

Welcome to our new and exciting CMS monthly news letter. Our goal is to provide education and insightful information when it comes to our 3rd party industry. In turn we hope to strengthen our existing partnerships and bill rapport among our customers and friends.

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# CMS NEWS

## A Nationwide 3rd Party Service

January 2010

### This Issue

- Flat Screen TVs
- Happy New Year !!
- Authentic Italian Meatballs
- Quarterly Survey Drawing Winners



### Quote Of The Month

The world is moving so fast these days that the man who says it can't be done is generally interrupted by someone doing it.

"Elbert Hubbard"

### Customer Service

*"I still promote CMS with everyone.*

*CMS and Dean have been so good to us. Everyone here thinks you all are the best."*

Sherri Alley  
Director Move Management



### Crate, Box or Pack; What's the deal with flat screen TVs?

As nationwide third party professionals that handle many makes and models of TVs in our industry, we are constantly being asked, "How does one know if a TV needs to be crated, boxed or packed?"

**Remember, the width determines everything.** If the width of the TV is over 12", they are NOT part of the Plasma, LCD, or LED TV families. TVs over 12" in width use tubular, light projection, and DLP technologies to create an image on a "flat" piece of glass or a polarized polymer screen. These TVs tend to be very inexpensive, and/or are very heavy due to the bulbs they use to project an image. The technology is well protected within the TV, and the external components of the TV can easily be replaced or repaired, if the TV were to be damaged. We recommend using 2 or 3 moving blankets to protect the TV, as you would with a delicate piece of furniture.

**All Plasma, LCD, and LED TVs need to be boxed or crated.** These types of phosphor or liquid crystal technologies react directly on the screen in front of you. They are not buried in the TV, well protected from any moving conditions that may occur. Even though the LCD and LED technologies are less expensive because they use a single light source behind the liquid crystals that sometimes can be replaced, they both can experience heavy pixel damage.

When it comes to determining a box over a crate, one must look at the value and weight in conjunction to the shippers Bill of Lading and insurance coverage. There are a lot of great box designs that provide adequate protection at a reasonable value. When you use a box, one must try to avoid any side impact damage to the screen. The manufactures box is the best means of protection because it contains foam inserts that have been molded around the TV to protect it from a hard impact. If you need to use a box, look for a design that contains a TV screen bag to protect the TV surface, a "Tip & Tell" and a shock watch to measure any impacts, and that it has room to add foam inserts and packing peanuts to protect the screen from any side impacts. Thin and flimsy armor packs do not provide the necessary protection needed for a safe and damage free journey.

For larger, expensive TVs where the value exceeds the weight or insurance protection one carries, we recommend continuing to use a solid crate. Like larger pieces of marble or glass, big TVs are more susceptible to falls or breakage. Their size and weight ratios are not sufficient to be transported in a generic box. A solid plywood crate with added packing materials inside is the manufactures preferred choice for shipping a TV larger than 60 inches.

Coleman American Companies, Inc.

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Since the liabilities on most TVs have been dramatically reduced, CMS offers the box or crate option for the same price to all its customers. As 3rd party professionals, we make that call in the field to determine the best protection for each make and model since we are providing full coverage. The TV is turned on and inspected, disconnected from its components, and then crated or boxed based upon the above criteria. At destination, the TV is removed from the box or crate, inspected once again, and turned on to ensure that there has been no pixel damage. If the TV has been damaged, CMS will provide full coverage or replacement value to all of its customers.

TIPS Don't just ask for the size of the TV; get the make, model, and full dimensions.

- Be careful of the built-ins. Make sure the TV is less then 12" in width.
- Ask what the value of the TV is, ask if the shipper has the original box.
- Share this information with your sales team, and determine a sales action plan for all makes and models before completing any survey or move



**Happy New Year**  
from  
**Custom Movers Services**

2010 will bring many new and exciting benefits to our clients! Early spring will bring the "roll out" of SMS 3.0, our 3rd generation, very easy to use CMS Service and Information Management System. With this cutting edge technology and usability at your fingertips, we look forward to being a continuing **KEY to your success** with 3rd Party Services in 2010!



### **Christine's Kitchen**

Authentic Italian Meatballs

-Add to your favorite sauce or enjoy a delicious meatball sub-

- 1 ½ # Meatloaf mix
- ¾ cup Seasoned Bread crumbs
- ½ cup Romano cheese
- 2 full TBSP Fresh chopped Parsley
- 2 Full TBSP Fresh chopped Basil
- 1 tsp Garlic powder
- 1 tsp Fresh ground pepper
- Dash of salt
- 1 large egg
- 2/3 cup water
- Pre-heat oven to 375 degrees

Combine all ingredients in large mixing bowl. Once mixture is combined well, roll meat into balls (slightly larger than golf balls) bake on 375 for 22-25 minutes. Add meatballs to your favorite sauce or enjoy a meatball sub with melted provolone cheese. **Buon appetito!**

## Congratulations to our 4th Quarter Survey Drawing Winners!!

Top Prize Winner - Lunch for the Entire Office!!!  
Brad Ross - Nelson Westerberg

## 4 individual winners of a Starbucks \$25 Gift Card!!!

Holly Lucas / Prager Moving & Storage  
Cindy Ruppel / Cord North American  
Ken Haywood / Powell Moving & Storage  
Mack Kean / Ace Relocation

## Thank You

We are always open to new procedures and data concerning our industry, interesting facts, or tricks-of the-trade when it comes to moving and third party services. If you would like to submit a brief article, tip, a wonderful experience you have had using CMS, recipe or fun facts, please forward them to the email address below.

If you would like to receive information regarding our company's services and systems, please feel free to contact us at 1-800-514-6927 or via email.

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