





AMSA Fall Board Meeting

Washington, DC – September 20-22

Southwest Movers Association Annual Conference

Austin, TX – September 22-24

Bekins Van Lines Convention

Marco Island, FL – September 29 – October 2

Allied & North American Conventions

San Antonio, TX – October 6 – 8

Arpin Annual Agent Convention

Sarasota, FL – October 17 – 21

Atlas Convention & Exposition

San Antonio, TX – October 21 – 24

UniGroup Convention

Maui, HI – October 24 – 28

Stevens Agent Convention & Trade Show

Naples, FL – November 6 – 9

Wheaton Partnership Conference

Huntington Beach, CA – November 10 – 13

Canadian Association of Movers

Toronto, ON – November 14 – 16

Moving.com Fall Tour 2010 coming to a city near you...



Move[®]. The Largest Online Real Estate Community.

REALTOR.COM®

Move's flagship site and the official site of the National Association of REALTORS®, is the No. 1 consumer destination for real estate related information with more than 7.9* million monthly unique users. (Data Source: comScore: 8/2009)

MOVING.COM

#1 online leader since 1999 for quality moving leads with over 600 licensed & insured moving companies advertised on our directory and the exclusive lead generation provider of The American Moving & Storage Association (AMSA).

MOVE.COM

Rentals - #1 online housing and real estate network¹ with over 660,000 rental listings, Move[®] Rentals is a proud member of the National Multi Housing Council and over 80 local Apartment Associations.

New Homes - #1 new home listings website and the official new home listings website of the National Association of Homebuilders (NAHB), the Manufactured Housing Institute, and the National Modular Housing Council.

TOP PRODUCER®

Top Producer Systems began marketing its products throughout North America in 1989 and has grown rapidly ever since. Its products have consistently been the industry's most innovative and feature-rich, their development history consisting of a long succession of real estate technology firsts.

SENIORHOUSINGNET

SeniorHousingNet[™] offers the most comprehensive collection of senior living options available online and is a proud member of the American Association of Homes and Services for the Aging (AAHSA) and the American Seniors Housing Association (ASHA).













Move Network – Online Reach

The Move Network Delivers...

Over 9.8 million Unique Users*

Over 343 million page views*

And over 255 million minutes spent on the Move Network per month!*

We are the place to find <u>moving</u> consumers before, during, and after they move!





Strategic Alliances







NATIONAL ASSOCIATION OF REALTORS®







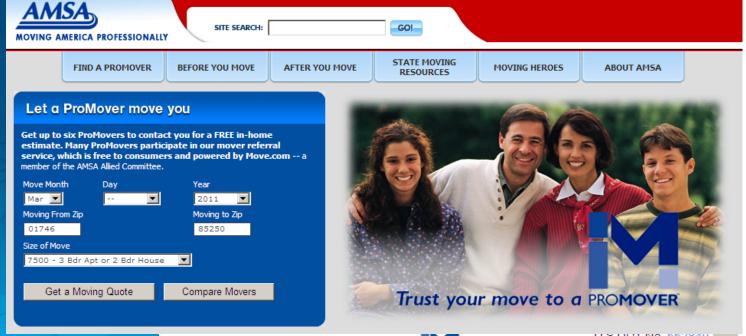






AMSA Exclusive Partnership

AMSA's Mover Referral Service is powered by Move.com

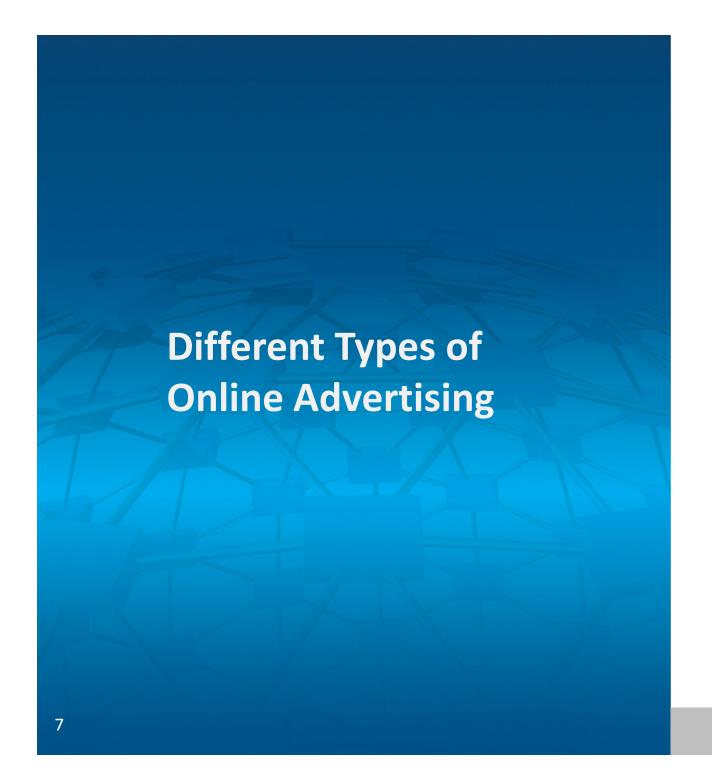


Moving.com is the exclusive lead provider and a proud member of the AMSA Allied Committee.



Isaacs Moving and Storage	AMSA PROMOVER	Intrastate PUC- 00110007
Edwards Movers Agent of National Van Lines	AMSA PROMOVER	U.S.DOT No. 76628 MC No. 042866
Sterling Moving & Storage, Inc. Agent of North American Van Lines	AMSA PROMOVER PROMOVE	U.S.DOT No. 1428223 MC No. 582334
Graebel Boston Movers, Inc. Agent of Graebel Van Lines	AMSA PROMOVER	U.S.DOT No. 220843 MC No. 158651
Eagle Van Lines	AMSA PROMOTE P	U.S.DOT No. 1204145 Intrastate MA-1063
Liberty Moving & Storage Agent of Arpin Van Lines	AMSA PROMOVER	U.S.DOT No. 49922 MC No. 621







Different Types of Online Advertising

Internet Classifieds

- ✓ Yellowpages.com
- ✓ Superpages.com

• Display Advertising

- ✓ MSN
- ✓ Consumer Focused Websites

Search Engine Marketing & Search Engine Optimization

- ✓ Google
- √ Yahoo
- ✓ Bing

Lead Generation

- ✓ Your own website
- ✓ Moving.com
- ✓ Relocation.com

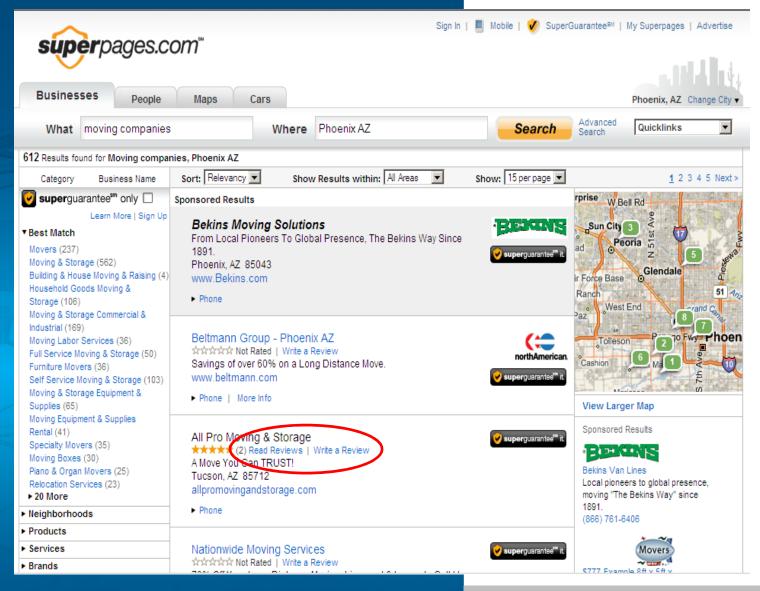
Social Networking

- ✓ Twitter
- ✓ Facebook
- ✓ YouTube



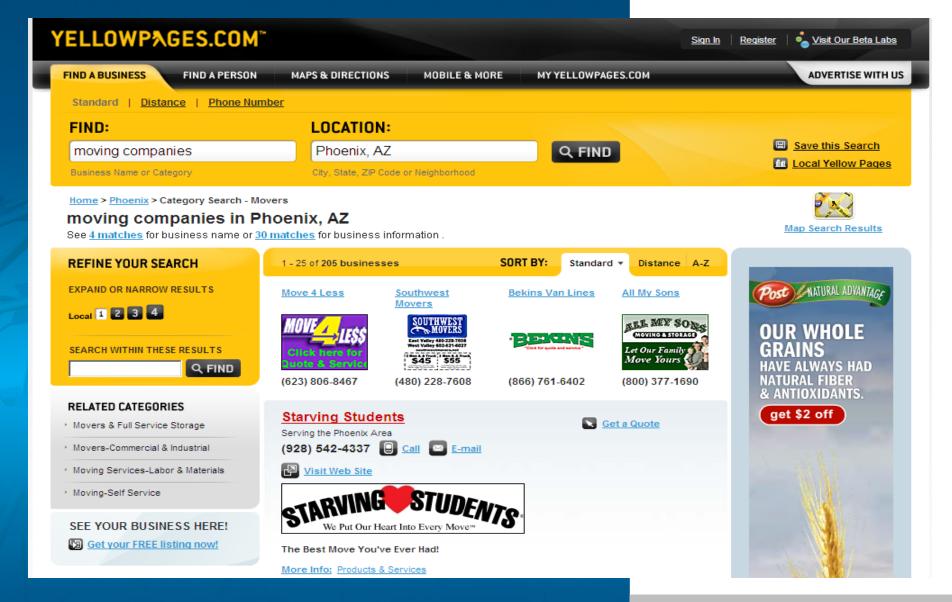
Online Classified Advertising

Mirrors traditional Yellow Page listings





Online Classified Advertising



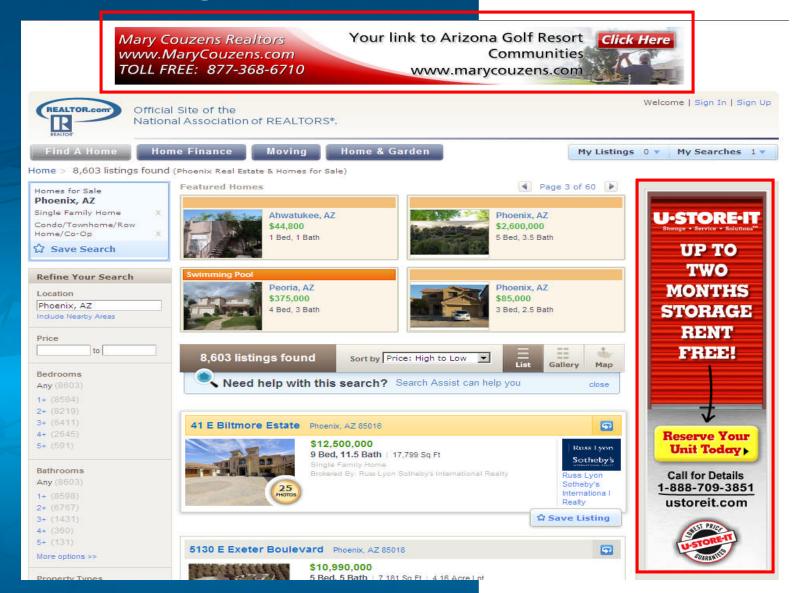


Online Classified Advertising

- Pro's
 - ✓ High user traffic (26 million unique users last month)
 - ✓ Fairly Affordable
 - ✓ Geo-targeted options available
- Con's
 - ✓ User Demographics
 - ✓ No specific customizable user data
 - ✓ Relevancy

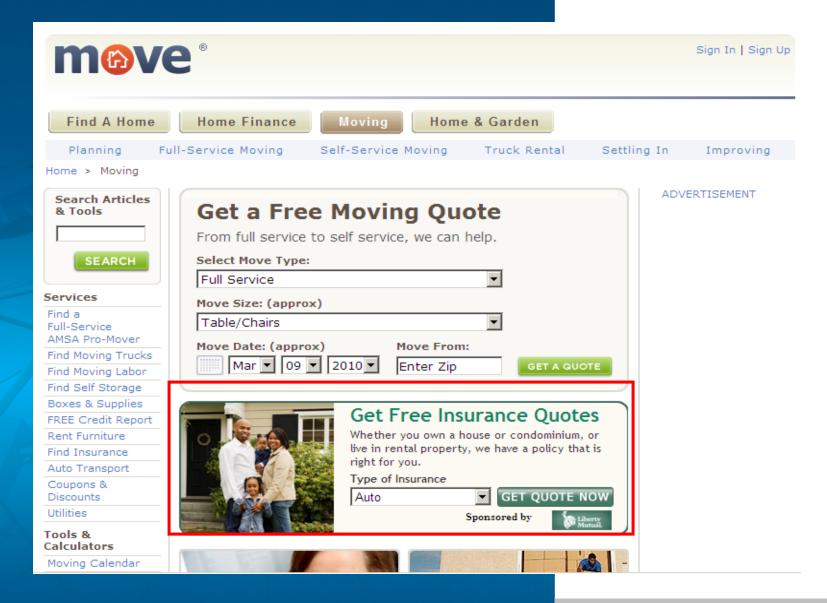


Display Advertising





Display Advertising





Display Advertising

Pro's

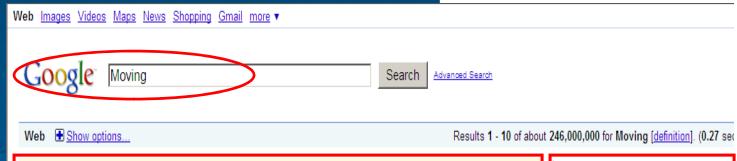
- ✓ Strong branding opportunity combined with very measurable impact
- ✓ Control over creative
- ✓ Unique targeting capabilities can enhance campaign performance and make sure that your ad is seen by the right consumer at the right time (e.g., geo-targeted, demographics such as age, site information such as property listing attributes, behavioral targeting)
- ✓ CPM price models ensure your brand message is displayed
- ✓ Display ads work best when combined with search campaigns

Con's

- CTR is only one metric and can be misleading (many consumers actually transact separately either offline or online (Google search, etc) but the transaction is still a RESULT of seeing the ad)
- ✓ Need to supply creative or work with agency/publisher to provide a template
- ✓ CPM is based off of impressions...whether or not the consumer sees/interprets your message is not guaranteed (just like TV, billboard, etc)
- ✓ Brand safety: Many advertisers are concerned about the content around which
 their ad will be seen, or the ads that are next to theirs (Not always an issue –
 Move Network has restricted categories based on our NAR agreement)



Search Engine Optimization & Marketing



Sponsored links equal paid search (SEM)

Organic Search (SEO) – The objective is to be ranked within first three – but definitely on first page

Moving Out Of State?

www.upack.com You Pack, We Drive, You Save! Easy web quotes

Moving Out of State?

www.FirstChoiceMoving.com Safe, Reliable Phoenix Movers With Discounted Interstate Rates.

Show map of 2804 N 29th Ave, Phoenix, AZ 85009

Affordable Moving Service

www.BestRates2move.com Low Cost Moving Services Nationwide Get Free guotes and save up to 55%

Moving Companies | Movers | Moving Services - Moving.com

Manage moving and relocation process with our moving van line, moving truck rental quotes,

home mortgage quotes and calculators, self-storage search, \dots

Mortgage Quotes - Find a Mover - Rent a Truck - Learn & Explore

www.moving.com/ - Cached - Similar

U-Haul: Your **moving** and self storage resource for truck rentals ...

U-Haul is the choice for truck and trailer rentals, self storage and mini storage, boxes packing and moving supplies, hitch sales and installation, ...

<u>Locations</u> - <u>Rates and reservations</u> - <u>Trailer</u> www.uhaul.com/ - Cached - Similar

The Best Moving & Storage Idea Ever for Self Storage, Portable ...

PODS is your portable **moving** and self storage solution. Whether you're **moving** locally or across the country or simply need safe and convenient storage, ... www.pods.com/ - <u>Cached</u> - <u>Similar</u>

Sponsored Links Sponsored Links

100% Free **Moving** Quotes

Enter Your Destination... 2) Get 6
 Free Moving Quotes... 3) Save Money!
 www.Moving.com/Movers

\$65/hr = BBB "A" Rating

Weekday Special, Honest/Informative Site. Realistic Pricing. No Up-Sell CamelbackMoving.com Phoenix, AZ

Need Moving Companies

Quotes from Licensed&Professional Moving Companies.Save upto 65% Now! www.movers.com/moving-companies

North American Van Lines

75 yrs of full service moving.
Request your free movers quote now!
www.NorthAmericanVanLines.com

Quality Moving Company

Full-Service Moving Company. Long Distance Movers. Free Moving Quote! NAVL.com



Search Engine Optimization & Marketing

• SEO

✓ There are not enough cons to outweigh the pros – everyone needs a relevant and continually updated website with the long term objective of being ranked on 1st page

SEM Pro's

- ✓ Sponsored search results have high click through rates
- ✓ More effective if able to appear on first page
- ✓ Control over creative

Con's

- ✓ Cost Per Click can be expensive
- ✓ Managing key word bidding is time consuming it can be outsourced for a fee or % of cost

Key Word	Exact Match	Phrase Match	Broad Match	Cost to Appear on 1st Page
Find A Mover	\$1.10	\$1.00	\$1.99	\$2.00
Moving Companies	\$7.00	\$3.11	\$5.33	\$13.00
Arizona Movers	\$6.00	\$3.73	\$1.10	\$3.00



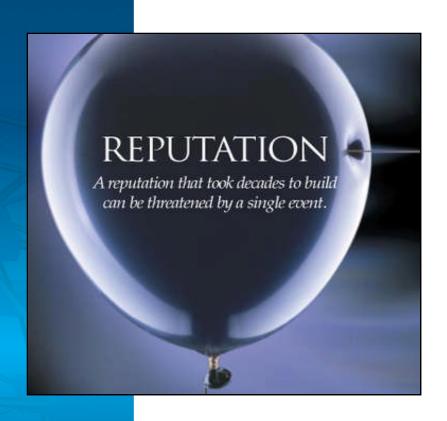
Sticks and stones may break my bones, but **names** will never hurt me.





- 1. ...affects your career
- 2. ...is your online reputation
- 3. ...is your brand

If you don't manage it, someone else will do it for you and it may destroy what it took decades to build.





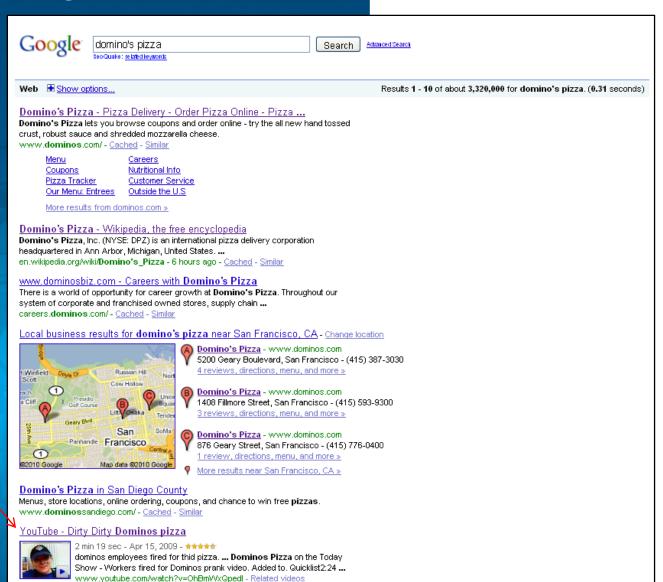
Dominos Case Study: "Even people who've been with us as loyal customers for 10, 15, 20 years, people are second-guessing their relationship with Domino's, and that's not fair." – Domino's spokesman







YouTube video is firmly entrenched as the 5th organic position





It may not be...

- 1. Fair
- 2. Accurate
- 3. You

But it is the perceived reality.

Your reputation online is whatever Google says it is





Lead Generation – Your Website





Need Help? Call Us! (888) 551-8039

Lead Generation







Lead Generation

• Pro's

- ✓ Highly qualified traffic
- Custom campaign capabilities target by geography, origination, destination, weight
- ✓ Pay for lead or subscription pricing models
- ✓ Online tracking capabilities

Con's

- ✓ Requires internal or outsourced resources for <u>immediate</u> follow-up
- ✓ Quality can vary by
 - Lead source
 - Consumer experience
 - How many time a lead is sold

Lead Resources

- ✓ MovePoint
- ✓ P4P
- ✓ Moves Online



Social Networking - Twitter

Creating a Twitter account on your web site allows you to easily post "tweets" from the road via most mobile devices. Tweets positive moving events or helpful moving tips... "Just attended the CAM Annual Conference – proud to be a member of the most reputable moving organization in Canada"



Admin Center

	Admin Login
	Username:
	Password:
	Forgot Password? Login
	Jason MovingDotCom
	Great quote from the CAM Awards Dinner last night: "The way you look at a problem is quite often the problem". 16 minutes ago
\	Oh Canada Arrived in Toronto for the Canadian Association of Movers annual
	Join the conversation

Moving.com Fall Tour 2010 coming to a city near you...

Atlas Convention & Exposition San Antonio, TX - October 21 - 24

UniGroup Convention
Maui, HI - October 24 - 28

Stevens Agent Convention & Trade Show Naples, FL - November 6 - 9

Wheaton Partnership Conference Huntington Beach, CA - November 10 - 13

Canadian Association of Movers Toronto, ON - November 14 - 16

Looking forward to seeing new and familiar faces alike!

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Social Networking - Facebook

Facebook has over 400 million users – and growing!

Facebook pages get indexed by the search engines

About National Van Lines - member America

National Van Lines is designated by the American N Certified Van Lines, holds continental 48-state operati movewithmetro.com/about/about-national-van-lines/ -

Videos Posted by American Moving & Sto

Facebook is a social utility that connects people with around them. People use Facebook to keep up with fi www.facebook.com/video/video.php?v=132052475360

BOERMAN MOVING & STORAGE Agent f

American Moving & Storage Association - Illinois Let Us Move You into Your College Residence Hall ... www.boerman.com/ - Cached - Similar

Searches related to american moving and southwest movers association

american moving and storage association's certified



Previous

9 10 11 12



November 10 at 3:14pm · Like · Comment · Share

Kanji Arima likes this.





Social Networking – You Tube





Social Networking

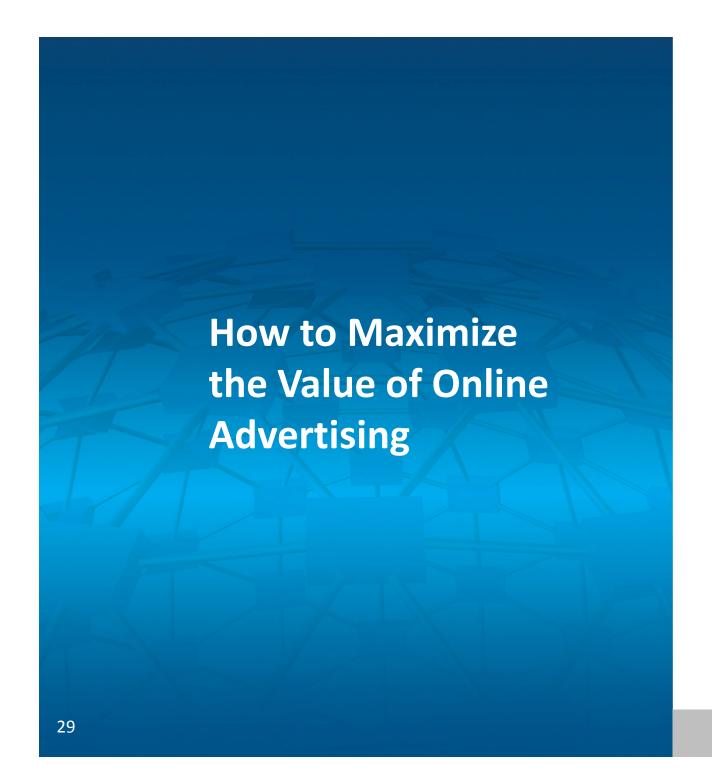
Pro's

- ✓ Outside of time it's free to low-cost. The payback on your time may only 1 booked job.
- ✓ It will get you listed in a another form of media.
- ✓ Branding Branding Branding
- ✓ You are creating/controlling the messaging

Con's

- ✓ No strong metrics to date on conversion, etc.
- ✓ Social Networking also referred to as Social Notworking some companies beginning to block sites
- ✓ There is no limit to what is around the corner and you may need to adapt quickly to changing technologies/sites







How to Maximize the Value of Online Advertising

Set the Right Budget for You

- ✓ Establish your capacity for volume
- ✓ Where are your gaps?
- ✓ How many consumers can you follow-up on and how quickly

Online Marketing Management

- ✓ Determine whether using in-house resources or
- ✓ Hire Interactive Agency

Consider the Source

✓ Identify a quality online site and consider how they are attracting consumers; What industry are they in?



How to Maximize the Value of Online Advertising

Establish a Standard Follow-up Process

- ✓ Response time is critical. Consumers expect a response immediately – and not longer than 1 business day
- ✓ Feedback from Move.com/Moving.com partners shows a 39% conversion rate when following up within 2 hours
- ✓ Create an automated email response with introductory info. on your company.
- √ 3-5 contact attempts in the first 48 hours are necessary to compete
- ✓ Do not leave a voicemail the first two time you call



How to Maximize the Value of Online Advertising

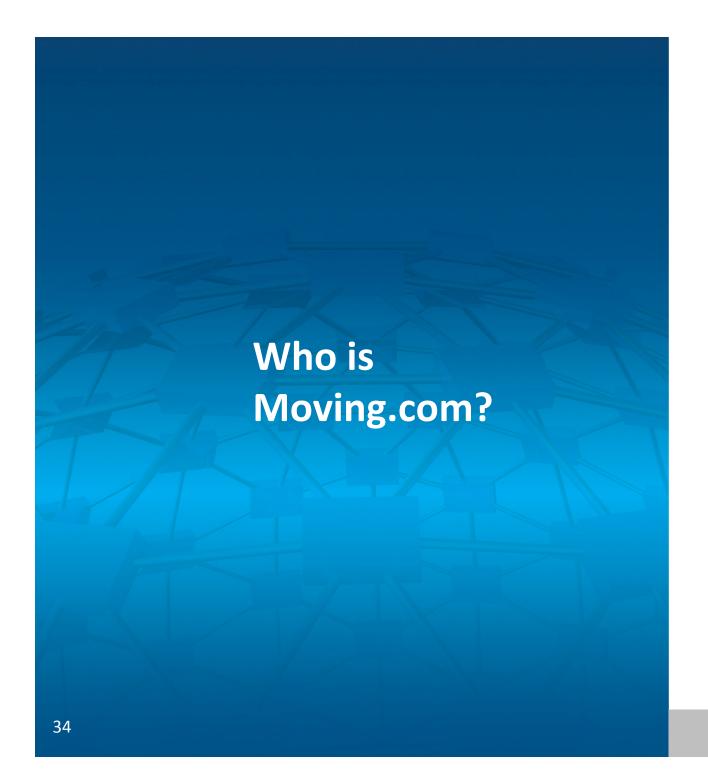
- Establish ability to track your advertising spend by <u>every</u> source
 - ✓ Track click from a display ad
 - ✓ Match leads to conversions
 - ✓ Track calls to toll-free numbers
- Measure your ROI and adjust accordingly
 - ✓ Document/track the source and outcome of each consumer
 - ✓ Measure the total number of moves booked vs. total monthly marketing spend by medium
 - ✓ Did you earn more revenue than your marketing spend with that source?
 - ✓ Is your marketing spend diversified?
- Deliver quality service
 - Deliver on what you promised and get referrals and/or testimonials



What should you do in 2011?

- Your Web Site
 - ✓ Is your web site fresh and relevant?
 - ✓ Are your "call to actions" easy to locate?
 - ✓ Are you listing positive attributes?
 - ✓ Where do you rank on the search engines?
- Your Competition
 - ✓ Check out their websites
 - ✓ Where do they rank for "Montreal Movers" and other local key words
- Social Media
 - ✓ Get engaged
 - ✓ Stay engaged
 - ✓ Use technology to your advantage.







Moving.com

Moving consumers will only be matched with a maximum of 6 moving companies

Moving.com has a commitment to quality that requires we only work with licensed and insured moving companies

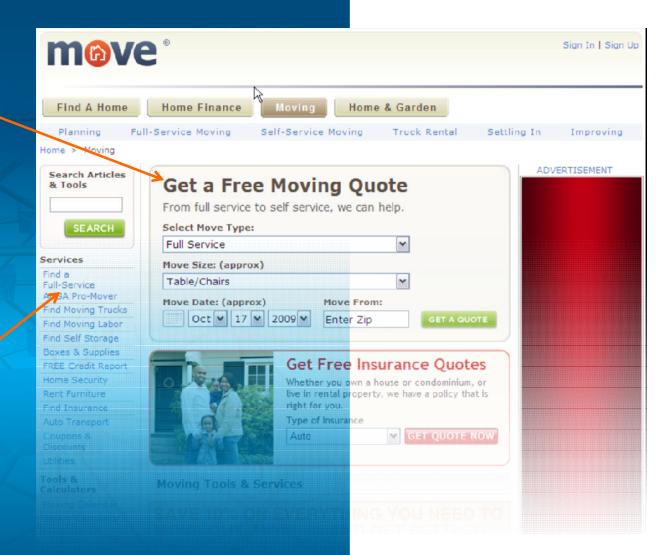




Move.com

www.Moving.com is part of the Move Network – the largest real estate network on the internet

The moving channel on www.Move.com is restricted to licensed & insured moving companies who are members of AMSA





Moving.com Lead Campaigns

Customize your campaign to meet <u>your needs</u>. Moving.com gives you the flexibility to customize and target your leads.

Geography of Interest

By origination and/or destination

By state, area code or market

By min/max miles distance

Lead Categories - Interstate

Full Service

Last Minutes Moves

Self Service

International

Automobile

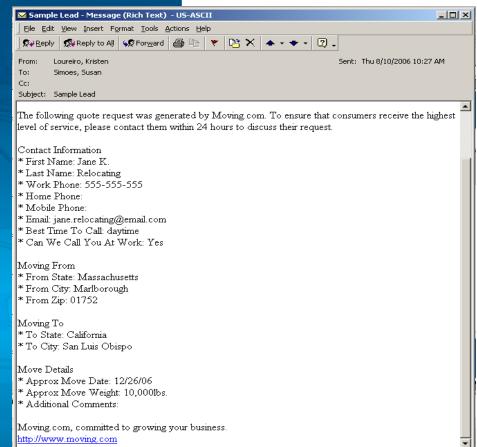
Specialty

Weight Filters

<1,500lbs, 2,000lbs, 5,000lbs, 7,500lbs, 10,000lbs+

Lead Volume

Monthly Lead Cap, Capping by Route or Uncapped options





Moving.com Key Partners









































Why Join Moving.com?

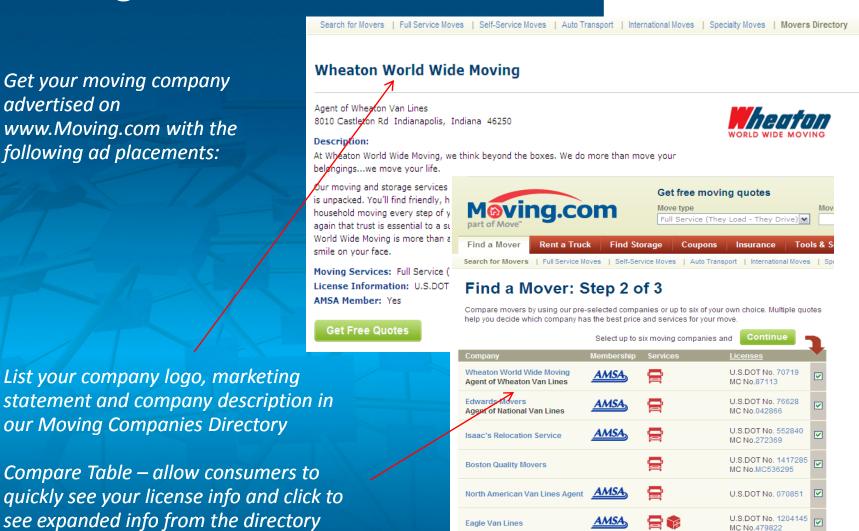
- ✓ Gain access to millions of moving consumers from the Move Network – the largest real estate related network on the internet
- ✓ Compete with <u>only</u> licensed and insured moving companies
- ✓ Customize your campaign to fit your exact needs
- ✓ Save money with our pay-per-lead programs
- Never compete against more than 5 other moving companies
- ✓ Track your leads with our comprehensive online reporting tool
- ✓ We are the <u>exclusive</u> lead partner and provider of AMSA –
 The American Moving & Storage Association





You'll also get listed on Moving.com

Get your moving company advertised on www.Moving.com with the following ad placements:





Frequently Asked Questions

How do I know Moving.com leads are quality leads?

Moving.com has advanced technology, which ensures the quality of the leads you receive. We capture numerous fields of user information and deliver the information in real-time. This means that you receive the lead as soon as a user submits a request for a mover. In addition, our technology allows you to customize leads to meet your specific needs. You can choose the origination and destination of your leads, lead categories (full-service, self, service, auto, international) and even customize weight requirements.

How is Moving.com different from other leading providers?

We are the largest online source of moving leads. The Move™ network receives over 10 million unique visitors per month. Most of our leads are within 14-90 days of the moving day. Our technology ensures the quality of these leads by verifying that phone numbers, zip codes and email addresses are valid. You will never compete against more than 5 other moving companies (varies by category, the average is 3-4). Other competitor lead providers match each consumer with 10-15 moving companies! In addition, our pay-per-lead model ensures that you will only be billed for the leads delivered.

How will your customers find my company?

Moving.com has the largest network of strategic partnerships, and is part of the largest online resource for real estate, Realtor.com. When a consumer is seeking a mover at MSN, Google, Realtor.com or AOL for example, they are directed to our list of clients to provide that move. In other words, we drive business to you!





Frequently Asked Questions

What happens if I receive a "bad" lead?

We do our best to ensure that all leads are "real" leads however, in the event that you receive a clearly fictitious lead i.e. John Doe; or if the email and phone number are not valid; or if you receive leads outside of your specified geography, you can submit a request for a credit to your account. In the event that you receive a duplicated lead, our technology automatically credits the system for you!

I already advertise with the Yellow Pages and/or Google, why should I use you?

When you opt for Yellow Pages advertising, you share a page with MANY other competitors. You cannot specify which consumers are driven to you, and you pay whether they give you a call or not. The average cost per lead is MANY TIMES that of our leads when all is said and done! With Google advertising, you pay per click and still cannot guarantee that you will receive user information. With Moving.com, WE drive the business to YOU. You have the option of selecting the types of moves you provide (interstate, intrastate, etc.), and where you provide them (which states or area codes). Moving.com provides complete user information, including contact phone numbers, email address and moving information. The user information is only sent to a TOTAL of 6 moving companies. While not all advertising is guaranteed, at least we can further qualify the information that you receive, unlike Google or the Yellow Pages.

What other services do you offer?

In addition to receiving real-time leads via email, you are also provided with a user name and password to log access your account and lead reporting! Moving.com has dedicated Account Managers available to answer any questions you may have.



Join the Moving.com Network

Moving.com 5401 N. Pima Road, Suite 100 Scottsdale, Arizona 85250

(800) 248-MOVE

Rory MacLeod
Director, Sales & Business
Development

P: 480-315-6462 F: 480-556-4695 C: 617-461-4359



