

## Ace Relocation Systems, Inc.

To earn and maintain customer loyalty by consistently delivering the highest quality experience at every level and every interaction. We will accomplish this with a companywide commitment to top tier service, systems and products.

Corporate office:  
5608 Eastgate Drive  
San Diego, CA 92121  
(800) 617-6171

Phoenix (96): (602) 269-3534  
Kent (43): (253) 872-6292  
San Jose (75): (408) 287-7575  
Long Beach (25): (310) 632-2800  
San Diego (62): (858) 677-5500  
Kyle (66): (512) 268-5115  
Elgin (64): (847) 836-5200  
Upper Marlboro (15):  
(301) 867-0400  
Orlando (08): (407) 855-9922  
Ace Repair: 858-455-5505  
[www.acerelocation.com](http://www.acerelocation.com)



Captain Stanley and Jill Smith visiting San Diego from the Surface Deployment and Distribution Command, Scott Air Force Base, IL

## FROM UNCLE CHUCK'S CORNER

### TOP NEWS:

#### Smooth Operator Award

Jahan Monadzadeh (Ace-15) First PVO to turn in his 60 day inspection

Thanks for being prompt!

#### Driver Information: Rental Equipment

All rental trucks must be registered with Atlas Van Lines before being used

in Atlas service. Send me the registration and I will obtain a temp lease agreement

good for 30 days. Also, let me know when unit is returned to verify proper billing.

Charge for using unqualified equipment is \$225.00 per shipment!

### ROOM FOR IMPROVEMENT NEWS:

#### Rule 4 Administration Fee

Brake/Tire Violation -\$80.00

Log Book Violation-\$500.00

Log Book Violation with OOS-\$500.00

Speeding with OOS (not wearing glasses)-\$500.00

Delinquent Log Charges-\$415.00

**REMINDER:** If pulled over by an officer, do not take your corrective lenses off!

## OVERFLOW PROCESS

- Per Atlas & Ace, the DRIVER is responsible for making sure the overflow items are removed from origin residence. This can be accomplished by making satisfactory arrangements with the origin agent, renting a straight truck type vehicle, or coordinating other acceptable service through "Operations".
- Driver is to contact his respective zone dispatcher no later than lunch time on the last day of the load date to advise if an overflow may occur.
- All overflows require a separate INVENTORY & WEIGHT TICKET in order to fully track each portion of the shipment.

**Reminder:** Most accounts are now requiring inventories TVs to state "SIZE" whether boxed or not. Failure to do so will result in non-payment for packing this item. Please state TV size on inventory on ALL shipments regardless.

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March, 2014

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## Behind the Wheel - Headlights on James Bibbs



James Bibbs, Ace 75

Ace 75, he is able to work at his own pace, which he really appreciates.

James' best customer service quality is that he gets along very well with people, and he is very positive. He says that communication, especially during a move's hiccups, is the most important aspect of good customer service.

James started in the trucking industry in 1967 as a mechanic working on trucks. Shortly after, he bought his own truck and became a driver. He spent decades driving for moving companies before joining the Ace team two years ago.

James' hometown is in San Jose. When he's home, he enjoys working on cars and trucks, as well as working on his garden. James likes being a PVO because he says it is a challenge that he enjoys. He likes doing a great job for his customers, and enjoys handling a successful move. James says that at

Pete Pfeilsticker, GM at 75, said of Bibbs: "James Bibbs is a true craftsman in his profession. He has a wealth of knowledge about our industry and is always willing to share. The thing I love best about Jim is that he is always willing to help out. Even though, often times he is asked to do some things that many movers would shy away from. Whether the job is advantageous or not, he always seems to come through. Perhaps, just maybe, Jim does it so he can have one more story to share. Whatever the reason, I feel very fortunate that he pulls for Ace 75."

Ace Hauling Excellence Scores, through month ending 1/31/14

Overall, scores fell from December. We need our customers to rate you a 5 and say "yes" to Use Atlas Again.

	PVO Rating	Use Atlas Again
Orlando	4.53	82.72
Maryland	4.52	83.16
Long Beach	4.58	86
Seattle	4.69	84.62
San Diego	4.32	80.65
Chicago	4.61	88.89
Austin	4.59	84
San Jose	4.4	80
Phoenix	4.09	68.89
Standard	4.6	90

## Main Street ~ VP of Operations, Dan Lammers

Congratulations to the 27 Ace Relocation Systems Professional Van Operators who achieved the Atlas Van Lines Customer Service Award for 2013. 27 PVOs is an all time high for Ace Relo.

Ace PVOs get \$100 for 1 year and another \$100 each consecutive year.

1 year: Stake, Matt Anderson, Beaumont, Mitchell, Hutchison, Keihl, Simons, Blackwell, Nivello, Ziegler, Corwin, Bob Olsen, Schneider, Pfeilsticker, Belaire, Escobar, Chackel.

2 Years: Schmidt, Condon, Hammond, Toro, Sarrach, Scott Olsen, Hermano, Cruz.

3 Years: Cisco and Morton

The criteria are as follows:

- AVL qualified prior to January 1 of

the award year

- Customer service rating at least 4.5 (lowest 1, highest 5)
- Hauled at least 300,000 lb of HHG
- Claims cost less than \$100.00 per 10,000 lbs of HHG hauled
- Safety points less than 100 at end of year
- No CSA points attributed to a driver out of service inspection violation
- No DOT preventable accidents
- Operator's license kept current and unrestricted
- Physical kept current

We are very proud to have the highest amount of PVO's in our history. Way to GO!

## Open Road ~ Rave customer reviews!

HR268960: The coordinator, appraiser, and driver [Gerardo Lomeli] could NOT have been more accommodating! I needed a weekend arrival date and it was arranged! Professionalism of all was TOP notch. Thanks to all. MUCH appreciated!

HR307740: Both our agent Kurt Kramer and the van driver Ricky Patterson were outstanding to work with. They went out of their way to keep us informed and I never felt uncomfortable during a hectic time. The loading and driving were done during really tough

snow conditions in the Chicago area and there were not any complaints or grumbles from the crew. An outstanding job.

HR258800: Eddie [Dunson] was very good and went out of his way to make the move much easier. He was also quite helpful in providing information.

HR319560: They were great. They went above and beyond and made a difficult situation very nice. They were professional and very hard working. Doug [Anderson] the driver was really nice and personable.

HR313710: I can't speak highly enough of Chris Vowell -- he was the most professional and considerate mover I've ever had. He alone is the reason I'll use Atlas again for every single relocation. Thanks Chris!

HR203770: Our driver Frank [Martin] out of St. Louis was outstanding. He was very professional, treated us and the other packers/movers well, seemed very knowledgeable and experienced, and was very pleasant to have around our old and new home for a few days during the packing and moving.



"Your employees are a credit to your company and should be commended for the way they represent the absolute right way to conduct business."  
-Ace customer

## Check Point ~ April 15, Atlas Inspections

All inspections other than the CVSA inspections are to be completed in full on the original Atlas form, found in the back of your log book, **by an Atlas approved shop**, which Ace safety can help you find.

If any units have a Commercial Vehicle Safety Alliance (CVSA) Level I inspection within the 60 day period, that will be accepted for the Atlas Inspection and the annual D.O.T. inspection, as long as it is completed during the time frame (February, 15 thru April, 15), and issued a CVSA sticker with the numbers recorded on the inspection report.

- **The original top white page is to be sent to Atlas Safety to the attention of Taina Gallman with a copy of the Maintenance Log for the last 6 months. All repairs made at time of inspection are to be transferred to the maintenance log; Atlas only wants TWO pages, the inspec-**

### **tion and maintenance log.**

- **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.**
- **Do not scan me copies and send me the originals too, I only need one copy.**
- **Ace safety needs all completed inspections ASAP to avoid double inspections.**

**NOTE:** Do not submit inspections without maintenance logs, just creates extra paper work. Get started as soon as possible to avoid having your unit unqualified.

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

## Truck Stop ~ Reminder from Kathy Fleming

REMINDER: Pro Gear will be limited to 2000 lbs for shipper and 500 lbs for spouse beginning May 1, 2014. Please notate Pro Gear on all shipments on your inventory. Mark "S" for Spouse, if applicable. Please put approx. weight next to the description for ease of finding on the inventory. Pro Gear weight is very important to the shipper and could make or break his weight on the shipment. Listening to the shipper will make for better survey results. This in turn gives Ace more shipments and you more miles to drive and more money in your pockets. Please call with questions: 858-410-2424

## Frontage Road ~ Pete Pfeilsticker and the team at 75

Ready...Set...Go! Summer appears to be approaching faster than usual this year. Maybe that's because we still feel some of the hustle and bustle from last summer. Of course, it could be all the sunshine and the seventy degree afternoons. We have certainly had good moving weather. Whatever the case, exciting things are happening at Ace 75. Mike Quigley is currently in first place for Atlas sales. God bless Google and everything else he touches. Mr. Galpine is coming off a record setting year for Ace COD sales with no indications of slowing down. Our branch's Rookie of the Year salesperson, Scott Cramer, is also growing impressive momentum. Last fall, Tina Reposa joined our team to help redesign and reinforce customer service protocol as our National Coordination Manager. She has already made a great impact and yet hardly scratched the surface on some big picture projects she is working on. Ever since Chris Shipp was promoted to the GM of Long Beach, I have made an annual introduction of our new Operations Manager. This year, I feel we have a winner in Tad Wood. Third time is the charm...No pressure Tad!

Even though, I have recently been reminded that the year is already 1/6 over, we are excited for the potential of what 2014 has to offer and are working feverishly to make sure it lives up to the hype of what the moving and storage pundits are touting as the perfect storm for movers. Between the aging driver fleets, CARB laws, tighter restrictions on drivers' logs and the strengthening economy increasing the demand for our services we are poised for a year of incredible opportunity.



The Team at Ace 75



Shanell Martin, Cristie Shepard, Carrol Brittell

## Message from Dan:

Learn the Atlas Inventory program before Peak Season. Call or email Christian Capetillo at the San Diego office for a tutorial.

ccapetillo@acerelocation.com or Extension 1065.