

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

February 2010

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- TV Technology
- Employee Of The Month
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### Quote Of The Month

*The measure of success is not whether you have a tough problem to deal with, but whether it's the same problem you had last year.*

" John Foster Dulles "

### Customer Service

*"You gals are awesome. Save my butt again. I am going to be in debt for a long time to come."*

Bridget Johnson  
A-1 Metro Movers  
Atlas World Group

### Valued Partners

### TV Technology...I'm so lost.



Based upon the great response we received from our last issue "Crate, Box or Pack; what's the deal with flat screen TV's?" many of our readers have asked us to get high-tech when it comes to explaining the difference in TVs. **Below are some simple technology lessons that will help you to be more knowledgeable when it comes to handling TVs during a move.**

**What the difference between a "Flat Panel" and "Flat Screen" television.** A "Flat Screen" TV still uses old tubular technology; or 3 bulb, projection technology to admit a picture on a flat level, plane surface such as glass or a polarized polymer screen material. These TV's are usually very wide (over 12"), heavy, and relative inexpensive to purchase at a store.

A "Flat Panel" TV is any television that one can hang on the wall like a picture. These TVs use Plasma, LCD, and LED technology. They are very light weight for their size and components, but also very sensitive and fragile. It is very common to mistake a "Flat Panel TV" to a "Flat Screen TV" when completing a survey. Make sure to measure the width of the TV and see if it can be mounted on a wall.

**How careful should I be when handling someone's DLP television?** DLP or Digital Light Processing is an enhancement to the old projection screen technologies. A DLP TV contains a computer chip with thousands of mirrors that reflects light from an internal light source through a multicolored wheel onto a screen. These TV's are roughly 15" to 20" in width with a projection image up to 74". The more powerful the interior light source the bigger the TV. They are still very heavy due to their internal components, frame, and bulbs they use; but the light source, screens, and chips can easily be replaced at minimal costs. There is no reason to box or crate these televisions. Treat them as if they were your grandmother's china cabinet by using extra blankets and padding.

**What's the difference between a Plasma and LCD TV?** It's simple; a plasma TV produces it's light source within every pixel to create a TV image. A LCD uses liquid crystals to block or refract a single light source that pierces through every pixel to create an image.

Plasma uses neon-xenon gases that are injected and sealed between two panels. They are electrically charged to generate red, green, and blue phosphors light in each pixel. These pixels of course, create the television image. A plasma TV takes a lot of energy to run and if the phosphors seal is broken or tipped on it side for a long period of time the TV is destroyed.

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Like a computer monitor, an LCD Panel contains two layers of polarized transparent materials that have been glued together. The outside layer is coated with a special polymer that holds the individual liquid crystal in each pixel. Since the crystal does not produce its own light source the inside layer produces a fluorescent backlight needed to see an image. Current is passed through each individual crystal which blocks and refracts the light creating a spectrum of colors which generates an image. These TVs use less energy and are relatively inexpensive. Sometimes these TV's can be repaired if the internal backlight goes out lowering their liability. If the liquid crystal or pixel is damaged, the TV is useless. **Regardless of Plasma or LCD, we highly recommend using a box or crate to protect their exposed and vulnerable sophisticated panels. As a mover, It all depends on the how much the TV is worth, the shippers bill-of-lading, and what protection is needed to avoid any screen damage.**

Do I need to be concerned with new LED technology? No, like a LCD the LED TV uses Light Emitting Diodes instead of a fluorescent light source as a backlight to create an image with liquid crystals. The LED back lighting panel is very thin, uses less energy, and is tri-colored and controlled in banks for an effect called "local dimming". This allows darker areas of the picture to have the backlight dimmed behind them resulting in better contrast and black levels then a standard LCD.



## **Chris Sutherland**

February 2010 Employee of the Month

Chris Sutherland has been with CMS for 2 years, and works in the Quality Control Department. Chris has exemplified the customer service skills and team work needed to consistently exceed our customer's and their clients expectations. Chris is a veteran of the Gulf War and an active member of the Army Reserves. Chris enjoys spending time with family and friends as well as attending Cavs and Browns games when able. Congratulations Chris for a job well done!

Help nominate our next employee of the month. Do you have a customer service story or example of a great experience with a memeber of our staff? You may click on the link below and share your vote with us. [Employee of the month link](#)



## **Christine's Kitchen**

Supreme Super Bowl Gaucamole

-This will be a HIT at your Super Bowl "Get Together" -

2 Ripe avocados  
1 Clove garlic ( Crushed )  
2 TBSP chopped onion  
2 TBSP chopped green bell pepper  
1 Small tomato-chopped  
2 TBSP Fresh chopped cilantro  
1/4 tsp. Cayenne Peppper  
1/4 tsp. Lime juice  
1/2 Jalapeno pepper - chopped  
Few dashes Green jalapeno Tabasco  
Dash of Salt

Cut avocados in half. Remove pit and scoop avacado in a med size bowl. Smash avocado with a large fork. Add all indgredients and mix well.

\*\* To KICK it up add more fresh jalapeno and cayenne pepper.\*\*

Enjoy with your favorite tortilla chips ***Buon appetito!***

## **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 the 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 below.

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

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