

# MOVING forward

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## Memorial Day

The first Memorial Day (formerly known as Decoration Day) was celebrated on May 30th, 1868, to honor those who died in the Civil War. It was initiated by Gen. John A Logan who chose May 30th as the date because it was not the anniversary of any particular battle. It continued to be celebrated on May 30<sup>th</sup> until passage of the National Holiday Act of 1971, which designated it as an official federal holiday to be observed on the last Monday in May.

Duty, honor, courage and sacrifice are words which should come to mind on May 26<sup>th</sup>, when we observe Memorial Day and reflect on the sacrifice of those who have died in service to our country. While honoring those who have died, we also need to remember those who are living and endeavor to give them the support that they deserve. We can do that by supporting organizations like the Wounded Warrior Project and other charities dedicated to meeting the needs of today's veterans.

Memorial Day is also a time for family and friends and celebrating the beginning of summer. We wish all of our associates an enjoyable Memorial Day weekend, with special thanks to our men and women in uniform.



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Photo  
courtesy of  
2012 Small  
Wars Journal  
internet  
article on  
Memorial  
Day



## MILITARY BRIEFS

Below are the tidbits from the “Armed Services Committee Fact Sheet: Highlights of the Chairman's Mark”. The full report is available at the following link:

<http://docs.house.gov/meetings/AS/AS00/20140507/102146/HMKP-113-AS00-20140507-SD001-U2.pdf>

The House Armed Services Committee has finished its work on the National Defense Authorization Act for Fiscal Year 2015 and has sent it to the full House for consideration. The following are highlights from Chairman McKeon's remarks regarding issues that might be of interest to our military readers.

The following cuts in pay and benefits were rejected by the Committee:

**Military compensation** will not be capped at 1% as proposed. The committee retained the 1.8% scheduled increase.

**TRICARE** benefits will not be reduced as proposed.

**The Basic Allowance for Housing** will not be reduced.

**Commissary** benefits will not be reduced.

**BRAC:** The committee rejected the idea of another round of base closures and realignments because of the large upfront costs and since the final structure and size of the military is still to be determined.

**Troop Reductions:** Although the committee feels that troop reductions are ill-advised, it agrees that there really is no choice based upon the current budgetary environment. Therefore, they did not take any action to forestall the following reductions which are scheduled to begin next year:

**Army:** 30,000 resulting in end strength of 490,000 soldiers.

**Air Force:** 16,700 resulting in end strength of 310,900 airmen.

**Marine Corps:** 6100 resulting in end strength of 184,100 Marines.

**Navy:** there are no scheduled cuts to Navy active duty forces.



## SIT @ Origin

With peak season upon us, SIT @ Origin is an option we can take advantage of to compensate for diminished hauling capacity. While the PPSO's are more willing to approve SIT @ Origin during peak season, it is in no way guaranteed. We have found that when we follow this procedure it greatly increases our chances of getting SIT @ Origin approved.

- The origin agent must discuss the specifics of SIT @ Origin with the member. Noting that we will not be able to guarantee a specific delivery day, but will be able to give a spread of dates due to transit time just like when a shipment is booked.
- The origin agent must obtain written verification that the member is aware of the specifics of what SIT @ Origin means and that they agree to have their goods stored at origin. Email is preferred as that is the most effective way to submit this to the PPSO.
- The origin agent will submit the written approval from the member at the time the pre-move survey is submitted or as soon as possible thereafter. The sooner this information is provided, the better.
- SIT @ Origin will then be requested, prior to pickup, by National Forwarding Co., Inc. It is important to note that the request for SIT @ Origin must be received prior to pickup.
- When delivery is requested we will work with both the shipper and the agent to decide upon the best release date to accommodate a direct delivery for the member at destination. Additional SIT @ Destination on a shipment that released from SIT @ Origin is discouraged. It is also preferred that agents who take shipments into SIT @ Origin have hauling coverage ability when the time comes.

Again, this procedure is not guaranteed, but we have seen greater success in obtaining approval for SIT @ Origin when following it. Having the shipper well informed and in agreement with how we are handling the shipment goes a long way towards getting the PPSO approval.

## Top 4 Preapproval Missteps

Streamlining the Preapproval Process is important for the peak season to save everyone valuable time. We receive hundreds of surveys a day and providing information to us in a consistent manner helps us enter the preapprovals quickly and without error, which in turn gets authorization quicker. Here are our top 4 Preapproval Missteps:

### 4) **Not providing the Third Party Service (TPS) quoted amount.**

TPS will generally always be denied if we do not provide a quoted dollar amount. Please be sure to provide the cost of the service along with the description of the service.

*NOTE: Crating will not be approved through TPS. Crating will strictly only be paid at tariff crating rates.*

### 3) **Not listing the crate dimensions when requesting crating.**

Please be sure to list what the item is, and what the anticipated crate dimensions will be.

*NOTE: Crating is paid based on the actual dimensions of the crate and should be listed on a signed DD619 and on the inventory.*

### 2) **Listing the reason for a shuttle as "No access for TT".**

If a shuttle is being requested we are past the point that accessibility is an issue. Please provide specifics as to what exactly is prohibiting the tractor trailer from accessing the residence. Our request will be denied if we do not elaborate on the specifics of the situation.

Accessibility can be limited for a multitude of reasons including but not limited to: parking restrictions; narrow residential streets; low hanging tree branches or power lines; tractor trailer restrictions at an apartment complex, etc.

### 1) **Not using the NFC Premove Survey form.**

Not providing the NFC Premove Survey leads to unnecessary phone calls for information that was not provided and must be included on the preapproval request. By using the NFC Premove Survey form we eliminate unnecessary work by both parties as all the information is present. Additionally, do not list items requiring preapproval in the body of an email or on a cube sheet, use the NFC Premove Survey form.

## Reminder: Taking Riders

National requires that a rider/exception sheet be taken any time a shipment changes hands. If there is no loss or damage, a rider/exception sheet should indicate "NONE." As the hauler failure to take rider/exceptions when picking up a shipment from NTS facility may result in full liability.

## Central Regional Storage Management Office (CRSMO)

CRSMO in Topeka, KS has ceased operations as of May 19, 2014. The Military Surface Deployment & Distribution Command's new Storage Management Office at Scott Air Force, IL, will assume services in the CRSMO geographic area on June 2, 2014.

Contact these offices until further notice:

Western RSMO: (925) 246-4240  
South East RSMO: (404) 469-5923  
North East RSMO: (732) 866-2750

## Someone you should know...

We caught up with newest claims adjuster at National Claims Services, Jason Hoster, and asked him some questions about work and hobbies.



### When did you start at National and what is your position?

I started my job as a claims adjuster in Claims back in October of 2013.

### What do you like about your job?

I like that every situation I deal with is different and that you have to adjust your approach to each situation. Claims Crew is pretty awesome to work with, plus they let me wear a hat and mustache.

### Do you have any hobbies? If so what are they?

I have a lot of hobbies. When the weather is decent, I like to hit the trails for a bike ride, usually Waterfall Glen. Hitting the gym, a round of golf and a day at the lake fishing are always high on my list as well.

In addition, while not really a hobby, I am going on my 11<sup>th</sup> year in the Illinois Army National Guard. I have been deployed twice; Afghanistan and Kuwait. Being in the military also allowed me to explore a career as an actor as I was also a movie extra for Transformers 3 and Contagion. Obviously acting did not work out for me.

### What else do you do in your spare time?

When I am at home looking to relax, I like to play guitar. I have been playing acoustic for about 2 years now. I am an avid researcher and experimenter of alternative energy. (Yes I am a Nerd!)

## WHAT OUR CUSTOMERS ARE SAYING

### POSITIVE CUSTOMER SATISFACTION SURVEYS

*This is different from any other move we've made. There was a lot more communication between the Blue Water packers, movers, drivers, and other personnel. This was the best move, amazing quality of personnel. Still amazed this actually happened.*

Origin Commonwealth Moving & Storage, Norfolk, VA

Hauling Reads Moving Systems of Richmond, VA under Atlas authority

*Outstanding job from start to finish. We have never experienced a more conscientious driver and this packing crew was the best as well. This was an all-around positive experience for our family. Thank you!!*

Origin: EDC Moving Systems, San Antonio, TX

Hauling: American Way Van & Storage, under National Van Lines authority

*Murray's-Thank you for the best move my family has experienced in 22 years of service.*

*Victor, Steve, Don Sr., and Don Jr. were the absolute best driver and crew we have ever worked with-bar none.*

Origin & Hauling: Murray's Moving & Storage, Johnston, RI



The following is a letter Beattie Moving & Storage of Cocoa, FL, received from the member they moved:

*I like to take this opportunity to express my sincere appreciation for taking extremely good care of my household goods while in non-temporary storage for the last two years while I was assigned in the Middle East-Saudi Arabia. The delivery of my household goods went better than I expected and Mr. Errol Fayson and Mr. Dennis Vickers were extremely professional and thorough ensuring I was totally satisfied.*

*I worked with many companies in the past and from my latest experience I can attest that I rank your company in the top from all of the above. I truly hope when I get to retire in Florida in the next 5 years I get to have you to bring me home.*

## ***Quality at Destination***

At the April 2014, Personal Property Forum we learned the customers top CSS complaint was TSPs not unpacking at destination. According to the Tender of Service part C. Performance Requirements; "unloading at destination includes the one-time laying of rugs and one-time placement of furniture and like items in the room of the dwelling or room designated by the member employee. Articles disassembled by the carrier at origin or originating from non-temporary storage must be reassembled. On a one-time basis, all barrels, boxes, cartons, and/or crates must be unpacked (upon request) and the contents placed in a room designated by member/employee. This includes the placement of articles in cabinets, cupboards, or on shelving in the kitchen when convenient and consistent with safety of the article(s) and proximity of the area desired by the member/employee. The unpacking service and removal of debris must be performed to the member's/employee's satisfaction at the time the goods are delivered to the residence."

As the destination agent, we realize it does take time to do a proper unpack and reassembly, but the fact remains the member is entitled to it. Those agents who do take the time to unpack at members request consistently receive a score of 12 on Question 7 of the Customer Satisfaction Survey: Evaluate services provided at destination such as care, courtesy, attitude of the crew, unloading, and unpacking. NFC would like to recognize those agents who consistently take care of the customer at destination. These agents received the most 12's on CSS surveys since January 2014.

### **Shipments releasing out of SIT**

**EDC Moving Systems, San Antonio, TX  
Piedmont Van & Storage, Fayetteville, NC  
State Moving & Storage, Fayetteville, NC**

### **Haulers delivering direct to residence**

**Gollott & Sons Transfer & Storage, Gulfport, MS  
Piedmont Van & Storage, Fayetteville, NC  
Southern Cal Moving & Stg, Corona, CA**

### **Hauling agents delivering direct to residence**

**Barstow Transfer & Storage, Barstow, CA  
Sea Island Bonded Stge, Savannah, GA  
Thompsons M/S, Inc. Clarksville, TN**



# Company News

## Happy Anniversary

May 3	John Barrett	3 years	Claims Adjuster
May 5	Camille Hall	3 years	Claims Assistant
May 12	Courtney Rose	10 years	Move Manager
May 14	Matt Logan	7 years	Dispatcher
May 16	Lisa Speranske	3 years	Move Manager
May 23	Elaine Buechel	3 years	Dispatcher
May 29	Jennifer Reed	2 years	Staff Accountant

## Memorial Day Schedule

Operations and Move Management will be working Saturday, May 24, until noon. We will be closed Monday, May 26<sup>th</sup> in observance of Memorial Day and returning Tuesday, May 27<sup>th</sup>. If you need emergency assistance please call 888-993-6683.

## Newsletter Publication

As we enter into the peak season, NFC employs an "all hands on deck" policy to support operations. Our normal contributors will not be able to supply articles for our newsletter; however, we will continue to publish monthly on a smaller scale until the peak season is over.

## Twitter

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