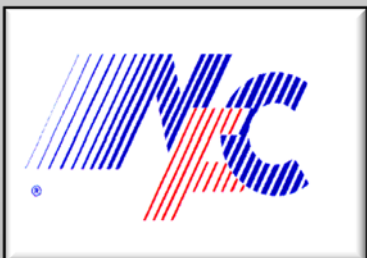


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**Summer Half-Time Report  
A Practical Assessment of the No Refusal Policy**

Since the "peak of the peak" season is now behind us, it is a good opportunity to look at the summer and the impact that the no refusal policy had on service.

As background, TSPs had the ability to refuse shipments for the last four summers because of severe service failures and shipment turn backs which were encountered in 2010 when TSPs did not have the flexibility to refuse shipments. Since that time, blackout functionality has been substantially enhanced and TSPs are now better equipped to assess the capacity of their agents and manage the process of offering shipments to them.

**Shipment Turn Backs:** There have been more shipment turn backs and refusals this summer but it was not as widespread as some feared. We attribute this to the fact that most TSPs have better communication with their agent network, better utilization of blackout functionality and the loyal support of their agents who extended themselves by accepting shipments which they otherwise would have refused.

At times this summer shipment turn backs plagued an otherwise successful peak season according to several PPSOs we have spoken to. Multiple JPPSO Transportation Officers have stated they have been reaching out directly to TSPs and Agents to book shipments with the security that they will not be turned back. According to SDDC, there have been 359 turned back shipments and 154 refusals

**Blackouts, Blackouts and more Blackouts:** The no refusal policy has forced TSPs to be very cautious this summer. The inability to refuse shipments has undoubtedly left capacity on the table this summer leaving some agents waiting for shipments to fill in a specific slot in their schedule. The TSPs unfortunately have had to act conservatively, unaware of whether their next shipment would be an 18,000 lb. shorthaul or a 2,000 lb. Code 2.

Assessing origin agent capacity necessarily measures their capacity for origin services, not the ability of the TSP to transport the shipment to destination within the time frame required. That is where the breakdown occurred this summer resulting in more agent pickups, utilization of alternative methods of transportation and more late shipments. Scarce labor was devoted to making more "local pickups" which clogged agent's docks making it more difficult for agents to accept SIT quickly which in turn resulted in more missed pickups down the line.

Summer Half-Time Report.....continued

Even though blackout functionality is much better than it was in 2010, it still is not adequate. Given the size of the destination regions, TSPs need the flexibility to blackout to a destination state rather than an entire multi-state region.

This article titled “Don’t Get Stuck By Problems with Military Movers” on Military.com assesses the summer and the impact of the no refusal policy.

<http://paycheck-chronicles.military.com/2015/06/24/dont-get-stuck-by-problems-with-movers/#ixzz3e5dcktrl>

**Code 2 Ineffectiveness:** Many PPSOs have informed our staff this summer that there has been encouragement to book Code 2 shipments in an effort to utilize all available capacity. Unfortunately, our Code 2 bookings indicate that guidance wasn’t always provided to identify what shipment was a good Code 2 candidate. Code 2 bookings were received this summer with direct delivery addresses, on shipments traveling less than 400 miles and on 15,000+ lb. shipments.

**Expanded Shortfuse Window Deemed Effective:** The Peak Seasons expansion of the shortfuse window from five (5) days to ten (10) days created an effective relief to help manage the ever changing environment in an agent’s capacity. Unfortunately, stringent click count restrictions in DPS created a more hectic than necessary environment for TSPs to navigate the shipments looking for a booker.

As of the publishing of this newsletter the peak season shortfuse window has been reduced from 10 days to 5 days. SDDC will continue monitoring blackouts and conduct an analysis on this adjustment after peak season to determine effectiveness and whether to continue using short fuse expansion in the program.

**Finally, a BIG Thanks to Our Agents:** To date, NFC has yet to have to turnback an awarded shipment this summer. We sincerely appreciate your help during this challenging summer in keeping us informed of your blackouts. Thank you, again!

## Other Summer Tid-Bits

**Intrastate Filing:** SDDC is extending data submission for intrastate TSPs to 31 July 2015. The intrastate Requalification is now scheduled to occur as follows:

- 9 July, Deadline for TSPs comments
- 15 May-31 July TSPs send intrastate documentation and request for additional states on intrastate requalification
- 1 Aug-31 Aug SDDC Review documentation from the currently approved Intrastate TSPs
- 1 Sep-30 Sep SDDC will send acceptance/rejection email to TSPs
- 1-30 Oct SDDC will process appeals

**DPS Web Browser Support:** Microsoft has dropped product support for some versions of Internet Explorer.

- Internet Explorer (IE) 7 is no longer supported by DPS. Upgrades should be done immediately to IE 10 or 11. Set your browsers to compatibility mode to avoid issues with web pages rendering improperly.
- Internet Explorer (IE) 8 product support will be dropped in January 2016. The PMO recommends users who use IE web browsers to upgrade to IE 10 or IE 11 no later than October 2015.

**Traffic Distribution List (TDL) to Populate Soon for August 1<sup>st</sup> – September 30<sup>th</sup> Distribution Cycle:** We are closing in on the end of the first Peak Season Distribution Cycle (May 15<sup>th</sup> – July 31<sup>st</sup>). SDDC will be updating the TDL for the new distribution period in the coming few days. This has not impacted the PPSO ability to book shipments beyond July 31<sup>st</sup>. The shipments that have booked prior to the uploaded TDL have been distributed following the TDL order from the current cycle.

## Army Lays Out Plan to Cut 40,000 Soldiers

Almost all Army installations in the continental United States and overseas should expect a reduction which starts in October and will go in to fiscal 2018. Cuts by installation are below. To read more click [here](#).

Installation	Military Authorized FY15	Change FY15-17	Percent change FY15-17	Military Authorized FY17
Fort Benning	12,655	-3,402	-29%	9,040
Fort Bliss	26,365	-1,219	-5%	25,146
Fort Bragg	39,672	-842	-2%	38,830
Fort Campbell	26,400	-353	-1%	26,047
Fort Carson	23,349	-365	-2%	22,984
Fort Drum	14,722	-28	-0.20%	14,694
Fort Hood	37,475	-3,350	-9%	34,125
Joint Base Lewis-McChord	26,308	-1,251	-5%	25,057
Fort Polk	8,128	-388	-5%	7,740
Joint Base Elmendorf-Richardson	4,603	-2,631	-59%	1,895
Fort Riley	15,409	-615	-4%	14,794
Schofield Barracks	15,687	-1,214	-8%	14,473
Fort Stewart	19,404	-947	-5%	18,457
Fort Wainwright	6,296	-73	-1%	6,223
Aberdeen Proving Ground	2,614	-126	-5%	2,488
Fort Belvoir	4,179	-250	-6%	3,929
Fort Gordon	5,958	41	1%	5,999
Fort Huachuca	2,468	-114	-5%	2,354
Fort Irwin	4,416	-246	-6%	4,170
Fort Jackson	2,804	-180	-6%	2,624
Fort Knox	4,706	67	1%	4,773
Fort Leavenworth	2,543	-60	-2%	2,483
Fort Lee	3,334	-127	-4%	3,207
Fort Leonard Wood	5,168	-774	-15%	4,394
Fort Meade	4,924	99	2%	5,023
Fort Rucker	3,112	-186	-6%	2,926
Joint Base San Antonio	5,566	-329	-6%	5,237
Fort Shafter	2,233	-229	-10%	2,004
Fort Sill	6,527	219	3%	6,746
Joint Base Langley-Eustis	3,790	-94	-2%	3,696

## Cheryl's One Liners

More words of wisdom from our  
Director of Agency Services, Cheryl Garamoni

- Packing Agents: Mark progear properly including the CONTENTS of the progear box and the weight on the packing inventory.
- Packing Agents: totes are allowed to ship if the contents are checked and packed properly, then wrapped in brown paper or the tote can be placed in a carton.
- Packing Agents: If the customer needs to use their mattress for the night, mattress cartons and tape need to be left at residence for the driver to properly pack and seal.
- Hauling docs need to be returned to the origin agent within 3 days and weights called or emailed into our office ASAP.
- All agents and haulers: please give customers a 2 hour window for arrival to their residence.
- No smoking in or near the moving truck or on the customer's property.
- Keep NFC advised of your blackout dates.
- Do not load loose items! Everything needs to be placed in a box and tagged properly. Pack items such as hockey sticks, garden tools, vacuums, coolers and trash cans, etc, in wardrobe boxes, left open if necessary.



## Professional Books, Papers & Equipment Commonly Known as PBP&E/Pro-Gear

Every customer is allowed up to 2000 lbs of pro-gear that will be deducted from the actual weight of their shipment. The customer's spouse is allowed 500 lbs. Drivers are paid based on the actual weight of the shipment. The shipment weight and the pro-gear weight must be entered on the GBL and into DPS.

PBP&E includes HHG in a customer's possession needed for the performance of official duties at the next or later permanent duty station (PDS). Specific **exclusions** follow:

- Commercial products for sale/resale
- Sports equipment
- Office furniture
- Household furniture
- Shop fixtures
- Furniture of any kind (bookcases, computer desk, file cabinets, racks)
- Personal computer equipment and peripheral devices
- Memorabilia including awards, plaques or objects for past performance
- Table service including flatware, dishes, glassware and other utensils
- Other items of professional nature that will **not be necessary at the next/subsequent PDS**, such as text books from previous schools unrelated to future duties and personal books, (even if used as part of a past professional reading program or course of instruction and reference material that can be found on the internet.)

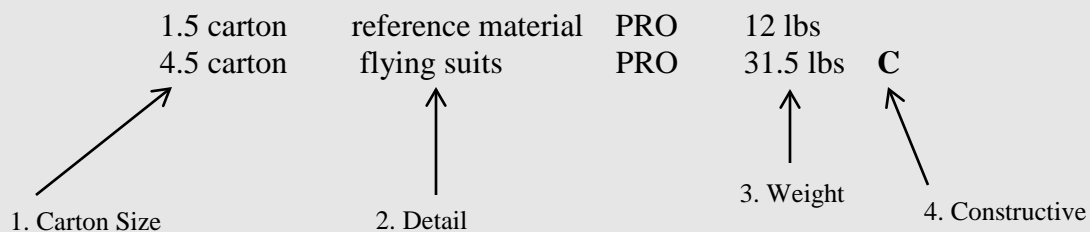
All pro-gear must be identified and separated from the household goods by the member or spouse. In addition the spouses pro-gear must be listed on a **SEPARATE** inventory page with nothing else listed on that page. Below is an example of how this should be listed on the inventory:

1. Placed in separate cartons
2. Detailed as to the types of items in the carton
3. Have a recorded weight on the inventory next to the item description

The pro-gear boxes can be weighed on a bathroom scale or platform scale. If a scale is not available, a constructive weight of 7 pounds per cubic foot will be used. **4.** When a constructive weight is used, the symbol "C" must be entered after the weight.

It is a good idea to keep pro-gear together on the inventory so it can be added up more quickly. The pro-gear weight must be entered into DPS separately from the entire weight of the shipment.

Here is a sample of how the pro-gear should look on an inventory:



## WHAT OUR CUSTOMERS ARE SAYING POSITIVE CUSTOMER SATISFACTION SURVEYS

Allstate did an outstanding job packing, loading and driving. David the driver was helpful and professional. The packing crews did a great job. Really impressed with Allstate. Best move in the past 5 moves.

-Origin Agent: Allstate Moving Systems, Poway, CA

-Hauler: Ackley Enterprises, Poway, CA

New's Van and Barnes Moving & Storage did a fantastic job in all regards! Thank you to Alycia Molenaar [Move Manager], the crew for pack-up and truck-load (Clyde and Cole), and the crew for delivery (Stacy-driver and his team) great experience and we thank you!

-Origin: Barnes Moving & Storage, Carrollton, GA

-Hauler: New's Van Lines, Carrollton, GA

Service Member stated this was her best move in 33 years.

-Origin: Guardian Storage, Inc., Pensacola, FL

-Hauling: Guardian Storage, Inc., Pensacola, FL under National Van Lines, Broadview, IL

The movers in both New York and Florida were great and made my move very easy. They packed and unpacked my things very well and were professional. They deserve the highest possible scores for their efforts. My Move Manager was also very helpful throughout the entire move and did a great job of helping me figure out my first move.

Origin & Hauling: Enterprise Van Lines, Congers, NY

Destination: Suddath Moving Systems, Palm Bay, FL

The packing team of Mr. Eric, Ms. Sandra, and Ms. Tamera did a phenomenal job-Thanks! The destination unload team did a great job. Positive attitudes working in challenging area with high traffic and multi-level home.

Origin & Hauling: Commonwealth Moving & Stg, Norfolk, VA

TSP was the best the SM [Service Member] has had in over a decade. All members of both crews were patient, reasonable, and will be recommending the company to other SMs.

Origin & Hauler: Quality Services Moving, Lorton, VA

The local moving company was Jackson's Relocation out of Sedalia, MO. Hands down the best PCS move ever had!

Origin: Jackson's Relocation Svc, Sedalia, MO

Hauler: Jackson's Relocation Svc, Sedalia, MO under Atlas authority

# COMPANY NEWS

## Happy Anniversary

July 2	Akira Williams	15 years	Claims Assistant
July 9	Tammy Dozi'er	1 year	Claims Adjuster

## Congratulations

We wish to express our congratulations to our Assistant Claims Manager, Michael Czarnecki. He became engaged to his girlfriend Kimberlyn Giardina of 3 ½ years, on June 10<sup>th</sup> during their recent vacation to Las Vegas, NV.

## NFC Newsletter

What do you think of our newsletter?

Email us at: [nfcnewsletter@nationalforwarding.com](mailto:nfcnewsletter@nationalforwarding.com).

## Twitter

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

