

# Merry Christmas & Happy New Year

In lieu of Christmas Cards, we are making donations to St. Jude Children's Research Hospital and the Fisher House Foundation in furtherance of their work supporting children suffering from cancer and wounded veterans receiving treatment. Please join us in support of these worthy organizations.



From

The Employees of

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



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## ELD Mandate Effective December 18, 2017

From Laura Manning, Director Safety and Fleet Services, National Van Lines

As you are aware, the Federal Motor Carrier Safety Administration (FMCSA) has stated drivers must be using an Electronic Logging Device (ELD), effective December 18, 2017.

The rule allows very limited exceptions, including:

- Drivers who use paper Record of Duty Status (RODS) for *not more than 8* days out of every 30 day period.
- Drivers who currently operate under the short-haul exception.
- Drivers of vehicles manufactured before the year 2000.

The rule also includes a limited exemption for drivers of commercial motor vehicles (CMVs) who operate a rented vehicle. Under the exemption, drivers of CMVs which are rented for eight (8) days or less are not required to use an ELD in the rented vehicle. Drivers are still under the hours-of-service rules and limitations, and must use paper logs to record their status and time. The driver must maintain a copy of the lease agreement and the paper logs while in the rental and as supporting documents until the time is added into the ELD.

[Click here](#) to see the most recent update on the ELD mandate, from the Government Affairs Division at the American Moving and Storage Association (AMSA).

Please feel free to contact the Fleet Services Department at 708-450-2930 with any questions.

## 2018 Julian Calendars

They are back!! The 2018 Julian calendars have gone out to our agents and bases. If you didn't receive them or would like additional quantities please contact us at [agencyervices@nationalforwarding.com](mailto:agencyervices@nationalforwarding.com).



## The Military Guidebook

NFC prides itself on training and development. We put together a comprehensive training guide titled [The Military Guidebook](#) for use by our agents, haulers, and their employees.

If you would like a copy, head over to our website [www.nationalforwarding.com](http://www.nationalforwarding.com) and download it today.



## Customer Satisfaction Survey Questions

Below is the list of Customer Satisfaction Survey Questions the customer fills out after the shipment has been delivered. Section II: The Transportation Provider applies to our industry. It's a good idea to brush up on these questions during the non-peak season so that your crews are ready to perform come peak.

Section II: The Transportation Provider (i.e. the movers)	
<b>Origin</b> 1. Evaluate services provided at origin such as the quality of packing, labeling, and organizing of the packing crew:	<input type="radio"/> Excellent (12 pts) <input type="radio"/> Good (9 pts) <input type="radio"/> Satisfactory (6 pts) <input type="radio"/> Poor (3 pts) <input type="radio"/> Unsatisfactory (0 pts)
<b>Hauler</b> 2. Evaluate origin services such as the care, courtesy and attitude of the loading crew.	<input type="radio"/> Excellent (12 pts) <input type="radio"/> Good (9 pts) <input type="radio"/> Satisfactory (6 pts) <input type="radio"/> Poor (3 pts) <input type="radio"/> Unsatisfactory (0 pts)
<b>Hauler</b> 3. Evaluate how satisfied you were with the timeliness of the pickup of your personal property by the Transportation Provider (mover).	<input type="radio"/> Excellent (12 pts) <input type="radio"/> Good (9 pts) <input type="radio"/> Satisfactory (6 pts) <input type="radio"/> Poor (3 pts) <input type="radio"/> Unsatisfactory (0 pts)
<b>Destination</b> 4. Evaluate services provided at destination such as the care, courtesy, attitude of the crew, unloading, and unpacking.	<input type="radio"/> Excellent (12 pts) <input type="radio"/> Good (9 pts) <input type="radio"/> Satisfactory (6 pts) <input type="radio"/> Poor (3 pts) <input type="radio"/> Unsatisfactory (0 pts)
<b>Destination</b> 5. How satisfied were you with the timeliness of the delivery of your personal property by the Transportation Provider (mover)?	<input type="radio"/> Excellent (12 pts) <input type="radio"/> Good (9 pts) <input type="radio"/> Satisfactory (6 pts) <input type="radio"/> Poor (3 pts) <input type="radio"/> Unsatisfactory (0 pts)
<b>All Parties</b> 6. How would you rate your overall satisfaction with the moving company's timeliness, courtesy, professionalism, and responsiveness in all phases of your move from contact through delivery, to include any follow up?	<input type="radio"/> Excellent (40 pts) <input type="radio"/> Good (30 pts) <input type="radio"/> Satisfactory (20 pts) <input type="radio"/> Poor (10 pts) <input type="radio"/> Unsatisfactory (0 pts)

Downloads are done from DPS and any survey involving your agency will be emailed to you. Please take the time to review them and take proactive measures if needed.

If you have questions or concerns please contact Agency Services at 800-323-9125 or [agencyservices@nationalforwarding.com](mailto:agencyservices@nationalforwarding.com).

## **NFC's Quick Reference Guide**

- Current and past Fuel Surcharge information can be found on the home page of our website [www.nationalforwarding.com](http://www.nationalforwarding.com)
- The 2018 400NG Tariff be found [here](#)
- The IT-18 can be found [here](#)
- The CONUS SIT Facilities report was updated on December 15, it can be found [here](#)
- The DTR can be found [here](#)

## **PPSO Regionalizations Effective January 1, 2018**

- JPPSO Southeast (JPPSO-SE) NAVSUP Fleet Logistics Center, Jacksonville, FL (CNNQ) will assume Logistics Readiness Center, Fort Gordon, GA (CGAT)
- JPPSO Southwest (JPPSO-SW) NAVSUP Fleet Logistics Center, San Diego, CA (LKNQ) will assume Logistics Readiness Center, Fort Huachuca, AZ (KDAK)
- JPPSO Mid-Atlantic (JPPSO-MA) Fort Belvoir, VA (BGAC) will assume Logistics Readiness Center, Fort Drum, NY (DBAT)
- JPPSO Northwest (JPPSO-NW) Joint Base Lewis-McCord, WA (JEAT) will assume Logistics Readiness Center, Fort Riley, KS (KOAT)
- Email any questions regarding these regionalizations to [army.sddc.safb.ppcf@mail.mil](mailto:army.sddc.safb.ppcf@mail.mil)

## Santa's Workshop

NFC was taken over by Santa and his elves! Friday, December 22, we took some time out of our day to celebrate the holiday with lunch and some games.





**Merry Christmas  
from all of us at  
NFC!**



## Agent Kudos

### WHAT OUR CUSTOMERS ARE SAYING POSITIVE CUSTOMER SATISFACTION SURVEY COMMENTS

*Lone Star Moving Company driver, Zachary Sharion, performed the best moving experience I have ever dealt with in the 29 years I've been in the service.*

Hauler: Lone Star Van Lines, Fort Worth, TX

*The moving crews in California and Dallas were great!*

Origin: Allstate Moving Systems, Poway, CA

Hauler: Ackley Enterprises, Poway, CA

Destination: Lone Star Van Lines, Fort Worth, TX

*The packing and moving team were professional and polite. Couldn't have asked for a better experience*

Origin & Hauler: Shur-Way Moving & Cartage, Libertyville, IL

*Mover was very respectful and helpful and anything needed was provided. He went above and beyond.*

Hauler: Fox Hollow Movers, Syracuse, NY under Allied Van Lines authority

*The moving company was very superb.*

Origin: State Moving & Stge, Inc., Fayetteville, NC

Hauler: Custom Moving & Storage, Fayetteville, NC

*I appreciate the timeliness of the mover and the overall attention to detail and providing my services on time as promised.*

Origin: Homestead Transfer & Stge, Homestead, FL

Hauler: Hampton Roads Moving & Stg., Suffolk, VA

Destination: AAA Storage Company, Fayetteville, NC

*The moving company that I had at destination was phenomenal.*

Destination: City Van & Storage, Inc., Oklahoma City, OK

*Really outstanding company. Helpful.*

Origin: Action Mobility, Bossier City, LA

Hauler: Action Mobility, Bossier City, LA under Atlas Van Lines authority

## Company News

### Happy Anniversary

December 2	Kati Howard	Claims Assistant	3 years
December 3	Tavia Westbrook	Move Manager	2 years
December 12	Heather Curran	Claims Assistant	5 years
December 14	Laura Rapciak	Hauler Accounts	23 years

### Holiday Hours

Limited staffing will be available on Saturday, December 23 and Saturday, December 30<sup>th</sup>. We will be closed Monday, December 25<sup>th</sup> and Monday, January 1<sup>st</sup>. We wish everyone a Merry Christmas and a very Happy New Year!

### Congratulations

Congratulations goes out to our Director of DOD Programs, Michael Wilson. He became a father for the second time to a healthy baby boy, Michael Isaac, weighing in at 8lbs 13oz. We wish the Wilson family the best!

