

On The Move[®] Inc.

Complete Rental Truck Program

800-645-9949 www.onthemovetrucks.com



COVID-19 ISSUE

Distracted Driving
Analysis Of The Self Storage Real Estate Market
Tenant Protection: What's In It For Me?
And MORE!!

**Happy
Anniversary
Sterns!**



Through superior customer service and quality innovative products, On The Move provides their Licensees the ability to add value and profits to their business.

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Editor's letter



Safety. Safety. Safety. We have been focused on keeping our staff, family and customers safe. Many of our policies have changed, be it going to the grocery store, taking the kids to school – in person or virtually, seeing customers in the office, or even renting trucks out. You can expect this issue to have several articles on safety and what we have seen the industries we work in experience during the pandemic. We are proud to work with such caring, creative and adaptable customers!

Additionally, we have mailed out 30 stickers to each of our customers. The stickers are designed to show your renters that your truck has been sanitized between rentals. The letter from our CEO, Susan Parra, is in this magazine and gives more details on this project. We have plenty more in stock so please reach out to us if you need more stickers!

Since safety has been front of mind, we have prepared updated webinars to remind and educate you on how to rent out your truck, our software and our tenant protection. Now is a great time to learn or take a refresher! We are here to consult you on all products offered through On The Move.

Please enjoy this issue and stay safe!

Sincerely,
CJ Stratte

Trainings Available to our Customers

TRUCK RENTAL GUIDELINES

This webinar is for new or experienced facility managers. Expect a review of the truck rental process, claims and how to fill out the correct forms.

ACTION 2.0

Learn how to use our truck rental software!

TENANT PROTECTION 101

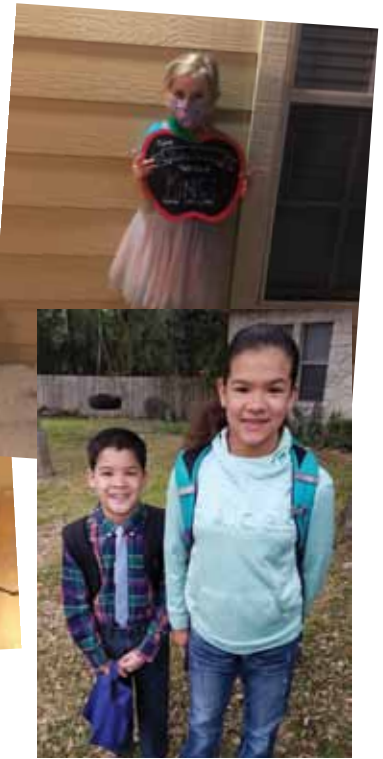
Are you offering tenant protection at your facility? Now is the time to learn best practices, claims process and more!

Interested in any of these trainings? Reach out to CJ Stratte at cj@onthemovetrucks.com to schedule a personalized webinar for you and your team.

On The Move News

1ST DAY BACK TO SCHOOL

Here are our On The Move kids on their first day of school...some remote and some in class.



1st Birthday!

We had two 1st Birthdays! Baby Kendra is Karen's granddaughter. Baby Peyton is CJ's daughter and Susan's granddaughter.



Traveling during Covid 19

Susan and CJ enjoyed a family vacation with their family. They were able to spend some time at the lake and golfing. The only rule was to not talk about On The Move!

On The Move Dogs



Ruby
Susan Parra



Ron
Karen Lunski



Ranger & Biscuit
Michael Woolard



Brad, Murphy, Zeus
Susan Parra



Asher & Jake
Amber McLane



Bentley
David Nasis



Coco
Will Winslett



Bronson
Noemi Gonzales



Shelby
CJ Stratte



Piper
CJ Stratte

New Trucks On The Road





DISTRACTED DRIVING: HOW IT AFFECTS YOUR BUSINESS

BY LAURA CAMPOS, ACCOUNTING ADMINISTRATOR



We all know that drinking and driving is bad. We've heard about it since we were school aged children with the "Mothers Against Drunk Driving" and "Students Against Drunk Driving" organizations pressuring people into safer driving practices to save their lives.

But what about distracted driving? The dictionary defines distracted driving as:

noun: *distracted driving*
the practice of driving a motor vehicle while engaged in another activity, typically one that involves the use of a mobile phone or other electronic device.

"AAA now says that distracted driving accounts for 25 to 50 percent of all accidents."

Here at On The Move, with the help of our various insurers compiled a list of actions that could be perceived as distracted driving:

- Driving while tired
- Intoxication (drugs and/ or alcohol or an adverse reaction to medication.)
- Eating! (People fail to realize how distracting that truly can be)
- GPS screen / Computer warning



screens/ Reading street signs while following directions from co-pilot

- Health issues (eye sight, diabetes epilepsy, etc.).
- Texting and driving
- Talking on the phone and driving
- 5 Mile Rule (not being as alert due to familiarity with the area)
- Not turning on headlamps (depending on auto feature)
- Not using turn signals
- Looking through purse
- Kids and all activities involved there

- Loud radio/ syncing phone to car
- Pets in vehicle
- Road rage incidents (anger management)
- Not stopping for stop signs or traffic signals
- Visiting or arguing with passengers
- Concern with fuel levels, tires or maintenance on vehicle
- Daydreaming (lost in thought, “zoned out”)
- Detours
- Putting on Makeup

- Taking in your surroundings TOO much (ex: grand canyon road trip – too busy looking at scenery)
- Driving at in subpar conditions: (dusk, a storm, direct sunlight, fog, smoke, a tunnel, Poor windshield wiper blades, etc.)
- Shoes (tying laces, etc.)
- Slowing down to check out accidents

We encourage our customers to practice safe driving habits both in their rental trucks but also in their personal vehicles. Distracted driving is a senseless cause of too many accidents and fatalities.

Do you have any best practices that you, your employees or your family implement to practice safe focused driving? Please let us know! 800-645-9949.





WARNING: NO SAPPY PIANO MUSIC PLAYING IN THE BACKGROUND!!!

Dear Valued On The Move Customer,

WOW – what a year this has been!!! I am sure most of you are ready for 2021. I started the year on a happy note with a new marriage to a really great guy and the welcome to this world of a darling little granddaughter, Peyton. However, with the good came the bad, huge health concerns with my father, our Chairman of the Board, and dealing with the isolation and helplessness so many of us have experienced with elderly or ill family members due to COVID.

Did I think the entire world would be walking around wearing masks and a bottle of hand sanitizer in every drawer? Did I think for one minute that a new vocabulary would be created within 3 months? The new normal, social distancing, unprecedented times, we are all in this together, alone together, flatten the curve, mask shaming, PPE, essential businesses, contactless, remote schools, gyms and offices, zoom and virtual trade shows. Geez!!!

I miss visiting my parents and my grandchildren. I miss handshakes and hugs. I miss live trade shows. I miss seeing people in person. I hate zoom and I hate virtual trade shows. However, I have been busier than ever, keeping employees and their families happy and healthy, delivering excellent customer service to you at the level you expect and deserve and continually working with our suppliers to ensure our supply chains are not impacted.

Meanwhile, I am always striving to make On The Move better and anticipate your needs. I have enclosed "truck sanitized" stickers for you to use on your truck between rentals along with a disinfecting flyer. Please feel free to copy and use as needed. I suggest leaving a copy on the dashboard or front seat. The sticker has a very light adhesive and will not damage your graphics. I feel it is important to give your customers piece of mind.

If anyone has any tips they would like to share, I am always listening. Our quarterly magazine is also a good place to look for the latest information that is available to us.

Let's get back to business.

Sincerely,

Susan C Parra
President/CEO
On The Move, Inc.

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SUCCESSFULLY NAVIGATING SELF-STORAGE IN THE MIDDLE OF A PANDEMIC

BY CJ STRATTE, MARKETING DIRECTOR



The novel coronavirus and the ensuing COVID-19 pandemic have set off a wave of uncertainty throughout nearly all of the world's industries, but self-storage has entered into a particularly murky period even with a new normal potentially dawning.

While traditional thinking says the industry is largely immune to big swings brought about by significant disruptions and self-storage facilities across the United States were experiencing growth prior to the pandemic (to the tune of \$38.6 billion in revenue in 2019), this expansion has led to some uncertainty with Americans spending less in the midst of the COVID-19 crisis.

Now, with regulations deferring rent and fees being enacted, rent decreasing in general, and a concern about demand lagging behind supply looming, there's still optimism surrounding the industry's ability to rebound and prove pandemic-proof.

However, there are also measurable steps self-storage facility owners can take to help accelerate that process. Tips and Tricks for Weathering the COVID-19 Storm

Here are some important strategies for ensuring your facility is prepped for the long haul.

CRAFT AND EVALUATE A CONTINUITY PLAN

Even outside a global pandemic, crises will crop up. It's critical to understand every aspect of your costs and operation, evaluate employee numbers and importance, touchless and online options, and more. Knowledge is power, and having an idea of how you'll cope with a crisis before another one occurs can give you more solid footing.

CLEAN, CLEAN, CLEAN – AND MAKE SURE CUSTOMERS KNOW YOU ARE

Like any business, cleanliness and sanitation are critical to consumer

confidence right now. Engage in best practices recommended for fighting COVID-19, and be sure your customers are aware you're taking it seriously with signage, communication and more.

BE FLEXIBLE AND COMPASSIONATE

Rent drives your revenue, and employees help make your business go. That may be true, but the relationships you'll build by practicing compassion with both customers and employees during this unprecedented time will go a long way toward renewed growth when the pandemic is over.

UTILIZE A RENTAL TRUCK FOR ADVERTISING AND MORE

By partnering with On The Move to lease a truck that can be customized with your unique branding and graphics, you can get up to 600 impressions per mile on the road, helping set your facility apart. Better yet, you can use your truck to help customers move into units, building those critical relationships we mentioned earlier. This truck can also attribute to community goodwill during this pandemic.

CONTACT ON THE MOVE TODAY

On The Move has extensive experience in serving self-storage facility owners both in providing rental trucks and in helping them navigate tenant insurance and protection.

To learn more about how On The Move can help you prepare for success as a new normal dawns, visit www.onthemovetrucks.com.

MID-YEAR ANALYSIS OF THE SELF STORAGE REAL ESTATE MARKET

NICHOLAS J. MALAGISI, SIOR MANAGING DIRECTOR
NATIONAL DIRECTOR SELF STORAGE, SVN COMMERCIAL REAL ESTATE ADVISORS

The Covid-19 Pandemic is still with us and despite recessionary pressures, the stock market excluded, Self Storage appears to be holding its own as in the last recession of being “recession resistant”. Self storage thrives on changes in a person’s life, whether it be

a death or divorce, a natural disaster and a job or lifestyle change.

Right now, Demand for self storage is extraordinarily high with millennials purchasing homes at a record pace; people having the freedom to work

from home and leave their daily commute; Baby Boomers retiring and downsizing into a new patio home or condo, and logistics and “last mile” destination needs creating new business opportunities for American entrepreneurs.



Despite the pandemic, owners are listing their properties; properties are being placed under contract and closings are taking place. The majority of our clients these past few years are people/families that have enjoyed being business owners of their self storage facility for many years and are ready to retire. I find that most Sellers are business people that don't have the next generation of family to turn their business over to, they have partners/family members that need to sell, or there is a death in the ownership or a loan coming due that precipitates making the decision to sell.

Fortunately for most self storage owners, self storage was designated an "essential business" in most states during these past several months.

Most storage properties had few, if any, move-outs from March through June and most states mandated no evictions or auctions be allowed. So, occupancies remained stable although collections may have lagged somewhat behind the norm.

There have been very few move-ins, but very few move-outs, also. However, Demand has rejuvenated in

July, August and September for most facilities as people are making many lifestyle changes in their lives because their jobs are not coming back and they remain out of work, or changes are being made after conscious decisions in their work environments.

As a wise old man once said, "Life is change; only death is not." The self storage industry is prepared to help one and all in their life-changing moves.



FOOD TRUCKS

Check out Poquito Chapulin - The Little Grasshopper!



AWARD-WINNING &
FULLY EQUIPPED PRE-OWNED

FOOD TRUCKS ON SALE NOW!

LIMITED
INVENTORY



PRICE
REDUCED

VISIT OTMSPECIALS.COM
CALL 800-645-9949

A PANDEMIC IS THE PERFECT TIME TO BUY A FOOD TRUCK

BY CJ STRATTE, MARKETING DIRECTOR



In a time when businesses are struggling to survive the impacts of COVID-19, the idea of buying a food truck might seem a little... unconventional. And it is! However, being unconventional is part of the foundation of what makes food trucks so successful to begin with. They're the outlaws of the food business, the mavericks who take the idea of meeting their customers' needs very literally. So, what makes the pandemic the ideal time to get a food truck of your own?

Follow the Demand

Unlike traditional restaurants, food trucks can go where the customers are. While the traditional customer base may be on hiatus, as office workers are largely staying home and finding their lunches in their fridges or ordering in, the mobile nature of a food truck means it's a simple thing to move your business to where the demand is. Some successful owners have taken to striking deals with essential businesses

and setting up shop on their campuses. Some have become more innovative and versatile, filling in the gaps left by closed up roadside restaurants for truckers or shifting focus to food delivery services.

One thing is for sure: The demand for food never disappears, it just changes locations. Luckily, food truck owners can do the same.

Bringing People Together at a Distance

Unlike traditional restaurants, food trucks are adaptable by nature to social distancing protocols. Pop-up events in empty lots or, honestly, wherever, can pull a crowd while encouraging safety. And believe us when we say that people are hungry for a chance to get out of the house and eat together. If you pop it up, they will come.

Build a Truly Mobile Network

With so many traditional eateries out of commission, this is the perfect time to build relationships with suppliers and brands looking to get their products to customers. More companies than ever are looking for new outlets for their sodas, meats, breads, etc. A food truck owner is in a prime position to get those food products to hungry mouths all over the area.

Networking happens on the other end too, as food truck owners build relationships with customers that lead

to new opportunities and deals with employers and local events.

Easy Entry

Lastly, it's easier than ever to get into the business. There are plenty of economic advantages to owning a food truck over owning a restaurant. Benefits like not having to pay building rent, fewer employees and a lower payroll, and less furnishing and decoration expenses all lead to a lower overhead in general.

And while many larger cities have strict regulations for food truck operation, times of crisis usually lead to many of those regulations being tossed out the window as metropolitan areas struggle to keep their citizens fed and happy.

The Time is Now

Many people are finding themselves at a professional crossroads right now. Whether recently unemployed or struggling to adapt to a work from home lifestyle or just finding themselves with a lot of extra time to think about our future, this is the time to change things up.

Owning a food truck is a calling, a beckoning to those with maverick souls and a yearning to be our own bosses. The road has never been more open, and the opportunities have never been greater.

To learn more about On The Move can help, visit our new website: www.onthemovefoodtrucks.com

ELITE PAYMENT GROUP 101

BY BILLY PARRA, DIRECTOR OF SALES, ELITE PAYMENT GROUP

How much are you paying in merchant processing fees each year?

More than you need to, probably.

You have to accept credit cards at your business. That is a reality. What you don't have to do is accept bad merchant processing fees. In this article we'll discuss how to get the best rate on your processing fees and how to keep them low.

Merchant processing is an unregulated business. Any person or company can become a merchant processor, which can lead to unsavory and unfair business tactics. Knowing this, how do you negotiate and get a fair rate? First, let's discuss who gets the money from the fees you are charged as a merchant. There are three companies that make money on every credit card used by your customers.

The bank that issues the credit card. They get about 90% of the fees. This is called Interchange Rates. There are over 600 different Interchange Rates.

Visa, MasterCard, Discover and Amex all get a piece of every transaction.

Fees added by the processor, the only negotiable piece. The processor is the company that sets your rate above cost, ie the Interchange Rate.

Now, let's discuss what types of processing fee programs are available. The two most popular merchant processing programs are:

Tiered pricing

Interchange Pass Through pricing.

Which one is better for the merchant?

Unfortunately, Tiered pricing, also known as bucket or bundled pricing, is the most common pricing model offered. It is popular because it seems easy to understand for the merchant. Tiered pricing takes the hundreds of processing rates available and puts them into 3 basic tiers: Qualified, Mid-qualified and Non-Qualified. The percentage rate of each tier is set by the processor. The different types of charge cards available, all with

different Interchange Rates, are put into one of the three tiers at the discretion of the processor. Card present and card not present transactions are put into different tiers.

Tiered pricing is easy for the merchant to understand since it puts all the different credit cards and how they are rung up into three basic tiers. This allows the processor to place a card with an Interchange rate of 1.59% into a Mid-Qualified tier of 2.25%, or a card that has a rate of 1.95% into a 2.85% Non-Qualified tier.

This makes the actual fees higher than they should be, and also allows the processor to run a deceptive marketing sales tactic. They will advertise Qualified rates at a very low percentage, but they will place most cards in the Mid- or Non-Qualified tier. Below are some examples of Tiered pricing merchant statements.

Interchange Pass Through pricing shows the actual Interchange Rate of the type of card and how it is rung up. It also shows the fees that go to the card brands (Visa, etc). It then shows the consistent discount rate that the processor is charging the merchant. It is a harder statement to read but the rates are ultimately lower than Tiered. There are different Interchange rates for debit, credit, rewards, business, corporate, gift and other credit cards. There are also different rates for how they are rung up: card present swiped or card not present keyed. The card brand fees are a small percentage, but they do get a piece of every transaction. The discount rate the processor adds is their profit. A good discount rate is 0.10% and \$0.10 per transaction over Interchange. Here are some examples of Interchange Pass Through statements.

The top example shows the discount rate and the bottom one shows the actual Interchange Rate for the cards used by the merchant's customer.

What is your real All-In Rate?

You are already using credit cards at your business and you think your rates are going up. How do you calculate your All-In Rate?

Take your total fees for one month and divide them into your total credit card sales for that month. (Total fees/Total sales volume = All-In-Rate.)

For example: \$800 in fees/\$30,000 in sales = 2.67%

If your All-In Rate is over 1.9%, you should have a merchant processing company do a rate analysis of a recent merchant statement.

Let's look at the potential savings over the course of a year using the 2.67% All-In-Rate above with a fair All-In Rate of 1.7%. We are assuming annual credit card sales of \$360,000 in each case.

All In Rate of 2.67%: Annual Fees = \$9,600

All In Rate of 1.7%: Annual Fees = \$6,120

Savings to you over 12 months = \$3,480!

What else can you do to keep your All-In Rate low?

Demand free equipment. Do not rent or lease equipment.

Get in writing that the processor will never raise or pad the discount rate above cost they are charging you.

Negotiate so that you can cancel your contract at any time without fees or penalties.

TENANT PROTECTION: WHAT'S IN IT FOR ME?

BY CJ STRATTE, MARKETING DIRECTOR



It's human nature to wonder, what's in it for me when making an important decision. Whether you are talking about a business decision or, a new car purchase or even in a relationship, things always come down to, "what's in it for me?"

There are many things to consider when thinking about offering a tenant insurance or a tenant protection program to your customers. The three most important things being:

What's in it for me, the facility owner?
What's in it for my tenants?
What's in it for my facility?
What's in it for me, the facility owner?

On The Move's award winning protection program, SecureLease, has many advantages for the facility owner. The most appealing of which is the ability to enjoy the highest profit margins in the industry. Some of our owners are reporting up to 90% profit margins. Along, the same train of thought, it is

reasonable to expect \$40,000 in profit a year (per location) while offering our SecureLease program. With tenant protection, you are adding value to the customer and your facility. This value allows you to collect extra rent, NOT administrative fees or a premium. In addition to profit margins and added value, facilities offering a tenant protection program enjoy high caliber claims handling by a licensed claim adjuster. As a facility owner, you are not responsible for paying claims

out of pocket, as there is no deductible. Finally, there is more flexibility in offering our program: you truly control what you offer and how you offer it, allowing you to insure your risk at some of the lowest rates available.

What's in it for my tenants?

It is imperative to offer SOMETHING to your tenants, whether it's tenant protection or tenant insurance. SecureLease extends some of the best protection available to tenants in the industry. There is no deductible for the tenant or the facility. Tenants really shouldn't be relying on homeowners' or renters' insurance to protect their goods in storage, in some ways it's a false sense of security. Tenants will be subject to their deductible on either their renter or homeowners' insurance, which is some times higher than the value of their goods in storage. Also, if they file claims against either of these types of policies, their rates will surely go up at renewal, something a lot of tenants don't take into

consideration. Finally, increasingly over the past few years, insurance companies have been backing away from including self-storage coverage in renters' or homeowners' policies. It is important to consider that the tenant may not even have their coverage extended to them in their policy.

What's in it for the facility?

Facilities have a tremendous amount of exposure when it comes to tenants' goods in storage. Tenants may have signed a lease agreement with a "release of liability" provision, but that does not protect the facility from frivolous lawsuits. If you offer a tenant protection plan, you have at least attempted to take care of the tenant in the event of damage to their goods. That helps mitigate your exposure in regards to frivolous lawsuits. In addition, offering a protection plan solidifies that you are standing behind the promise of secure, dry and safe self-storage. Offering the protection plan and taking care of your tenant will help reduce the number of bad Yelp reviews, protecting your facility's reputation.

There are many things to consider when making the decision to offer tenant protection or a tenant insurance program, but the most important things to consider are the WIIFMs. Knowing what's in it for you and the tenant make the decision process much easier. For more information, please call us at 800-645-9949 to speak to one of our self-storage insurance specialists.

DON'T GET IT TWISTED.

NOT EVERY TENANT PROTECTION PROGRAM INCLUDES FORTUITOUS EVENTS.

CALL 800-645-9949 TO CONSULT WITH AN INSURANCE SPECIALIST TODAY.

ONTHEMOVEINSURANCE.COM



CA License #OH93968

ADMIN CORNER



***** REMEMBER *****

On The Move, Inc. Truck Rental Agreement Forms are

- (1) **REQUIRED** to be used
- (2) must be filled out **COMPLETELY**
- (3) and **SIGNED** by all parties for insurance to be **VALID!**

You may be responsible for full cost of repairs to your truck in the event of a claim where appropriate forms are not submitted or are missing information.

Thank you! Feel free to reach out with any questions and a member of our team will be happy to help.



On The Move, Inc.
800-645-9949



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Boerne, TX 78006
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admin@onthemovetrucks.com
www.onthemovetrucks.com

Application for Roadside Assistance

Items marked with an * are optional. All other fields are required.

COMPANY INFORMATION

Company Name _____ Contact Name _____
Street Address _____
City _____ State _____ Zip _____
Phone 1 _____ Email _____
Phone 2* _____ Fax* _____

VEHICLE SPECS AND LOCATION INFORMATION

Asset Account No. _____ VIN _____
Year / Make / Model _____
Box Size _____ ft License Plate _____ State _____
Location Name _____ Hours of Operation _____
Street Address _____
City _____ State _____ Zip _____
Contact Person _____ After Hours Contact _____
Contact Phone _____ After Hours Phone _____
Contact Email* _____ After Hours Email* _____

PREFERRED REPAIR LOCATION

Repair Facility Name* _____ Facility Contact Name* _____
Facility Address* _____
City* _____ State* _____ Zip* _____
Facility Phone 1* _____ Facility Phone 2* _____

I have read the terms and conditions of this program and accept them in their entirety.

Print Name _____ Title _____
Signature _____ Date _____

RECIPE

SOUTHERN SMOTHERED GREEN BEANS



Delicious sweet and savory Southern smothered green beans are a perfect side dish during the Holidays!

Ingredients

3 (14.5oz. cans) cut green beans drained
12 Slices Cooked Bacon (crisp and chopped)
2/3 Cup Brown Sugar
1/4 Cup Melted Butter
6 Teaspoons Tamari Soy Sauce
2 teaspoons garlic powder
2 teaspoons onion powder
Cooking Spray for Pan

PREP TIME: 15 minutes

COOK TIME: 40 minutes

TOTAL TIME: 55 minutes

Instructions

Spritz 9 x 13 pan with your favorite cooking spray such as Pam.

Put drained green beans into the pan.

Mix the brown sugar, melted butter, tamari soy sauce, garlic powder, and onion powder. Pour over green beans.

Add Cooked Bacon

Bake 40 Minutes in 350° F oven.



CATALYTIC CONVERTER THEFTS ARE ON THE RISE

HOW DO WE PREVENT THEM?

BY LEXIE ROSE, STAFF ACCOUNTANT



During the year 2020, the On The Move community has incurred over \$32,000 in costs related to catalytic converter theft.

Why are catalytic converter thefts so common?

Catalytic converters can be very valuable to scrap metal dealers as they contain precious metals such as rhodium, platinum, and palladium. While the thief will only make around \$200 for the part, it can take less than 60 seconds to remove making it a profitable endeavor. The metal dealers who purchase the stolen parts and melt them down can make thousands depending on current metal prices and size/type of converter.

What makes someone susceptible to catalytic converter theft?

Sedans and coupes are certainly not exempt from this heinous crime, but larger vehicles such as SUV's, Pick-up Trucks, and Box Trucks are much more likely to be targeted. Why? The higher up the vehicle is – the easier it is to get underneath with power tools to remove parts. Additionally, as is the case with a lot of our licensees, box trucks may have more than one catalytic converter which can be an easy way for a thief to double their profits.

How does it affect you when your catalytic converter is stolen?

If the truck sounds like a fleet of motorcycles when you start it – there's a good chance that your catalytic converter has been stolen. Depending on the scope of damage, type of vehicle, and market labor rates, it can cost anywhere from \$750 - \$3,500 to repair any damage and replace a stolen catalytic converter. If you are insured with us, you will only have to incur your \$1,000 deductible, but increased claim payouts can have a negative effect on premiums for everyone. You will also be met with the inconvenience of finding a trusted



repair facility and the truck being out of commission for a short period of time while repairs take place.

How do we prevent catalytic converter theft?

Upon noticing the increase in catalytic converter thefts affecting our customers and even some of our very own vehicles here in Boerne, TX, I did some research into prevention. Some of the most common deterrents are:

Parking in a well-lit area, especially if there is one with video surveillance

Parking in a garage or fenced-in area with an alarm

Refrain from keeping the vehicle in the same public space for prolonged periods of time

Having the VIN etched into the converter for easy identification after theft. These are solid tips, but I was looking for something a little more “Heavy Duty” when it came to solutions. In my research I came across a product called CatClamp® – a patented converter lock. Designed in coordination with professional metalworkers, engineers, and fleet managers, the lock creates a cage around the converter by way of the exhaust using aircraft grade wire rope that is even difficult to cut with power tools.

The CatClamp®:

Starting at \$169.95, the clamp can potentially save a lot of time and money. Installation can be done professionally but does not need to be – as long as you are able to get under the vehicle you should be able to install the clamp yourself. Theft is most often a crime of opportunity – the more difficult and time consuming you

make it for the catalytic converter thieves, the higher the chance the thief will abandon the attempt. Also, these aren’t just for box-trucks, the universal clamp is likely to fit any vehicle with an exhaust that is 3” or less in diameter and model-specific clamps are available for other heavy duty commercial vehicles.

If you would like to order one for your own truck, commercial or personal, you can purchase them directly from www.catclamp.com. If you order one or have used one in the past and would be willing to share your experience with us, along with any other theft-prevention best practices that might have been successful, please email info@onthemovetrucks.com so that we can work together to protect our community!

TRUCK OF THE QUARTER LITHIA STORAGE



When and how did you get into the self-storage industry?

After researching the industry in college, I got into the self storage industry in 2005 and opened my first facility in 2007. My wife and I are currently in the process of developing my second location that is expected to open in October 2020.

Where is your facility located?

We will soon have two facilities. Lantana Self Storage is located in Lake Worth, Florida. Lithia Storage is located in Lithia, Florida and is expected to open in October 2020.

How do you use your truck rental program?

We do not rent our truck. We give it to our tenants to use when the move into our facility. We also donate it for use by local charities, schools, and to assist others in times of need such as hurricane and house fire relief efforts.

Do you use any other On The Move products?

We use SecureLease and truck insurance through On The Move

Any truck rental tips you would like to share?

Our only tip is to be kind! We realize that is not truck specific but we don't rent our truck. We greatly appreciate our tenants and the opportunity we have to be in the communities we are in and feel our truck is one of the ways we can help our tenants and also help support those in our community as well. In the storage business, many times people just need extra space to store their items. Many times these are fun recreational items like a boat, RV, or a cherished antique automobile; however, other times, people may need space to store items due to a tragic situation like the death of a loved one, relationship dissolution,

or loss of a home due to house fire or job loss, etc. We don't always know why a person needs the storage space, but we know we need to make it the most pleasant experience as possible for whatever his/her situation may be. Being kind to others can make even the most difficult situations just a little bit easier to manage. We want our customer service and culture at our facilities to reflect that.

What is your favorite feature of the truck?

Without a doubt, the message on the back of our truck. We want those who have sacrificed so much for us to be acknowledged. We want them to know we appreciate and are so grateful for them and what they do. We felt this was one way we could express that so we could not pass up the opportunity to do so.

Any special stories that would you like to share about your facility or truck?

Yes!!! I actually met my wife about a month after opening my first storage facility. She had reserved a unit at another local facility but upon arrival decided it did not look safe or secure so didn't bother stopping. As it turns out, she just happened to pass by my facility and saw the telephone number on the side of the first truck I bought from On The Move. She called the number and came into the facility a short time later with her mother. Although financial advising is my primary job, I just happened to be at the facility that day; however, I had a rule that I would never date anyone that came into my business. When I saw her walk in, my manager saw my face and immediately looked at me and said, "No, Craig". She rented a unit, and although she was with her mother, I proceeded to give her my business card. Before handing her the business card, I wrote my personal cell phone number on

the card and told her to call that number if she needed anything more. She came in a bit later to start moving items in but had difficulty with her elevator code. I went out and helped with the code and kindly offered to help carry a few of the items, unto which she and her mother gladly took my assistance. A few days later she called my cell number, after hours. I was hoping she was calling just to say, "Hello", but in reality she called to tell me she needed to use the On The Move truck the next day, if available, to move larger items. When she said she was going to be there the next day, I left my office to make sure I could "just happen to be there" again. When she came in the next day, the truck was not yet back from the previous tenant's use. She said she was going to run a few errands and come back. At that moment, in front of my employees, I asked her if I could take her to lunch. She said she could not go. I did not know at that time, she also had a rule that she would not date anyone seriously until she completed pharmacy school and she had just started her last year. I asked again and she said, "No", unto which I then proceeded to beg and she finally said, "OK", probably out of pure embarrassment of me begging her. We went to lunch, and after lunch I inquired about another date. She told me she was leaving for the North Pole, Alaska, in a few days and would be gone for 3 months. I told her she didn't have to lie to avoid going out with me again. Three weeks later, I received a postmarked card from the North Pole, Alaska where she was completing one of her pharmacy school rotations. We talked everyday from that first lunch together and as they say, the rest is history. So, thanks to my On The Move truck, I have an amazing family of three awesome boys, and an incredible wife that hasn't paid rent on her storage unit in 13 years.



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DISINFECTING YOUR TRUCK

ENSURING YOUR TRUCK IS CLEAN AND DISINFECTED IS EASIER THAN YOU THINK

USE SOAP

The most effective weapon is soap (doesn't have to be antibacterial). Using mild soap prevents damage to surfaces that harsh cleaners may cause.

PERFORM TEST

Test cleaning products before widespread use to be sure you're cleaning safely.

WEAR GLOVES

Always wear gloves during cleaning. Disposable gloves are preferred.

SCRUB 20 SECONDS

Scrub for at least 20 seconds. It works for your hands, and it works for your truck.

PAY ATTENTION

Pay careful attention to high-traffic areas like the steering wheel, door handles, shifters, seatbelts and buckles, and more.



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