# CMS NEWS

### A Nationwide 3rd Party Service

June 2010

Quote of the Month... Kudos CMS Wine Shipping Program Wedding Bells Christine's Kitchen

## Quote of The Month

"The difference between a smart person and a wise person is that a smart person knows what to say and a wise person knows whether or not to say it."



### Customer Service Kudos

I just wanted to tell you that your team is doing a fabulous job. Within 30 mins of my placing an order, they confirmed that they could get a tech out the today. I

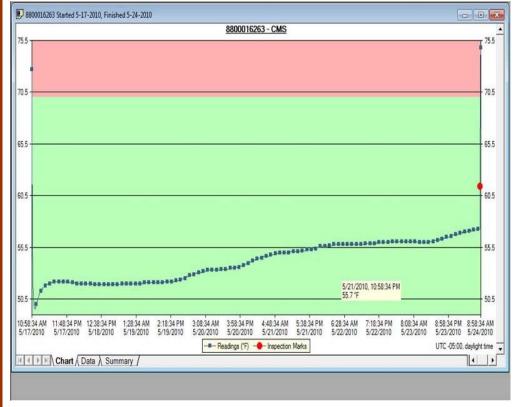


#### **CMS Announces our Wine Shipping Program**

A couple of months ago, we shared information in our newsletter on wine shipping. We had mentioned that CMS would soon have a program to accommodate temperature controlled shipping of fine wine collections. We now have the specifics of that program to share with you.

## CMS now offers a program to ship small wine collections up to 280 bottles with a cost savings of 50% !

It is imperative that fine wines stay at a temperature between 50-60 degrees to maintain the wine's integrity and value. CMS is proud to announce our "State of the Art" Wine Shipping Program which will ensure your shipper's collection arrives safely with no compromise to the quality of the wine. We also provide the customer with an email that has an Excel spreadsheet report of the wines exact temperature in one minute intervals for the entire time of the shipment. Below is an example of the full color graph and summarized temperatures of the entire time-line of a shipment.



https://ui.constantcontact.com/visualeditor/visual\_editor\_preview.jsp?agent.uid=1103466924355&format=html&print=true[8/16/2010 11:14:27 AM]

quote back immediately and I have been receiving status updates, which lets me know what is being worked on! Thank you and your team so much! I cannot wait to book another job! JESSICA GROSS ROADRUNNER MOVING & STORAGE

received the

Valued Partners

<u>AMSA</u>

<u>IAM</u>

Great Lakes Relocation Council

Southwest Movers Association

<u>CMSA</u>

Valued Software Integration Partners

**MoversSuite** 

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#### <u>COMING</u> SOON !

ATLAS NET

Place orders in seconds! Call today to upgrade your

#### The Process:

The technician will arrive on site to inventory each bottle of the wine. Each bottle will be packed within our proprietary system. A temperature sensor is packed with the bottles. The shipment is then secured in our

" Wine Shipping Container" pictured below. The Shipper will be required to sign the origin paperwork verifying the inventory. At that time the shipment is ready to be loaded on your truck or shipped to destination.

The unpacking of the wine is done at destination in the room where the wine will be stored. Each bottle is removed from its sleeve, inspected and recorded to verify the integrity of each bottle, then checked against the origin inventory. The temperature sensor is located and deactivated. The bottles are placed on racks or in an area specified by the shipper. All packaging materials are loaded back into the shipping containers. CMS is responsible for the removal of our container system and all materials.

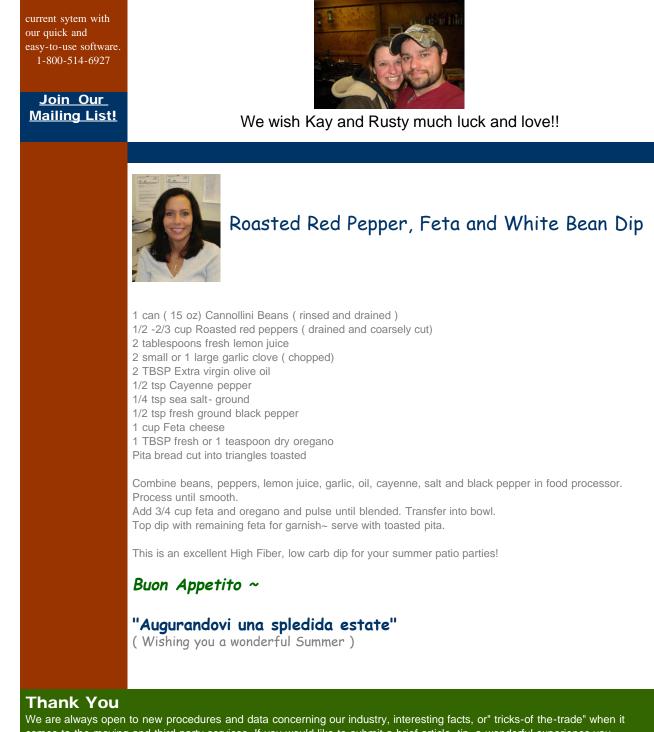
The Wine Shipping Program is just one of the many programs CMS has to offer to accommodate all phases of your Shipper's move. Contact one of our team members at 800-514-6927 for details on this or any of our unique programs.



### More Wedding Bells at CMS!!

Congratulations to Kay (Kelly) Gohr on her engagement and upcoming Wedding!!

Kay is a vital member of our Coordination team. She and her fiance Rusty are planning a fall wedding. Kay and Rusty met through mutual friends...and although it may not have been "love at first sight", they are an amazing couple!! Rusty is a Welder and one of his favorite past times is hunting. They both enjoy the outdoors and spend as much time as possible at their cabin in Southern Ohio.



where 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 fact, 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 at <u>rrose@custommoversservices.com</u>

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