What if every letter we received was FAN MAIL?
Imagine this. You’re at the kitchen table of a prospective customer. Estimates from two competitors are lined up in plain view. You’re about to become number three. You glance at the papers, then you say with all sincerity: “If you allow me to handle your move, you will be completely satisfied. If you are not, you won’t owe a penny.”

I wonder, how would your customer value such a guarantee? What price could you command?

You may say such an approach could never work. Some folks are impossible to please. Some would just take advantage.

You may say such an approach could never work. Some folks are impossible to please. Some would just take advantage.

You may be right. However, I do know that most people are well-meaning and reasonable. If a service hiccup occurs—the truck breaks down, or a coffee table gets scratched—they understand when we communicate and work through it with sincerity. Many of our staunchest customers are those who have seen just how we handle their problems.

Which is the main reason Atlas has become known as a true service provider. The industry’s biggest accounts acknowledge this fact every year with a bevy of quality awards. Individual customers acknowledge it by their loyalty—many even plan their relocation around the availability of a particular PVO.

Here’s my point. Contrary to the old refrain, Atlas is proving that moving is not a commodity. And we have no reason to apologize for providing a premium service. On the contrary, we’ve seen just how we handle their problems.

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“We treat customers like family, and they feel the same way about us,” says Karen Wing, CEO, Walker Transfer Powell, LLC (2140). “At the end of every move, our PVO doesn’t feel successful unless he gets a hug.”

“Moving is a tough business, highly competitive,” says Donnie Hill, President, Alexander’s Mobility Services (0207). “Customers are filled with anxiety. They don’t know what to expect. They depend on us to ease their worry. The feedback we get, the gratification of knowing we exceeded their expectations, is truly what keeps us in this business.”

Atlas® Quality: Worth Raving About

A lot goes into getting a hug or a glowing review. It takes the right people. It takes investments in equipment, in technology, and in training. Above all, it takes a commitment to best-in-class service.

In 1996, Atlas® introduced the Milton M. Hill Quality Award to encourage and honor service excellence. That first year, four agents earned the award. This year, 41 Atlas Agents have distinguished themselves—14 fewer than last year. There’s a good reason for the drop.

“Atlas quality is based on continuous improvement,” says Mark Spiehler, Senior Vice President Account/Agent/Claims Services. “We continually tighten our standards, which leads to quality improvement and requires more effort to achieve Atlas’ quality awards.”

Beyond a determination to be the best, Mark says Atlas is beholden to a host of external factors. “Advances in technology, stricter government regulations, and the ever-increasing expectations of our customers—all these affect just how we set the bar for quality.”

That bar took a big jump last year when Atlas introduced an advanced standard for technology. It improves efficiency across Atlas information systems, enabling better service. It also provides transparency that motivates each agent to perform at their best—the essence of a culture where serving one another equates to serving oneself.

“We’re all in this together,” says Donnie. “Agents can log into AtlasNet® at any time and, when they are looking for help, see who might be the best fit in a particular area. That kind of visibility drives improvement.”

Protecting the Culture

Wherever you find competition, you often find quality in the crosshairs of cost-reduction. In the moving industry, many have resorted to price-cutting as a lazy shortcut—an end run around quality. But Atlas has refused to let discounting take precedence over service.

“If Atlas Agents cannot earn a reasonable return, service ceases to exist,” says Ryan R. T. Connell, Vice President of Marketing. “Over the last two years, we have been careful to negotiate pricing controls into contracts. These provide important protection for Atlas Agents and support customer expectations for quality—particularly during the peak moving season.”

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On behalf of Atlas® World Group, the Amplifier Chairman & CEO, Glen Dunkerson, has been chosen as the successor to current Atlas World Group CEO, Jack. “It is a tremendous honor to be appointed CEO at such a pivotal time in Atlas history.”

“Atlas has seen significant growth and prosperity over the last six years,” says Jack. “Innovative initiatives continue to result in meaningful growth for Atlas World Group.

“The portal addresses the issue of global visibility for Atlas customers,” says Joab Schuttelaars, Vice President & Chief Information Officer. At a summit in March, the IT strategy team prioritized four applications to equip the portal over the next 12 to 24 months: more robust shipment tracking with GPS location data; online credit card transactions, access to a library of shipment documents for transferees; and online claims filing.

“We have a good start,” says Joab. “Development of this idea will be a multi-year effort.”

Pursuing the Vision
In Q4 of 2015, a strategy team of Atlas executives, managers, and agents benchmarked the company against its best year and set some big goals in a five-year plan. In July, strategy leaders met to review progress, discuss the ongoing challenges, and assess goals going forward.

“We see some good successes,” says Jack. “Comparing 2015 to 2010, for example, Atlas has outperformed the market dramatically in national account, private client, and military moves. But we have much more to do.”

Some of the greatest potential exists overseas. Subsidiary companies Cornerstone Relocation Group® and Atlas International are poised to develop these opportunities, making recent inroads with offices in London, Frankfurt, and Singapore.

Leading with Customer-Facing Technology
Long a differentiator for Atlas, technology has never been more important to Atlas than it is now. Enabled by smart devices, people are increasingly expecting smart tools and instant information. Atlas is answering with customer-facing advances and new enhancements to WashAir® like two-way texting, video survey, and automated job stop (see p. 18).

Such innovations are the fruit of company-wide collaboration focused on improving the customer experience. At the core, an ad hoc development group led by Jack Griffin puts people together across Atlas to incubate ideas. At present, they are envisioning a central repository of client data for business reviews. And they are working on the development of a common business portal for all Atlas World Group companies.

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New Magic from AtlasNet.

Video Survey.
The in-home survey can take hours out of the customer’s schedule, depending on where the home is located. Now, the agent and customer can get a good chunk of that valuable time back. AtlasNet Video Survey connects mobile and desktop devices for sharing a live video feed. You send the customer a link that launches the app on their phone. Then, they walk through the home and use the phone’s camera to show everything that needs to be moved. All the while, you are connected via voice communication as well.

Automated Job Stop.
This interactive tool is an essential quality check for many corporate accounts. Now, the Atlas Agency representative can complete the form online (at the move-out or move-in) and it generates a report for taking corrective actions immediately. Copies of the report are stored in “Imaging” on AtlasNet.

Two-Way Texting.
Open a window, type a message, and ding! The transfers are on their phone. Throughout the move, all text messages between the customer and everyone in the Atlas service chain are recorded. You can directly access the documents of every aspect of service, from the pre-move survey through settlement of any claims.

What if Atlas® served customers in every time zone of the world?
Imagine… your customer has taken a promotion and must relocate to Burundi to oversee the cultivation of a new variety of arabica beans. Or… a client who markets a line of designer apparel has expanded operations across Asia and must relocate a management team to Sri Lanka. No worries. Your Atlas International service representative is on the same clock as the customer, ready to deliver worry-free, door-to-door service in total sync with the customer. No matter which of the world’s 195 countries you are moving to (or if you count Taiwan), Atlas customer service folks adjust the local clock and in the native tongue.

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At some point in a future release, we may be able to provide account-specific forms for any move. This interactive tool is an essential quality check for many corporate accounts. Now, the Atlas Agency representative can complete the form online (at the move-out or move-in) and it generates a report for taking corrective actions immediately. Copies of the report are stored in “Imaging” on AtlasNet.

For privacy reasons, the customer can request the video not be recorded. However, still images can be captured at any point to document damage or other concerns. For example, exterior views may illustrate special considerations for access to the home.

The obvious benefit of saving travel time, a video survey may answer some customers’ concerns about personal safety.

“You can see where this technique may be especially appealing to women who live alone,” says Nancy Thoenke, IT Project Manager. “There are some limitations,” says J.J. “You need to have Internet access with enough bandwidth, decent lighting and, of course, customer cooperation. We’re working on a best practices document to help users get the most from this new tool.”

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“We work with a standard inventory of questions,” says Nancy. “We have attempted to standardize the list of questions initially. At some point in a future release, we may be able to provide account-specific forms for any account or for an agency wanting to use it for any move.”

Let’s get closer on that armoire. Thanks. Is there anything in that closet besides clothes?”

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...At least, that’s the vision.

“We want people to see Atlas as the go-to solution for anything related to global relocation,” says Matthew Haganah, VP Global Mobility, Western U.S. This means customers will be able to reach an Atlas Account Manager anytime, anywhere. From the beginning of each move, direct local contact establishes the groundwork for an outstanding customer experience.

EMEA, APAC, LATAM
Key to achieving this level of service are regional move management centers in EMEA, APAC, and LATAM. They are beginning to take shape, with customer service offices in London and Singapore.

“Each center will be staffed with professionals who are culturally attuned and knowledgeable in the industry,” says Matthew. “Their primary role is to be immediately accessible for any assistance customers need to transition well.”

“Global regionalization will bring not only logistical information and answers, but the personal support families need during international relocation,” says Lu Hors, VP Global Mobility, Central U.S. “This supports our teams first and last promise to help customers go new places® more easily and worry-free.”
Even though I’ve been in the relocation industry since 2004, I still feel like something of an outsider. It probably has to do with my first career in advertising where things were simpler: you distilled a company’s unique selling proposition into a 30-second commercial. However, simple is not the relocation business. Relocation and assignment management are multi-dimensional—like orchestrating three marching bands simultaneously on football field.

In advertising, it was simple... tastes great. Less filling. I can’t believe I ate the whole thing. Just do it. In relocation, it’s 37 languages, dozens of currencies, and way too many tax jurisdictions.

In advertising, you’re always looking to break things down to their basic core and figure out... what’s the breakeven? In relocation, it’s an all-you-can-eat buffet (and is that buffet covered expense allowance?).

But relocation is a fascinating business and Cornerstone is committed to bringing incredible efficiency to it through simplicity. This is most apparent in Cornerstone’s technology platform, TrackStar. TrackStar is an end-to-end solution within a single database. It offers a simple, user-friendly interface, robust reporting, and dynamic dashboards. It includes Cheekster, the five-minute cost estimator anyone can run, it contains the one-of-a-kind Total Communication Center that gives our consultants a way to simply respond faster to transferees. Simplicity continues with a single-point of contact service model where all relocating employees are given executive treatment regardless of their level. This is also where the Total Communication Center really shines as it unifies all communications between relocating employee, consultant, and suppliers. Plus, our single-point of contact model works across the globe with our teams in all key regions covering all time zones.

However, the ultimate in simplicity will be reached when your entire program is on a mobile device and transferees have their relocations or assignments in the palm of their hands. It will come when stakeholders can see all aspects of their program, see how all relocations are progressing, and see how their program is meeting key performance metrics. It will come when suppliers are seamlessly woven into the process and all the players fall into place. That’s the future simplicity we are well on our way to achieving with many key features already in play.

This all comes together thanks to the teamwork of Cornerstone’s World Group and its subsidiaries. Together, we give our customers simplicity, efficiency, and quality, all while driving costs down. If you’re looking for a challenge and this industry has plenty, but, I must admit, it’s sometimes miss making beer commercials with the Jamaican bobsled team.

It could be your finest hour
The 60 minutes it takes for a demo of Avail Move Management® capabilities just might be the ticket to your best win of the year. Over the last eight months, our team has given about 150 service demos to Atlas Agents and clients. “Over the last eight months, our team has given about 150 service demos to Atlas Agents and clients” says Jessica Nichols, Manager, Business Development & Client Retention. “Avail service demos typically include a presentation of the Avail Order Management System and move management solution to transferees with a lump-sum benefit. Although over 60% of clients have similar needs and interests, Avail brings the ability to customize programs, especially with our measurable data,” says Richard.

Independent Problem Solvers
Although Avail is an Atlas subsidiary, it operates independently. “Objectivity is important to clients” says Mary Beth. “It gives them an added assurance that Avail serves their best interests.”

Avail’s reporting enables my customers to justify their choice of carriers objectively with measurable data,” says Richard. “This allows my company to earn business based on performance, rather than compete on the basis of which carrier has the best golf game or buys the best lunches.”

“Avail differentiates us from the competition,” says Christine Sibert, VP Business Development, Alexander’s Mobility Services (0207). “We can offer Avail’s services coupled with ours to provide a complete package for those with needs beyond HMIS, but who do not need a full-service, third party company.”

“We are always looking for areas we can introduce Avail into our RFP responses.” Elaine Smythe, The Paxton Companies (1610)

“We’re always looking for ways to leverage Avail’s technology platform to increase efficiency and improve our services.” Mary Beth Johnson, Avail Vice President. “You might say we provide a standard foundation with custom cake.”

What if you could turn 60 minutes into $60,000?

What if you could turn 60 minutes into $60,000? The 60 minutes it takes for a demo of Avail Move Management® capabilities just might be the ticket to your best win of the year.

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Better Nets, Bigger Share.

Atlas® Canada goes deeper to reassert industry leadership

They say you can give a man a fish and feed him for a day. Or you can teach a man to fish and he will feed himself for a lifetime. It’s true—and Atlas® Canada sales professionals are starting to feast.

“Our business mix has changed over the last two years with a decline in government volume,” says Fred Haladay, Senior Vice President & Chief Commercial Officer. “In 2016, we took a hard look at where to grow our business and saw the best potential with private clients. We asked, ‘What if we want to capture 55 percent of that market—what do we need to do?’ Simple arithmetic told us to convert more loads to sales. In other words, we needed to sharpen our sales skills.”

Developing the best sales force in Canada

With more than 150 Atlas Agencies across the provinces, sales training would require a significant effort. The search for the best partner led the Atlas team to talk with a number of highly rated firms. Fusion Learning Inc., a training leader in government volume, was among them.

“Fusion was so confident in their services, they allowed us to interview their facilitators directly,” says Fred. “From that point, we were sold.”

“We started by assessing Atlas’ unique business environment,” says Fusions’ Leon Arendse, Vice President of Sales. “We talked to salespeople and managers. We asked, ‘What will success look like for you?’”

Based on the findings, the Fusion team developed a curriculum to strengthen fundamental selling skills with real-world, experiential techniques. They conducted six intensive, one-day workshops in the fall of 2015 at locations across Canada. A total of 160 Atlas sales people took part.

A few weeks after the sessions, Fusion trainers conducted webinars, giving trainees follow-up assessments and coaching.

The follow-up training allows us to answer questions the salesperson may have after taking what they have learned into the field,” says Leon. “We can offer additional pointers to hone their skills—we want every salesperson to see good results right away.”

Everybody learns something

Among those who attended training, four were from Highland Van and Storage (HBV), including Arlene Johnston, Sales/Manager & Relocation Specialist with 30 years of experience. She says her team agrees the training has helped; they now put the ideas to work and gotten results.

“We’ve had some excellent sales calls and sealed deals that normally might have gone somewhere else,” says Arlene. “One of the best things I took away was the gentle reminder I need to listen more. I am more relaxed not having to tell the customer everything there is to know about moving—and I can better hear their concerns.”

“Proof is in the pudding”

Atlas salespeople overwhelmingly indicate satisfaction with what they have received from training.

“Overall, attendees rated our facilitators 4.9/5.0 on their ability to engage,” says Leon. “Even professionals who have sold for 25 years or more tell us they have found this training helpful.”

“We’ve seen measurable success, starting with a huge bump in market share during the off season,” says Fred. “So we’re taking things to the next level. In October, we are providing a workshop for our US sales managers. We’ve made good strides toward becoming the best sales force in Canada. But this is an ongoing process. Stay tuned.”
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® Social Media
Follow Atlas on social media to stay connected.

Multimedia
Watch videos or download e-books and white papers.

Atlas® Van Lines
1. Atlas is a Friend in Corporate Relocation at SHRM
   atlasvanlines.com/amp/shrmfriend
2. Every Move is a Moving Story
   atlasvanlines.com/amp/amovingstory

Atlas® International
3. Honesty is the Best and Only Policy
   atlasvanlines.com/amp/bestpolicy
4. Infographic: Domestic vs. International Relocation
   atlasvanlines.com/infographic/2016relocation

Cornerstone Relocation Group®
5. First Place for Quality Service
   crgglobal.com/crgquality
6. Good Connections Make for Great Relocations
   crgglobal.com/amp/goodconnections

Atlas® Canada
7. 10 Tips for Transitioning to a New Job
   mymover.com/transitiontips
8. Corporate Relocations are on the Rise
   mymover.com/riseinrelocations

Atlas Logistics®
9. Harmonist Sweet Home
   atllogistics.com/amp/newharmony
10. Growing a Healthy Relationship for Healthcare Logistics
    atllogistics.com/healthyrelationship

Go Beyond The Page

Corporate Relocations are on the Rise

Honesty Is the Best (and only) Policy

Avail Move Management®
7. 10 Tips for Transitioning to a New Job
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8. Corporate Relocations are on the Rise
   mymover.com/riseinrelocations

Atlas Logistica®
9. Harmonist Sweet Home
   atllogistics.com/amp/newharmony
10. Growing a Healthy Relationship for Healthcare Logistics
    atllogistics.com/healthyrelationship

NAV Canada Honors Atlas for Superior Service
atlasvanlines.com/amp/navhonors
11. NAV Canada Honors
    atlasvanlines.com/amp/navhonors
12. Video: How to Choose a Mover
    atlasvanlines.ca/howtochoose
Gary Dittrich, Chief Operating Officer, Cornerstone Relocation Group®
Gary brings three decades of experience to Cornerstone, with an extensive background in U.S. and global markets. Gary is overseeing the company’s infrastructure, including the global operations, global supply chain, HR, quality, and IT initiatives. He leads Global Mobility Specialist (GMS) and Global Talent Management (GTM) certifications and currently serves as Chairman, Worldwide ERC® Global Forum.

Debra Frost, Vice President, Global Client Relations, Cornerstone Relocation Group®
Debra brings over 30 years of experience in global mobility, including her global account management expertise delivering financial and service solutions to multi-regional clients. She carries Worldwide ERC®’s Certified Relocation Professional (CRP) designation.

Elizabeth Hans, Vice President, Global Mobility Central Region, Atlas®
Elizabeth has 30 years of international relocation experience including operations management, sales, business development, and client relations management. She is a long-term member of various relocation councils and past board member of the Corporate Relocation Council (CRC).

Gregory Donovan, Vice President, Global Mobility Southwest Region, Atlas-International
Greg recently joined Atlas® and brings nearly 25 years of industry experience, including corporate roles with SIRVA Worldwide Relocation & Moving, SIRVA International, and Flow Office Relocation. Greg has worked extensively in global account management, direct national account sales, and also in an agency partnership capacity.

Matthew Hagenaar, Vice President, Global Mobility Northwest Region, Atlas-International
Matthew has spent 20 years with Atlas® International and was recently promoted to Vice President. In his new role, Matthew will add value and thought leadership in the global mobility space and act in a collaborative, consultative manner to grow and diversify new customer relationships.

Stephanie Brown, Manager, Customer Service, Titan® Global Distribution

Anne Wissensrieder, Manager, th classified Mobility Services, Cornerstone Relocation Group®

Sean Ireland, Manager, Global Supply Chain Management, Cornerstone Relocation Group®

Matthew Koupal, Manager, Facilities, Titan® Global Distribution

Gary Couzens, Manager, Facilities, Titan® Global Distribution

Read about these individuals and their experiences in the moving industry online at atlasvanlines.com/Supported6

ATLAS® LEADER HONORED FOR IGNITING MOMENTUM
In late September, southwest Indiana celebrated a year of major milestones and recognized six individuals for their commitment to regional business at the Annual Meeting and Dinner held by the Southwest Indiana Chamber. One of the individuals honored was Atlas® Chairmen’s CEO Glen Dunkerton, who was named the 2016 Richard A. Schirman Business Person of the Year.

The award honors standout individuals serving as advocates and leaders within the Evansville area business community, its programs, or serve as an inspiration beyond the normal call of duty and are actively involved in community and commerce activities that contribute to the Chamber’s mission.

“I have always valued the work conducted by the Southwest Indiana Chamber, and this recognition is truly an honor,” said Glen. “Although Atlas® is a global company, its heart is local and will always be of the utmost importance to support the business and community initiatives that continue to impact this great city we call home.”

The Richard Schirman Business Person of the Year Award is the latest in a series of recent accolades and accomplishments recognizing Atlas® WorldGroup’s community impact. The company was named the Chamber’s Norman P. Wagner Business of the Year in 2015. Atlas World Group also earned a 206 Torch Award from the Tri-State Better Business Bureau.

This is also a big year for the Southwest Indiana Chamber. The Association of Chamber Commerce Executives named the Evanville-based group 2016 Chamber of the Year this past August.

Elizabeth Hans, Vice President, Global Mobility Central Region, Atlas®
Elizabeth Hans was recently promoted to Director, Facilities, Building & Grounds, Atlas® Van Lines.

Gary Coomes, Promotions/Marketing Director, Facilities, Building & Grounds, Atlas® Van Lines

Diversity, Equity and Inclusion

ATLAS® LEADER HONORED FOR IGNITING MOMENTUM
In late September, southwest Indiana celebrated a year of major milestones and recognized six individuals for their commitment to regional business at the Annual Meeting and Dinner held by the Southwest Indiana Chamber. One of the individuals honored was Atlas® Chairmen’s CEO Glen Dunkerton, who was named the 2016 Richard A. Schirman Business Person of the Year.

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Stephanie Brown, Manager, Customer Service, Titan® Global Distribution

Anne Wissensrieder, Manager, th classified Mobility Services, Cornerstone Relocation Group®

Sean Ireland, Manager, Global Supply Chain Management, Cornerstone Relocation Group®

Matthew Koupal, Manager, Facilities, Titan® Global Distribution

Gary Couzens, Manager, Facilities, Titan® Global Distribution

Read about these individuals and their experiences in the moving industry online at atlasvanlines.com/Supported6

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Agents Lend a Helping Truck
Atlas® Van Lines® Agents think the bigger the better when it comes to spreading awareness about food insecurity. In partnership with Move For Hunger®, a nonprofit that encourages donating food instead of moving it, our moving and storage companies are sharing the message from the largest billboards they could find — their moving trucks.

Alaska Terminals (1924): Alaska Terminals is proud of our partnership with Alaska Terminals. In June, Alaska Terminals wrapped a 16-foot straight truck to encourage relocators to donate food when they move. Alaska Terminals is fighting to end hunger for the 14 percent of Alaskans, including 1 in 5 children, who struggle to find their next meal.

“Our truck wrap helps us spread the message of Move For Hunger across The Last Frontier. Everyone at Alaska Terminals is proud of our partnership and we will continue our support,” said Sean Halverson, Office Manager at Alaska Terminals. In Dallas County, TX, over 473,000 residents are food insecure. That’s why Imlach & Collins Brothers (1132) is always willing to lend a helping truck. The agency has donated over 250,000 meals and the office wrapped its first Move For Hunger truck in July.

“We did not hesitate at the offer. We strive to support Move For Hunger in our community and start the conversation about hunger with our customers,” said Meagan Holder, Operations Manager at Imlach & Collins Brothers.

Now things may be bigger in Texas, but you’ll find more traveling (Move For Hunger) billboards in Washington D.C. Paxton Van Lines (1610) wrapped four straight trucks to solve hunger problems in the United States. According to the agency, there’s no better place to start than our nation’s capital.

“We were really inspired by Adam Lowy, the founder of Move For Hunger, and his mission. It’s simply contagious,” said Bill Paxton, CEO. “Washington D.C. has a great deal of wealth with a vibrant economy, so it’s utterly ridiculous that anyone, particularly children, should go hungry.”

To date, Atlas and its agents have donated over 805,900 pounds of food, while the entire Move For Hunger network has collected an impressive 7 million pounds of food.

Nelson Westerberg Named REI’s Top Partner
At its 4th annual Global Partner Alliance Summit in September, REI Global Relocation honored Atlas Agent Nelson Westerberg (1925) with the 2016 Partner of the Year Award. Recognizing the “Best of the Best” for exceeding partner responsibilities over the past year, the award was open to all relocation segments, including movers, real estate agents, mortgage lenders and more. Tom Pfeilbauer and Donna Gann-Martin oversee the REI account for Nelson Westerberg.

“We are honored, humbled and truly grateful to be selected by REI Global Relocation as their 2016 Partner of the Year,” said Donna.

Hauling Hope for Minnesota’s Kids
Every spring and fall, Ace Midwest Moving and Storage (0191) plays an important role in the fundraising efforts for Children’s Hospitals and Clinics of Minnesota. Twice a year, the midwest-based movers donate a truck and a few crew members to transport donations from all around The MInnesota/FL. Paul area to the North Oaks Rummage Sale, a city-wide fundraiser held in September. All proceeds from the sale fund programs for kids children and their families at the Children’s Hospitals and Clinics of Minnesota.

PLATINUM
ATU Campbell Van Lines (1884)
Imlach Group (810)
Powell Relocation Group (1617)
Prairie Van & Storage (1883)

GOLD
Celina Moving & Storage (0992)
DFW Moving Systems (0800)
King’s Transfer Van Lines (8242)
Wm. Dugan Co., Inc. (3189)

SILVER
Golden Van Lines (0991)

Move for Hunger Awards
At the 4th Annual Global Partner Alliance Summit in September, NEI Global Relocation announced the winners of their esteemed supply chain relocation awards at its 2016 Supplier Forum in Washington D.C. Similar to the Cartus awards, Atlas Agents won the evening by taking home platinum, gold, and silver awards, plus special (Move For Hunger®) awards. Congratulations to the following Agents on their wins.

PLATINUM
ATU Campbell Van Lines (1884)
Imlach Group (810)

GOLD
ATU Campbell Van Lines (1884)
Imlach Group (810)

SILVER
Alexander’s Mobility Services (0207)

Move for Hunger Awards
Atlas® Van Lines® Agents win Top Supplier Awards
Brookfield Global Relocation Services announced the winners of their esteemed supply chain relocation awards at its 2016 Supplier Forum in Washington D.C. Similar to the Cartus awards, Atlas Agents won the evening by taking home platinum, gold, and silver awards, plus special (Move For Hunger®) awards. Congratulations to the following Agents on their wins.

PLATINUM
DTS Moving Systems (0800)

GOLD
ATU Campbell Van Lines (1884)
Imlach Group (810)

SILVER
Alexander’s Mobility Services (0207)

Move for Hunger Awards
Atlantic Relocation Systems (1831) - Platinum
Alexander’s Mobility Services (0207) - Gold

KING OF THE ROAD
This year, we received responses from 401 Atlas van operators across the U.S. The survey provides insights into PVOs’ favorite brands, highway essentials, use of technology and how they stay fit while on the road.

HIT THE ROAD LIKE A PRO
Check out our top road trip picks from Atlas Drivers in the 2016 King of the Road infographic.

Visit atlasvanlines.com/hit-road-like-pro to learn more.
Keep our service men and women in your heart.

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 appreciation of our soldiers, 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

•

Debbie Wright
Belynda Woodruff
Steve Warner
Sue Tonkel
Monique Tennison
Carole Temme
Tammy Teague
Rex Stierhoff
Robert Stannard
Chris Shipp
John Scott
Ginny Royer
Beverly Rolph
Ken Niesner
Patricia Miranda
Jack Mier
Christa McCraw
Lucas Matte
Shannon Martin
Brandy Lumbert
Lacie Barela
Barry Woodruff
Joshua Shaw
Timon Davis
Starr Love-Phillips
Bruce Overton
Jacob T. Stierhoff
Matthew Stannard
Nicolas Mello
Kyle Walts
Kristopher Scott
Justin Mayer
Jason Hendrix
Joshua Mount
Jared Mount
Tyler Calhoun
Joseph Lentz
Joshua Pierce
David Olson Jr.
Melissa Rieger
Joshua Weintraub
Jason Weintraub
Tracy Otto
Alex Trinidad
Jack A. Mier
Mason Cruz
Tom E. Evans
Michele Mathews
Nick Lumbert

To view this list online visit:
aitranslines.com/military

Atlas Associate
Service Member
Relationship
Atlas Associate Position

David Jordan Jr.  
Devon Jordan  
Brother  

Brandon Campbell  
Taki Campbell  
Sales Coordinator  

Kim McIvor  
Mark McIvor  
Sales Coordinator  
Sales, Reads Moving Systems of Florida, Inc.

Kirk Linder  
Zachary Scott  
Sales Coordinator  
Sales Coordinator, Guardian Storage, Inc.

Andrew Duggan  
Joseph Hue Nguyen  
Sales Coordinator  
Sales Coordinator, Guardian Storage, Inc.

Aaron Pierce  
Michael A. Hicks  
Sales Coordinator  
Sales Coordinator, Guardian Storage, Inc.

James A. Hicks  
David Lynn  
Sales Coordinator  
Sales Coordinator, Guardian Storage, Inc.

Colten Powell  
Don Allred  
Sales Coordinator  
Sales Coordinator, Guardian Storage, Inc.

Jessie Bean  
William B. Bailey  
Sales Coordinator  
Sales Coordinator, Guardian Storage, Inc.

Kevin Lacy  
Jeffrey Atherton  
Sales Coordinator  
Sales Coordinator, Guardian Storage, Inc.

Clayton Mounce  
Christopher Atherton  
Sales Coordinator  
Sales Coordinator, Guardian Storage, Inc.


These names are the individuals who have been brought to our attention. Please email any additions to Justin Mayer, Atlas Amplifier, at justin.mayer@aitranslines.com. The Amplifier® publishes this list of appreciation in every issue.
Yester day, Greg brought my stuff to storage in Austin. I would like to tell you that in my opinion, the men who came to pack my stuff in Albuquerque, the driver, Greg, and the local helpers who unloaded it at storage in Austin, behaved impeccably. They were efficient, gentlemanly, and sensitive to my needs. I have been moved to and from Texas on other occasions by different companies, and never has my move been so smooth. Please inform John and all the other people involved that I am impressed and very grateful for their outstanding services. I am sending a copy of this to Jill, my excellent real estate agent who recommended Atlas, so she can spread the word.

Good luck to All,

Brittie

Re: Nick and Mike

DMS Moving Systems (0800)

I would like to thank Nick for helping make the show management shipment to the Concrete Convention and Exposition a seamless success. In particular, your knowledge, experience, and responsiveness helped make the planning and coordination of the shipment a breeze. The service you provide is by far the best we have ever received. Our driver, Mike, was an absolute pleasure to work with, and the truck was cleaned and secured perfectly. He even went above and beyond to ensure that all of our items were strapped down and secure. The service you provide is by far the best we have ever received. Our driver, Mike, was an absolute pleasure to work with, and the truck was cleaned and secured perfectly. He even went above and beyond to ensure that all of our items were strapped down and secure. The service you provide is by far the best we have ever received. Our driver, Mike, was an absolute pleasure to work with, and the truck was cleaned and secured perfectly. He even went above and beyond to ensure that all of our items were strapped down and secure.

Re: Stephanie, Kim, Lance, and Jordan

Action Moving & Storage, Inc. (0031)

I just wanted to let you know that our move went exactly as planned. Everything was in good shape when it arrived. Your guys did a much better job of handling our stuff than previous movers. Due to construction next door and having to knock a big truck for delivery, they had to move stuff a lot further, but did so with ease. I also wanted to let you know that Stephanie and Kim were wonderful throughout our move process. They were very patient with me and with all of my questions and phone calls. They were great ladies!!! The guys sent over to help, Lance and Jordan, did an excellent job. They were very polite and professional. I appreciated that very much.

Thank you and Best Regards,

Nathan

Re: Grant and crew

Imlach Group (130)

I just wanted to drop a line on how the packing and loading went. Of course this is before we have received our goods, but if it goes like I did on the pack and load, I don't see any issues. Grant's team was great. I can say they did a great job packing and loading. The whole team was very respectful and very conscientious. Grant ran a great team and it shows his leadership style. I do know that Grant is the owner's son. They have raised a very responsible young man. You don't see this being done now and find very few young men like Grant. If Imlach Group is run anything like how Grant conducts himself, I don't expect any issues. My wife was very sick the day our team arrived and could not finish what she was supposed to. She fell asleep in bed for a few hours which was very unusual for her with other people in the house (especially 4 men she has never met before). This shows how comfortable she felt with Grant's team in the house (alone) since I had to go deal with the cable and phone company also. Thank you Grant's team.

I don't see any issues. Grant's team was great. I can say they did a great job packing and loading. The whole team was very respectful and very conscientious. Grant ran a great team and it shows his leadership style. I do know that Grant is the owner's son. They have raised a very responsible young man. You don't see this being done now and find very few young men like Grant. If Imlach Group is run anything like how Grant conducts himself, I don't expect any issues. My wife was very sick the day our team arrived and could not finish what she was supposed to. She fell asleep in bed for a few hours which was very unusual for her with other people in the house (especially 4 men she has never met before). This shows how comfortable she felt with Grant's team in the house (alone) since I had to go deal with the cable and phone company also. Thank you Grant's team.

Thank you and Best Regards,

Nathan

Re: Lucious, Jack, and Cyndi

V. Santini, Inc. (1777)

V. Santini and the moving crew held our hands with patience and a smile every step of the way and made our transition as pleasant and effortless as it could possibly have been. Knowing that the same crew was with our goods from origination to delivery gave us confidence and removed all of anxiety from the process. Jack and Cyndi at V. Santini could not have been more accommodating—professional, pleasant, or helpful.

Sincerely,

Sharon

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Sincerely,

Sharon
January 2017
1 New Year’s Day – U.S. & Canada offices closed

February 2017
26-28 Mar. 1 AMSA 2017 Annual Education Conference & Expo, Palm Springs Convention Center, Palm Springs, CA

March 2017
6-10 President’s Clup Trip, The Cape – San Lucas, Mexico
23-25 Mid-America Trucking Show, Kentucky Expo Center, Louisville, KY
28-30 GlobalShop, Mandalay Bay Convention Center, Las Vegas, NV

April 2017
14 Good Friday – Canada offices closed
20-21 50th Annual Atlas Forum®, Marriott Chicago Downtown Magnificent Mile, Chicago, IL

May 2017
7-10 American Alliance of Museums (AAM) Annual Meeting & Museum Expo, St. Louis, Missouri
17-19 Worldwide ERC Americas Mobility Conference, Atlanta, GA
21-24 International Supply Management Conference, Orlando, FL
22 Victoria Day – Canada offices closed
29 Memorial Day – U.S. offices closed

June 2017
18-21 2017 SHRM Annual Conference & Expo, New Orleans Ernest N. Morial Convention Center, New Orleans, LA

Editor: Katie Gross – katgros@atlasworldgroup.com
For more information on Atlas and our services, visit atlasvanlines.com

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