

## AMSA Conference

Military Summit Recap, February 2015

By Michael Wilson, Director, DOD Programs

The following is a report on the Military Summit held on February 11, 2015, at the AMSA Conference in Orlando, FL. The report highlights the key issues that were talked about by SDDC staff as well as other issues that were brought to SDDC by those in the Industry that were in attendance.

At the podium from SDDC were Captain Aaron Stanley, Director of SDDC Personal Property and Lt. Col. Gina Prevett, DPS Program Manager.

### Programming Delays

DPS programming delays were the most talked about topic discussed by Lt. Col. Prevett. As previously mentioned, the new DPS contractor has struggled to meet the programming demands and schedule provided by SDDC and FY15 delays are expected due to previous delays carrying over from FY14. Per Lt. Col. Prevett, the transition to the new developer has been challenging while being further plagued by security issues. Lt. Col. Prevett did state significant staffing changes have been made by the new developer and it is believed the track has been righted to meet demands. Unfortunately, SDDC and Lt. Col. Prevett were unable to provide a FY15 schedule for DPS releases and have stated the dates are being re-planned.



Release 2.0 – Rate Filing Architecture has been put through production however there are problems being experienced with the Workbench. The initial response from those who have filed their rates is the system is taking a while to load however the Workbench has received praise for being easy to use. SDDC staff on hand did comment about the Round 2 filing being the area that still requires additional work. They explained there are times the rates may not present correctly. SDDC will provide necessary advisory on this issue if it is still relevant when Round 2 filing is necessary. After the summit, TSPs looking to file rates via Workbench Module had continuing trouble. SDDC asked users to file their rates via the Bulk Rate File (BRF) method, and they disabled the Workbench and continue to work on it.

Programming delays will impact the release of SCR 6975 which provides the PPSO with automatic offering of refused shipments in DPS. Everyone in attendance understands the importance of this change and it is anxiously awaited.



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### **DPS Process Mapping**

DPS Process Mapping is still ongoing with an estimated 30% having been completed to date. One of the primary goals of this process is to cut costs through higher efficiency. In conjunction with process mapping, member entitlements and the overall cost of the household goods program is being reviewed. While there is some hope that the sequestration will be eliminated, there is no evidence that will be the case. The forecast ahead is for more cuts in the active duty forces with separations and retirements. This will likely lend to a short term spike in business over the next few years.

### **Open Season**

SDDC is still planning to hold an Open Season for new entrants into the DP3 program. Capt. Stanley stated that SDDC is currently trying to determine whether or not they really need more intrastate capacity and an intrastate requalification process. Right now, the timeframe in which any Open Season will occur is still being explored. It was thought the intrastate Open Seasons would occur in FY15, however this is no longer for certain. There is a possibility an Open Season with a requalification could take place FY16.

### **Storage Management Office (SMO)**

Captain Stanley confirmed the SMO is fully staffed and they are roughly 50% through training.

### **Mr. Danny Martinez**

Mr. Danny Martinez has returned to SDDC and has assumed the role of Quality Assurance Division Chief. Capt. Stanley stated he has made the current rate filing Mr. Martinez's primary responsibility in an effort to avoid similar delays and problems experienced last year.

### **Alcohol in Shipments**

The Navy is leading a cross services effort to resolve the issues surrounding alcohol in shipments and the subsequent customs fees that occur when the shipment is transported into the United States. SDDC announced the customs fees resulting from alcohol in shipments will be reimbursed by the PPSO and then charged back to the customer where necessary. The fine detail regarding the billing procedure will follow when conversation has concluded between SDDC and the Services.

### **Base Access**

The base access issue was undoubtedly one of the more concerned topics discussed during the day. SDDC reinforced that the base access issue is not a SDDC issue but rather something that will be resolved when the Office of the Secretary of Defense (OSD) issues guidelines which are then adapted by all services. Capt. Stanley advised this topic is still garnering attention and another survey for more data is ongoing with its results hopefully leading to the TWIC card being the standard for base access. Capt. Stanley confirmed his understanding and corroborated our concern to this matter while stating he would continue to push for consistent measures.

### **Non-Temp Storage Invoice Payment**

Capt. Stanley touched briefly on the January deadline that passed for submitting outstanding NTS invoices for payment review. The deadline did generate a heavy volume of invoices being submitted to SDDC. Much progress has been made however, SDDC still does have invoices that are inline to be reviewed.

### **Transit Times**

SDDC continues to look at increasing transit times for shipments and a decision is expected NLT March.

### **Minimum Performance Score**

The next Minimum Performance Score will be set in October.

AMSA Conference...continued

### Customer Satisfaction Survey Scores

Industry concern has been brought to SDDC after the decision was made to no longer allow the TSP to transfer the customer to the Survey Response Center (SRC). Capt. Stanley remains confident the SRC staff is up to the task and stated the CSS response rates being received through SRC is comparable to what was being received prior to making the change. CSS Surveys continue to come in the 30's percent range with Coast Guard being the most reliable service to take the CSS at 53%. Since making the change, two new contracts have been filled at SRC with the sole responsibility of these individuals being to call for CSS completion. Each individual is required by contract to make 500 calls per day. There was uncertainty from Industry audience members surrounding what constituted a "call". SDDC is still working to reinstate the email to the customer with an embedded link. The one main change will be the embedded link will only take the customer to the ETA log-in page where it will require the customer to remember his/her ETA log-in and password. Capt. Stanley does recognize the challenges with this and is open to suggestions and would consider completely revamping the survey process in an effort to obtain greater CSS response rates however he would need solid input from industry before changes are made. Capt. Stanley stated that in his ideal scenario they would be getting 80% to 85% to 90% response rate for CSS.

### Click Counts

Much conversation was had about click counts in the DPS system and the rules that must be followed by a TSP in DPS. It was reported by SDDC there have been click count violators that are being dealt with accordingly. Talk of the violators raises concern in Industry that some TSPs may be getting an unfair advantage when booking short fuse shipments. Questions followed and inconsistencies were brought to SDDC's attention about published material in move.mil about click counts. Ultimately, there is confusion about what exactly constitutes a click and SDDC staff on hand was cautious at best in answering Industry's questions without having the programmer's confirmation ahead of time about exactly what will be counted as a click and what will not.

### SDDC Messaging

Over the course of the last several months, SDDC email messaging has been questioned after several parties in the Industry stated they did not receive a discussed message at a previous Personal Property Forum. SDDC has since acknowledged there is a problem. It isn't clear whether this problem has been rectified, however concern still exists throughout Industry about whether anything has been identified as the reason behind the issue.

### SDDC Personal Property Forum

SDDC is in the process of considering whether to reduce to a single PPF each year due to the numerous times where SDDC staff and Industry are in the same room. Capt. Stanley expressed his interest in having a single PPF per year and having participation at the PPF by the Services. There will not be a Spring PPF for FY15. A Fall PPF is currently being planned and likely will take place in Washington, DC.

### Rate Reasonableness

During the Q&A session, Scott Michael brought up rate reasonableness and explained we were under the impression that it was only a temporary measure. Capt. Stanley responded to the question saying that SDDC was still looking at it and couldn't comment further until their review was completed.

### West Coast Port Issues

Looming west coast port shutdown speculation has many in the Industry concerned about the impact this could potentially have on Code 4 shipments. As of the publication of this newsletter, the ports are now open and issues have been settled. However, there is a considerable backlog of shipments and it will take time to alleviate.



"I take it the Change Seminar stripped you down to your vulnerabilities."



## AMSA Conference

Photo Recap  
February 2015

### Women in Moving Reception

hosted by  
Maureen Beal, Chairman & CEO,  
National Van Lines, Inc.  
&  
Katrina Blackwell, President  
American Red Ball Transit Company



Left: Pam Johnson, Susan Staszewski, Jill Finnigan,  
Maureen Beal, Jorja Coulter, Katrina Blackwell  
Eileen Sherman & Cheryl Garamoni

### AMSA Booth

National Forwarding Co., Inc.  
National Van Lines, Inc.  
National Van Lines, Inc., International Division  
National Claims Services, Inc.



### NFC's Pinewood Derby Truck

While our Pinewood Derby car didn't win, it did place 1<sup>st</sup> in two of its 4 heats!



## Base Access Updates

Here are a few updates from our readers about base access:

**Davis-Monthan AFB, AZ:** Per Karenanne Beavers, Chief, Personal Property & Passenger, "The Security Forces required entry list for Davis-Monthan AFB is very strict. All local agents in Tucson are required to carry a DBids/Contractor card and pass the extensive background check. No matter how long an unfavorable incident is on your record - if it is unfavorable- warrant/felony/child abuse, etc.) no one will get an access card and be banned from entry to Davis-Monthan. Line haul drivers and helpers are required to check in the Swan Gate and have trucks searched and also submit their license and required ID for the background check - again - warrants /felonies/child abuse record will not pass not matter how long ago."

**Ft. Leavenworth, KS:** Detailed instructions on base access were issued in a PowerPoint presentation to the local agents. Century Van Lines, of Leavenworth, KS was kind enough to pass the information along to us and the presentation is posted on the home page of our website: [www.nationalforwarding.com](http://www.nationalforwarding.com). A few key points: Local Access Cards (LAC) can be used by local personnel who enter the base every day. Out of state drivers and their crews will have to go through the Visitors Center Gate to have their background check and day pass issued if they are approved-which can take up a lot of time. Vehicles are also required to go through full inspections.

**Ft. Lee, VA:** As of April 15, Ft. Lee will begin full background checks for drivers and all crew members. Anyone with a felony, conviction of sex crime, and misdemeanors for violence, larceny, drugs or habitual offenders in the last 5 years will not be able to gain access.

If you have any additional information please email [agencyervices@nationalforwarding.com](mailto:agencyervices@nationalforwarding.com) and we will publish in future newsletter publications.

### AMSA Names Scott Michael Permanent President & CEO

Alexandria, VA - During their meeting at AMSA's 96th Annual Education Conference & Expo in Orlando, the AMSA Executive Committee voted unanimously to retain Scott Michael as AMSA's permanent President & CEO.

A nearly 22-year veteran of the moving and storage industry, Scott Michael had been serving as acting President and CEO for AMSA since September 2014. Previously, he had been AMSA's vice president for military and government affairs.

NFC would like to congratulate Mr. Michael on his appointment and wish him well!

### Storage Charges on Conversions to Owners Expense

A reminder from the JPPSO-NE Transportation Office: Do not collect storage charges from customers until the PPSO converts the lot to owner's expense. A common mistake TSPs and Agents are making is looking at the expiration date (in DPS and/or EasyDPS).

The only date of importance for converting a shipment to owner's expense is the conversion date field. If the conversion date field has not been populated, the shipment remains in government control and SIT at government expense.

## WHAT OUR CUSTOMERS ARE SAYING

### POSITIVE CUSTOMER SATISFACTION SURVEYS

*Both moving companies were excellent! They were quick, efficient, but they weren't rushing the shipment. Perfect gentlemen, they ensured everything was taken care of-rewrapped things the service member had, inventoried everything with perfect care.*

-Origin Agent: Thompson M/S, Inc., Clarksville, TN

-Hauling & SIT Agent: Slidell Moving & Stge., Pearl River, LA

*The crews were outstanding and very professional and the company deserves praise.*

-Origin & Hauling Agent: Seal Van lines, Inc., Ft Pierce, FL

*You guys were wonderful with the last minute changes. It ended up being a straight one way instead of having to unpack and take to storage.*

-Origin Agent: Barstow Transfer & Stge., Barstow, CA

-Hauling Agent: American Way Van & Storage, Vandalia, OH,  
hauling under National Van Lines authority, Broadview, IL

*The truck driver and unloading crew did an excellent job and they were very courteous, nothing but nice things to say about them.*

-Origin & Hauling Agent: Quality Services Moving, Lorton, VA

*The crew at destination was the most conscientious crew in 28 years of service.*

-SIT Agent: Barnes Moving & Stge., Carrollton, GA



## Someone you should know...

We caught up with Michael Czarnecki, Assistant Claims Manager at NFC. He talked about life at NFC, charity and more.

### How long have you worked at NFC and what do you do?

I've just passed my three year anniversary at NFC. I started in Move Management in January of 2012, and learned how to use our computer system, and the ever famous and wonderful DPS module. Move Management was a great place to start because I was able to learn many skills related to a customer moving and how to deal with issues that need immediate attention. In March of 2013, I applied for a position in NFC's National Claims Services department, and was fortunate enough to be given a great opportunity to work as a claims adjuster. Not only was this a perfect chance to learn about another step of the moving process, but also to assist my co-workers with answers and solutions that Move Management would typically handle. This January, I was privileged enough to be promoted to Assistant Manager of Claims and Customer Service – where I work even closer with Kevin Spealman and Pam Johnson on much harder claims and issues.



### What is a memorable/funny story you have had at NFC?

We hold a lot of charity events at NFC and probably one of the funniest moments here was when I dressed up in a United States flag MorphSuit for the NFC Olympics. I was jokingly written up shortly after for wearing "too much spandex," by NFC President, Pat Johnson and NFC Vice President, Eileen Sherman, but I'm not sure if there's such a thing – any amount of spandex is too much – let alone an entire body suit. Needless to say, I won a gold medal for my participation that still hangs on my desk to this day.

### You're a new member of our Support Our Soldiers (SOS) Committee, why did you want to get involved?

I wanted to get involved with our SOS Committee because it's a great organization that does some wonderful things for our soldiers. This past Christmas I had the pleasure of working with the committee to send almost 30 boxes of food and personal care items to our adopted platoon in Korea. We take a lot of the little luxuries for granted – so it was nice to go on a shopping spree and put together care packages with treats and snacks that are not available overseas. We also put together boxes for Valentine's Day for the same platoon and sent over 20 more boxes of goodies.

### Alive or dead who would you want to meet and why?

Tough question because there's so many to choose from – but I'd have to say if there's one person I'd love to meet...it would be the man, the legend, the guy who retired countless times...none other than Brett Favre! I'm sure this is making the Bears' fans in the company cringe, but let's admit it – he's one of the greatest to ever play. He holds some amazing records, including one of the more infamous records of fumbling the ball a record 166 times during 20 seasons in the NFL.

## NFC Gives Back

A Super Bowl themed event was thrown to raise funds for the Save-A-Vet Organization. We were able to raise \$628 via a charity lunch, Super Bowl squares and football toss game. Also 17 care packages were sent to our platoon stationed in Korea, containing many items including personal care items and food.



Left: Kevin Anda, & Deanna Munizza, play football toss

Right: Eileen Sherman & Joe Hartzel getting ready to eat!



# COMPANY NEWS

## Happy Anniversary

February 8	Tia Scott	4 years	Move Manager
February 14	Jill Finnigan	9 years	Director, Sales & Operations
February 16	Kevin Spealman	28 years	Vice President, Claims & Customer Service
February 19	Michael Kaiser	8 years	Manager, IT Department
February 22	Cheryl Garamoni	20 years	Director, Agency Services

## New Employees

January 6	Melissa Santiago	Move Manager
February 2	Shane Jovanovic	Move Manager
February 17	Monica Meyerkord	Move Manager
February 17	Anthony Recchia	Staff Accountant

## Congratulations

Congratulations to our Move Manager, Deborah Marciniac! Her daughter gave birth to grandson Emery Michael weighing in at 5lbs, 13oz on February 3, 2015.

Congratulations to our Claims Assistant, Phyllis Mareing! She retired on February 5, 2015, after working at NFC for almost 19 years.

## Twitter

Follow us on Twitter @NFC\_Inc. We provide daily tweets on happenings at NFC, the DOD Personal Property Program, SDDC updates & more!

