to claims@acerelocation.com

CSA BASICS - IT DRIVES EVERYONE

Vehicle Maintenance is the CSA basic that measures compliance of ensuring the vehicle is properly maintained to perform task on our roads. Every motor carrier, its officers, drivers, agents, representatives, and employees directly concerned with the inspection or maintenance of commercial motor vehicles, must be knowledgeable of and comply with the rules of this part. **As you can see, it takes everyone.**

19% of the Vehicle Maintenance violations issued to Atlas are from lighting failures. Atlas could see an improvement in Vehicle Maintenance scores with the elimination of lighting violations. Lights not operating give an inspector a reason to have the unit inspected. This can lead to additional violations.

Atlas agents can make a big impact in an effort to reduce light violations by taking action towards its fleet and PVO's.

- Proper pre-trip and post trip inspections are performed before each trip on their units.
- During the pre and post trip inspections, take photos or a video capturing the unit with all lights visible. Ensure the images are date and time stamped. Additional evidence captured during the pre-trip can only help should an inspection occur after driving several miles.
- Inform a PVO if there are lights out on his unit(s). Put pressure on the van operator to have the lights corrected.

Improving is not easy. It is a culture created from the ground up and it starts with the Atlas family members on the road each day. Thank you in advance for your commitment in keeping light violations-free and improving Atlas' Vehicle Maintenance compliance. Please contact Rick Kirby, Scott Herrenbruck or Jeff Schimmel with any questions.

Frontage Road - David Noffs and Staff at Ace 08



Left to right, back:
Richard Hartley, Joe Nasca, Yolanda Castro, Steven Chucka, Kyle Ferris, Janice Cortes, Candace Kidd, Michelle Dillard, Josh Johnson.

Left to right, front row:
Terry Stanley, Mike Bergeron, David Noffs, Ricky Rivera, Angel Resto, Terri Anne Wytrwal.

Hello Everyone,

I am now sitting in a new seat in Orlando, Florida writing this article. Tom Westwood has handed over the reins to take on his new role with Ace as Director of Driver Development and Resources. It has been a true pleasure getting to know all the people at 08 and begin working closely with them. I also get to visit Ace 64 and continue to work closely with them, so it's a good thing I kept one coat.

It has been busy in Orlando, business has continued to stay strong and we continue to hire additional employees. New to our staff is Kyle Ferris. He is currently is our commercial project manager and will be moving over to commercial sales shortly. Kyle and his wife Colby welcomed their 2nd daughter Eliza into the world on Oct 5th. Congratulations to the both of them! Josh Johnson joined our retail sales group in September; He comes to us with several years' experience at other van lines. Josh and his family are fairly new to Florida as they moved down here last year. Richard Hartley is not new to Ace, but he is new to our retail sales team. Richard joined our team in September and is booking business.

Our drivers are the heartbeat of our operation, working long hard hours to meet the commitments we have made to our customers. Orlando has hired several new drivers: Enrique Conrad (long haul), Roberto Torrez (local driver), Herbert West (long haul), Cody Goins (long haul), Raymond Schultz (short haul), and Torrez Nunn (local contractor who is in the process of transferring from Ace 43).

I have been very impressed with the team that Tom has put together in Orlando and am looking forward to a very successful 2017.

- GM, David Noffs



TIPS FROM THE IT DEPARTMENT

Did you know that 200 billion emails are sent world-wide every day.? That's 2.3 million emails sent per second. Here are some tips to keep your email workflow efficient and effective.

- Keep it under three lines
- Make the subject line a) unique, b) meaningful and c) easily searchable
- Use easy to read formatting!
- Put your specific action request in the first line
- Make the task really simple – such that it's hard for your reader to say "No"
- If something is truly urgent, don't email... call or send a text.



Follow this link for more details on these tips: <http://acerelocation.com/it/EmailTips.pdf>

MoversSuite - Made For Movers

As a complete moving software solution, MoversSuite understands moving businesses and provides a software that is specifically designed to meet the needs of moving companies like Ace.



With all aspects of our moving software fully integrated, MoversSuite will help Ace simplify our business processes and streamline operations for customer service, move management, dispatching and accounting teams. You will finally have the information you need in one place and be amazed at how efficient your work will be.

This state of the art software is completely cloud-based so you are not tied to your desk to get and share the information you need to deliver customers an exceptional moving experience. MoversSuite is accessible, secure and assured from anywhere you and your team are.

Ariana Hernandez, our new Ops Manager at 43 and experienced MoversSuite user, shares this with us:

"I think as we all put aside the anxiety of the unknown and completely adjust to MoversSuite you'll all see it's an innovative and exciting tool. There are so many advantages to MoversSuite that will keep us all organized, improve efficiency and most of all save TIME. This is a software that was made *by movers for movers*. As time goes by we will all see a benefit from MoversSuite. Whether you work in sales, customer service, dispatch or billing, your work flow will dramatically improve. I, for one, am excited for the change."

Kathy's Reminder

REMINDER: Please remember to get weights on ALL Military shipments. Everything is paid by weight. If you pick up from a NTS Warehouse, you must also get your own weights.

FIREARMS: If there are firearms in your Military shipment please make sure your GBL states that. If it does not, then firearms must be reported immediately to your office BEFORE you load them onto your truck.

Thanks for a great summer and all your hard work. Keep it safe out there.
Kathy Fleming, 888-770-5510 Ext 4324

Our spACE

HR CORNER



Making Strides Against Cancer One Step At A Time!

The 2016 Making Strides Breast Cancer Walk was held on October 16th in San Diego. This walk, in particular, was amazing with over 20,000 participants. The walk travels 4 miles of a scenic tour of Balboa park, several museums and then leads down the majestic 163 freeway. The freeway was actually closed for the walk! After going through downtown San Diego we headed back to Balboa Park to the finish line. It is a tough walk but it is for a wonderful cause!

My family and I will be returning again next year and I hope you will join us. Thanks, Chris Shipp, GM, Ace 25



Nick, Melinda, Alyssa Lammers, Kathleen (kneeling), Ben, Larry Lammers (peeking out from the back) Jesika Shipp, Carrie Corless, Cathy Shipp, Chris Shipp, Jamie Shipp with Sean and Austin in the stroller, Patti Miranda, Denise Lammers, Connie Shutters, Enid Borschell and Heather Smith.



Heather Smith



Malea Morse and Jamie Shipp



Heather Smith, Enid Borschell, Patty Miranda, Connie Shutters



Ben Scherzer, Chris Shipp, Jesika Shipp, Cathy Shipp, Jamie Shipp (Jamie is holding Sean and Austin (front)).



Jamie, Austin and Jesika Shipp



Connie Shutters and Mike Lammers

EMPLOYEE SPOTLIGHT CORPORATE

Laura Marion is Ace's new CFO and joined us a month and a half ago. She is from Plymouth, Michigan and is an alum and avid



sports fan of the Michigan Wolverines. Laura lives with her husband and two teenage daughters, both student athletes, and enjoys running, hiking, and watching her kids play sports. She and a group of friends hiked to the top of Mt. Whitney last year. Laura has been a CFO for the past ten years, and loves her job here at Ace. She enjoys the team atmosphere and finds the employees to be incredible and welcoming, responsive and collaborative.

Welcome Laura!



EMPLOYEE SPOTLIGHT BRANCH

Jessica Strey, recently promoted to operations manager at Ace 15, started with Ace almost 5 years ago in local dispatch as a military CSR at 62.



She is originally from Mt. Prospect, Illinois, and now enjoys exploring the east coast with her friends and her dog Addison, an Australian shepherd mix. Jessica played the clarinet in her high school marching band and participated in both Rose Bowl and Macy's Thanksgiving Day parades. She also plays the guitar, drums and piano. Jessica appreciates the respect and support from upper management and the room for growth here with Ace, which she says is just one big family.



RIDDLES

1. Before Mt. Everest was discovered as the highest mountain in the world, which mountain was the highest?

2. What seven letter word has thousands of letters in it?

Don't peek on the internet!! Email your answers to Francesca at fashcroft@ac relocation.com. First correct answers wins a prize!

Above riddle submitted by: Mike McHugh, Ace 43.

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

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