



# MOVING FORWARD

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## RATE FILING

ROUND 2:

10 FEBRUARY 2019 6 PM CST-  
15 FEBRUARY 2019 6 PM CST

## FUEL SURCHARGE

ON FEB 4 THE NATIONAL AVERAGE FOR ONE GALLON OF DIESEL FUEL WAS ANNOUNCED BY THE D.O.E AT \$2.966.

TARIFF	02/15/19-03/14/19
NVL100	7%
GSA-01	FORMULA BASED
D19/400NG	4%

# 2019 Tender of Service Changes and Clarifications

As some of you may be aware, USTRANSCOM has updated the [Tender of Service \(TOS\)](#). The updated TOS will apply to “shipments booked for movement 15 May 2019 or later under the 2019 International Tender (IT) or Domestic Tariff (400NG).” Given the update, we felt it prudent to address some of the changes as well as provide additional detail regarding some topics that our agents have recently inquired about.

## Inconvenience Claims

There have been a few significant modifications to the new TOS regarding inconvenience claims – when the customer should be notified as well as eligibility for an inconvenience claim. The first change states the following:

“When I am unable to meet these requirements, I must provide the customer inconvenience claims guidance prior to the missed pickup, RDD or agreed upon delivery out of SIT.”

In instances where the pickup, RDD, or delivery out of SIT date(s) will be missed, we will need advance notice of the delay so the customer can be contacted.

The TOS also reduced the number of days that the carrier has to acknowledge an inconvenience claim from 7 calendar days of receipt to 5 government business days (GBDs) of receipt. This change is more or less something that will apply to our office and not the local agents, but we wanted to make the change known.

The other significant modification to the TOS is the following:

“I further agree to reimburse the customer within 30 days from receipt for reasonable out-of-pocket expenses while awaiting delivery out of SIT if not completed on customer’s first requested date and scheduled delivery date is not within five GBDs (within ten GBDs for shipments with a requested delivery date between June 15 through Aug 15).”

The significant change that we are focusing on is in reference to delivery out of SIT. This change is a completely new addition to the rules regarding inconvenience claims. As these new rules state that delivery out of SIT must occur within 5 GBDs (10 GBDs during non-peak), our office will need advance notice to contact customers if an inconvenience claim will be warranted.

# NFC

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### Dressers

Dressers, and other similar items, are an area where we have received questions about how to properly prepare the inventory. The TOS – current version as well as the updated version – states the following:

“I understand small, lightweight, unbreakable items (e.g., clothing items, linens and items normally kept in drawers) may remain in drawers instead of being removed and packed. When not considered as safe for carriage in drawers, chests, dressers, trunks, these and similar items must be packed separately.”

Should items be left in dressers, chests, etc., the inventory should note the contents that are in the drawers. If drawers are emptied, the inventory should note that the drawers are empty. This can also apply to toolboxes – locked/unlocked and/or with/without contents. While the new tender does not specifically include the requirement of noting “empty”, making these notes will assist with claims and may help during the unpacking/delivery processes.

Examples:

Inv. #167 – brown 8 drawer double dresser – drawers contain socks, jeans, t-shirts, left side top drawer front scratched.

Inv. #123 – black 2 drawer nightstand – empty drawers, top front left corner chipped.

Inv. # 85 – red Craftsman 6 drawer tool box – drawers full of tools, locked and member has key, top dented on front center edge.

### Firearms

There has been a modification to the TOS regarding firearms as well. The new wording is as follows:

“**Firearms will be removed from safes and packaged separately** and inventoried IAW paragraph C.5 below. I am responsible to comply with appropriate local and state laws in the transport of firearms, including applicable interstate transport requirements. I will ensure that my agents pack firearms and not place conspicuous markings indicating firearms or label cartons with firearms, and I will comply with firearm packing and labeling requirements outlined in the International Tender.”

The biggest change is that **firearms must be removed from safes and packed separately**. And for clarification, C.5 is in reference to the inventory preparation. The wording for inventory preparation referencing documenting the make, model, caliber/gauge, and serial number remains, as well as the optional use of the high-risk or high-value (HR/HV) inventory. Our policy is that all firearms are to be listed on the HR/HV inventory by the packing agent – a copy of our firearm policy can be provided on request.

### Totes

It has been commonplace for many years for service members to be allowed to pack their own plastic totes, as long as TSPs have the ability to check the contents and manner of packing. However, the new TOS includes wording which will change this practice moving forward, and member-packed totes may no longer be an option:

“Cartons lacking a manufacturer’s certification are not authorized and egg, fruit and vegetable crates, plastic containers (Rubbermaid or similar) and similar types of containers shall not be used. If items are properly packed by the customer in plastic or similar type containers, I may pack these containers in an authorized carton, if a carton is available that will accommodate the container. If the plastic container cannot be packed in an authorized carton, I agree to empty and pack the contents into an authorized carton and wrap the empty plastic container in pads or similar material for protection.”

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In other words, a tote with contents must be packed in a carton in order to be shipped – this still allows for member-packed totes-provided the TSP's can inspect. If the tote does not fit in a carton, the contents must be taken out of the tote and packed by the crew in a carton. The tote must then be brown-wrapped/shrink-wrapped and shipped empty. The inventory should also reflect this change in the rules.

Examples:

Inv. #47 – 4.5 ctn. – contains a red tote with children's clothing.

Inv. #89 – brown wrapped clear tote – empty.

It is recommended that agents and haulers review the Tender of Service to prepare for the peak season. If you have any questions, please feel free to reach out to Agency Services at [agencyervices@nationalforwarding.com](mailto:agencyervices@nationalforwarding.com).

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## 2019 Military & Industry Events

March 19-20	<a href="#">DP3 Spring Personal Property Forum PPF</a>	Scott AFB, IL
March 24-26	<a href="#">AMSA's 100<sup>th</sup> Annual Conference &amp; Expo</a>	Houston, TX
March 26	<a href="#">JPPSO Southeast Navy Household Goods Industry Days</a>	Cloud
March 28	<a href="#">JPPSO Pearl Harbor Navy Household Goods Industry Days</a>	Cloud
April 4-7	<a href="#">44<sup>th</sup> Annual Dispatcher's Convention</a>	Nashville, TN
April 9	<a href="#">JPPSO SW Navy Household Goods Industry Days</a>	Cloud
April 9	<a href="#">JPPSO-NE/CC TSP/Industry Meeting</a>	Bedford, MA
April 11	<a href="#">JPPSO Norfolk Navy Household Goods Industry Days</a>	Cloud
October 3-6	<a href="#">IAM's 57<sup>th</sup> Annual Meeting &amp; Expo</a>	Chicago, IL

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## Industry Tips & Tidbits

**Background Checks:** Please contact Agency Services at [agencyervices@nationalforwarding.com](mailto:agencyervices@nationalforwarding.com) if you need recommendations regarding companies for background checks.

**Base entry:** To all bases, please advise Agency Services at [agencyervices@nationalforwarding.com](mailto:agencyervices@nationalforwarding.com) if there are any changes or special requests regarding base access moving forward, and/or during peak season.

**Code 2 shipments:** Expect an increase in Code 2 shipments. The goal is to achieve a Code 2 usage rate of 12% for Peak Season 2019.

**Real ID Act:** Due to the lapse in federal funding, the government website that provides information on the Real ID Act will not be actively managed. The last update occurred on December 21, 2018. As of the writing of this newsletter it is unclear how the public will be receiving updates on the REAL ID Act.

# Motorcycles

A quick reminder on the proper way to service motorcycles that are tendered for transit.

- **Make sure that motorcycles are drained of fuel or run until they stall.** The preferred method is that the unit is drained in order to deplete the reserve. There cannot be any 'sloshing' inside the tank – as this poses a fire hazard to a trailer and/or storage warehouse.
- If a motorcycle is loaded with fuel, this poses a very problematic and costly situation. In past situations, we've had to hire a locksmith to open the fuel tank and then drain; or bring to a motorcycle service shop to have the fuel tank dropped from the unit. **Both situations are very expensive and may cause damage to the unit itself.** Service members are not happy when they find out how we essentially 'broke into' their motorcycle. One alternative is to have the service member overnight their keys to the warehouse/driver; however, this again is costly and a situation that can be avoided entirely.
- **Note on the inventory where the key is located** – NCS prefers that the keys be retained by the customer, however, sometimes they are tendered with the motorcycle. Recording the location will eliminate confusion during the move.
- **Please use a motorcycle inventory to note any pre-existing damage/location of the damage. In addition to a completed inventory, please do not hesitate to forward photos of the unit prior to loading for documentation purposes.** Photos can be emailed to [NCS@NCSClaims.com](mailto:NCS@NCSClaims.com). Please provide a GBL/BL number when sending. This is not required; however, it will be helpful to all parties involved once the shipment is delivered back to the member.
- Be mindful when strapping down the motorcycle inside a trailer or vault. We've noticed a spike lately with damaged motorcycles having straps incorrectly placed, causing damage to the parts they contact. Additionally, straps not being tightened down enough can cause the unit to fall over; or straps being excessively tightened can cause them to snap while in transit, again causing the unit to fall over.  
**Motorcycles are very expensive to repair!**
- For Code 2 crated shipments or International moves – Airbags have been used around the motorcycle to limit/prevent damage either due to rubbing on the walls or tipping over if a strap breaks while in transit. Airbags are not required, but will **significantly reduce** and limit the amount of damage if an incident occurs while in transit.



Some consider their motorcycle their most prized possession. It is our duty to make sure they are properly cared for and following the simple steps above will do just that. Should you have any questions, please feel free to call us at 800-325-6889 or email [ncs@ncsclaims.com](mailto:ncs@ncsclaims.com).

# WHAT OUR CUSTOMERS ARE SAYING

## *Positive Customer Satisfaction Survey Comments*

*Surveys are edited for clarity*

*Henry was great and amazing*

Hauler: Coastal Moving & Storage, Savannah, GA

*Great job, keep up the good work supporting the soldiers, thank you very much.*

Origin: Fox Hollow Movers, LLC, Syracuse, NY

*Extremely professional and extremely courteous.*

Origin & hauler: Enterprise Van Lines, Congers, NY

*All facets of the move were great. The driver himself who transported my HHG and delivered them to my home, Mike if I remember his name correct was AWESOME! He had a genuine care for my HHG and family. He has been doing this for many years and hasn't lost focus on satisfying his military customers like myself and others. If you have an employee of the month or year, he is your selection.*

Origin: Barstow Transfer & Storage, Barstow, CA

Hauler: Affordable Quality Movers, Santa Clarita, CA under National Van Lines authority

*Very professional and took extra care with our furniture!*

Origin & hauler: Cicero's Moving & Storage LLC, Macon, GA

*One of the best overall moves of my 35 year career.*

Origin & hauler: Stewart Moving & Storage, Portsmouth, VA

*They communicated very well, very curious, it was an overall great team. On both the shipping and receiving end.*

Origin: Apex Moving & Storage, Puyallup, WA

Hauler: American Way Van & Storage, Vandalia, OH, under National Van Lines authority

*Super courteous and their time management was very good. If I could give them a higher score, I would.*

Origin & hauler: Coastal Moving Company, Jacksonville, NC under Wheaton Van Lines authority

*This was probably one of the best moving experiences I have had, the guys I got to work with were awesome.*

*Huge shout out, they made it really easy, the people I got to work with, they were great.*

Origin: Hill Moving Services, Inc., Poulsbo, WA

Hauler: Carlyle Van Lines, Warrensburg, MO

Destination: Guardian Storage, Inc, Pensacola, FL

# *COMPANY NEWS*

## *PROMOTIONS*

National Forwarding Co., Inc. is pleased to announce the following company promotions. We thank our employees for their hard work and dedication over the years. Future issues of Moving Forward will feature bios on these hard-working individuals by department.

### **Administration**

Michael Wilson, President

Angela Beusse, Director, Administrative Services

### **Operations Department**

Eileen Sherman, Executive Vice President

Kevin Anda, DPS System Manager

### **Move Management Services**

Deborah Marciniac, Manager, Move Management Services

Christine Shufflit, Lead Move Manager

### **Agency Services**

Steve Caruso, Agency Services Representative

### **Billing**

Deanna Munizza, Manager, Preapprovals, Authorizations & Special Projects

Rachel Davis, Billing Manager

### **International Division**

Sue Staszewski, Executive Vice President

Jill Finnigan, Vice President, Operations

Stephanie DiVito, Manager, Military Operations



## COMPANY NEWS

### HAPPY ANNIVERSARY

January 4	Pooja Chavda	Claims Assistant	2 years
January 5	Jim Rostis	Vice President, IT	25 years
January 6	Deborah Marciniac	Manager, Move Management	5 years
January 10	Steve Caruso	Agency Services Representative	2 years
January 11	Dawn Jurkovich	Claims Adjuster	7 years
January 11	Jana Domagala	Claims Adjuster	7 years
January 19	Laurie Johnson	Claims Adjuster	3 years
January 19	Kristi Tablerion	Claims Adjuster	3 years
January 26	Kevin Anda	DPS Systems Manager	10 years
January 29	Michael Wilson	President	12 years
January 29	Antoinetta Meisel	Move Manager	1 year
January 30	Michael Czarnecki	Assistant Manager, Claims & Customer Service	7 years
February 14	Jill Finnigan	Vice President, Operations, International Division	14 years
February 16	Kevin Spealman	Vice President, Claims & Customer Service	32 years
February 17	Anthony Recchia	Staff Accountant	4 years
February 17	Judy Flannigan	Billing Technician	1 year
February 19	Michael Kaiser	Manager, IT Department	12 years
February 20	Jessica Santiago	Commercial Coordinator	2 years
February 22	Cheryl Garamoni	Vice President, Agency Services	24 years
February 26	Laurel Smith	Dispatcher	1 year
February 27	Johnathan Jenkins	Claims Adjuster	1 year

### NATIONAL VAN LINES INTERNATIONAL DIVISION

Participating in the international market is a great way to diversify your business. Visit our website at [www.nvlinternational.com](http://www.nvlinternational.com) where you can gain a wealth of information including:

- Free customer quotes
- Agent quote requests
- Shipment tracking
- Invoice payment

