

PLANES
COMPANIES

road REVIEWS

3rd QUARTER VAN OPERATOR NEWSLETTER



Van Operator Spotlight

JON HENRY

Thoughts about 2017 Peak Season

by Tom Duwel, Senior VP of Transportation Solutions

As we look back on Peak Season 2017, we can take pride in the service we extended to our customers. Our quality scores matched or exceeded those of last year which earned us United's highest honor – the *President's Quality Award*. Those scores represent a collective team effort and we appreciate your individual effort that contributed to the total. The buying public's expectations increase every year and it's great to report you have risen to meet their standard.

Here are a couple additional thoughts on the summer:

Planes booked more Residential than National Account volume and at a higher price. This is a trend that started several years ago and has continued. Efforts are being made to take every advantage of this opportunity including new technology, enhancements to the currently used devices and an increased priority to haul.

We also booked and hauled more military volume at better pricing and collectively scored very well. We expect to be rewarded with additional volume

during the first quarter of next year as a direct result of the quality scores from Peak Season 2017.

The demographics of our customer base is changing – they are not moving as much or as far as they once did. Nearly 50 % of our customers moved less than 5100# and about as many customers moved less than 2100# as moved more than 14,000#. Will this trend continue?

We are told the millennials are about the "experience" and not the "stuff", so it appears the change will stick for a while. We need to view this as a positive opportunity which increases the number of trips available in any given year.

Your team here at Planes will spend a portion of the next 6 months assessing what guidelines worked this year and which need to be tweaked or eliminated prior to next summer season. Our purpose in doing so is to provide the best moving experience for both our customers and our hauling fleet.

Thank you for choosing Planes!

On behalf of John Planes, John Sabatalo and our Operations Team here at Planes, I would like to congratulate **Jon Henry** for being selected for our "Van Operator Spotlight". Jon began his career in 2002 as a Commercial laborer for our Columbus Office and progressed his way through the ranks of driver, crew lead, and finally to an Independent Contractor in 2005. Ever since, Jon has been a critical member of our Columbus Commercial Services Division, providing top quality service. He often has up to 40 Commercial movers on any given day, managing multiple crews for some of our top tenured accounts such as Huntington Bank, Ohio State University Medical Center and Chase Bank, to name a few.

Rob Estep, Columbus Branch Manager was quoted as saying, "*Jon has been a dedicated and loyal Columbus Team member who over the years has consistently provided top quality service, which has helped Planes Columbus to not only maintain numerous tenured accounts, but also assist our sales team in gaining new business*". Jon has received numerous customer accolades, for not only his quality work, but also his professionalism.

When Jon is not out servicing our customers, he enjoys spending time hunting, coaching youth sports, and spending time with his family.

Please join me in thanking Jon for his dedicated service to the Planes organization.

Sincerely,

Stephen R. Sabatalo
Corporate Senior Vice President

John's Corner: Helpful Reminders

by John Adleta

As we begin Q4, I wanted to share some helpful reminders with all of you. There are many useful tools, benefits and resources available to you and I want to make sure everyone is able to take full advantage.

1. The Planes deadline for installing an ELD is November 1, 2017. While this date is in advance of the UniGroup's deadline by a few weeks, we believe hauling opportunities will exist between the two deadlines. Please take care of this if you haven't already done so.
2. Make sure to do strict pre & post-trip inspection. Brake, light, tire, and axle issues have been our trouble areas this past year in the Vehicle Maintenance Category of CSA. We do not need any more CSA points from the DOT in this category.
3. Make sure to take full advantage of Planes' new ComData card/Loves Fuel Card Program. You will get 20 cents per gallon off the cash price of fuel, and your fuel receipt will get sent to UniGroup when using your ComData card.
4. Make sure to review our Accident Procedure. Contact John Adleta or Robb Foltz for this review.
5. Make sure to review our Firearms Policy. Contact Gayle Whitton for this review.



FOR MORE INFORMATION

Please Contact: John Adleta, Asst. Vice President of Safety Administration

Email: jadleta@planescompanies.com
Cell: 513-615-6673

Quarterly Safety Tip: 10 Tips for Surviving Autumn's Wind, Rain and Fog

The clouds start rolling in. The trees begin to sway. Droplets hit your windshield. A storm has arrived. That means you must take extra caution as you drive down the highway.

While wind, rain and fog can happen anywhere at any time of year, in autumn the winds tend to get stronger, the rain tends to last longer, and changes in temperature creates more fog. That means you must be ready. When you hit inclement weather, follow these 10 safety tips:

1. **Plan ahead.** Check the weather forecast before you start your route. Also, perform a thorough pre-tip inspection. In particular, make sure your tires are fully inflated and your cargo is secure.
2. **Reduce your speed.** The Federal Motor Carrier Safety Administration recommends you lower your speed by at least 1/3 on wet roads. That means, if you're on a highway with a 70 mph speed limit, you should go no faster than 45 mph. The worse the wind, rain or fog gets, the slower you should travel.
3. **Know your load.** If you are hauling a light load or an empty, you're more likely to have trouble driving in the wind. Your trailer can act like a giant 500-sq. ft. wind sail, especially in strong gusts.
4. **Drive with caution as soon as it starts raining.** When rain starts, water mixes with the oil on the roadways, creating particularly slippery conditions.
5. **Hit the lights.** Most states require you to use your low-beam headlights whenever it rains. In fog, use your low-beams, fog lights and hazards to help other drivers see you easier. Do not use high beams in fog; they make your visibility worse.
6. **Use your wipers and defroster.** Both will clear moisture from the windshield and help you maintain the highest level of visibility in rain or fog.
7. **Watch your following distance.** Give yourself enough room so you can safely stop as needed.
8. **Brake lightly.** When you need to stop in rain, wind or fog, go as easy on the brakes as possible. Slamming on the brakes increase your chances of entering into a skid.
9. **Stay in your lane.** Minimizing lane changes can help you stay safe in



- rain, wind or fog. Also, when fog decreases your visibility, stay in the right-hand lane and let the white line (or reflectors) on the side of the road guide you.
10. **Know when to park it.** If severe weather makes travel too risky, find the nearest truck stop or rest area and wait until the storm passes.

Article Source: Penske Safety Bulletin, September 2017

NEW VAN OPERATORS!

Welcome to the TEAM:

Devon Davis

Casey Reynolds

Curtis Cavallino

Claims Results

by Gayle Whitton

At a time when customers seem to know the moving industry and the Claims Department is struggling to keep money in your pockets, we are asking for your help!

Please make sure signatures and dates are on all paperwork. Use a bingo and if any item is missing stay at residence until you find the item. Please communicate with Claims so we can protect you. Make sure your "t"s are crossed and your "i"s are dotted. Sounds simple doesn't it?

Just going back to basics can change your claims cash and liability. Just forgetting to do one of these processes can impact the claim settlement. By going back to basics, you can bring your revenue up and your claims liability down.

Congratulations to those divers who have earned a PERFECT CLAIMS RATING!

This record is based on a minimum \$50,000 revenue and claims information accrued on a rolling twelve month basis through September 30, 2017.

The following drivers deserve recognition for this great achievement:

Bill Balogh, Curtis Cavallino, Larry Chester, Devon Davis, Ray Doan, Matthew Ellis, Rick Fish, Bob Foltz, Tim Guckiean, Thomas Guyatt, Robert Hall, Vic Harris, Michael Harris, Ladislav Hulman, Michael Joyner, Ron Kapellusch, David Maple, Mark Marbury, Rodney Martin, Mark Miller, Mike Morgan, Lee Wiggins, and Doug Woodrick.

With a United Claims Liability average of 2.27, we must also recognize the achievements of the drivers who have earned a .50 or LESS claims liability percentage:

Ray Wells, Steve Lohman, Teyon Harmon, Doug Bigley, William Holifield, and Shawn Maxey.

VOUCHER SUCCESS

The Claims Department works on behalf of all Planes Van Operators, Contractors and Warehouses to rebut claims that were inappropriately charged. The Claims Analyst are also reviewing claims being managed by Corporate Headquarters to ensure they are accurately settled and distributed.

Their success from January 2017 thru September 2017 is as follows:

TOTAL CLAIMS LIABILITY RETURNED

\$125,552.27

TOTAL CASH RETURNED

\$44,246.44

FOR MORE INFORMATION

Please Contact: Gayle Whitton, Vice President, Claims

Email: gwhitton@planescompanies.com
Phone: 513-759-3749

Introducing the New Core Principles of Planes Companies!

At the beginning of the year, Planes leadership introduced a new initiative focused on bringing a higher level of positive energy and purpose to the Planes organization in 2017. Part of that initiative included the official introduction of the company's newly-defined **Core Principles of T.E.A.M.**

They have become our "call-to-action", impacting the way we approach everything we do – the way we work with each other and the way we interact with every customer and tie to our goals of:

- Energizing the organization around a core set of driving principles.
- Building stronger trust & sense of connection amongst all team members.
- Enhancing communication in order to ensure alignment across the organization.
- Bringing a higher level of energy, focus & purpose to the organization

t TRUST
For without trust, what do we have? We are looking to build trust with each other and our customers.

e EMPOWERMENT
As team members, you are being empowered to make decisions that affect the positive customer experience of Planes Companies. As leaders, you should convey trust by empowering your team members to take responsibility for their performance.

a ACCOUNTABILITY
As team members, you are accountable for your actions, performance and success. As leaders, you are accountable for the performance and success of your team and for providing a work environment that is built on trust and respect.

m MESH
Bringing different cultures, age groups, experiences, and skillsets together. It's the blending - the meshing, of everyone's talents and strengths to get the best possible performance out of the team.

Billing Buzz

by Mark Van Velzel

Weight tickets continue to come under close scrutiny. It is very important to make sure you have accurate weight tickets. Recently there has been a new app released by CAT scales that will e-mail you the tickets in an effort to speed you on your way. There are several concerns about this program and we need you to make sure you do not get caught without the correct information.

These tickets are not signed by a weigh master and as such will not be accepted by the government or the military. You must have actual punched, signed weights for these shipments.

We are still subject to the random reweigh program run by the van lines. If you get one of these weight tickets from CAT you must keep the e-mail that was sent to you and produce it to the van lines if your shipment is picked for the audit. Failure to produce the e-mail will be treated as if you do not have original tickets.

Weigh all shipments at origin and within 50 miles of each other and within a day or so of each other.

You must apply a reasonableness test to your inventories and weight tickets. If your tickets average more than 40-45 LBS. per inventory line we will need to provide an explanation as to why the averages do not hold for this shipment.

Any shipment going over 10% needs a call to the counselor at the booker to make sure you get payment in full for the weight you have on board.

Take a minute and make sure your weights are accurate so we can quickly get you paid for what you do.

Any questions, call!

FOR MORE INFORMATION

Please Contact: Mark Van Velzel,
Director, Billing

Email: mvanvelzel@planescompanies.com
Phone: 513-759-3715



CONGRATULATIONS!

The Billing team would like to recognize **Jon Bower** as the "Driver of the Quarter" for his attention to detail and quick paperwork turn around! Thanks Jon!



Customer Feedback

"Umar (Mohammad) was outstanding with his team getting us packed and unloaded. Truly appreciate everything your company and team did to making our move and transition run smoothly! Thanks you all!"

"Driver, Dan (Hungunin), in IL was outstanding. This move was smooth as silk."

"Planes Moving and Storage is the BEST moving company to work with. Prior to moving day the people who were scheduling me were very patient as well as extremely detailed in everything they would be doing. On moving day, Ty, Jacob, and Zack showed up on time and were very friendly. They were very quick, yet responsible. There was an issue with space getting some of my larger couches up the stairs at the final destination, but they figured it out! I will always recommend this company!"

"Greg (Puthoff) and his team were great on both ends of our move. They arrived promptly on time, worked hard all day, were helpful and courteous through one of the most stressful life events. There is always minor bumps and glitches, but nothing that wasn't handled or worked with....no huge event like this could be perfect.....BUT....this was pretty close! Thank you, Greg and all the team, in helping us move!"

"Driver (Mark Marbury) top notch."

"Israel (Izzy) Baez & his crew were not only professional, but from the moment they arrived they put our minds at ease that our belongings were in good hands. They packed and labeled everything to make unpacking easier for us. They arrived on time every day & worked non-stop, staggering their break times. They even gave us advice for unpacking that has made an overwhelming process easier & less stressful!"

"We were very pleased with the service we received. Everything was handled at both ends of the process, very professionally from our first meeting with Travis to get a bid, through our move coordinator Kyra and finally the move itself with driver Terence and his team and Manager John who handled the packing as they were short staffed. Everyone was polite, helpful, efficient and worked very hard. No damages to speak of, nothing lost. Very impressive. Would recommend highly."

"Tom Dignan, driver, awesome and amazing."

"Very happy with the professionalism and attitude of our move-in. And, overall move experience. The driver (Ted) and his partner (Billy) as well as the two local United labor helpers were all great."

"Had a great experience with Planes. Guys showed up on time, worked hard, treated contents as if they were moving into their own home. Plus, they gave several tips about the new house/furniture (I.e., how to prevent

scratches on countertops and floors, etc.). Kudos to Tom Chapman, Jaime Webb, Adam Davis and Zach Zaidel! Much appreciated!"

"I have moved 13 times in 11 years. This is the BEST company I have used. By far. The packers (Andrea Yobst) were on-time, polite, and exceptional. As we unpacked, for the first time I found nothing broken or packed without care. The loaders were great! Very professional. The driver, Ryan Price was exceptional and trustworthy. They'll be my first call when moving long-distance again!"

