

Welcome to our 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 build rapport among our customers and friends.

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# CMS NEWS

## A Nationwide 3rd Party Service

April 2010

-  
Scoop on  
Washers

-  
Addition to the  
Team

-  
Christine's  
Kitchen

**Quotable  
Quotes**

*The key to realizing a dream is to focus not on success but significance - and then even the small steps and little victories along your path will take on greater meaning.*

- Oprah Winfrey -

**Customer  
Service  
Kudos**

I would like to take a few minutes to extol the virtues of your personnel. I have had the honor of speaking with at least 4 different representatives from your organization in the past week and I am impressed! It is rare to encounter customer service of this magnitude. Your team has



### The "Scoop" on Washers...

A washing machine is one of the most used appliances within a shipper's home. Because of this, more and more families are investing in a more reliable and expensive front loading machine in order to save on energy and increase efficiency.

Washing machines are expected to post the greatest sales gains, accounting for 19.2 percent of smart-appliance sales by 2015

Front load washers use less water and less electricity than the standard top load models. Standard washing machines use anywhere from 10 to 40 gallons of water per load, unlike a front load washer that uses between 7 to 15 gallons of water to clean a load of laundry. Some front load models incorporate steam within the wash cycle to sanitize and gently clean ultra-sensitive clothing. Both washer technologies operate in a similar manner; rinsing, application of detergent, agitation cycle and lastly a rinse cycle to remove the cleaning solvents from clothing fibers.

90% of front load washers use locking bolts and sometimes shipping braces to secure the drum for transport. The importance of this hardware cannot be understated. Appliances can go through a lot of movement when being relocated, and suspension damage can easily occur if washing machine drums are not properly stabilized. This puts a tremendous strain on the suspension, and can lead to excessive vibration or even a machine that simply will not work properly. Once the shipment reaches destination ALL the locking bolts and shipping braces must be removed before reconnecting the machine and running a test cycle.

The transportation bolts and / or shipping braces that are used to keep the washer from encountering damage are usually located on the back or bottom of the machine. These bolts and shipping braces are specific to each Model # and Manufacturer and sold as a kit. It is extremely helpful to find out if the shipper has kept their shipping kits, or if a 3rd Party Technician needs to provide as well as install a kit properly. Providing the 3rd party company with the Make & Model # of the front load washer allows them to identify the correct shipping kit and instructions with each service.

CMS and their dependable technicians carry a complete inventory of shipping kits for all Makes and Models of front load washers. The agent or shipper can call CMS to schedule a complete laundry appliance service which includes.

- Inspection of the washer and dryer
- disconnection of drain hoses, water lines and power
- draining of all water

perfected the art of channeling their energy into customer service instead of customer avoidance.  
Keep up the good work!!

Thank you,  
Rhonda R.  
Snider  
Sr.Executive  
Assistant  
Weil/Thoman  
Moving &  
Storage

### Valued Partners

AMSA

IAM

Great Lakes  
Relocation  
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Place orders  
in seconds!  
Call today  
to upgrade your  
current system with  
our quick and

- stacking / unstacking of washer & dryer if applicable
- winterizing (if applicable)
- stabilizing of drum for moving

CMS offers a different series of laundry appliance services based on needs of the shipper and makes, models, and features of the appliances. (Top Load, Front Load, Gas, steam, stackable, etc.)

### DP3 Military front load washer solution

Transportation Officers are changing the way they approve compensation for front load washer service and kits. Many times It will be up to shipper to supply, install or pay for a third party company to complete these services. CMS has teamed up with FedEx to ship out any washer kit anywhere in the United States for a low flat rate.

Please have the make and model number of the washer so that we can provide you with the proper manufacturer's kit.

- We will accept most major credit cards.
- We guarantee delivery within 24 hours.
- And detail instructions on how to install and remove the kits will be provided.

Feel free to call or share this number with your shippers before your move. **800-524-6927**

### Our CMS Family is Growing!!

Please help us welcome a great addition to the CMS customer service family - Danyell Fields is the newest member of our team.



Danyell brings many years of customer service experience to us, having worked for the Goodyear Tire & Rubber Company, and at Kurtz Brothers. She is married and her husband Brad, is a Certified Apparatus Technician with American Test Center. They have one son, Anthony who is six years old. Danyell loves to play softball (in the outfield, 2nd base or catcher) in her "spare" time  
Welcome Aboard Danyell!!



### Christine's Kitchen

#### Spicy Black Bean Soup

- 1 tablespoon olive oil
- 1 small onion
- 1 carrot, grated
- 4 cloves garlic, Chopped
- 2 tsp. Cumin
- 1-2 tbsp chopped jalapeno pepper
- 2 -16 oz cans black beans (Do not Drain)
- 1 medium tomato, chopped or (can of Rotelli chopped tomatoes)

easy-to-use software.

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- 1 1/4 cup low salt chicken broth
- 1 tsp. Cayanne pepper
- 2-3 Tbsp fresh chopped cilantro

1. Heat oil in large pot over med-high heat. Add onion, carrot and garlic; saute until vegetables begin to soften, about 5 min. Add cumin and 1 tbsp Jalepeno pepper.
2. Add Beans ( Including liquid) , tomatoes, and broth. Bring to boil. Reduce heat to med-low, cover and cook for 15 min.
3. Transfer 2 cups of soup to blender and puree until smooth. Return puree to pot. Simmer soup until slightly thickened, about 15 more minutes. Season to taste with Cayanne pepper & Cilantro.

\* Serve with a dash of Sour Cream and a pinch more cilantro!

This is a recipe from " The Thinner, Younger You" by Dr. Braverman Great book. So this month you get a recipe and a book recommendation!

Enjoy!

***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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