

# MOVING *forward*

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## American Moving & Storage Association Conference Military Summit Recap 2014

Captain Aaron Stanley, Director, Personal Property, led the meeting along with Jill Smith, Chief, Business Process and System Integration, and Lt. Col. Gina Prevett, DPS Program Manager. There was limited attendance from SDDC because of budgetary constraints. However, additional SDDC personnel did participate by conference call. The following is a brief outline of the principal points addressed.

- **Open Season:** Twelve out of 250 applicants received domestic DOD approval in the last Open Season. It was very time consuming for SDDC to administer. The new entrants were given a reduced scope of operation by SDDC and instructed to limit their rate filing accordingly. It is expected that they will do so for the first year, but it is questionable if that prohibition can be continued into the future. It appears that SDDC does not have the legal authority to limit their scope of operation in that manner.

SDDC also granted seven new approvals for international household goods and two approvals for international baggage.

There will be a limited Open Season in 2014 in order to add capacity in areas where it is needed. Captain Stanley mentioned the Dakotas and the Northeast. Expect a full Open Season in the fall of 2015, with SDDC being more accommodating in granting approval to companies that have already handled DOD business.

- **Current TSP Requalification and "Rightsizing":** There will be no requalification process and rightsizing initiated in 2014. New leadership at SDDC wants to spend time gaining additional hands-on experience with the DOD Personal Property Program and have an opportunity to partner with industry. SDDC does intend to enforce the standards set forth in the approval Pamphlet 55-4 and eliminate TSPs that do not meet the minimum performance score. They also intend to enforce CFAC in the International Program. SDDC plans on issuing Personal Property Program objectives in 2014 to be addressed at the next Personal Property Forum scheduled for April 2 near Scott AFB, IL.

- **Best Value Score Calculation:** Score calculation is being changed to 70% performance score and 30% rates score. SDDC states that this is temporary and that once the claims module is rewritten, claims metrics will again be utilized and the distribution will be 50% performance score, 20% claims score, and 30% rates score. Industry requests that the 70/30 distribution be made permanent.



AMPAC held its 7<sup>th</sup> Annual Pinewood Derby at AMSA. NFC's car was created by Jim Rostis, Director of MIS

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"Proudly Serving Military Families"

## AMSA Military Recap...continued

- **Customer Satisfaction Survey Security Issues:** SDDC has been advised there is a security risk to the link that is sent in the email to military service members reminding them to complete their survey. We were advised the link would be disabled and service members would not be able to log into DPS to complete their survey on the website. SDDC has been considering utilizing Survey Monkey instead. We have concerns about the utilization of Survey Monkey and the tremendous impact on response rates for survey completion. Based upon reports from our associations, it appears the link will remain available until at least May, and military service members will still be able to sign on to the website to complete their survey, and Survey Monkey will not be used. Service members will still be able to contact the Help Desk to complete their survey via phone.
- **Rate Filing:** Rate filing has been changed to provide for the submission in the Domestic Program of peak and nonpeak rates. However, the seasonal rate adjustment has been eliminated. A general price adjustment of 1.56% has been approved. Note: Round 1 of rate filing has been completed, but there have been some program issues that need to be addressed. The schedule is being delayed.
- **Peak Season:** Unlimited refusals will begin with shipments picking up May 15 through July 31. The short fuse rules are being expanded beginning June 16 and ending July 4. Weekly teleconferences with industry will begin on May 5.
- **Pro Gear:** Beginning May 1, pro gear will be limited to 2000 lbs. Spouse pro gear will be limited to 500 lbs. If constructive weights are needed, they will be based upon 7 lbs. per cubic foot. Go to our website [www.nationalforwarding.com](http://www.nationalforwarding.com) for detailed information.
- **Shuttles:** GSA will continue to scrutinize and, when appropriate, issue Notices of Overcharge pertaining to shuttles that it feels were either not performed or were not necessary. Specific guidelines were issued which were addressed in our last newsletter, issue 4 volume 2.
- **DPS Release 1.6:** Invoicing issues experienced as a result of the above release have pretty much been alleviated, although there are still some sporadic problems.
- **New DPS Contractor – CACI:** CACI was awarded the DPS contract on October 15 with takeover scheduled for December 1. The takeover has been delayed, apparently because of issues with the previous contractor.
- **DOD Budget Cuts:** SDDC is required to cut its budget by 25%. They will accomplish this goal in part by eliminating the Regional Storage Management Offices and concentrating their functions out of Scott AFB, IL by the end of this year. There will be fewer inspectors to approve warehouse facilities. Expect SDDC to call upon PPSOs to help inspect and approve facilities.
- **California Air Resources Board (CARB) Regulations:** Approximately 20-25% of domestic shipments move in or out of the state of California. Equipment must meet CARB requirements in order to operate within the state. Companies providing service within the state of California must ensure they meet these requirements.



National's booth at AMSA , in San Diego, CA



Left: Cheryl Garamoni, Kevin Spealman, Sue Staszewski, & Jill Finnigan



Right: Storage Wars star Dave Hester & Eileen Sherman

## Contractor Access to USNA Annapolis, MD

Recently some of our packing and hauling agents have been having issues with access to service shipments on base at Annapolis. You should not have a problem getting on base if you have a TWIC card (Transportation Worker Identification Credential). If you do not have a TWIC card, Harry McCord, Director of Personal Property, requests that our agents fill out a C-form [found here](#) for each employee that needs access to the base. **The form must be emailed to Mr. McCord and cc'd to his assistants.** Mr. McCord signs off on each of the forms that are submitted and they are then sent to security for a background check and approval. This can take anywhere from 24-72 hours and possibly more depending on the individual requesting clearance.

Once clearance has been approved or denied, Mr. McCord will reply to the email sent to submit the form with the results. When clearance has been approved that person will have clearance for up to 60 days. A new list of cleared people comes out each afternoon. The contact information for Annapolis is below:

Harry McCord: 410-293-9299 [hmccord@usna.edu](mailto:hmccord@usna.edu)  
Phil Shernofski: 410-293-1366 [shernofs@usna.edu](mailto:shernofs@usna.edu)  
Denise Stokes: 410-293-1361 [stokes@usna.edu](mailto:stokes@usna.edu)



## Proper Paperwork Protects

Say that three times fast! The truth is we keep seeing some of the same issues, so please review the following and do a training session with the employees at your company that deal with these paperwork functions.

- **Hardware** – if there is no parts box, and you're receiving a shipment where the hardware isn't visible to you, ask the driver to show you where it is. Unless it is written up as short on the paperwork, the last handler of the goods is generally liable, and it's a 100% charge back. We all need to do more to prevent situations involving missing hardware, because it's a score killer!
- **HV/HR Inventory** – remember if you are the packer, that it is not just high value items that need to be recorded but high risk as well, like CD's and electronics. It protects us and the customer. Please meet with your delivery crews, and make sure that they know that unpacking HV/HR items is mandatory, since we need the customer's initials by each item on the HV/HR form. The far right column exists solely for these initials, and it doesn't help us if it's not done properly.
- **Descriptive Inventory** - Mark contents of cartons clearly and as descriptively as reasonably possible on the inventory. Remember, anything you can do to make things easier on the customer will get us a better score, and this is a complaint that we hear time and again. We suggest that you go over the more common items with your crew, and explain exactly how they are to inventory certain items – and make it descriptive. Including both the item description and the room it is in, for example, will benefit the customer.
- **Loss and Damage at Delivery** - Please remember that the bottom right of the Loss and Damage at Delivery form (1850) should include this information for any National Forwarding or Affiliates' shipment (especially the phone # and email).

National Forwarding and all Affiliates  
c/o National Claims Services, Inc.  
1225 Gardner Rd.  
Broadview, IL 60155  
Phone: 800-325-6889  
Email: [ncs@nationalvanlines.com](mailto:ncs@nationalvanlines.com)

On another note, please let us know if you are not receiving our email notifications. Our system automatically emails you copies of 1850/1851 with loss, and an advance copy of the actual claim in DPS. We can have these sent to any single email address, so just email us at [ncs@nationalvanlines.com](mailto:ncs@nationalvanlines.com) if you don't think they are going to the right place.

## Getting Ready for the Summer Rush...

We are all looking forward to our peak season and with the new CARB rules in effect we might have to crate more jobs this year than in the past. We have code 2 rates on file and we will be asking agents to crate shipments when needed. Take this time to secure lift vans for the peak season use. We can always order crates when needed, but this takes up valuable time and could delay deliveries. Please reach out to local agents and see if you can stock up. In addition, if you have extra crates you would like to sell please let us know.

Thank you in advance for being so cooperative with our Operations Department when you are asked to crate a job. Keeping things moving and making the RDD is our goal for good service.

Our Military Families depend on speedy deliveries so they can get their new homes set up. Together we will make this happen!

## Reminders: Weight Tickets

Documentation is a critical part of every military household goods shipment. Quality documentation permits for accurate billing and most important, timely payment to the agents. The Defense Transportation Regulation (DTR) has strict guidelines for what must be contained on every weight ticket for it to be acceptable. Please see the DTR's guidelines below.

Weight tickets must contain all of the following information:

1. The complete name and location of the scale;
2. The date the weight ticket was taken;
3. Identification of the weight entries (tare, gross and/or net weights);
4. Company or TSP identification of the vehicle;
5. Shipper's last name as it appears on the GBL; and
6. The National Forwarding bill of lading or registration number.



**Haulers:** National Forwarding requires that weight information is submitted within three (3) working days of shipment pickup. The weight information includes gross, tare and pro-gear totals. Weight information should be submitted to [originweights@nationalvanlines.com](mailto:originweights@nationalvanlines.com) or can be called in to NFC Operations – (800) 323-9125.

**Origin Agents:** Weights must then be submitted within seven (7) working days along with all other origin documentation to the Origin PPSO.

**Don't Forget:** Shipments weighing 1,000 pounds or less may be weighed on a certified platform or warehouse scale.

**Weight Ticket Myth:** NTS shipments do not require a weighting --- FALSE! All DPS shipments must be weighed at origin upon pickup.

**Using Your Camera Phone to Submit Weight:** Camera phones are great for communicating weight ticket totals on a shipment. However, most camera phone pictures are not useable for billing purposes because the picture is not complete or the quality is not acceptable. Please be prepared to provide scanned or faxed copies of weight tickets in these instances.

**Reweighs:** Haulers and Drivers must be aware that all DP3 Shipments can be requested for reweigh by the service member or the PPSO. If a reweigh is requested, please be prepared for the reweigh to be witnessed by the PPSO, Service Member, or both parties.

## Reminders: Documentation

Documents must be sent to the origin base within **seven** workdays after a shipment has picked up. NFC requests all agents servicing National Forwarding or Affiliate shipments to send the documents to the base. Documents, GBL number and customer name should be listed on the subject line. A list of the bases email addresses were sent to agents in February. If you need another copy of the list, please contact Agency Development at 800-323-9125 or check the home page of our website [www.nationalforwarding.com](http://www.nationalforwarding.com).

Base papers include a copy of the GBL with weights filled in (don't forget pro gear!!), a copy of the weight tickets, a copy of the DD619 (if used) and a copy of the inventory (including the HR/HV).

## National Van Lines International Part 3: Cartons

*This is part 3 in a 4 part series on International Packing and Loading.*

Always use common sense in packing cartons. Do not pack heavy items with crystal or china. Heavy books, plaques or trophies should not be packed within furniture. Also, do not pack pointed or sharp items with clothing or linens. Never use clothing or linens as packing materials. The heaviest items should be packed at the bottom; breakable and fragile items on the top.

The following items must be packed into cartons: electrical equipment, kitchenware and linens. Electrical equipment and other items such as stereo equipment may be packed in the original manufacturers' cartons, if they are in sound condition. Be sure to record serial numbers from these items on the inventory. Kitchenware and other sharp and irregularly shaped items should be wrapped and placed in cartons. Linens, draperies and towels should be packed into cartons, unless they can be safely bundled and placed in drawers, chests, dressers or other natural containers.

In order to pack as much as possible in the least amount of space, you will want to use bundles of soft items to fill voids, or natural containers, such as the space between chair legs, inside cabinets, etc. Once this space is filled, thoroughly wrap the item with paper pads. You can also use a carton or cardboard to wrap furniture. Use lay-down wardrobes and stay away from 4.5 and 6.0 cube cartons.

Avoid the use of large cartons which can lower your density factor. Books should be packed into rows by similar size, preferably two rows high, with cardboard separators between each layer. China, crystal and other breakable items should be wrapped and packed into dish packs.

Clothing should be packed in flat (lay down) wardrobe container (domestic upright wardrobes can be used if requested by the consumer, but they are not recommended), wrap hangers separately and provide special care to delicate or expensive clothing that might require special handling or packing.

Mirrors and paintings should be wrapped into wooden fiberboard or wooden crates. With no more than 4 items being packed into any one carton, each item should be separated by a cardboard divider. Heavy items that could cause damage to other crated items should be packed separately. All crates should be pre-built, based upon measurements taken during the pre-move survey.

Mattresses and box springs should be packed in new materials and sealed at the residence. Lamp shades, toys and ornamental decorations should be wrapped in new materials and placed in cartons with adequate cushioning to prevent shifting and rubbing. Soft, light pillows, blankets and soft bundles may be packed in and around them to add cushioning.

If rugs and carpets will not fit into external shipping containers without folding or bending, they will need to be rolled and placed into rug cartons/crates. These items will need to be wrapped to protect against humidity.



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

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

## Someone you should know...

National Forwarding Co., Inc. welcomes back former employee Jill Finnigan to our International Division. We asked her some questions on what she's been up to.



### When did you start at National and what have your duties been?

I began my career at NFC in 1999 working for Eileen Sherman in operations. When National Forwarding Co., Inc. took over the international division I knew that's where I wanted to work. I decided to take an import/export class at community college, and subsequently, asked Sue Staszewski if she would consider putting me on her team. Within a couple of months I transitioned over to the international division. I worked in the division for 5 years managing mostly the commercial COD sales and operations, and also helping with military and GSA when needed.

In January 2007, I left National to work for a large Allied agent in the Chicago area. My focus there was national accounts sales and international sales. Working at the agency level was an invaluable experience. I came to know firsthand how an agency runs and the challenges that they face. It was a real eye-opener that gave me a new perspective on what an agency is up against on a daily basis. And, because at the agency level you pitch in wherever needed, I learned domestic interstate, intrastate, local, and O&I, and many other aspects of the moving business too numerous to list here.

In August of 2013, I was presented with an opportunity to return to National. I was thrilled with the prospect of coming back to NFC with all of the new knowledge I had acquired. It was perfect timing; and I believe, a perfect fit. Last September, I took charge of the position of Director of Sales and Operations – international division.

### What is the most challenging part of your job?

The most challenging part of my job is finding agents that are qualified, and who want to do international. We are constantly on the lookout for agents that have knowledge and experience with the requirements of international shipping. My goal is to find good qualified agents in every market who we can count on for consistent quality service. If anyone is interested in doing, or learning, international shipping, I urge them to contact me at [jill.finnigan@nationalvanlines.com](mailto:jill.finnigan@nationalvanlines.com)

### What is something fun or interesting about your job?

The most interesting part of my job is working with people from literally every corner of the world. The most fun is attending the annual International Association of Movers (IAM) conference every October. This is our opportunity to meet with all our overseas partners from all over the world in one place! It's very exciting- and it really does give me pause to be able to experience the interconnectedness of everyone.

### What do you do for fun?

For fun, I study and practice yoga daily, and I read and learn as much as I can about diet and nutrition. I am a certified yoga teacher and I teach a yoga class once a week at a yoga studio in my community. I love to cook and read whenever I get the opportunity. My husband and I are trying our hand at a vegetable garden this year which should be fun! Our 4 children are all grown and on their own. I would love to travel and visit some of the places that I help others move to!

## MILITARY SHORTS...

- Chief of staff, Army announced Brig. Gen. Susan A. Davidson, commander, Defense Logistics Agency-Distribution, Defense Logistics Agency, New Cumberland, Pa to commanding general, Military Surface Deployment and Distribution Command, Scott Air Force Base, IL.
- President Barack Obama nominated Air Force Gen. Paul J. Selva to relieve Air Force Gen. William M. Fraser III as commander, U.S. Transportation Command. Selva currently commands USTRANSCOM's air component, Air Mobility Command. Confirmation will be in April.
- The Army is recommending another round of BRAC - ( base realignment and closure) for 2017. Details will be presented to Congress in the form of draft legislation most likely in April.

## WHAT OUR CUSTOMERS ARE SAYING

### POSITIVE CUSTOMER SATISFACTION SURVEYS

*The driver, Harvey, was a GREAT GREAT AWESOME GUY!!!*

-Hauling: National Van Lines Agent, Metro Moving and Storage, Littleton, CO

*I have PCSed 7 times in the Army, and this was the first time that I have not had to file a claim. They were professional and caring throughout the process. Hill Moving Company exceeded the standard in all aspects of household goods shipping.*

-Origin & Hauling: Hill Moving Services, Inc, Poulsbo WA

*Everyone was professional and quick. Had a great move. Requested the name of the movers so I could ask for them again.*

-Origin & Hauling: Tanner Van Lines, Richmond VA

### Movers with Big Hearts Help Navy Vet with ALS

George Sasse used to be a warrior on the water, but now, this Navy veteran is struggling to navigate life with ALS. The former Naval Special Warfare SWCC boat operator was just starting out in the fight against ALS, also known as Lou Gehrig's disease.

In the past few months, though, George's condition has grown more complicated.

"He doesn't have use of hands anymore—he uses his feet to talk," said Laurie Sasse, George's wife.

"Getting around is not easy...sleeping on the same floor would be nice. He's downstairs, I'm upstairs." Because of George's limitations, his wife Laurie had to make a tough decision.

"Now we are moving," said Sasse. "Buying a new house was a better option, it has an open floor plan, and it's easier to get around." But there was one big problem.

"Money...a lot of money to move and I can't afford it," said Sasse.

Luckily, the family has some good friends who contacted NewsChannel 3. "Channel 3, you guys contacted Harrison's, and they are moving us today!" said Sasse.

Harrison's Moving and Storage, [of Chesapeake, VA] without hesitation, stepped up to help NewsChannel 3 take action for this family—free of charge.

"It was amazing when they called. We are going to be in a better place for him and we are going to be happy," said Sasse.

Story courtesy of Laurie Simmons, WTKR Norfolk, VA

<http://wtkr.com/2014/02/26/getting-results-movers-with-big-hearts-help-navy-vet-with-als/>

# Company News

## Happy Anniversary

March 3	Tony Ruiz	6 years	DPS System Manager
March 19	Petra DeFrance	7 years	Shipment Coordinator
March 20	Jennifer Farrell	7 years	Dispatcher
March 22	Jamie Garrett	3 years	Move Manager
March 22	Cindy Iorfida	19 years	Administrative Assistant
March 26	Phyllis Mareing	18 years	Administrative Assistant
March 27	Pam Johnson	18 years	Claims Manager
March 30	Tracie Tagney	14 years	Accounts Payable

## New Hire

March 6      Debbie Johnson      Move Manager



## Condolences

Driver Gary Gallardo of Union Transfer in Springfield, MO lost his son Gregory in an accident. National offers its condolences to Gary and his family and are here in his time of need.

## Congratulations

For the second year in a row Michael Hartung, son of employees George and Patty Hartung, won a \$500 scholarship from IMAWA through their endowment from the National Association of Independent Truckers Charitable Foundation. Michael currently attends Eastern Illinois University majoring in mathematics and hopes to be a high school math teacher. We congratulate his achievement and wish him the best!