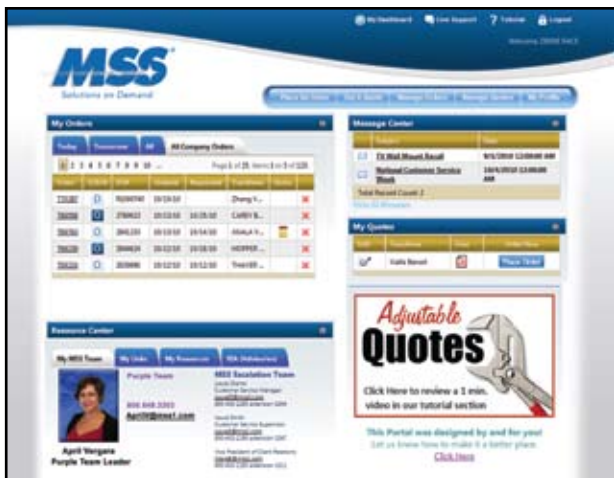


Improve Your Efficiency Before Another Busy Summer!

The MSS Portal incorporates the most advanced online order management and customer response technology available in the specialty service industry. The Portal also enables the user to obtain quotes and connect directly with your dedicated customer service team member. The site offers convenient methods to administer and track orders. Features include a user-customized dashboard, "keyword" quick search of over 350 services, adjustable quotes, comprehensive job details and direct access to pertinent MSS/Industry documents. Customers may also utilize MSS Live Support, for quick real-time response and accessibility to the communication for future reference.



For more information about our New Portal, please contact your customer service agent or National Account Sales Representative at 1-800-433-1159.

HOME PAGE DASHBOARD

Upon logging into the Portal, customers can quickly view orders being performed today, tomorrow, as well as all orders at a glance. This snapshot will improve productivity, enhance service quality and reduce response time associated with every order.

ADJUSTABLE QUOTES

Provides instant price quotes with the ability to make quick revisions with a click of a button.

SERVICES INSTANT - SEARCH

Customers may utilize the new instant search feature by using a "key word" eliminating the need to scroll through a list of over 350 services.

CUSTOMER RESOURCE CENTER

Our Resource Center offers immediate access to MSS Industry Advisories, Customer Service Team contact information, Quick Service Tips and much more.

LIVE SUPPORT

Efficiently handle "order specific" requests and changes via real-time instant messaging with your dedicated Customer Service team. Live Support allows you to reach MSS in seconds about a specific order without the need to enter an order number, customer name or other details. More than just a "chat" Live Support transcribes your conversation directly into the order and makes it available to you for reference.

Introducing the MSS App

Mike Mudditt, VP of Technical Service, introduced an exciting new mobile application to our subcontractor network at our annual convention in March, 2011. The App has been developed using cloud computing and is connected directly to MSS' in house system (Moses). Developed in partnership with Pronto Forms, it gives our subcontractors in the field the ability to send photos, signatures, and forms back to us instantaneously from a jobsite. The App is currently available to our network and has been developed for all new mobile technology including: Android, Windows Mobile, Blackberry, iPhone, iPad and HP devices.

Using this new technology our Subcontractors can now finalize the paperwork at residence and send it to MSS from the driveway. This new way of transmitting information from the field will only further enhance the communication from our network to our teams back at MSS. This creates a direct link of information from residence to our customer service department, greatly improving our response time and our ability to communicate with customers in real-time.

The new App also closely aligns with MSS' green initiatives by enabling technicians in the field to "go paperless" by wirelessly accessing MSS inventory forms and paperwork.



Company News

Laura Orsino Recognized as President's Award Winner



Formerly referred to as "Employee of the Year" Award, the President's Award is MSS's most prestigious annual award for overall performance excellence and high impact contribution to the company's long-term success. The President's Award is determined solely at the discretion of the President and CEO, Tim Hughes. This year's winner was Laura Orsino, Customer Service Manager.

Laura began her career with MSS in June 1999 as a Shipper Call agent. She has been an outstanding performer in each and every subsequent year, quickly progressing through almost every department function: shipper call, coordinator, Team Leader, Trainer and Supervisor. Today Maria Bunch, Vice President of Client Relations, describes Laura as one of her department's "ultimate resources".

Laura is relied upon by both our Sales and Executive Teams as one of our top problem solvers and innovative troubleshooters for every customer facing challenge or opportunity. She was also the lead Customer Service team member behind the design and deployment of our 2010 Customer Portal launch, meticulously outlining customer expectations and operational requirements - and she was spot on!

Not only proficient with the technical aspects of 3rd Party, Maria loves to boast Laura is also one of "the best Customer Service professionals to ever grace the halls of MSS." No one deals with more service escalations on a daily basis than Laura. Her focus on the customer is evident with every interaction. Laura has a keen understanding of third party, and her credibility is obvious when you watch her in action!

This was a great year for Customer Service and the entire MSS organization. The rewards, recognition and honors have been wonderful. We are at the "top of our game" in Customer Satisfaction, and in light of this achievement, Laura Orsino is the perfect selection for this year's Presidents Award. Congratulations Laura!



Top 100 Workplaces 2011



For the second year in a row MSS has been recognized by the Philadelphia Inquirer, Daily News and Philly.com as one of top 100 places to work in the Delaware Valley region. MSS was favorably ranked based on survey responses provided by MSS employees. "Making the Top Workplaces 2011 list is especially gratifying because our own employees voted MSS as

their premier Employer of Choice," said Brian Jensen, Vice President Human Resources and Talent Acquisition for the Montgomeryville-based relocation specialty services firm. The 2011 Top Workplaces distinction is earned through employee survey results. The Philadelphia Inquirer, Daily News and Philly.com enlisted a survey service to ask employees to rate their companies and their bosses by responding to a series of statements.

The anonymous surveys were conducted by a third party to encourage employees to be candid when responding. To further ensure integrity of survey responses, employee participation was voluntary. MSS employees listed a number of reasons for loving their workplace, including:

- "The managers and employees I work with are the friendliest and most dedicated people I know. I would not think of being anywhere else. The team work is amazing and I could not ask for any more."
- "I am told that I am appreciated often. That is a big deal and makes working here a pleasure."
- "I do not feel like just an employee here at MSS. I feel like I am part of a family. I totally enjoy coming to work everyday."

Employee News and Events

The Dynamics to “Continuous Self Improvement”

Personal effectiveness, achievement and success are accomplished by people who focus on what they can most control and influence—namely themselves! Great leaders know that “continuous self improvement” is the best weapon they have to influence the larger world around them. Focusing more on your personal abilities and less on the external is a conscious decision. Any change toward personal improvement and growth involves four key human dynamics working in unison:



1. The first and most critical is self awareness. We can reflect on our past and present behavior and make new decisions based on our awareness of them. Most managers have experienced the less than stellar employee who just “Doesn’t get it.” These are people who seem to see only outside of themselves. They spend their time and energy blaming other circumstances, people or events for their own behaviors and reactions. They refuse to consider that perhaps at least some of the critical feedback they are getting could be true— they lack self-awareness.
2. But what if you are aware of your own need to improve? Does that change anything? Not at all. I am not a great listener. I love to talk, but listening is not my forte. I know this flaw. I am aware of it and agree

that it needs work. But what if I didn’t care? What if I had no desire to change? Desire is the second key component to learning and personal growth.

3. Skill is the next requirement. I could be aware that I need to listen better, I can have the legitimate desire to change— but if I don’t know how to listen better—if I don’t know the techniques and skills required to be a better listener — then change and personal growth is not going to happen.
4. Finally, action is required. You can be aware, you can desire to change, have the ability to do it; but then you have to act. Listening techniques, include consciously deciding to listen; paraphrasing; affirmative body language; asking questions and requesting clarification, etc.— you have to do these things, including practice them repetitively to ultimately assimilate the new information and skill.

The Decision is the key to all this. It’s seems so basic, but it doesn’t just happen naturally. We are not sponges that simply absorb new information and experience as it occurs; rather we are filters that selectively decide what we will learn, what we will do and how and why we will change. We collect the data we want to collect and use the information the way we choose to use it.



2011 Annual Subcontractor Meeting “The Best One Yet”

Over 200 third party service professionals, including our best subcontractors and technicians from across the nation converged in Weston Florida for the 2011 National Subcontractor’s Conference hosted exclusively by MSS. This year’s agenda focused on technology innovation, hands-on training, and customer-focused metrics.

After a festive registration and welcome party Friday evening, Chris Hughes, VP of Domestic & Global Operations, opened Saturday’s session by thanking everyone for their “All Star Performances” over the past year. Next, President and CEO Tim Hughes provided an overview of the current business climate and emphasized exceeding customer expectations through measurable continuous improvement.

Following Tim’s opening remarks attendees were divided into 4 groups rotating to each of four sessions as follows:

- Session 1: MSS IT introduced a new mobile application which allows technicians to go paperless by accessing the MSS inventory/paperwork over their phone/PDA or tablet PC (see cover story).
- Session 2: The MSS Customer Service Team shared the many back office processes and new technology systems dedicated to constant and efficient communications with our clients and transferees on every job.
- Session 3: MSS Operations used supplier network profile information and subcontractor performance scores to illustrate how MSS quality initiatives have significantly improved service levels.
- Session 4: MSS graphics professionals trained attendees on the latest in digital photography techniques & procedures at residence and how to expedite the transfer of photos through the MSS Job Pix website.



MSS Recognizes Exceptional Employee Performance

On Saturday, January 22nd MSS employees and management gathered at the Plymouth-Whitemarsh Country Club to celebrate the completion of yet another successful year. Each year at this event employees are recognized for their hard work, dedication, and accomplishments.

RISING STAR

Awarded to high-potential employees who demonstrate great promise for future roles and contributions to the company. This year’s recipients:

- Michael Cusick
- Emmanuel “Manny” Miller
- Lynne Mazzoni
- Kaitlyn Schaeffer

EXTRA MILE

Awarded to employees who go above and beyond normal work duties, who work extra hours when called upon, always offer to help, are versatile in multiple company functions and who are consistently relied upon to get things done. This year’s recipients:

- Tracey Coy
- Tawana Rickenbacker
- Adam Goyette
- Amanda Schaefer
- Danielle Krantz
- Robert Ursino
- Linda Hughes

LOCAL TECH OF THE YEAR

Awarded to the employee in Local Third Party who consistently demonstrates superior job performance, exceptional customer service, reliability and hard work. This year’s recipient:

- Jerry Dugas

“UNCLE JOE” SPIRIT AWARD

In memory of Joseph Hughes, this coveted award is given to the employee who best exemplifies MSS company values. The winner must display particularly high character and commitment to improve the work environment and culture, boost employee morale and demonstrate pride in the company. This year’s recipient:

- Jennifer Muehlbronner



The MSS awards ceremony on Saturday night was a true milestone event. In addition to our Distinguished Service and Contractor of The Year Awards, MSS added several new recognitions, including Highest SEMI Score, and Voice of the Customer awards. MSS also bestowed a rare Lifetime Achievement Award - only the 3rd time in MSS history that a Subcontractor was so honored.

The “All Star” mood carried into Sunday morning’s all-attendee session led by Chris Hughes. Chris offered a comprehensive overview the MSS-customer perspective and implored the audience to adopt our customer’s high-performance standards as their own. Chris also highlighted technical and service enhancements for 2011. Brian Jensen, VP of Human Resources and Talent Acquisition, delivered a message regarding Personal Excellence (outlined on the left). Chris then brought the meeting to a close with a final focus on the customer, and the importance of presenting a positive and professional attitude in the months ahead.

Feedback about the 2011 MSS Subcontractor Conference from attendees was universally positive. In fact, many made it a point to tell us...

the Best One Yet!!

