



# SMA Pinnacle Mover Program

## About

The Pinnacle Mover Program promotes and recognizes professional competence and adherence to ethical standards on the part of movers operating in Texas. Certification signifies a mover's organization has agreed to operate under industry standards beyond the minimums required by law ensuring a commitment to the highest levels of customer service and satisfaction. To qualify and achieve certification, a mover must meet and maintain certain required criteria. Certification is valid for one year from the date of certification. However, it may be revoked if the mover falls out of compliance.

## Application and Certification

Applicant companies must be a member in good standing of SMA. To begin the certification process, applicants must submit a completed certification questionnaire along with a \$150 certification fee. In addition, the mover must submit proof of attainment of individual certification criteria and submit to an onsite evaluation by the Pinnacle Mover certification committee or SMA staff if needed. All locations with same TxDMV number must be a part of the original application and listed complete with officers or owners physical address. Additional locations require a \$50 fee per location.

## Best of the Best

Achieving status of Pinnacle Mover indicates a commitment to be the best of the best in the industry. Once certified, a mover will receive an engraved award for display at their location (additional awards are available at a cost for movers with multiple locations) as well as decals and the Pinnacle logo. Upon certification, Pinnacle Movers are announced to the membership as well as applicable regulatory agencies. Pinnacle Movers are also eligible to participate in advertising campaigns recognizing Pinnacle Movers both locally and regionally.



## **Pinnacle Mover Program Eligibility and Certification Guidelines**

**Eligibility** Mover companies operating and licensed in Texas under one consistent, active license for at least one year and a SMA member in good standing.

**Qualifications** An applicant must meet the 10 required criteria outlined in Part 2 of the application, as well as accumulate and maintain a minimum of 150 points from optional criteria listed in Part 3 of the application.

**Fee** Applicants must submit a non-refundable certification fee of \$150 plus \$50 for each additional location operating with the same TxDMV number.

**Certification Period** Pinnacle Mover Certification is valid for one year from the date of certification. SMA reserves the right to revoke certification if the mover company falls out of compliance with any of the required or optional criteria.

**Recertification** Initial certification under the Pinnacle Mover Program is valid for one year from the date certification is awarded. Recertification is available by submitting a recertification application and a \$100 recertification fee for the original applicant, plus \$25.00 for each additional location.

**Reinstatement** Pinnacle Movers falling out of compliance may reapply by submitting a new application and certification fee subject to the same review as an initial applicant.

**Pinnacle Mover Logo and Name** Upon certification, movers are authorized to use the Pinnacle logo in any and all advertising as long as Pinnacle Mover status is maintained. SMA reserves the right to use the name of any certified Pinnacle Mover in its promotion of the program.

Pinnacle Mover is a registered trademark of SMA. Any unauthorized use of the Pinnacle Mover logo, or any likeness thereof, can result in legal action on behalf of the association. If Pinnacle Mover status is not renewed, is lost or denied, SMA reserves the right to require the mover to remove all Pinnacle Mover logo and name usage.

**Multiple Locations** Multiple locations are defined as all locations operating under the same (or one) TxDMV number. The Pinnacle Mover certification is achieved by the mover organization and will extend to additional locations operating under the same name, TxDMV number, identical policies and procedures as the home location. Additional locations must meet the same criteria and be made a part of the original application, or upon applying for recertification, by those companies having already achieved the Pinnacle status.

**Sale of a Pinnacle Mover Company** The sale of a Pinnacle would allow the sold portion to claim that status for 90 days. After that time, the purchaser must re-file the appropriate application along with proper documentation to keep the Pinnacle Mover certification.

## Part 1 Company Information

Please answer all questions in full. Any unanswered or partially answered questions may result in Pinnacle Mover status being denied.

Legal Company Name \_\_\_\_\_

DBA \_\_\_\_\_

Sole Proprietor  Partnership  Corporation #Years in Business \_\_\_\_\_ #Years Under Current Ownership \_\_\_\_\_

Physical Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Mailing Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Phone \_\_\_\_\_ Email \_\_\_\_\_ Website \_\_\_\_\_

Type of Operation  Intrastate  Interstate  Both State of Domicile \_\_\_\_\_

TxDMV # \_\_\_\_\_ USDOT # \_\_\_\_\_

Van Line Affiliation \_\_\_\_\_

### Officers/Owners

List all key personnel below. Please submit a separate page for additional listings.

Name \_\_\_\_\_ Title/Position \_\_\_\_\_

Name \_\_\_\_\_ Title/Position \_\_\_\_\_

Name \_\_\_\_\_ Title/Position \_\_\_\_\_

Name \_\_\_\_\_ Title/Position \_\_\_\_\_

Name \_\_\_\_\_ Title/Position \_\_\_\_\_

### Additional Locations

Please list additional locations and duplicate this page to provide the information for each location including physical and mailing addresses, phone, email, and officers/owners.

Location 1 \_\_\_\_\_

Location 2 \_\_\_\_\_

Location 3 \_\_\_\_\_

## Part 2 Required Program Criteria

In order to achieve Pinnacle Mover status, an applicant must meet or exceed all the following criteria. Please answer the following questions and provide documentation where requested and/or where appropriate.

1. Are you a registered mover in Texas? If so, please include the TxDMV, USDOT and MC (if applicable number under which your organization operates).

Texas  Yes  No TxDMV # \_\_\_\_\_

FMCSA  Yes  No USDOT # \_\_\_\_\_

MC  Yes  No MC # \_\_\_\_\_

2. Is your company an SMA member in good standing?

Yes  No Year Joined SMA \_\_\_\_\_

3. What is your company's USDOT safety rating?

Satisfactory  Conditional  Unsatisfactory  No USDOT Safety Rating

4. A) Has your company received any administrative penalty assessments in the past 12 months by any regulatory agency, federal, in Texas or another state?

Yes  No If yes, please explain \_\_\_\_\_  
\_\_\_\_\_

B) Do you have any open/pending investigations by TxDMV or FMCSA?

Yes  No If yes, please explain \_\_\_\_\_  
\_\_\_\_\_

C) Have you had a driver or a vehicle placed out of service by a regulatory representative in the last 24 months?

Yes  No If yes, please explain \_\_\_\_\_  
\_\_\_\_\_

5. Do you have unresolved claims with the Better Business Bureau?

Yes  No If yes, please explain \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Are you a member of the BBB?  Yes  No

*For information purposes only, BBB membership is not a requirement*

6. Are you conducting background checks on your employees and contractors per current Texas regulations as defined below?

Yes  No Name of company used for background checks and contact information \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

*Definition in the Texas regulations: "Section 145.002 ...a residential delivery company shall obtain ...all criminal history record information relating to an officer, employee, or prospective employee of the company whose job duties require or will require entry into another person's residence. "(c) A residential delivery company that sends two or more employees together into a residence shall be deemed to have complied with the requirement in Section 145.002 as long as at least one of those employees has been checked ... and, while they are in the residence, that employee accompanies and directly supervises any employee who has not been checked, and the residential delivery company or in-home service company maintains a record of the identity of any such non-checked employee for at least two years."*

## Part 2 Required Program Criteria

7. Has this company or any other related company, its owners or officers, filed for bankruptcy in the past seven years?

Yes     No    If yes, please explain \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

8. Do you carry the following types of insurance? Proof of insurance must be submitted to achieve certification.  
*Please submit current documentation of coverage in each of the below areas.*

Commercial Auto Liability     Yes     No    Policy Limit \_\_\_\_\_

General Liability     Yes     No    Policy Limit \_\_\_\_\_

Cargo     Yes     No    Policy Limit \_\_\_\_\_

Workers Compensation     Yes     No    Policy Limit \_\_\_\_\_

Occupational Accident     Yes     No    Policy Limit \_\_\_\_\_

9. Do you have a formal claims policy?

Yes     No

Do you provide additional information to the customer about your claims policy beyond a copy of the TxDMV Rights and Responsibilities brochure which is required by TxDMV, and explain carefully to all customers, what the \$0.60 per pound, per item liability coverage means by giving them a specific example?

Yes     No

If no, how do you explain insurance vs. liability coverage on your shipments? If you provide additional company information to the customer about your claims policy, please provide a copy.

\_\_\_\_\_  
\_\_\_\_\_

10. Do you know and comply with all applicable regulatory rules regarding advertising?

Yes     No    If no, please explain \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## Part 3 Pinnacle Mover Optional Program Criteria

In order to achieve Pinnacle Mover status, the applicant must score and continuously maintain at least 150 points from this section. To receive credit for an individual criteria claimed in Part III, you must submit documentation to prove compliance with that item. Failure to provide documentation will result in denial of credit for that item. In every instance, use of the term *formal* means the policy must be in writing. Many of these are covered in an employee manual (EM). A copy of the EM must be submitted with your application.

Optional Criteria	Points Earned	Maximum Points	SMA Use Only
<p>1. Do you have an employee dress code which includes company or carrier logo?</p> <p><input type="checkbox"/> Yes    <input type="checkbox"/> No    EM page _____</p>		10	
<p>2. Do you have a formal drug and alcohol testing program for all employees?</p> <p><input type="checkbox"/> Yes    <input type="checkbox"/> No    EM page _____</p> <p>Name of provider/consortium _____</p> <p>When do you require an alcohol or drug test? _____</p>		20	
<p>3. Do you have a formal employee conduct policy?</p> <p><input type="checkbox"/> Yes    <input type="checkbox"/> No    EM page _____</p>		10	
<p>4. Do you have a formal safety program? Copy of safety program must be provided if not outlined in the EM.</p> <p><input type="checkbox"/> Yes    <input type="checkbox"/> No    EM page _____</p> <p><i>A formal safety program must be in writing and consist of: a) a program that is organized and recordable; b) a program that insures all employees are provided consistent and understandable education of the program contents; c) a minimum requirement of at least the basic information being taught to all employees at time of hire; d) safety reminders as well as upgraded safety information being implemented through ongoing safety training; and e) mandatory employee practices that are included in the Pinnacle program and Texas Motor Carrier Safety requirements, such as drug testing, employee background checks, etc.</i></p>		20	
<p>5. Do you provide your employees with a safety manual and require they sign a receipt which goes into their employee file?</p> <p><input type="checkbox"/> Yes    <input type="checkbox"/> No    EM page _____</p>		10	
<p>6. When a reportable injury occurs, do you require a written report to be given by the employee(s) involved and place that report in their employee file?</p> <p><input type="checkbox"/> Yes    <input type="checkbox"/> No    EM page _____</p>		10	
<p>7. Do you have a certified Safety Director? Copy of certification must be provided.</p> <p><input type="checkbox"/> Yes    <input type="checkbox"/> No    EM page _____</p> <p><i>Certification must be from a SMA recognized source such as TXTA, ATA, or Van Affiliation.</i></p>		10	
<p>8. Do you have a maintenance recycling program (oil, filters, tires, etc.)?</p> <p><input type="checkbox"/> Yes    <input type="checkbox"/> No</p> <p><i>Note: If you outsource your maintenance and your supplier has a certified recycling program, and you provide documentation of such, you can claim credit for this item.</i></p>		10	

Optional Criteria	Points Earned	Maximum Points	SMA Use Only
<p>9. Do you have a written and distributed mission statement?</p> <p><input type="checkbox"/> Yes    <input type="checkbox"/> No    EM page _____</p>		10	
<p>10. Do you have an employee recognition program (i.e., employee of the month, etc.)?</p> <p><input type="checkbox"/> Yes    <input type="checkbox"/> No    EM page _____</p> <p>If yes, describe programs and type of recognition _____</p> <p>_____</p> <p>_____</p> <p>_____</p>		10	
<p>11. Do you have an employee/associate tuition assistance program?</p> <p><input type="checkbox"/> Yes    <input type="checkbox"/> No    EM page _____</p> <p>If yes, describe how this applies and who is eligible to take advantage of the program.</p> <p>_____</p> <p>_____</p> <p>_____</p>		10	
<p>12. Do you have power units powered by alternative fuels?</p> <p><input type="checkbox"/> Yes    <input type="checkbox"/> No</p>		30	
<p>13. What is the age of your equipment?</p> <p>_____ Number TxDMV registered vehicles less than 10 years old</p> <p>_____ Vehicle Points (score 10 points per vehicle, maximum of 3 vehicles and 30 points)</p> <p>_____ Number Trailers less than 15 years old or refurbished <i>Please provide an equipment list including unit number, make and year of manufacture, and/or proof of refurbishing.</i></p> <p>_____ Trailer Points (score 5 points per trailer, maximum of 3 vehicles and 15 points)</p> <p>_____ Total Points (add vehicle and trailer points up to 45)</p>		45	
<p>14. In the required program criteria, there must be no unresolved BBB claims. Additional points may be earned for fewer BBB claims made in the previous three year period. Check one box only.</p> <p><input type="checkbox"/> 0-3 Claims=3 Points    <input type="checkbox"/> 4-6 Claims=2 Points</p> <p>_____ Total Points (score 3 or 2)</p>		3	

Optional Criteria	Points Earned	Maximum Points	SMA Use Only
<p>15. Does your company participate in any certification programs? A copy of each certificate must be provided. Check all that apply.</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> ATA Movers Conference CPM (Certified Professional Mover)</li> <li><input type="checkbox"/> ATA Movers Conference CMC (Certified Moving Consultant)</li> <li><input type="checkbox"/> ATA Movers Conference PROMover</li> <li><input type="checkbox"/> RIM (Registered International Mover)</li> <li><input type="checkbox"/> FAIM (FIDA Accredited International Mover Standard)</li> <li><input type="checkbox"/> ISO 9001 (International Organization for Standardization)</li> </ul> <p>_____ Total Points (score 5 points per certification checked)</p> <p><i>Points are per certification, not the number of certified employees. The maximum number of points is 30 for all six certifications.</i></p>		30	
<p>16. Does your company offer employees opportunity to participate in internal or external training programs?</p> <p>A) Internal Training (Check all that apply)</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> CPR</li> <li><input type="checkbox"/> Forklift</li> <li><input type="checkbox"/> Fire Extinguisher</li> <li><input type="checkbox"/> Other training that qualifies for Pinnacle committee review</li> </ul> <p>Approximate time involved in the training, tests given and/or required, materials used and program verification _____</p> <p>_____ Total Points (score 2 points per employee, maximum of 10 points)</p> <p>B) External Training (SMA, PMT, ATA, TXTA, Other Seminars)</p> <p>_____ Number of seminars attended</p> <p>_____ Number of employees attending</p> <p>_____ Total Points (score 2 points per employee attendance, maximum 30 points)</p> <p><i>Example: Two employees attending a SMA Safety Seminar would equal four points.</i></p>		A) 10  B) 30	



Optional Criteria	Points Earned	Maximum Points	SMA Use Only
<p>17. If your company exceeds the requirements for pre-employment background checks and from more than one screening company, additional points may be earned. (Independent of Number 6 in the Required Criteria of compliance with Texas regulations on background checks.) Documentation must be provided.</p> <p><input type="checkbox"/> Annual Background Check Reporting Company Name _____</p> <p>_____</p> <p><input type="checkbox"/> Company Names (if more than one reporting company) _____</p> <p>_____</p> <p>_____ Total Points (score 5 points per annual reporting and/or 5 points if more than one company reporting)</p>		10	
<p>18. Is your company bonded against theft or other losses?</p> <p><input type="checkbox"/> Yes (score 5 points)   <input type="checkbox"/> No (score 0 points)</p>		5	
<p>Enter total points scored. Your company must achieve and maintain a minimum of 150 points with the optional criteria to qualify for Pinnacle Mover status.</p>		150	



### Part 4 Pinnacle Mover Program Signature

To the best of my knowledge, the information provided is true and correct. The information contained herein may be independently verified by SMA and for this purpose I expressly authorize and permit SMA to do so. Also, I agree to notify SMA if any of the items submitted change in a way that might dilute and/or enhance Pinnacle Mover status.

Signature \_\_\_\_\_ Date \_\_\_\_\_

**Submit this application via email**

**dorothy@mytexasmover.com**

**Southwest Movers Association 512.982.7463 mytexasmover.com**