

Proudly Serving Military Families

MOVING Forward

January 2014

Issue 4 Volume 1

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"Proudly Serving Military Families"

Military News Update

Without rehashing all of the previous communications sent to our agents regarding the DOD Personal Property Program, the following is a brief update:

Open Season Results in 12 New Domestic TSPs

On December 16, 2013, SDDC announced that 12 companies had been approved as TSPs. We want to offer our congratulations to the following companies:

Ace Mov/Stge., Inc., Chantilly, VA (AMGW)	*B & B Movers, Inc., (BBAF)
American V/L, Inc., Pompano Beach, FL (AVLR)	*Eberly Transportation, Inc., (TGLW)
ANC Trucking LLC, Ann Arbor, MI (TMUK)	*Neighbors M/S of Seattle, LLC, (NMSA)
ARRGH, LLC, Greenville, NC (TWMR)	*Walters Relocations, Inc., (WRIB)
DN Van Lines, Inc., Marlborough, MA (DVLE)	*1-800-PAC-RAT, LLC, (OPRT)
Jordan River Moving, LLC, Kirkland, WA (JRMS)	<i>*Not yet added to SDDC's approved TSP list</i>
Mini Moves, Inc., Hillside, IL (MNIV)	

These 12 domestically approved TSPs were culled from approximately 250 applications. SDDC did not indicate when another Open Season will be held.

John Johnson, Chief, Quality Assurance Division Leaves SDDC

John Johnson has been the principal industry contact with SDDC for over five years. On December 27, it was announced that he was leaving SDDC to take a position as Director, Government Transportation, for Unigroup.

Requalification of Existing TSPs

In the last newsletter, we discussed the requalification process for existing TSPs. A timeline was not given, although it was expected that a requalification process could not begin until fall 2014 at the earliest. In light of the change in leadership at SDDC, we think that it is unlikely that the new TSP requalification process can be initiated this year.

Sequestration and Government Shutdown

Sequestration continues to impact the volume of PCS moves. It appears that some progress was made in restoring some funds to the DOD budget. Hopefully, that means that we will not see as large a reduction in the number of PCS moves. Indications are that the debt ceiling negotiations in February will not result in another government shutdown. That is welcome news.

2014 DP3 Rate Filing Changes and Schedules

SDDC has amended the rate filing process so as to provide for the submission of two sets of domestic rates. One will have application to the peak season (15 May to 30 September) and nonpeak (1 November to 14 May). The schedule for rate filing has recently been released as follows:

- Round 1: 02 Feb 2014 through 07 Feb 2014
- Round 2: 25 Feb 2014 through 04 Mar 2014

Military News Update....cont.

Average Customer Satisfaction Scores Continue to Increase

The industry wide average Customer Satisfaction Score continues to increase! We are very pleased to see that our men and women in uniform are getting the outstanding service that they so richly deserve. The following are the average Customer Satisfaction Scores for the Jan 1, 2014 and May 15, 2014 performance periods:

	1 Jan 2014	15 May 2014
Domestic Household Goods (dHHG)	82.54	83.31
International Household Goods (iHHG)	80.74	81.20
International Unaccompanied Baggage (iUB)	85.69	86.06

It should be noted that these are not percentages. They are point totals. For each question on the survey, five scores are possible. The top score is referred to as "excellent," the second highest score as "good," the middle score as "satisfactory," the second lowest score as "poor" and the lowest score as "unsatisfactory." If a TSP receives a "satisfactory" rating for each question on the survey, it will receive a total of 50 points. If it receives the second highest score labeled as "good" it will receive an overall score of 75 points. If it receives the highest grade for each question (excellent), it will receive a score of 100. If the industry overall was simply "satisfactory," the average score would be 50. If it received the second highest score possible, labeled as "good," the average score would be 75. Putting the scores in perspective like this clearly demonstrates the caliber of service that is being provided.

Top Ten List

"Why Some Agents and Haulers Don't like Working with National"

Happy 2014! At National, we always listen to our agents and haulers and we take their suggestions to heart. We conducted extensive research on our agents and here are the top 10 reasons why some agents and haulers do not like working with National Forwarding Co., Inc. I guess it just goes to show that you can't please everybody all the time, but, for 2014 we are going to stick with our current protocol!

10. When I take a shipment, they give me complete registration information right away. I don't like being rushed like that!
9. They get accessorial services approved too quickly. I like taking a long breakfast!
8. Shipments are cleared too quickly for delivery! How can my drivers ever rest?
7. If I have a question about DOD business, they have an answer right away. They know too much about DOD business. They're such smarty-pants!
6. It is too easy to figure out their compensation schedule and payment. I like doing puzzles!
5. They always pay me the correct amount. I need to keep my billers busy following up on short pays or else they will get lazy!
4. They give me regular comprehensive reports on my customer satisfaction scores. I don't have time to read that stuff!
3. When they pay me they deposit money directly into my account. I like getting out of the office and going to the bank! My bank teller is gorgeous!
2. They always answer the phone right away with a real person who knows what they're talking about! I would much rather have a complicated phone tree and get pushed into voicemail. I don't like talking to people.
1. They pay me everything I am due once a week. How can I save money when they make it so easy to spend it?! Thoughtful and considerate TSP's hold my money for 60, 90, or even 120 days so I don't waste it - they like me and want me to stay in touch with them when summer is over!

Necessary Documents Provided to the PPSO

Every agent servicing one of our shipments as the local agent or hauler (if a pack and haul), is required to send the origin PPSO the following documents within 7 workdays after shipment pick up:

- 1 copy of GBL, weights filled in
 - 1 copy of weight tickets
 - 1 copy of DD619
- 1 copy of inventory, including HV/HR inventory

The preferred method to send the documents is to scan and email (with a read receipt). If you fax the documents, make sure you call the base to make sure they have all come across and are legible and save your fax confirmation. If you mail the documents, make sure they arrive on or before 7 workdays..



Call our office if you do not have the correct email address or fax number to the PPSO. If the driver has not returned the documents to you in a timely manner, please contact our Operations Department at 800-722-9144 or nfcoperations@nationalvanlines.com.

2014 General Price Adjustment Announced

1.57% increase off 2013 Baseline Rates



2013 400NG Change 3

Last month, SDDC released Change 3 of the 2013 400NG. The updates provided in Change 3 were minor, however, the added text clarifying what is needed to support a shuttle billing was most impactful.

Shuttle Service – Item 125

- 1) Preapproval – The preapproval request entered into DPS should contain specific information pertaining to why the linehaul equipment cannot access the origin/destination address. Additionally, the 400NG stresses pre-approval (approval prior to the service being performed).
- 2) Member's signature confirming service was performed – The agent performing the shuttle must have the DD619/DD619-1 signed by the customer notating shuttle service thus validating the service was performed.
- 3) Truck to truck transfer defined – Shuttle Service charges apply based on the weight of the shipment, or portion thereof, that is transferred to/from linehaul equipment to/from a smaller truck.

A Good Year Starts with a Good Pre Move Survey Tips for Origin Agents

1. Be sure to call customer as soon as possible to set up a premove survey. The customer gets an email from us at time of booking to introduce our company. They are waiting for the call from the origin agent right away.
2. Use the NFC preprinted premove survey form. Discuss any date changes and write them on the form. When in question request any needed authorizations. Shuttles needed at origin and destination are to be requested as soon as possible.
3. Use the agent line up sheet so you know what shipments are assigned to haulers. Check on the progress of the loading. Be prepared to APU overflow on the original pick up date.
4. Call the residence and make sure everything is going smooth. Do not wait for a problem call. Be proactive. Get driver's cell phone number when he checks in so you can easily communicate during the loading process.
5. Take special care with our beloved Blue Bark shipments. The families will need extra support during this trying time. Communicate any special needs and always keep us advised of ETA's so we can advise the CACO officer assigned.
6. Be prepared. Make sure mattress cartons are at residence on the load date. If the shipment packs and loads the same day make sure o/a packs the mattress cartons.
7. Do a walk through before signing off on inventory. Check all kitchen cabinets and outdoor shed areas as well as every closet.
8. Use a parts box or make sure shipper is aware of where the parts are located so items can be reassembled at destination.
9. Before delivery to residence, question if there is a shuttle needed. The more advance notice we get the sooner we can get authorization approved.

International Packing and Loading-Part 1

Liftvans are wooden crates sometimes referred to as overseas crates. These containers can hold a little more than 1000 lbs. of household goods.

There is a wide variety of liftvan container sizes within the industry, however, the standard crate or liftvan will be 87" long, 45" wide and 87" high for a total volume of 197 cubic feet, which at an average density of 6 lbs. per cubic foot should hold roughly 1200 lbs.

National Van Lines, Inc. will select the containers we feel will best serve the purpose of each shipment and be the most cost competitive. Please make any notations that you feel necessary if a shipment or certain items within a shipment may significantly vary or skew the weight/density of your request.

The crate or liftvan can be hauled on a flatbed trailer or loaded directly into a sea container. If the liftvan is used in local pickup or delivery service by flatbed equipment, it must be covered by a waterproof tarp on top and sides, down to the vehicle bed. These protective coverings should be available for local pickup and delivery service.

Custom crates or overflow container are usually half the size of the standard liftvan crate and are used for small shipments or for an overflow portion of a larger shipment. The smaller size of the crate allows for a better density to be achieved. Because of its custom made size, the smaller crate will ensure a tighter fit for packing household goods while decreasing the possibility of damage. These containers should be marked and prepared in the same way as standard or full size liftvan containers (i.e. caulking, skid base, interior lining, banding, etc.)

It is important to keep a small supply of prepared, clean, well caulked liftvan containers to use for smaller international shipments. Never use damaged or worn containers. Liftvans are usually lined with water resistant paper or plastic and are caulked to eliminate the possibility of water damage. If the shipment is significantly smaller than what would usually fit a standard liftvan, then the container should be reduced in size to decrease transportation costs. A properly prepared liftvan will eliminate condensation problems, prevent water damage and reduce claim exposure.

This is the first of a 4 part series on International Packing and Loading.

Call 800-323-1963 or 708-450-2941 for your next international quote.

By Land, By Sea, By Air...Anywhere!



It's not going to happen to me

Yes, it will. I'm referring to accusations of theft. If I could steal a moment of your time (sorry), I'd like to point out that no company, no matter how high its standards is immune to accusations of theft or other improprieties. Sometimes they may not have any basis in fact, but the customer nevertheless is truly convinced that their engagement ring was taken off of that bathroom sink and stuck into the pocket of your best packer, or in the worst case scenario, it's a firearm – perhaps stored in that spare bedroom with that sign on the door that says "do not pack."

That's why we suggest the following. Your crew chief, whether you are packing, loading or delivering the shipment, should always be the one that first introduces himself/herself to the customer. He or she should explain that they will be taking good care of the customer's possessions, go over the process, and offer to be the customers' "go-to" person for any questions or concerns. We strongly suggest that you implement the following policy. Have the crew chief ask the customer to take a moment to think about any cash, jewelry, firearms, etc. that they may have in the home and intend to hand carry to destination and ask them to lock all of these items up. The trunk of the car is the best option.

Explain that for everyone's protection, it's not enough just to ask the movers not to go into a certain room or closet. These things should be under lock and key. If you just make this part of your normal process, it will go a long way toward eliminating any accusations of theft.

Whether we pay a claim or not for these items is not relevant to the main point of this article – these incidents make us vulnerable to bad customer satisfaction ratings and in some cases punitive actions like suspensions. Please help us eliminate these incidents.

If an ounce of prevention is good, two ounces is better, right?



NFC Tonnage Filter

Implemented in the summer of 2013, NFC's new tonnage filter has become very popular with our agents. This powerful tool can help you sort our tonnage data in a way that will best serve your needs. For example:

Dave the dispatcher has a driver going from Virginia to Texas. On his way back to Virginia, the driver has room in his truck for 1000 pounds. Dave can go to our website www.nationalforwarding.com and click on our Tonnage Filter. He will enter the data for shipments weighing less than 1000 pounds and states his driver will be going through. Anything that matches the criteria will come up for Dave.

If you have not tried it we encourage you to do so as it will maximize the tonnage you are hauling during peak and more importantly non-peak times. If you have questions or concerns please email Angela Beusse at angela.beusse@nationalvanlines.com. She will be able to give you a quick tutorial at a time that works for you.

WHAT OUR CUSTOMERS ARE SAYING

I wanted to say thank you for your team of movers. They were extremely professional and courteous to our situation [bluebark]. They went way above and beyond what any normal movers would do. These were the best movers I have ever had to deal with in my 20 plus years.

-Allstate Van & Storage, Oceanside, CA

Move went very smoothly. My move manager was on the ball and very involved. The packers and movers were excellent. I also greatly appreciated the fact that the movers and company took my requests into consideration and did a door-to-door move.

-Reads Moving Systems, Summerville, SC

The young man that packed and loaded was amazing. They adjusted a due date for the member, and was able to deliver it right away. The two gentlemen that unloaded were amazing. The original POC in IL was also amazing.

-Quality Services Moving, Lorton VA

Everyone did a good job, the unloading crew did an incredible job. Very efficient but very careful.

-Origin: Andersen Van & Storage, Santa Maria, CA

-Hauler: PDQ Van & Storage, Inc., Marysville CA

-Destination: Doyle Moving & Storage, Colorado Springs, CO



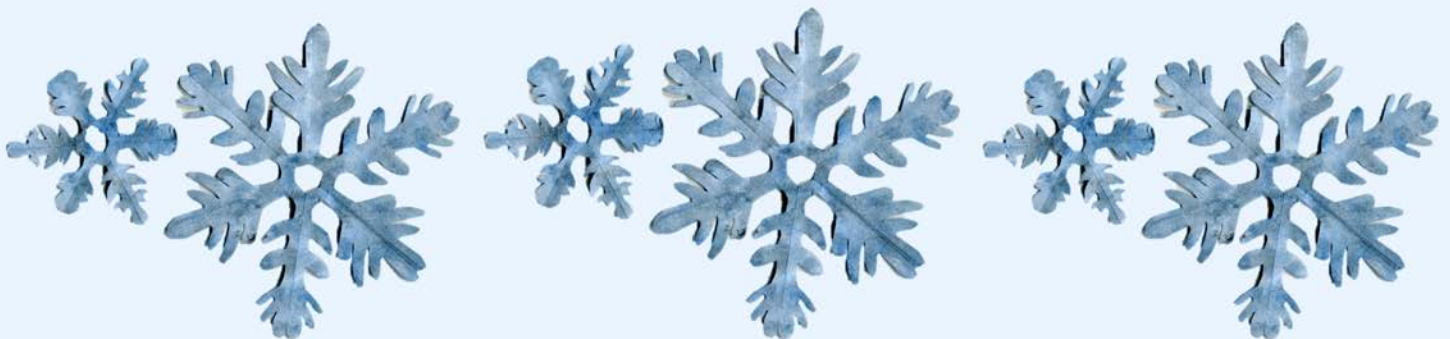
Company News

Happy Anniversary

January 4	Julie Glista	19 years	Director, In'l Operations
January 5	Jim Rostis	20 years	Director, M.I.S.
January 11	Dawn Jurkovich	2 years	Claims Adjuster
January 11	Jana Lopez	2 years	Claims Adjuster
January 26	Kevin Anda	5 years	Dispatcher
January 29	Michael Wilson	7 years	Manager, Billing & Settlements
January 30	Michael Czarnecki	2 years	Claims Adjuster

New Hire

January 6 Deborah Marciniec Move Manager



DEPARTMENTAL AND SPECIFIC TASK EMAIL ADDRESSES

Departmental Email		Specific Task Email	
Operations	nfcoperations@nationalvanlines.com	Origin Invoice/paperwork	origin-docs@nationalvanlines.com
Move Mgt.	movemanagers@nationalvanlines.com	Hauling Invoice/Paperwork	hauling-docs@nationalvanlines.com
Agency	agencyservices@nationalvanlines.com	SIT Invoice/Paperwork	storage-docs@nationalvanlines.com
Billing	nfcbilling@nationalvanlines.com	Pre-move Surveys	premovesurveys@nationalvanlines.com
International	international@nationalvanlines.com	Preapprovals	preapprovals@nationalvanlines.com
Claims	ncs@nationalvanlines.com	Pickup Information	originweights@nationalvanlines.com
Administration	admin@nationalvanlines.com	Tonnage List Request	nfctonnage@nationalvanlines.com
		International Quotes	quote@worldrelocations.com
		Clearing Shipments	nfcoperations@nationalvanlines.com
		Notice of Delivery out of SIT	movemanagers@nationalvanlines.com