

New Year Resolutions

The New Year offers a time for reflection and a chance for a new positive outlook on your business. Making New Year resolutions allows you to focus on what is important and necessary to make your business successful. Here are the top ten resolutions for 2015:

- As the origin agent:
 - I will contact the customer ASAP to set up a pre-move survey
 - I will clearly list Pro-gear on the packing inventory
 - I will submit the paperwork to the base within 7 days of pick up

- As the hauler:
 - I will submit a properly completed inventory and weight tickets
 - I will make sure hardware is in a hardware box or secured to the item
 - I will always complete a thorough rider when picking up a shipment out of NTS
 - I will never accept a moldy, mildew or bug infested shipment for transport

- As the hauler or destination agent:
 - I will always **offer** to unpack and reassemble the members household goods and take away the debris
 - I will always perform a complete unpack and check off all items on the High Value/High Risk Inventory and take away the debris
 - I will always make sure hardware is available to complete assembly – if not, I will contact the TSP immediately



National Forwarding Co., Inc.
 2800 Roosevelt Road
 Broadview, IL 60155
 Ph: 800-722-9144
nfcnewsletter@nationalforwarding.com

www.nationalforwarding.com
 "Proudly Serving Military Families"

In This Issue

New Year Resolutions.....1	Mean Scores.....4
Peak Season & Base Access.....2	International News.....5
Understanding Origin Paperwork 3	Someone You Should Know.....5
Inconvenience Claims.....4	Agent Kudos.....6
Hazardous Materials.....4	Company News.....7

Peak Season and Base Access

In 2014, we noticed an increase in problems with access to military installations. Some drivers and crews waited in lines for 2-3 hours to find out they were denied access, even though some were on the base the day before.

These delays in entry can potentially hurt CSS with low scores for questions 6 & 8 regarding the timeliness of the military members pick up or delivery.

A few reasons a person can be denied access to a base is having an active arrest warrant, larceny, drugs, sex offenses or a conviction of a major felony within the last 10 years. This past peak season drivers and crew members were also denied access for 'misdemeanors' such as unpaid child support or unpaid parking tickets.

Agents should make sure their employees are able to enter their military installation. Most bases allow entry with a DoD Common Access Card (CAC)/Identification Card (www.cac.mil), Federally issued personal identity verification (PIV) card (www.entrust.com), Transportation Worker Identification Credential (TWIC) (<http://www.tsa.gov/stakeholders/transportation-worker-identification-credential-twic%20%AE>) and Installation Passes (e.g. RAPID Gate <http://www.rapidgate.com/>).

If a driver does not possess one of the cards listed above (only carries a driver's license), they could be vetted against the FBI's National Crime Information Center (NCIC) and Terrorist Screening Database (TSDB) to facilitate unescorted access.

Last fall the Office of Secretary of Defense (OSD) and US TRANSCOM requested NDTA (National Defense Transportation Association) to collect information through a survey of drivers' experiences when entering military installations. The survey ended at the end of December and the information was forwarded to OSD and US TRANSCOM to analyze. The intent is to analyze the data, determine the problem areas and develop policies and procedures to fix. A memo is currently being drafted by OSD that clarifies current policy, acceptable forms of ID and procedures for access. The memo should be distributed to all Service Installations by March. We will keep you posted of any new information.

We are requesting our agents and military installations help us compile a list of base entry regulations. We will keep an updated list and publish it each month in our Newsletter. Please email agencyervices@nationalforwarding.com with your base entry requirements.

A few bases we have already heard from:

Ft Leavenworth, KS – If a visitor does not have a common access card or other approved ID, they will go through a criminal history check before entering the post - a visitor control center will be set up at the northeast corner of 4th St and Metropolitan Ave, NCIC criminal background checks will be performed. The new procedures will most likely start some time in February.

Norfolk Naval Base, VA – Everyone must go through a background check – if any anomaly comes up the person will not be allowed on base, no exceptions. A TWIC card or any other similar credential does them no better than any other government issued ID – they still need to pass the background check.

Nellis AFB, NV – Background checks are being performed on local agent employees for gate access. If the check comes back with a favorable report, the employee is granted a 1-year Gate Pass for them to access Nellis in a timely manner.

Ft Benning, GA – Those who don't have a military or civilian access ID card will be required to stop at the visitor's center at the 185 gate for a background check and a visitor's pass.

Ft Jackson, SC – Visitors will have to be escorted or be vetted by the FBI and receive credentials to have access to the post. Those who frequent the Fort can apply for an extended pass for up to one year.

Understanding the Origin Paperwork on a DP3 Shipment

Premove Survey Form: The NFC Premove Survey form is emailed to the Origin Agent at the time of booking. The Premove Survey is of critical importance and is required on each DP3 shipment and should be sent to NFC three (3) days prior to the load date. Failure to provide a Premove Survey on a DP3 shipment will result in the origin agent receiving a reduced origin service commission.

Government Bill of Lading (GBL): The GBL is downloaded and sent via email to the Origin Agent prior to the first pack date on every DP3 shipment. The GBL contains all specific date and location information for the shipment. Upon receiving the GBL, the Origin Agent should print three copies. One copy should be kept and two copies should be distributed to the driver (one for the Hauler, one for the customer).

National Forwarding Co., Inc. Bill of Lading (NFC BL): The NFC BL contains a lot of the same information from the GBL however, it also pulls information from the shipment offer. The document is emailed to the Origin Agent at the time of booking. Like the GBL, additional copies should be printed for the driver and the customer.

Weight Tickets: Weight tickets are without a doubt the most important document on a DP3 shipment. Legible weight tickets must be obtained on every shipment including NTS releases and must contain:

1. Location of Scale
2. Date of Weigh
3. Weights – Tare, Gross and/or Net
4. Company ID
5. Shipper Last Name
6. GBL Number
7. Weighmaster Signature

Please Note: The NFC Billing Department closely reviews all weight tickets and cannot accept tickets if the digital print has been written over.

Form DD619: The 619's purpose is to provide confirmation of performed accessorial services. All shuttles, labor, crates (with crate dimensions), bulky articles, etc. should be listed and initialed for by the customer on the 619. It is important to note that all accessorial services *must* be preapproved in DPS in order for payment to follow.

Inventory: *Moving Forward* Issue 4 Volume 9 contained a full article providing clarification on recording a proper inventory with an example provided. One area not noted was crates. When crates are approved please list the item crated with the crate dimensions on the inventory. If you would like a copy of Issue 4 Volume 9 visit the home page of our website www.nationalforwarding.com.

High Risk/ High Value Inventory: The High Risk/High Value Inventory must be completed on every DP3 shipment. This inventory should contain all items that are a part of the shipment valued at more than \$100.00 per pound. All items listed should also have been listed on the full inventory.

For additional information relating to Origin Paperwork please see the NFC Military Procedures Manual available to all National Forwarding Co., Inc. & Affiliates of National Van Lines, Inc. To request a copy of the manual please email agencyervices@nationalforwarding.com.



Inconvenience Claims

The TSP's responsibility is to pick up and deliver personal property shipments on or before the required delivery dates as reflected on the GBL. Failure to do so can cause a serious inconvenience to the customers and their family members and create unnecessary out of pocket expenses. The TSP is required to reimburse the customer for the necessary items from their shipment that would have been used to establish their household. Here is a breakdown of the inconvenience claims rules:

- Calculation of delay expenses:
 - **Missed pick up:** charges will be computed from the first day of the missed pick up and will be payable through the actual pickup date
 - **Missed RDD:** charges will be computed starting on the first day *after* the RDD and will be payable through the date of actual delivery
- Expenses include but are not limited to: lodging, meals, laundry service, and furniture/appliance rental, purchase of items such as towels, pots, pans, paper plates, plastic ware and napkins.
- Liability will not exceed the daily lodging and meal per diem rate.
- The customer must document the claim fully with an itemized list of charges and accompanying receipts for charges incurred.
- The TSP must acknowledge receipt of the inconvenience claim filed by the customer within 7 calendar days from the date of receipt.
- The TSP must reimburse the customer within 30 days of receipt.
- The carrier is not liable for costs if delay was caused by natural disasters, acts of public enemy, acts of the government, acts of public authority, violent strikes, mob interference, and delays of Code 5, Code J, or Code T shipments that were caused by the Government.
- If there is a dispute on the claim, the PPSO (origin PPSO for pickup delays, destination PPSO for RDD) will make every effort to resolve the dispute between the customer and TSP.
- If there is still a dispute after the PPSO ruling, the case may be appealed to SDDC whose ruling is final.

Detailed information on the Claims Liability rules can be found at <http://www.transcom.mil/dtr/part-iv/dtr-part-4-app-b.pdf> page IV-B-6.

Hazardous Materials

According to the Defense Transportation Regulation – Part IV of 12 August 2013, these hazardous materials shall not be shipped by the TSP. Examples include:

A. Combustible Liquids

- Alcohols
- Antifreeze compounds

B. Corrosive Liquids

- Battery with acid
- Disinfectants

C. Explosives

- Ammunition
- Fireworks
- Igniters

D. Flammables

- Acetone
- Ammonia
- Charcoal briquettes

E. Gases, Compressed

- Engine starting fluids
- Fire extinguishers

F. Aerosol Can Containing

- Flammable Gas
- Flammable Liquid
- Toxic or Corrosive Substance

G. Chlorinated Hydrocarbons in Decorative Lamps

H. Other Regulated Material Termed Combustible, Corrosive, or Flammable



For a detailed list of hazardous items, visit

<http://www.transcom.mil/dtr/part-iv/dtr-part-4-app-i.pdf>

Mean (Average) Market Scores

The mean scores for the 5/15/15 performance period are:

dHHG	87.32
iHHG	83.43
iUB	86.64
OTO	77.03

MOVING

forward....5

Proudly Serving Military Families



International News from Our Corner of the World to Yours

THE PREMOVE SURVEY

The survey is one of the most important aspects of an international relocation. Proper planning will ensure a successful move. It will build self confidence in your sales person and demonstrate to the customer your knowledge of the move process. There are documents required, country restrictions, and economic considerations when determining what to pack and ship overseas. Plan ahead. Call us if you need information on a country's customs regulations and WOW your customer by having the knowledge prior to the sales call.

National Van Lines has the expertise and world-wide contacts to provide you with the highest quality, most complete and competitive International relocation service available in the industry today. If you are ready to create a strong partnership with a company that cares about **Moving Memories, By Land, By Sea, By Air...Everywhere**, look no further!

Call the International Division at National Van Lines, Inc. at 800-323-1963 or e-mail international@nationalvanlines.com for your next quote.



Someone you should know...

We caught up with our Billing Technician, Rachel Iorfida and asked about her work at National and what she does for fun.

How long have you been at National? What are your job duties?

I have been with National Forwarding Co., Inc. full time for over 4 years. I started working seasonally for the Claims Department my sophomore year of college processing loss/damage forms and filing. From there I worked in Move Management assisting with calls and scheduling deliveries out of SIT. I was hired full time for a position in our Billing Department following my graduation from Northern Illinois University in 2010. Along with our billing team, I bill domestic, Alaska, and various types of international shipments. I also work with bases for weight changes, assist in processing origin docs, and when Deanna Munizza is not in office, assist with preapprovals.



What is the most challenging part about your current job?

Currently the most challenging part of my job would be resolving issues that arose during the summer months such as weight changes, shuttle billings or even SIT date corrections, can at times become a lengthy process. However, we have a good system for following up with issues and getting them resolved quickly. Having worked in several departments within our company has allowed me vast insight into what our company does as a whole, which makes resolving issues easier.

Do you have any New Year's resolutions?

My New Year's resolution is to save money. This year I would like to purchase a house or a town home so my goal is to save as much as possible. This is hard for someone who likes to shop as much as I do. 😊

What do you like to do for fun in your spare time?

I love to read! I have read many of the popular series from this past year such as The Hunger Games and The Maze Runner series. However, I have found several less known authors this year that I also really enjoy. My favorite genres would be mystery/suspense and romance. I must also mention shopping! I really enjoy shopping and have become very good at shopping on a bargain which has become increasingly important to help me stick with my goal for the New Year.

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. Service member described himself as very particular about his property, and says that even so, he was very satisfied with the services he received.

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

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

The driver was absolutely amazing! He went above and beyond more than the service member could have ever asked for.

Hauling Agent: Driver Fayson, for Beattie Moving & Storage, Cocoa, FL hauling under National Van Lines authority



The movers were really professional on both ends. They did an outstanding job and would highly recommend to anyone for future moves.

Origin & Hauling Agent: Piedmont Van & Stge. Co., Fayetteville, NC

Destination Agent: Rockey's Moving & Storage, Killeen, TX

Everyone has been fantastic. Driver, Carl was very professional and wonderful. Alycia with National Forwarding was also fantastic.

Hauling Agent: Driver Carl Smith, for National Van Lines, Broadview IL

The driver Rohan, took his time to ensure everything was loaded carefully, properly and organized. For example they have a Tempur-Pedic mattress that is under warranty and Rohan ensured the packing of the mattress met warranty standards. Two of the moving crew members, Marco and Tony, did a great job, took the time to ensure everything was packed well, they communicated well with them and were also really professional.

Origin Agent: K & C Movers, Clarksville, TN

Hauling Agent: Driver Rohan, for Shur-Way Moving & Cartage, Libertyville, IL

COMPANY NEWS

Happy Anniversary

January 4	Julie Glista	20 years	Agency Services
January 5	Jim Rostis	21 years	Director, IT
January 6	Deborah Marciniac	1 year	Move Manager
January 11	Dawn Jurkovich	3 years	Claims Adjuster
January 11	Jana Domagala	3 years	Claims Adjuster
January 26	Kevin Anda	6 years	Dispatcher
January 29	Michael Wilson	8 years	Director, DOD Programs
January 30	Michael Czarnecki	3 years	Assistant Claims Manager

NFC Promotions

Elaine Buechel - Manager, Move Management
 Michael Czarnecki - Assistant Claims Manager
 Michael Kaiser - Manager, IT Department
 Tom Kennedy - Office Manager
 Deanna Munizza - Manager Preapprovals & Authorizations
 Michael Wilson - Director, DOD Programs



Congratulations

Our Move Manager, Jamie Garrett gave birth to Logan Garrett Caron, on January 5th, 2015. Logan weighs in at 8lbs, 7oz and is 20.5 inches. Mom and baby are doing well.

Our Accounts Payable employee, Tracie Tagney became engaged December 27th, 2014, to her boyfriend Dino DePasquale. They are planning a destination wedding for the fall and we wish them well!