

amplifier



Every move is a
MOVING STORY.

Atlas Flex™ 4 | The State of Corporate Relocation 6

Avail: Houston, we have a solution! 15 | Atlas Logistics: Partners in Success 16 | Where is America Moving 17



Letter from the Chairman

You'll notice a fresh take on business in this issue of the Amplifier. We share stories from some of the people we have recently helped go new places.® Whether early in a career or heading into retirement, their experiences make one thing clear: personalized service determines how well people move.

Atlas continues to invest boldly in systems for using and sharing data. We've built a slick back room for operations. Now, we are working on interfaces that will enable customers to more easily interact with van operators, sales representatives, and anyone who touches their move. With the evolution of smart devices, customers will someday upload video and photos in lieu of an in-home survey.

By the same token, they may receive credentials before service personnel come to the door

Technology is a game-changer. But no matter how smart, technology cannot replace the human component of our service. Which is why we continue to emphasize the development of our people. We maintain a vigorous effort to hire those who interact well with customers in every niche. We support our people's success with training that strengthens their business and social skills. And we view the ongoing development of Atlas service professionals — van operators, packers, and all who interact with customers — as a high priority.

You may have seen a running gag of the times: Two people with smart phones, sitting at the same table, carry on a conversation by texting. As wonderful as technology is, ours will always be a business of "people serving people." Technology works best when it reinforces personalized service. Ultimately, the customer relationships that sustain us are best nurtured by a sincere and professional human touch.



Glen Dunkerson
Chairman & CEO



In this issue of the amplifier

Volume 67 Summer 2016
atlasvanlines.com/amplifier



On the Cover: **8**

Every move is a moving story.

Whether moving large households or the contents of a cozy studio apartment, all find moving solutions with Atlas. We are pleased to share a few of their stories with you here.

4  

THE ONLY THING TRADITIONAL ABOUT YOUR MOVE IS THE SECURITY OF ATLAS. 

5 Moving Millennials Forward 

6 The State of **CORPORATE RELOCATION** in 2016



Q3: Select External Factors: Impact on Re...

14 Good Connections Make For Great Relocations. 



15

Houston, we have a ~~problem.~~ *solution!*



16

Partners in Success



17

Where is America moving?

Agents In The **COMMUNITY+** **22**

Tracks **26**



Go Beyond The Page

Our online resources offer tips, trends, and updates to help you go new places® more easily and more securely with one of the most trusted names in moving.



THE ONLY THING TRADITIONAL ABOUT
YOUR MOVE IS THE SECURITY OF ATLAS.

Introducing Atlas Flex™... the answer for smaller shipments that need to move fast. Now it's a simple matter to get Atlas quality service for moving the contents of that two-bedroom apartment, beach condo, or mother-in-law suite.

Available to Private Clients and Lump Sum Customers.

All Atlas Flex shipments travel in industry standard lift vans (5,000 pounds max). Pricing is based on weight and distance and includes Full Value Protection as well as Atlas Agent packing and loading at origin and destination. Atlas Logistics™ provides transport via approved carriers; shipments go from coast to coast in ten days or less.

"Atlas Flex is an important addition to our product offering," says **Mark Haller**, Alternative Transportation, Atlas Logistics. "It makes Atlas service more accessible for small households, which account for as many as one in every three household goods shipments." ■



Atlas Agent: Find out more on the Atlas Loop™, including a brief webinar that explains how to use Flex and materials for promoting Flex to your customers.



Moving Millennials Forward

Atlas Van Lines delivers for the next generation. "You know, I have two children who are millennials and they are absolutely setting the world on fire." **Jack Griffin**, President & COO of Atlas Van Lines, sees traits in millennials that make him believe this generation can change the world.

During the first quarter of 2015, millennials overtook generation X as the largest population in the workforce, despite their hurdles entering the job market due to the Great Recession. But now, there are four generations in the workforce and Atlas Van Lines is finding solutions that cater to them all.

"Atlas has a diverse portfolio that demonstrates the company's ability to serve everyone at different times in their life," said **Lauren Falls**, chair of YPATlas. "We built movr™ and Atlas Flex™ with millennials in mind."

Accommodating generational differences isn't just a way to serve customers; it's inherent to the culture of Atlas. Internally, the company is working to meet the needs of the younger generation in order to attract and retain productive team members. The formation of YPATlas, a young professionals group, and Succeed, a mentoring program currently in development, both aim to prepare millennial employees to be future leaders in the company.

Atlas continues to be a pacesetter in the industry. Serving and employing people of all ages, determined to help anyone go new places.® ■

Timeline: Atlas Operates with Millennials in Mind
Since 2015, Atlas has been developing service offerings and internal programs that help millennials benefit from their circumstances.

2015 JANUARY  Young Professionals of Atlas is a professional development group that aims to inspire, engage, and empower young leaders in the Atlas family.

2015 MARCH  Designed as a web-based relocation budgeting tool to help both corporate and private clients, movr allows relocates to command and allocate resources from initiating a move to settling in – all on the go from a computer, smart phone, or tablet.

2016 MARCH Members of YPATlas and managers at Atlas HQ attended a learning session about generational workforces and discovered ways millennials, gen xers, and baby boomers can all work together.

2016 APRIL  Atlas Flex™ is a new service offering designed for small shipments, which is ideal for millennial city dwellers who don't own a lot of belongings.

2017 JANUARY  **Succeed** Atlas is in the process of establishing its first mentoring program, which will pair up employees cross-departmentally to encourage knowledge share and workplace collaboration.

The State of CORPORATE RELOCATION in 2016

Since 1968, Atlas Van Lines has annually surveyed corporate relocation professionals on their views, policies, and practices to better understand changes taking place in the industry. Our results for the 2016 Corporate Relocation survey are here, and they provide an in-depth look at the most noteworthy trends in mobility.

Who responded?

Atlas sent invitations by email and 445 individuals responded. Of those, 89 percent of the respondents work in human resources or relocation/mobility services departments and 51 percent work in international firms.

What are the major trends for 2016?

More relocations than last year.

There were more relocations in 2015 than 2014, and we should see more relocations in 2016 than last year. In fact, around four out of 10 firms expect volumes to increase further overall and internationally. Budgets continue to rebound. In both 2014 and 2015, nearly half of companies indicated their relocation budgets increased and 41 percent believe their budgets will increase again in 2016.

Young professionals are on the move.

When it comes to young professionals and mobility, 43 percent of firms indicate that the average age of employees relocating most frequently is under 36 years old. On average, 22 percent of relocations in 2015 were for entry-level positions and around half were for mid-level. Nearly half (47 percent) of relocations were for new hires.

Less full coverage and more lump sums.

For the second year in a row, full reimbursement of expenses for new hires (36 percent) is out of favor in comparison to lump sum payments (45 percent) and partial reimbursement (38 percent). Roughly half of the relocations were either only partially reimbursed by the company or were lump sum payment only.

Relocation for growth, expansion and talent needs.

Lack of qualified local talent is still the top external issue cited by participating firms (42 percent) followed by economic conditions (32 percent). Company growth is the internal factor cited (39 percent) most often with combined company expansion efforts coming in a close second (37 percent).

More assignment diversity.

Roughly two-thirds of firms responding to the survey indicate they are using alternative assignments of some type, nearly the same as in 2015 and far more than in the previous three years. Additionally, 65 percent of firms continue to indicate they have a formal short-term/temporary assignment policy, 52 percent have an extended business travel policy and 40 percent have a policy for long-distance commuters.

How is this information used?

We expect the report to be widely cited by major print and online media outlets as primary research on major factors shaping the industry. The survey results will also be presented to our distinguished guests of the 49th Annual Atlas Forum, taking place in Chicago, April 21-22. ■

Go Beyond The Page

We encourage you to review the complete findings available through analysis, charts and an infographic at atlasvanlines.com/relocation-surveys/corporate-relocation.



Q13: Select External Factors: Impact on Relocation Volume 1988-2015

What external factors had the most significant impact on the number of your employee relocations in 2015?
Numbers based on %



Note: 1999-2001 results were compiled without accounting for mutual exclusivity and are not historically comparable.

Q14: Select Internal Factors: Impact on Relocation Volume 1988-2015

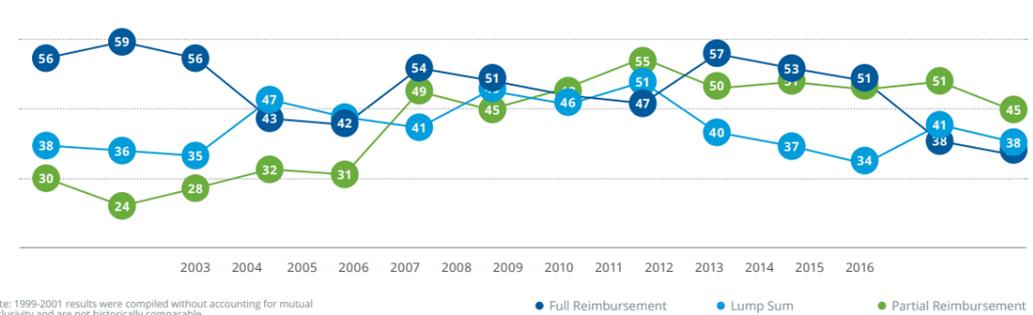
What internal company conditions had the most significant impact on the number of your employee relocations in 2015?
Numbers based on %



Note: 1999-2001 results were compiled without accounting for mutual exclusivity and are not historically comparable.

Q31: To what extent does your company reimburse relocation expenses:

New hires
Numbers based on %



Note: 1999-2001 results were compiled without accounting for mutual exclusivity and are not historically comparable.

Every move is a MOVING STORY.

People who *go new places*[®] with Atlas share their experiences.

People early in their careers and retired empty-nesters. Employees in the private sector and families serving our country in the military. Men and women, young and old, single and married — dreamers, doers, and achievers. Whether moving large households or the contents of a cozy studio apartment, all find moving solutions with Atlas. We are pleased to share a few of their stories with you here.



Paul and Marilyn Buemi chose to relocate to Texas to be closer to their children and grandchildren at the end of 2015. The couple moved with Atlas Agent Shetler Moving & Storage (1831).



Residential

Retired couple moving closer to family

Paul and Marilyn Buemi are retired empty-nesters with a love of family and a zest for living. In December, they relocated from the east side of Cincinnati, Ohio, to Granbury, Texas. Shetler Moving & Storage of Ohio (1831) handled the move.

"Four of our five children and seven of our nine grandchildren live in Texas, mainly in the Dallas-Fort Worth area," says Paul. "And there are two golf courses in our gated community — it fits our lifestyle."

It was the Buemis' sixth move, the third time to use the services of a moving company. Paul says he found Shetler in the yellow pages.

"I got quotes from three movers, and Shetler impressed me most," says Paul. "Their price was competitive and they presented their company well." Plus, Atlas participates as part of the AAA Discounts & RewardsSM program, so Shetler was able to offer Paul, who is a AAA member, Full Value Protection on his belongings at no additional charge.

Paul says preparations went smoothly, and the Shetler team was more than accommodating, even helping them save money on boxes. The Buemis did much of their own packing, taking the opportunity to downsize by selling or donating items.

"Shetler was really helpful in advising us what we might want to leave behind," says Paul. "We decided to not take our patio set with its large, glass-top table," says Paul. "It would have cost more to crate and haul it than to buy a new one."

"My advice is to ask yourself whether you really need something before you decide to take it along," says Paul. "It's easy to just pack everything and ship it — but not so easy to unpack and put it away when you get there."



Military

Answering the call for a new assignment

Major Jerrold Dwayne Castro is a Signal Officer in the U.S. Army. He manages specialty work in telecommunications and networks for long haul transport. Jerrold has served in the armed forces since 1997, on active duty since 2002. Last summer, his family of five moved from Joint Base Lewis-McChord outside Tacoma, Washington, to Peterson Air Force Base in Colorado Springs. Atlas Agent Atlantic Relocation Systems (1679) provided the full-service move.



Major Jerrold Castro and his family were recently reassigned to Peterson Air Force Base in Colorado Springs. Atlas Agent Atlantic Relocation Systems (1679) serviced their move.

"The Army assigns a mover for you, and we've been moved by several different companies over the years," says Jerrold. "I think the longest we've stayed in one place is four years. That's life in the military."

Jerrold is also an artist, working on a master's degree in fine arts. He says he appreciated the care the moving crew showed.

"I have a lot of art supplies and paintings that are precious to me, so I gave specific instructions on what needed to be crated," says Jerrold. "The movers were very accommodating throughout the three days it took to pack and load. They did things in an orderly way, so we could continue to live in our home while they were working."

After vacating their home, the Castro family stayed a few days in a hotel while Jerrold finished up business on the base. Then they made a visit to Guam, where Jerrold and his wife, Junedel, grew up and fell in love.

"We have a new baby, he was just six months old at the time," says Jerrold. "We wanted our families back home to see the new addition."

While in Guam, Jerrold received a call from the movers letting him know the van had arrived in Colorado Springs and could deliver.

"Obviously, we weren't ready," says Jerrold. "But the movers were good to put our things in temporary storage until we arrived and could take delivery."

Overall, Jerrold says everything about the move seemed simple. "There was no hassle. I really liked how everything was handled." ▶



The Zirkelbach family jumped on an opportunity to relocate to Buffalo, New York after Matt accepted a new position with his company. Atlas Agent Powell Relocation Group provided packing and pad-wrapped van service.



Small Shipment

Young professional making an urban move

In her mid 30s, **Diana Perkins** enjoys the freedom to work from home. Last summer, she decided she would live and work in Boston. A self-avowed “numbers person,” she likes precision. So, when she looked for a mover, she went about it methodically. She researched local companies and compiled a list of those with good reputations and references. She narrowed her list to three for estimates.

It would be Diana’s third move since college, and it would require a little more choreography than previous moves. Diana’s studio apartment in a Chicago high-rise required that she purchase a two-hour slot to use the freight elevator. So, she needed a confirmed date and time for movers to arrive. She would do her own packing; the movers would need only to prepare a couple of larger pieces for transit.

“I’m a big planner, so I prepared a spreadsheet of all my options,” says Diana. When she ran the numbers and looked through the lens of intuition, she chose Ace Relocation Systems (0064). The crew loaded her shipment into a lift van on August 26 and it was delivered to her new apartment in downtown Boston on September 2.

So far, Diana says Boston agrees with her. She’s joined a professional networking group, as well as a few sports clubs. In summarizing her move experience with Atlas, Diana says she would change nothing. “It was one of the few things in life that turned out as planned. It’s always stressful to move, but it went as well as expected. Ace Relocation Systems will definitely be on my short list.”

What advice would she give someone who is going to move?

“Take the time up front to plan, and go through the process of taking a detailed physical inventory. The more work you do up front, the smoother your move will be. Then do your research and go with a reputable company.”



Corporate Relocation

Moving the family for a new opportunity

“I want to learn as much as I can in my profession, and I am open to new experiences.”

That’s how **Matt Zirkelbach**, 31, describes his attitude toward relocation. A husband and father with two children, Matt works for a diversified, international health care company. His career path has taken him and his family to four different cities over the last ten years. December brought the most recent opportunity — a position as Senior Manager of Quality Operations in Buffalo, New York.

“It meant moving out of north Chicagoland, an area we liked,” says Matt. “However, it was a chance to work in a functional leadership role, without the global travel of my previous position.”

The position came with the benefit of a company-provided move, administered by a relocation management company (RMC). That company engaged Atlas Agent Powell Relocation Group (1657) of Grand Rapids, Michigan, to provide packing and pad-wrapped van service.

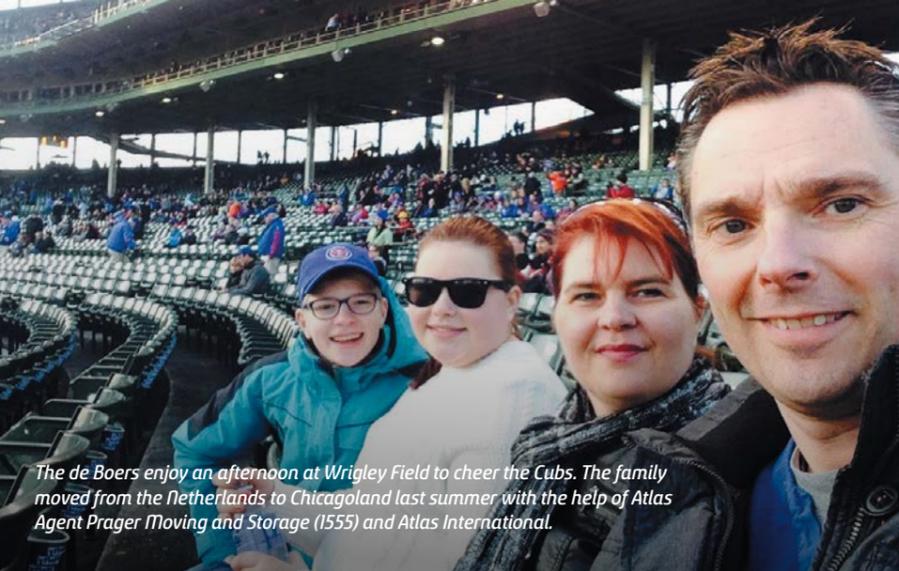
“This was my first move where my employer provided white glove service,” says Matt. “It was quite a change from prior moves when I ‘lump-summed’ it and did everything myself.”

Matt admits to being hands-on, so having someone else handle things was “a little nerve-wracking” at first. But, he says, he soon found the Powell crew knew what they were doing. “They packed our entire house, start to finish, in a day and a half. And they unpacked it in half a day. I was really impressed with the speed at which they moved things. Customer service was apparent at all times in a very positive way.” Most moves take place during the summer months, which can cause an extended wait for customers, depending on the availability of equipment and crews. Often, an added benefit to moving at the end of the year, as in Matt’s case, is extra wiggle room for scheduling.

“I wanted to have some painting and other improvements done on our home before we moved in,” says Matt. “So, I had to shuffle dates around a couple of times. The movers were very accommodating.”

Matt says the whole move went smoothly; the only part of the job he hadn’t counted on was documenting everything. But he understands that is part of the process.

“I was born in Evansville, Indiana and lived there through high school,” says Matt. “It was reassuring, to see the familiar Atlas name . . . and a little ironic that it reminded me of my first home at a time when I was moving to a new one.” ▶



The de Boers enjoy an afternoon at Wrigley Field to cheer the Cubs. The family moved from the Netherlands to Chicagoland last summer with the help of Atlas Agent Prager Moving and Storage (1555) and Atlas International.



'Ohana. Brenda Macon (left) at home with her parents, daughter, and granddaughter. After three decades on the mainland, Brenda relocated back to Hawaii last summer with the help of Atlas International and Mitchell Moving and Storage (1923).



Bookending the Adventure. Arlene and Greg Cameron documented the journey to their next home with strategically located selfies. Atlas Canada Agent Arrowsmith Moving & Storage (8943) provided a full-service move for the Camerons from Powell River, British Columbia, to Winnipeg, Manitoba.



Transoceanic

For business, from the Netherlands to Skokie, Illinois

Like many families, the de Boers relocated to answer a career opportunity. As group controller with Ammeraal Beltech (one of the world's largest conveyor belting companies) in the Netherlands, **Maurice de Boer** took an executive position at the company's North America office in Skokie, Illinois.

"We accepted the offer in May and moved in August," says Brigit de Boer. "It was our first move out of the country."

Atlas Agent Prager Moving and Storage (1555), a preferred provider for Ammeraal Beltech, booked the move and served as the destination agent. Prager worked with Atlas International to arrange door-to-door service, with an Atlas International Licensee, Euromovers, handling the packing and origin services in Hoorn (Netherlands).

"Kathryn at Atlas International and the people at Euromovers were very responsive during our move," says Brigit. "They answered our questions and returned emails right away. Their information was always accurate, and they were very pleasant to work with."

The de Boers had planned to find a home soon after arriving in the U.S., however, it took a bit longer than expected. They were relieved to at last find the right house — and eager to finally get settled in.

"The Prager crew delivered our things," says Brigit. "I directed them on where things went. They placed everything where it should be and helped us with the unpacking. They were very professional, friendly people."

As for their next move, the de Boers are open to possibilities. "This is a temporary assignment, and we plan to return home in a few years," says Brigit. "But who knows what the future will bring?"

Would she change anything about the recent move experience?

"The only thing we would do differently is find our house first," says Brigit. "But as far as the move itself was concerned, I wouldn't change a thing. Atlas was great."

For family, returning home to Oahu

In Hawaii, "ohana" means "family." Ohana binds people together in cooperation and consideration.

Brenda Macon, a native of Hawaii, moved to the mainland 30 years ago. Last year, knowing her elderly parents needed assistance in their home, she answered a call. 'Ohana. She would move back to Oahu and care for them.

"I started planning about a year ahead," says Brenda. "As a massage therapist, I have to be licensed in the state, which takes some time."

She also has two dogs, and she didn't want to place them in quarantine, so she opted to wait the 120 days after inoculation.

Brenda's choice of moving company involved a bit of serendipity — a friend knew someone who worked in the business and he referred her to Atlas International.

"I was very green," says Brenda. "Even though I had moved to the mainland to go to college, moving back was different"

Atlas International engaged Mitchell Moving and Storage (1923) who sent an estimator to Brenda's home. The survey determined that all of Brenda's things would fit in one lift van — a pretty economical move. The crew picked up Brenda's things and took them to their warehouse for loading in the lift van.

"I was really worried because it looked like it might require a second lift van, an expense I had not counted on," says Brenda. "A manager came out and oversaw the loading, and they put it together like a puzzle, piece by piece. Everything fit. I couldn't have asked for a better experience with the company going out of their way for me."

At destination, Atlas Agent Pacific Transfer (1579) delivered Brenda's belongings to her parents' home. She now lives there, along with her daughter and granddaughter, who made the move a few months ahead of her. She says their being all together has lifted her parents' spirits. And the move she had so dreaded turned out to be a wonderful life experience.

"I didn't think people in the shipping business would be so nice, but I was wrong. Everyone was so nice and professional, it was just wonderful."



Interprovincial

Frequent relocates find joy in efficient moving

When both spouses work, an opportunity for either can mean a relocation for both. Such was the case for **Arlene and Greg Cameron** when Arlene, an occupational health and safety professional, received an attractive job offer.

"We've moved seven or eight times, but this was our first move outside of British Columbia," says Arlene. "Moving is always a little stressful, but I was really feeling it on this one, across four provinces."

Arlene's employer provided the relocation via an RMC. As it turned out, the Atlas Agent who provided the moving services — Arrowsmith Moving & Storage Ltd. (8943) — had handled the Camerons' preceding move.

"The Atlas team made what is typically a stressful event stress-free. This is the highest compliment I could give a moving company."

"We were able to do the survey based on the information the movers had from our last move," says Arlene. "I walked through the house while on the phone and described the contents, pointing out a couple of things we had acquired since our last move."

Arlene says her apprehension about moving between provinces totally disappeared on packing day.

"The Arrowsmith crew was so calm and methodical, never for a second did I think we weren't going to get this move done on time," says Arlene. "I soon decided I just needed to get out of their way and let them do their magic."

"A stressful move isn't a fun move," says Arlene. "If you can hire people who alleviate that, you will find joy in your move — and have a very nice start to whatever your new adventure is." ■



NAV CANADA Honors Atlas for Superior Service

For the third consecutive year, and for the fourth time in the past five years, NAV CANADA has honored Atlas Canada with the Supplier Recognition Award of Excellence. **Fred Haladay**, Senior VP and Chief Commercial Officer, accepted the award at the Supplier Excellence Luncheon hosted by NAV CANADA in Ottawa, Ontario, on November 10. It acknowledges the outstanding support Atlas Canada provides NAV CANADA Operations and its Air Traffic Management System.

"Being NAV CANADA's mover for our employees' household goods for over 10 years, Atlas Canada is a strong partner with us," says **Jennifer Savard**, Manager, Travel & Relocation. "Atlas' understanding of our business and their ability to meet the needs of our relocating employees across Canada is evident through the superior service we receive. Whether working with their move coordinators or with the senior management team, we know we can count on Atlas Canada to take care of our moves."



By Lina Paskevicius, CRP,
Director, Global Operations
Cornerstone Relocation
Group

Good Connections Make For Great **RELOCATIONS.**

Cornerstone Relocation Group® may technically be a relocation management company, but it does much more than “manage” relocation. Cornerstone makes connections. And the most important connections are the ones Cornerstone makes while transferring employees. Here are stories of two connections among the many that Cornerstone’s Mobility Consultants make every day.

“Compassionate, knowledgeable, professional. The Cornerstone Mobility Consultant is available 24/7 to connect and help, providing a lifeline for the relocating employee and family.”

Eileen Kaeser, Cornerstone Senior Relocation Consultant, recently assisted the family of a senior executive for a pharmaceutical company. The wife was unhappy about moving. She had a great job and was active in the community. She felt the local schools were superior, and she loved her home. Eileen’s firm knowledge of company policy and gentle guidance throughout the move helped alleviate many of the spouse’s doubts. During the relocation process, Eileen found ways to introduce the woman to people in her new community. One of them offered a lead on a job that was perfect for her. The school search produced a pleasant surprise: schools as good as those in the previous community. Best of all, the family found a home that excited everyone. Although sad to leave the old home, the spouse told Eileen her family will be very happy in the new house. Her kids had already made friends in the neighborhood.

“Being able to eliminate anxiety and stress caused by the challenges of relocation is one of the most rewarding parts of my job,” says Eileen.

Domestic moves can be challenging, but international ones are often daunting. Many moving parts must fall into place at just the right time. Cornerstone Sr. Global Mobility Consultant **Sherry Brower** thrives on helping international assignees. Her connections with them even help companies avert costly assignment failures. Recently, Sherry worked with a general manager for a major manufacturing company who was taking a three-year assignment in Europe. All had appeared to go well with the transition to the new country.

“One day, I checked in to let her know a rent payment had been made per her company’s procedures,” says Sherry. “She told me she might cancel the lease and return home because her ten-year-old daughter wasn’t adapting.”

Sherry gently probed, getting to the heart of the issue. It turned out the girl missed playing lacrosse. So, Sherry did some research and got in touch with the destination services provider. She found a children’s lacrosse team about an hour away.

“I’m not sure who was more thrilled, the employee or her daughter,” says Sherry.

Sherry and Eileen, like every Cornerstone Mobility Consultant, thrive on helping people. They value their connections and keeping in touch, even after the relocation or assignment is over. They consider it the highest compliment when a relocating employee they have worked with before asks for them again. They know, as does everyone at Cornerstone, good connections with people are integral to great relocations. ■



Jessica Nichols, Manager, Business Development

Houston, we have a **PROBLEM.** *solution!*

Allocation problems may not rise to the level faced by the crew of Apollo 13. But they can happen, and when they do, they are almost as dire.

“When clients and their employees count on transportation, and the needed resources are not available, it becomes a big problem,” says **Mary Beth Johnson**, Vice President, Avail Move Management.®

In such situations, clients can turn to Avail.

“First, we need to find out why current shipment allocation methods do not result in adequate coverage,” says Mary Beth. “Once we understand all the underlying factors, we can propose a solution.”

“Avail works with each client to find the best answers,” says Avail’s **Jessica Nichols**, Manager, Business Development. “We want to meet their expectation for service as well as their capacity needs.”

The Science of Allocation

Avail has built a process for shipment allocation that derives efficiency from across a network of providers. If a network provider is unable to accept a move, it goes to the next in sequence. If no provider accepts, contingency provisions ensure coverage.

“We monitor the different regions and determine if our network needs strengthening,” says Jessica. “When it does, we vet additional quality providers to fill the gaps. We stay proactive to ensure clients receive excellent customer service.”

Avail also monitors the performance of every provider in the network, using the client’s key point indicators. When indicated, Jessica says Avail takes appropriate action to ensure service does not fail to meet the client’s expectations.

“For example, we can watch for a provider’s coverage becoming unbalanced, or for dips

in customer service scores,” says Jessica. “The Avail team is trained to recognize such indicators and intervene as needed. We work with the provider to correct the pattern and mitigate the issues going forward.”

Information Generosity

If the allocation model is the engine, communication is the oil. Avail has an enhanced system for generous information sharing across the network.

“Avail can produce status reports for clients that verify all touchpoints with customers are met,” says Jessica. “Our customer service representative can make follow-up calls, plus offer frequent, individual attention by phone or email. Ultimately, we want every client and their customers served in the way that works best for them.” ■



From Left to Right:
Jeremy Redd, Shipping, eLuxurySupply; Mike Baker,
Atlas Logistics; Andrew Saunders, Operations, eLuxurySupply.

Partners In **SUCCESS.**

"Most of the time, everything is smooth sailing. But my phone is always on, so I can answer a question before it becomes a problem — and messes up a customer's tee time."
Mike Baker, Regional Director of Business Development, Atlas Logistics™

It's an ordinary Saturday morning for **Mike Baker**, Regional Director of Business Development with Atlas Logistics.™ He gets a call from **Jeremy Redd**, who oversees shipping at eLuxurySupply. Jeremy has a question about a Less than Truckload (LTL) shipment of bedding bound for an Amazon distribution center. Atlas Logistics picked the load up from eLuxurySupply the day before.

"I'll get your answer — I just need to make a quick phone call," says Mike.

Atlas Logistics and eLuxurySupply work in a thriving partnership. Both companies are relatively young; Atlas Logistics formed in 2012, and eLuxurySupply started up in 2009. Both are based in Evansville, Indiana, and are highly involved in the life of the community. And both companies are growing. Atlas Logistics has seen major gains in volume over the last three years, particularly in the Third-Party Logistics (3PL) arena. And eLuxurySupply is ranked 15 on Inc. 5000's latest list of America's Fastest Growing Private Companies.

Andrew Saunders, who works in operations with eLuxurySupply, says he and his associates measure success according to a definition published in 1806: generous, prosperous, kind. Which leads to the most important characteristic the two firms have in common: always doing what's right for the customer.

"People in our two organizations work so well together, you could mistake us for employees of the same company," says Andrew.

Attitudes for Service

Atlas Logistics builds its reputation on service, bringing the best results for every customer. Whether using Atlas corporate and agency fleets, or drawing on a vast network of third-party carriers as it does for eLuxurySupply, Atlas Logistics matches the right resources to deliver efficient, cost-effective transportation solutions across the U.S.

The attitude of service is apparent across the eLuxurySupply enterprise, from the live chat box that appears when you visit the website to the personalized, handwritten "thank you" enclosed with every order. Above the signature line, the Latin phrase *Semper Fi* ("always faithful") conveys a pledge of service to every customer. Not coincidentally, it is the motto of the U.S. Marine Corps.

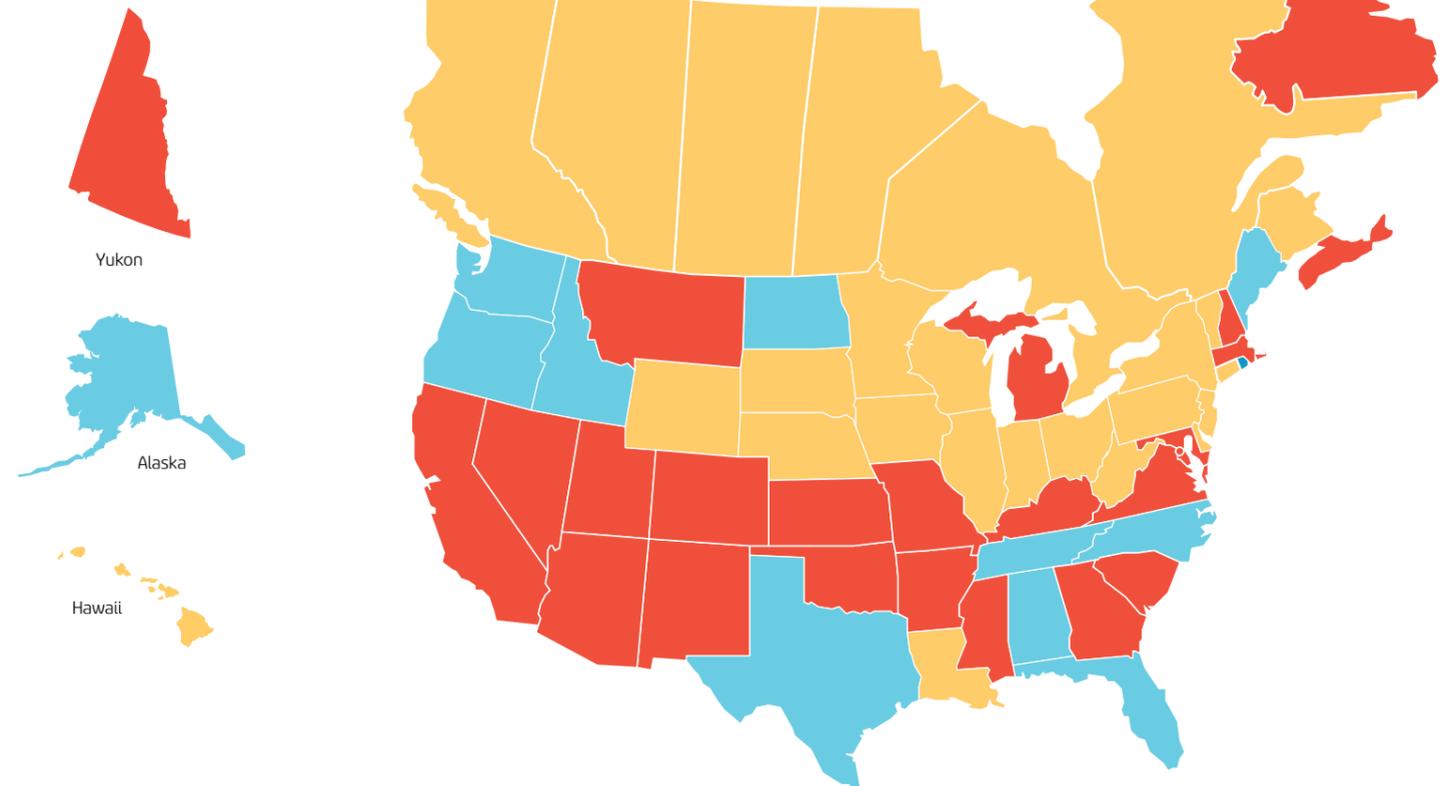
"We have a strong connection to the military," says Andrew. "Several of our employees are veterans, including me and my brother Paul, who started the company. We respect veterans, not only for their service, but because they make good employees — dependable, hardworking, and loyal."

Paul is the company's chief executive and visionary who zeroed in on an underserved niche for fine bedding. He started filling it from his garage. In the third quarter of 2015, the company relocated from its start-up location in Tennessee to the Saunders' home town.

Some might contend a cutting-edge manufacturer and online retailer would find its best prospects for growth in a commercial hub on the coast. But the eLuxurySupply team believes in the future of their home town. They like the people they've grown up with, gone to school with, and whose kids now play and compete with theirs on the same schoolyards. Doing business with people they know and trust feels right. As Andrew puts it, "People from Evansville take care of people from Evansville."

"Both Atlas and eLuxurySupply work for the betterment of the entire community," says Mike. "When two companies work together like we do, you get great results." ■

eLuxurySupply.com
Manufacturer and e-tailer of quality bedding, linens, and products for the home. Based in Evansville, Indiana. Ships domestically and overseas.



Where is America **MOVING?**

inbound

Over 55% of total shipments moving **into** the state (subtotal on bottom)

outbound

Over 55% of total shipments moving **out** of the state (subtotal on bottom)

balanced

Inbound **and** outbound individually represent 55% or less of total shipments

Since January 1993, Atlas Van Lines has reviewed and released data on the origins and destinations of interstate (or between states) moves throughout the previous calendar year. The 2015 Migration Patterns study results provide a snapshot of relocation patterns. This year, 20 states, in addition to Washington D.C., registered as balanced, 18 states were outbound, and 12 states were inbound.

In 2015, the total number of interstate and interprovince moves reached 77,705, up from 76,979 in 2014. In addition, regional trends show changes occurred in the Northeast, West and Canadian provinces, with the most significant changes taking place in the South and Midwest. ■

Highest % INBOUND

% of total interstate/interprovince moves that were inbound

U.S.	Canada
64% Oregon	55% Newfoundland & Labrador
63% Idaho	46% Nova Scotia
61% North Carolina	38% British Columbia

Highest % OUTBOUND

% of total interstate/interprovince moves that were outbound

U.S.	Canada
62% Hawaii	79% Manitoba
62% New York	78% Saskatchewan
62% Illinois	74% Quebec

Go Beyond The Page

Our online resources offer tips, trends, and updates to help you *go new places*® more easily and more securely with one of the most trusted names in moving.

Amplifier Articles

Read continuously updated amplifier articles.
atlasvanlines.com/atlas/amplifier/

Atlas Blog

Get the latest trends, tips and topics about moving.
atlasvanlines.com/atlas/blog/

Atlas Social Media

Follow Atlas on social media to stay connected.

Multimedia

Watch videos or download e-books and white papers.



Atlas® Van Lines

1. **AtlasNet Is Your Business Advantage**
atlasvanlines.com/amp/atlasnetadvantage
2. **Reducing Our Impact**
atlasvanlines.com/amp/reducingourimpact
3. **E-book: Relocating With a Family**
atlasvanlines.com/blog/relocating-ebook
4. **Anticipated 2016 Moving Patterns**
atlasvanlines.com/blog/2016movingpatterns

Atlas® International

5. **Honesty is the Best and Only Policy**
atlasvanlines.com/amp/bestpolicy
6. **Video: How to Manage your International Move**
atlasvanlines.com/blog/internationalmove
7. **4 Tips for Moving Overseas**
atlasvanlines.com/blog/movingoverseas

Cornerstone Relocation Group®

8. **Creative Consulting: Serving the Client from Strategy to Success**
atlasvanlines.com/amp/creativeconsulting
9. **What to Include in a Cross-Cultural Training Program**
atlasvanlines.com/blog/cross-culturaltraining
10. **How to Determine if Relocating is the Right Choice For You**
atlasvanlines.com/blog/rightchoice



11



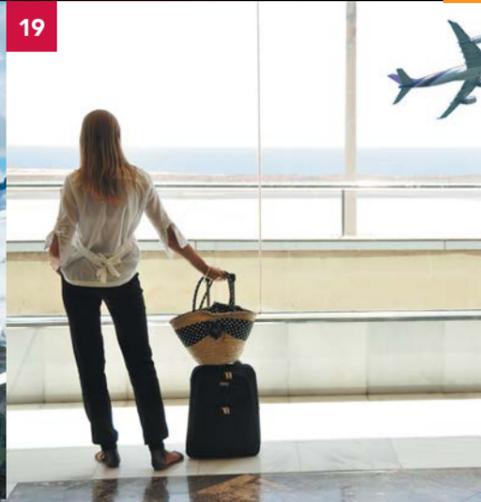
20



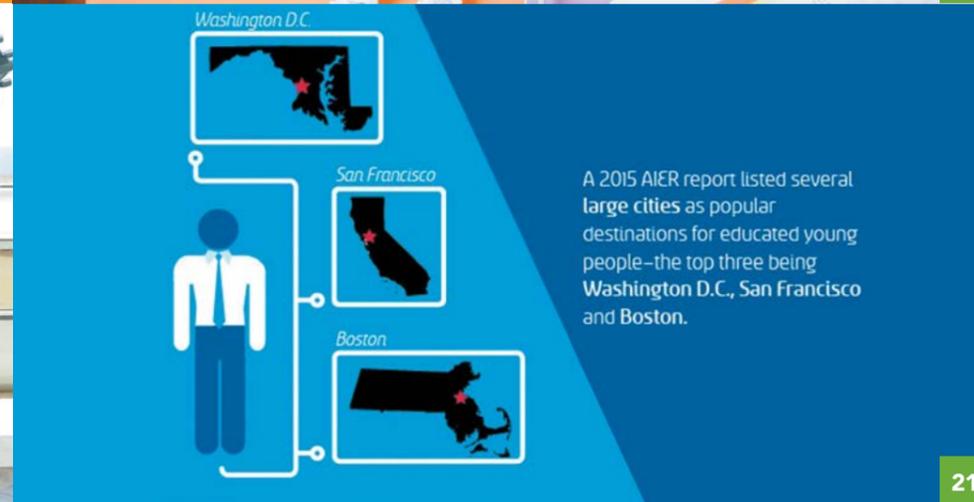
15



18



19



21

23

Avail Move Management®

11. **We Listen**
atlasvanlines.com/amp/welisten

12. **Trends in Relocation Reimbursement**
atlasvanlines.com/blog/relocationreimbursement

13. **Factors Impacting Corporate Relocation**
atlasvanlines.com/blog/impactingfactors

Atlas Logistics™

14. **Infographic: The Logistics of a Store Remodel**
atlaslogistics.com/storeremodel

15. **One to Win**
atlasvanlines.com/amp/onetowin

16. **Hybrid Thinking Opens Booking Opportunities**
atlasvanlines.com/amp/hybridthinking

Atlas® Canada

17. **Going New Places with the Power of Learning**
atlasvanlines.com/amp/poweroflearning

18. **Moving from the U.S. to Canada**
atlasvanlines.com/blog/u-s-to-canada

19. **Video: How to Acclimate Quickly to a New Country**
atlasvanlines.com/blog/acclimatequickly



22

Young Professionals of Atlas Stories

20. **Millennial Moving Trends**
atlasvanlines.com/blog/millennialmovingtrends

21. **Moving Millennials: Where are They Going?**
atlasvanlines.com/blog/movingmillennials

Cover Stories

22. **Diverse Entrepreneurs, Following a Common Vision**
atlasvanlines.com/amp/commonvision

23. **The Mechanics of Value**
atlasvanlines.com/amp/mechanicsofvalue



Agents In The COMMUNITY+

AMJ Campbell is Winning in 2016

Only a few months into 2016 and AMJ Campbell Vancouver (8841) has already won multiple awards. Recently, the company was honored with both the 2016 Best of Vancouver Award and the HomeStars Giving Back Award for their service to customers and the community.

AMJ Campbell was selected for a Best of Vancouver Award based on ratings and reviews from homeowners that hired the company in 2015. Companies that win this award demonstrate exemplary work and service, plus receive numerous quality reviews on the HomeStars website.

In February, HomeStars also announced the winners of their Giving Back Award, which recognizes companies that do significant charitable work in their communities. AMJ Campbell won this award for their partnership with Dominion Lending Centres. The two worked together to collect and donate over 1,000 bicycles to underprivileged children. AMJ Campbell provided the trucks and manpower to pick up and deliver the bikes in time for Christmas.



Paxton Van Lines Aids Syrian Relief Effort

Paxton Van Lines (1610), in conjunction with Denmark-based Maersk Lines, participated in the 2015 American Turkish Friendship Association Syrian Refugee Blanket Drive. With the help of 35 Paxton employees and drivers during November and December, the blanket drive started with the delivery of 4,000 boxes to 50 collection sites throughout Virginia, Baltimore, and the Washington, D.C. metropolitan area. Over 4,200 boxes from 65 locations were collected, loaded, and staged in the Paxton warehouse while receiving an additional 700 boxes from local organizations, inbound shipments from New Jersey and New York, and 3 freight shipments from Embrace Relief in California.



The Paxton Van Lines drivers delivered 9 trailers with more than 4,900 boxes to DAMCO, a distribution service owned and operated by Maersk Lines, who donated their container service to Turkey. In total, 14 containers with a little over 144,000 pounds of blankets and clothing items were donated. The summation of donations for 2015 totaled 104,000 pounds higher than the previous year. The original project started in the fall of 2013 over a three week period when 29,000 pounds of blankets were collected and sent to Turkey for distribution. The response was overwhelmingly positive.

In 2015, the drive was expanded to 13 states and the District of Columbia, nearly tripling the donated materials from the previous year. A recent article in the Loudon Times-Mirror cited, "If the boxes containing the goods were stacked on top of each other they would exceed 1 mile in height — the equivalent of more than 16 Statues of Liberty stacked on top of each other."

"The drive has been a true community effort from the beginning with local governments, civic organizations, the faith community, and many others helping to make it a success. We are particularly grateful to Paxton and Maersk both who have donated their services for this project," said **Robert Lazaroof** the Northern Virginia Regional Commission (NVRC). When Robert returned to Adana, Turkey in 2014, he met a Syrian English teacher, who like many of his colleagues, was forced to flee his country. The teacher wrote, "Thank you very much to the reverend and generous American people. The Syrian refugees are really in need of this kind of support. I have seen the wonderful impact of the former shipment. Many thanks again from Syrian children to all Americans."

AGENTS GET EPIC AWARDS



Two Atlas Agencies won big accolades awarded by Atlas Van Lines Epic Partner Move For Hunger™, a non-profit organization that encourages people to donate their food before a move. Alaska Terminals and Atlantic Relocation Systems collectively donated over 34,000 pounds of food to their communities in 2015, which is 16 percent of the total amount of food all Atlas entities donated last year.



2015 Atlas Van Lines Mover of the Year

Todd Halverson, President of Alaska Terminals, Inc. (1924) accepted the 2015 Atlas Mover of the Year Award presented by Move For Hunger at the Atlas Convention this past November. Todd accepted the award on behalf of his entire agency, who provided 1,659 meals to those in need last year. "Alaska Terminals has defined what it means to give back to their community. We're proud to have them as part of our Move For Hunger family," said **Adam Lowy**, Founder and Executive Director of Move For Hunger.

The Mover of the Year award goes to an agent who displays dedication to fighting hunger in their local community. Collecting almost 2,000 pounds of food in 2015, Alaska Terminals has increased their goal for 2016.



From Left to Right:
Marc Corsella (IAM), Adam Lowy, and Jon Schroeder (Atlantic Relocation Systems)

2015 IAM™ Mover of the Year

Atlantic Relocation Systems (1037) is another award-winning Atlas Agent, receiving the 2015 Mover of the Year Award granted by Move For Hunger and the International Association of Movers (IAM).

All 13 Atlantic locations actively participate with the non-profit organization, along with enthusiastic support from the agency's corporate headquarters.

Keep our service men and

The entire Atlas family wishes to express gratitude and appreciation to the courageous men and women who serve our country in the armed forces. In particular, we ask you to keep the following employees and members of our Agent families in your thoughts and prayers.

Atlas Associate	Service Member	Relationship	Atlas Associate Position
Farrell Allsup	Clayton Mounce	Son-in-law	Van Operator, Daze Transfer & Storage, Inc. (723)
Cindy Atherton	Jeffrey Atherton	Son	Claims Representative, Headquarters
Roger Babbitt	Kevin Lacy	Brother-in-law	President, NMS Moving Systems, Inc. (1533)
Meredith Baggett	Wesley Ruedlinger	Nephew	Move Management Coordinator, AVAIL
Steve Bailey	William B. Bailey	Son	National Account Sales Manager, Nelson Westerberg (1517)
Theresa Banta	Neil S. Banta	Son	Regional Zone Planner, Ace Relocation Systems, Inc. (62)
Ed Bean	Jessie Bean	Son	Van Operator, Ace Moving & Storage, LLC (1406)
Dave Blackburn	Robert Joseph Blackburn	Son	Van Operator, DMS Moving Systems, Inc. (800)
Richard Bland	Elliot Timms	Nephew	Central Planner, Specialized Transportation Group, Headquarters
Rick Brimley	Don Allred	Son-in-law	Vice President & General Manager, Mountain States Moving & Storage Co., Inc. (1451)
Carroll Brittell	Colten Powell	Grandson	Customer Service, Ace Relocation Systems, Inc. (75)
	Clayton Powell	Grandson	
Ron Bowman	Ronny Bowman	Nephew	General Manager, Lee Moving & Storage, Inc. (1317)
	Rich Bowman	Nephew	
Frank Budd	Steve Budd	Nephew	President, Myers Transfer & Storage Systems, Inc. (1450)
Clyde Byrne	Brian Cummings	Stepson	General Manager, Ace Relocation Systems, Inc. (15)
Phyllis Cain	David Lynn	Nephew	Executive Assistant, Ace Relocation Systems, Inc. (62)
Keith Campbell	James A. Hicks	Stepson	Long Distance Dispatch, Smith Dray Line & Storage, Inc. (2273)
	Michael A. Hicks	Stepson	
Jennifer Campbell	James A. Hicks	Son	Office Manager/OA DA Coordinator, Smith Dray Line & Storage, Inc. (2273)
	Michael A. Hicks	Son	
Vada Chrockrem	Quinton Chrockrem	Grandson	Retired/Administrative Assistant/Specialized Transportation
	Aidan Chrockrem	Grandson	
Joel Cohen	Aaron Pierce	Nephew	Van Operator, Metropolitan Van & Storage, Inc. (1418)
Melissa Compton	Josiah Cavanaugh	Son	Customer Service Coordinator/Special Products/Headquarters
Larry "Doc" Criqui	Brett D. Criqui	Son	President, Kansas Van & Storage, Criqui Corporation (1286)
Vivan Dao	Richard Daniel Joyner	Husband	Administrative Assistant, AWG International
	Joseph Hue Nguyen	Uncle	
Joan Duggan	Andrew Duggan	Son	Sr. Staff Accountant, Finance/Headquarters
Kim Dupps	Jonah Dupps	Nephew	Pricing Specialist/Contracts & Pricing/Headquarters
Fred Falla	Ryan DeCoste	Grandson	President, Falla Cartage & Movers Ltd. (8570)
Bob Ewing	Eric Alden	Nephew	Sr. Director, Government Business, Headquarters
Michael Fazio	Robert Szeligowski	Nephew	Van Operator, Nelson Westerberg (1523)
	Jason Szeligowski	Nephew	
Bonnie FirstRaised	Astacia Anderson	Daughter	Administrative Assistant, Discover Moving & Storage, Inc. (539)
Melanie Freeman	William J. Freeman	Brother	Interstate Operations, Advance Relocation Systems (59)
Debra Hodgson	Jason Hodgson	Son	Customer Service Representative, Atlas Canada
Thomas W. Hoffa	Keith W. Hoffa	Son	Warehouseman, Collins Brothers Moving Corp. (547)
Brian Hollman	Actively Serving		Sr. Military Specialist, Government Business
	Zachary Juanitas	Cousin	
	CPT Josh Reding	Brother-in-law	
Jim Hough	Jeff Hough	Son	Residential Sales, Ace Relocation Systems, Inc. (66)
Kelly Howard	Wayne Howard	Husband	Sales Coordinator, Guardian Storage, Inc. (1012)
Amanda Jillson	Zachary Scott	Nephew	Rating & Distribution, Headquarters
Mary Johannes	Kirk Linder	Nephew	Sales, Reads Moving Systems of Florida, Inc. (1724)
	James Hobby III	Stepson	
Patrice Jones	Dawn Link	Daughter-in-law	Van Operator, Daze Transfer & Storage, Inc. (723)
Pat Kelly	Justin Casey	Son	Van Operator, Alexander's Mobility Services (207)

women in your heart.

To view this list online visit:
atlasvanlines.com/Military

Atlas Associate	Service Member	Relationship	Atlas Associate Position
Audrey Kingsland	Kenneth Clifford Montross	Cousin	Inventory Specialist, Cornerstone Relocation Group, LLC
Teresa Kintop	John Kintop	Husband	Revenue Accounting, Ace Relocation Systems, Inc. (62)
Jane M. Kiser	Kyle M. Kiser	Son	Moving Consultant, Atlantic Relocation Systems (1148)
David Ledford	Mark Ledford	Brother	Safety Manager, Ace Moving & Storage, LLC (1406)
Brandy Lumbert	Nick Lumbert	Husband	Customer Service Support, Imlach & Collins Brothers, LLC (1132)
John Lutwyche	Bryan Lampinen	Son-in-law	Van Operator, Nelson Westerberg (1505)
Shannon Martin	Michele Mathews	Sister	Revenue Accounting, Ace Relocation Systems, Inc. (62)
Christa McCraw	Tom E. Evans	Son's Father	Credit and Collections, Headquarters
Annie Mejias	Mason Cruz	Son	Relocation Coordinator, Collins Brothers Moving Corp. (547)
Jack Mier	Jack A. Mier	Son	Van Operator, Imlach Group (1130)
Tammy Miller	Virgil I. Ebrecht, Jr.	Brother	A/R Senior Coordinator, Headquarters
Patricia Miranda	Jose Herrera	Son-in-law	West Coast Receptionist, Ace Relocation Systems, Inc. (62)
	Alex Trinidad	Nephew	
Pam Moesner	David Betz	Nephew	Administrative Assistant, Headquarters (Retired)
	Jason Carlisle	Son-in-law	
Frank Moreno	Tracy Otto	Sister	Operations Manager, Ace Relocation Systems, Inc. (66)
Imelda Navasca	Jason Weintraub	Brother-in-law	Claims Manager, AWG International
	Joshua Weintraub	Nephew	
Ken Niesner	Melissa Rieger	Granddaughter	President, Specialty Moving Systems, Inc. (1811)
Stephanie Newman	Austin Schmitt	Nephew	Sr. Military Specialist, Government Business
David Olson Sr.	David Olson Jr.	Son	Van Operator, Atlantic Relocation Systems (1148)
Dorrian Pierce	Joshua Pierce	Son	Quality Manager, Ace World-Wide Mvg & Stg Co., Inc. (24)
	Joseph Lentz	Stepson	
	Tyler Calhoun	Nephew	
Amanda Pierce	Joshua Pierce	Brother	Customer Service, Ace World-Wide Mvg & Stg Co., Inc. (24)
	Joseph Lentz	Stepbrother	
	Tyler Calhoun	Cousin	
Beverly Rockhold	Jared Mount	Son	Corporate Counselor, Guardian Relocation of Ohio (1111)
	Joshua Mount	Son	
Ginny Royer	Jason Royer	Son	Customer Service Manager, Ace Moving & Storage, LLC (1406)
Tim Ruddle	Jason Hendrix	Son-in-law	Operations Manager, Reads Moving Systems of Richmond, Inc. (1701)
Theresa Russell	Justin Mayer	Stepbrother	Bookkeeper, Roush Moving & Storage, Inc. (1773)
	Steven Washechek	Brother	
John Scott	Justin Scott	Son	Director, Region I RSG, Headquarters
	Kristopher Scott	Son	
Stephanie Shelton	Kyle Walts	Nephew	Corporate Marketing, Headquarters
Chris Shipp	Nicolas Mello	Nephew	General Manager, Ace Relocation Systems, Inc. (25)
Gina Short	Ryan M. Jones	Son	Mail and Supply, Headquarters
Lynn Skillman	Matthew O'Malley	Niece's Husband	President, Discover Moving & Storage, Inc. (539)
Rex Stierhoff	Jacob T. Stierhoff	Son	Van Operator, Superior Mobility Services, LLC (1902)
Tammy Teague	Nick Lumbert	Son-in-law	Senior Customer Service Rep, Imlach & Collins Brothers, LLC (1132)
Carole Temme	Bruce Overton	Son	Customer Service II Corporate Resources, Headquarters
Monique Tennison	Starr Love-Phillips	Niece	Revenue Accounting, Ace Relocation Systems, Inc. (62)
Sue Tonkel	Nicholas A. Tucker	Son-in-law	Operations/Dispatch Manager, Guardian Relocation (1040)
Steve Warner	Timon Davis	Son	Vice President, Warners Moving & Storage (2144)
Tammy Warrick	Joshua Shaw	Nephew	Customer Service, Ace Relocation Systems, Inc. (43)
Mike Wathen	Scott Wathen	Son	Retired, IT, Headquarters
Christie A. Willet	Joseph E. Willet	Nephew	Retired, Maintenance, Headquarters
Belynda Woodruff	Barry Woodruff	Husband	Accounting Department, Ace Moving & Storage, LLC (1406)
Debbie Wright	Lacie Barela	Daughter	Sales Coordinator, Atlantic Relocation Systems (1427)
Robert Wright	Lacie Barela	Daughter	Sales, Atlantic Relocation Systems (1427)
Angela Zuke	Trevor Olsen	Son	Corporate Claims Department, Atlantic Relocation Systems (1038)

These names are the individuals who have been brought to our attention. Please email any additions to Linda Ellington at linelli@atlasworldgroup.com. The Amplifier publishes this show of appreciation in every issue.



Go Beyond The Page
atlasvanlines.com/AmpTracks



Tracks

Atlas Service is Appreciated

Re: Clint and crew Macy Movers, Inc. (1364)

I'm usually not one to write a note commending someone's performance because I believe we should always be doing our best, but your crew went so far and beyond excellent customer service that 3 months later I'm still telling people about it.

In early May, my boyfriend and I moved from Hermiston to Tarzana. His employer arranged the move, telling us not to pack breakable items. When Clint and his crew showed up, he had been told it was a "Mattress Pack". Without missing a beat they set about cheerfully packing ALL of our fragile stuff, adding hours to an already long day. They were all incredibly pleasant and professional. Bravo Macy Movers! Do not let these guys get away!

Thank you,
Melissa and Mark

Re: Bob, Nate, and crew Atlantic Relocation Systems (1037)

I would like to let you know that I am extremely pleased with Atlas /Atlantic Relocation Systems. I was apprehensive since our last move with another mover had been a nightmare.

From the beginning Bob was extremely helpful and patient with all my questions and concerns. Bob was even able to work on lowering the final price. I appreciate you contacting me when I had a question. As for the actual move, Nate and his crew went way above what I have experienced in the past. I am in awe with how smoothly everything went. I even got my delivery earlier than expected!

Very grateful,
Liza

Re: Wade, Jenny, Ron, and crew Ace World Wide of Nevada, Inc. (0711)

This letter refers to our recent relocation from Kansas to Nevada. As in the past, we again experienced superior service from Atlas Van Lines.

Our house in Kansas sold and settled quickly and our move was short notice. No one in Kansas seemed to be able to help us in coordinating our relocation in a timely manner. Our Las Vegas real estate agent finally referred us to you, Wade, and the rest is history. Although this letter is way overdue, we want to say thank you for coordinating one of the best moves we've ever had.

Many thanks to our move coordinator, Jenny, as well as Mikie at Reindeer Auto Relocation. We especially want to acknowledge our van operator, Ron Twito, Jr. and his wife, along with the crews in Kansas and Nevada. Ron and his wife worked right along with the crews. Communication was great and the loading and unloading went very smoothly. All of the young men on the crews were very respectful and handled our goods with care.

We just wanted you to know how much we appreciated all of the people who made this move such a pleasant experience. The best moves we've ever had were with Atlas Van Lines, and we would highly recommend your services.

Sincerely,
Rick & Donna

Re: Steve AMJ Campbell Florida, Inc. (0423)

Dear Mr. Brown: I would like to commend two of your staff who assisted me with my move from Daytona Beach, Florida to Port Colborne, Ontario. Katie and Jack provided exemplary service throughout the whole event. Both of these people made such a positive impression on me and also my cousins, who were assisting me to relocate, that I'm compelled to write this letter.

Ms. Katie Farquhar responded promptly to all phone calls I made and there were plenty of those, answered a multitude of questions thrown at her and stayed in constant contact with me right up to the point of delivery explaining the process and procedures. She is truly an asset to your company and I would recommend anyone use AMJ Campbell, Florida because of her assistance.

Charles also deserves recognition. Charles was exemplary in providing service from the moment he arrived to pick up my furniture until he left my apartment after delivery. He was charming in his quiet manner, in control of the entire procedure, and meticulous with his paperwork. My cousins, who are elderly and have moved numerous times, said they have never seen such wonderful service from a driver.

Thank you for everything your company did to assist me with the move. I would recommend Atlas Van Lines to anyone and would expound upon the wonderful service I received from AMJ Campbell.

Sincerely,
Penelope

Maintaining a business advantage for Atlas Agents.



When you see the AtlasNet icon, you can expect to be hearing about the latest tools that are designed to continuously improve your business, making your business better every day.

atlasloop.com/programs-tools/atlas-net



BRAVO

Boosting Recognition of Atlas Van Operators

September 26-30
bravo.driveatlas.com



PORTS OF CALL:

Labadee, Haiti
Falmouth, Jamaica
Costa Maya, Mexico
Cozumel, Mexico

PRICE:

\$1,297.00 per person for ocean view cabin with a balcony

CONTACT:

Amy Hendrickson
800-446-2077
amyhend@atlasworldgroup.com



SAVE THE DATE November 16-19



Pre-Convention Cruise
Royal Caribbean, Oasis of the Seas

69th Annual Atlas World Group Convention
Sawgrass Marriott Golf Resort & Spa – Ponte Vedra Beach, FL



Atlas World Group
P.O. Box 509
Evansville, IN 47703

PRSR STD
U.S. Postage
PAID
Evansville, IN 47708
Permit No. 1352

2016 Calendar

May

- 4-6 HD Expo, Mandalay Bay, Las Vegas, NV
- 15-18 International Supply Management Conference, Indianapolis Convention Center, Indianapolis, IN
- 18-20 Worldwide ERC National Relocation Conference, Hilton Americas, Houston, TX
- 23 Victoria Day, Canada offices closed
- 26-29 American Alliance of Museums (AAM) Annual Meeting & Museum Expo, Walter E. Washington Convention Center, Washington, D.C.
- 30 Memorial Day, U.S. offices closed

June

- 19-22 SHRM Annual Conference & Expo, Walter E. Washington Convention Center, Washington, D.C.

July

- 1 Canada Day, Canada offices closed
- 4 Independence Day, U.S. offices closed

August

- 1 Civic Holiday, Canada offices closed

September

- 5 Labor Day, U.S. & Canada offices closed
- 25-27 Canadian Employee Relocation Council (CERC) Conference, Westin Bayshore, Vancouver, BC
- 26-30 BRAVO Week — Boosting Recognition of Atlas Van Operators

October

- 5-7 Worldwide ERC Global Workforce Symposium, Marriott Wardman Park, Washington, D.C.
- 10 Thanksgiving Day (CAN), Canada offices closed

November

- 16-19 69th Annual Atlas World Group Convention, Sawgrass Marriott Golf Resort & Spa, Ponte Vedra Beach, FL
- 24 Thanksgiving Day, U.S. offices closed

December

- 24-25 Christmas Eve and Christmas Day, U.S. & Canada offices closed
- 26 Boxing Day, Canada offices closed

Editor: **Katie O'Niones** – katonio@atlasworldgroup.com
For more information on Atlas and our services, visit atlasvanlines.com

Find us on:



The Atlas Amplifier is published by Atlas World Group, Inc.,
1212 St. George Rd., Evansville, IN 47711.

All material for publication must be submitted to the Corporate Marketing Department.
Atlas is an equal opportunity company. TM & © 2016 AWGI LLC

Atlas is proud to support the environment by printing the Amplifier on paper that is made with up to 30% recycled fiber and with chlorine free (TCF/ECF) pulp using timber from managed forests.