FEATURED PRODUCTS

Consumer’s Guide to a Satisfying Move

This comprehensive booklet is filled with 18 pages of useful tips and guidance on everything from collecting estimates and packing, to valuation and arbitration. It also includes a handy pre-move checklist, highlighting important steps along the way, such as scheduling utility disconnections, mailing change of address forms, and arranging for child (or pet) care on moving day.

$85 per 100 booklets; available exclusively to AMSA members

Ready to Move?

When you provide a written estimate to a prospective individual shipper, you must also provide a copy of this DOT publication, Ready to Move?—Tips for a Successful Interstate Move. This brochure ensures consumers are informed and aware of their options, and provides guidance on how to choose a reputable mover.

$30 per 100 brochures

Your Rights and Responsibilities When You Move

Federal regulations require that household goods carriers must furnish the Rights and Responsibilities booklet to individual shippers. This 30-page booklet contains comprehensive information about the move process and helps consumers understand the array of documents they will be asked to sign. It also informs consumers of their rights if their household goods are lost or damaged. This booklet is printed with a full-color cover and imprinted with the AMSA and ProMover logos.

$50 per 100 booklets

AMSA’s consumer and regulatory publications may be customized with your company logo at no additional cost. Customized brochures are available in quantities of 5,000 or more. Call AMSA at (703) 683-7410 for options.
PUBLICATIONS

Trust Your Move to a ProMover

This professional color brochure is a great way to educate customers about the importance of the ProMover Program. It also explains who AMSA is, what we do, and warns consumers of the dangers of rogue movers. This brochure will help assure consumers that when they hire a certified ProMover, their worldly possessions will be safe and they will have peace of mind during their transition.

$55 per 100 brochures; available exclusively to AMSA members.

AMSA Dispute Settlement Program

Federal regulations require movers to furnish this information to every household goods shipper before the move and again during the claim settlement process. Make sure you’re in full compliance by always providing this informative publication, containing complete and current information about AMSA’s arbitration program.

$55 per 100 brochures; available exclusively to AMSA members.

A Consumer’s Guide to Moving Children, Pets, Plants and Home Electronics

Packed with information to help consumers navigate the most sensitive parts of moving day, your customers will appreciate and benefit from the many practical tips and suggestions contained in this comprehensive publication. Includes a travel checklist by car or by plane.

$85 per 100 booklets; available exclusively to AMSA members.

Staying Legal: Understanding and Complying with the Basic Federal Consumer Protection Regulations and Requirements for Interstate Movers

*Staying Legal* includes current valuation and liability changes implemented by the Surface Transportation Board (STB), which revised the way that interstate movers must provide shipment liability for individual (COD) customers. An essential resource for interstate movers, this publication provides guidance through the entire moving process, from creating estimates, pre-move counseling, shipment documentation and transit times, to liability, payments and collections, and arbitration, all from a federal regulatory point of view. Includes current FMCSA regulations, including the agency’s consumer protection provisions, and fully explains and provides examples of shipment documentation, waivers and other critical documents to help you conduct every move by the book.

$29 AMSA members; $58 non-members.
PUBLICATIONS

Direction magazine

Direction, published every other month, is AMSA's flagship magazine. This award-winning publication includes news of interest to the entire moving and storage industry as well as stories and profiles about individual member companies. Each issue includes feature stories, company profiles, and legislative and regulatory updates from Washington, D.C. and the states.

Annual subscription. $25 AMSA members; $40 non-members

Finance for Movers

Finance for Movers was written as a guide to help small- to mid-sized companies understand the ins and outs of financial management specific to the moving industry, including how to track direct and indirect costs, calculate financial ratios and manage against financial benchmarks.

$99 AMSA members; $198 non-members

Finance for Movers book with Agency Review and Financial Statement Worksheets

The accompanying worksheets provide a boilerplate financial statement and an agency review that helps owners and key managers perform a comprehensive review of their business in six critical areas: finance, management, operations, warehouse, risk management and sales.

$149 AMSA members; $299 non-members

Claims Adjusters Letter Writing Manual

AMSA's Letter Writing Manual for Claims Adjusters is the go-to resource for managing all your claims correspondence. AMSA has compiled more than 150 sample letters to help you quickly respond to a range of claims and compose letters for any situation including military, total loss, arbitration and betterment. The manual also includes an updated reference section with the new valuation ruling. This valuable and practical manual includes the sample letters on disc.

$49 AMSA members; $98 non-members

Customer Service Letter Writing Manual

AMSA's Customer Service Letter Writing Manual was developed in response to requests from members for a customer service publication to complement the popular Claims Letter Writing Manual. Designed to help members better manage their customer service communications, this new publication includes more than 40 sample letters to help facilitate a quick and comprehensive written response to a range of customer service situations, from appraisals and billing correspondence to inspections and pre-existing conditions. This valuable and practical manual includes the sample letters on Disc, and also includes a handy reference section with basic letter writing tips, suggested opening and closing paragraphs, and proper titles for military correspondence.

$25 AMSA members; $50 non-members
PUBLICATIONS

Mileage Guide 19
The Official Household Goods Transportation Mileage Guide 19 is the industry standard for calculating the shortest truck-driveable distance between more than 140,000 locations throughout North America. Available on disc.

Single-user version*: $149 AMSA members; $299 non-members

*Call AMSA at (888)849-AMSA [2572] for a network version.

2015 - 2016 Professional Sourcebook
AMSA’s essential member resource includes more than 4,000 members with detailed information about each member, such as ProMover and/or RIM certification status, if the company is an AMSA Member Discount Program Partner, and even notes if they are a recent AMSA award winner.

Your membership provides you with a complimentary copy of the directory on CD and we encourage you to install it on multiple computers to give your employees easy access to this valuable information. You may also purchase printed copies of the Professional Sourcebook for drivers and sales teams to keep handy when on the road.

$50 AMSA members; available exclusively to AMSA members

Industry Trends
Published quarterly, Industry Trends provides an overview of current trends and business activity within the sector, and offers data on shipment volume, both aggregate and regional; demand factors; timing; inbound/outbound data; and market-specific trends and outlooks. Most data is based on information submitted confidentiality to AMSA by its members.

Electronic copy is free to AMSA members
Annual print subscription: $100 AMSA members; $550 non-members
For full program information and to download applications, visit www.promover.org/certification. Volume discounts are available to companies who certify 25 or more employees on an annual basis.

Registered International Mover (RIM) Certification Program

RIM® is a comprehensive certification program that establishes industry standards and procedures to alleviate inconsistencies. This program provides customers with an independent standard for identifying the most qualified moving companies worldwide. Available in English or Spanish. The videos and study guides used in the RIM® Certification Program are also available to AMSA members to train employees for international moving operations.

RIM certified companies are eligible to become International ProMovers.

RIM only application fee: $500
RIM and International ProMover application fee: $625

Certified Packer Loader Training Program

The CPL program is designed for your packers, loaders and helpers. Certification includes on-the-job-training at your facility. Topics include an introduction to the industry, packing techniques, loading and unloading, safety and reporting, and special moves. Program may be used to train your entire crew.

Available in English and Spanish.

$400 AMSA members; $800 non-members

Certified Moving Consultant Program

The Certified Moving Consultant (CMC) Program is AMSA’s training and ethics program for professional salespeople.

The application fee is $100, with a $125 annual renewal. Available exclusively to AMSA members.

CMC seals – $10 per 100; CMC brochures – $40 per 100

Certified Office and Industrial Consultant Program

The Certified Office and Industrial Consultant (COIC) Program is AMSA’s training program specifically designed for sales personnel in the office and industrial sectors of the moving industry.

The application fee is $100, with a $75 annual renewal. Available exclusively to AMSA members.

COIC Seals – $10 per 100
MILITARY/GOVERNMENT

Military Tariff 400NG Version 1.8

Developed for the Defense Department’s DP3 program, the 400NG tariff is the essential guide for movers handling military DP3 shipments. The 400NG software accurately calculates the total cost of individual shipments and associated services for all military domestic personal property moves (except Hawaii). The disc also includes a rules section and a quick start guide, and downloadable updates will keep your data current (subscription required).

$69 AMSA members; $139 non-members

International DP3 Tender

The military's International Tender is used for pricing international military shipments in the DP3 program. The new IT-13 became effective May 15, 2013. The base Tender is a hard copy; any updates during the year can be emailed or mailed. This is the international counterpart to the 400NG, but is not automated.

IT-13 with future updates by e-mail

$59 AMSA members; $118 non-members

IT-13 with future updates by mail

$69 AMSA members; $138 non-members

GSA Federal Agency Listing

The Federal Agency Listing is an essential reference for anyone involved in GSA shipments. Shippers are required to reference the Agency Identification Codes (User ID numbers) in their quarterly reports; these unique user codes are provided by the GSA to each user of the GSA CHAMP service. Available in print or Excel format.

$15 AMSA members; $35 non-members
MILITARY/GOVERNMENT

GSA Tender Number GSA-01

Effective May 2013, the General Services Administration (GSA) made a series of changes to its Government Rate Tender GSA-01, the base rate table for civilian government shipments in the CHAMP program. Available now from AMSA, key changes include a 3 percent increase in base charges and increases to Packing Schedules A and B to match Schedule C. The latest edition of the GSA-01 also includes a reduction in the maximum number of storage days and an increase in liability.

$69 AMSA members; $139 non-members

GSA Household Goods Tender of Service

The GSA Household Goods Tender of Service contains regulations for GSA’s Centralized Household Goods Traffic Management Program (CHAMP). It specifies the standards for transportation, accessorrial services, and storage-in-transit of the personal effects and property of relocating federal employees. It also establishes documentation and reporting requirements.

$39 AMSA members; $78 non-members

SDDC Approved List of Domestic & International Carriers

Now in one printed volume—a listing of all carriers approved by DOD’s Surface Deployment & Distribution Command (SDDC) to service domestic personal property and ITGBL shipments. Includes complete points of contact with addresses, telephone and fax numbers.

$46 AMSA members; $92 non-members
RATE FILING SERVICES

For more than 25 years, AMSA has provided timely and professional government rate filing services for the moving and storage industry. Our team of experts is current on industry requirements and familiar with government systems and technology, to ensure that your rates are filed precisely and formatted correctly. Plus, AMSA members receive discounted rates on all government rate filing services, including:

GSA Household Goods Filing Service
Domestic, Interstate/Intrastate and International

Using the GSA CHAMP program, rates are filed twice each year.

GSA Quarterly Shipment Reporting Service

The GSA Quarterly Shipment reports are required by GSA in order for carriers to maintain their GSA HHG approval. AMSA will email quarterly reminders to carriers along with the necessary forms to be completed and returned. We check for errors and discrepancies and notify you when the reports have been uploaded successfully to GSA.

Federal Agency Listing

The Federal Agency Listing is an essential reference for anyone involved in GSA shipments. Shippers are required to reference the Agency Identification Codes (User ID numbers) in their quarterly reports; these unique user codes are provided by the GSA to each user of the GSA CHAMP service. Available in print or Excel format.

$15 AMSA members; $35 non-member

SDDC’s Military Filing Service Including the DPS Filing Program

The Surface Deployment and Distribution Command (SDDC) opens the rate filing window once each year.

For more information on filing services and prices, please contact our experts:

Dawn Kennedy – (843) 333-8509; dkennedy@moving.org
Ruebush Lamb – (703) 706-4962; rlamb@moving.org
PROMOVER BRANDED PRODUCTS

ProMover Truck Decals

Distinguish yourself from the competition, display your ProMover pride and show the world that you are a certified professional ProMover. Produced by AMSA’s member discount program partner, OfficeMax, decals are printed on weatherproof white adhesive vinyl and include your MC number, in accordance with the ProMover Graphics Standards Guide. Each set includes two 16-inch square decals and one sheet of four 8-inch square decals.

$32; available exclusively to AMSA ProMover members.

ProMover Merchandise

If you’re looking to promote your ProMover status and distinguish yourself from the competition, AMSA has the gear for you. From professional apparel to business accessories, your team will look their best and your company will be easily recognized as a certified professional ProMover.

ProMover embroidered patch

3” Square embroidered patch. Heat seal or sew-on backing.

$5 each; available exclusively to AMSA members

Lapel Pin

An extraordinary value. These brilliantly colored enamel lapel pins are die struck out of iron and then enamel filled. A quality pin at an economical price!

$3.50 each; available exclusively to AMSA members

Urban Messenger Bag

$12.50 each

Hanes Tagless T-Shirt

$8.50 each; Large & XL only

Mirage Tumbler

$7.00 each
MEMBER DISCOUNT PROGRAM

It Pays to be an AMSA Member!

The money you save using AMSA’s Member Discount Program partners could pay your annual dues, and then some! Whether you operate one truck or ten, you can save thousands of dollars a year on products and services you already use. From trucks, fuel and office supplies to background and drug tests, AMSA’s discount program partners have you covered.

**Office Depot**
Office supplies, furniture and technology.
Print and document management services.

**ADP**
Payroll, 401k and retirement plans, and administrative resources.

**Champion Risk & Insurance Services, L.P.**
Full-service commercial insurance brokerage, providing employee benefits, property and casualty, workers’ compensation, and more.

**CastleBranch**
Employment screening program, in combination with drug testing services.

**OfficeMax**
Office supplies, furniture and technology.
Print and document management services.

**Fleet One**
Fuel, and tires maintenance services.

**Rand McNally**
GPS devices, custom wall maps, atlases & guides, kids games and more.

**TSYS**
Merchant Solutions™
Payment processors for business transactions

**ARAMARK**
Uniform Services
Uniforms, dust control products and restroom supplies negotiated pricing.

**Penske**
Receive exclusive discount pricing on truck rentals and used truck purchases nationwide.

**Motel 6**
10% discount on lodging at over 1,000 Motel 6 locations nationwide.

**SignZoo**
Receive discounted prices on truck wraps.

Visit [www.promover.org/discounts](http://www.promover.org/discounts) for complete details

Interested in becoming a Member Discount Program partner?
Contact Rachel Peretz at (703) 706-4961 or rperetz@moving.org.
# AMSA Products Order Form

Fax or email completed form to (703) 683-3538 or Rescobar@moving.org

Visit our online store at www.promover.org/products

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<thead>
<tr>
<th>Quantity</th>
<th>Item</th>
<th>Unit Price</th>
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**Subtotal**

Flat rate shipping/handling fee for US (except for AK & HI) $10.00

Shipping to AK, HI or special delivery charge (Please call AMSA for rate)

Virginia residents only add 6% sales tax

**TOTAL**

(Customer responsible for Customs & GST charges for shipments to Canada)

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**Order Date**

**Company Name**

**Contact Name**

**Email**

**Telephone Number**

**Billing Address (No P.O. Boxes)**

City, State, ZIP

**Shipping Address (No P.O. Boxes)**

City, State, ZIP

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**Payment Options:**

- [ ] VISA
- [ ] MasterCard
- [ ] Discover
- [ ] American Express
- [ ] Check Enclosed*

*If paying by check, make payable to AMSA and mail to AMSA at:
1611 Duke Street
Alexandria, VA 22314

**Signature, if using credit card:** ________________________________

**Print name as shown on credit card:** ________________________________

**Account Number (ALL DIGITS)**

**Expiration Date**

**CSV Code**

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January 2015