

NATIONAL FORWARDING Co., Inc.

MOVING *forward*

November 2017

Proudly Serving Military Families

Issue 7, Volume 9

2017 NVL Convention Issue

National Forwarding Co., Inc. was proud to participate in the 2017 National Van Lines Convention held at the Westin Riverwalk in San Antonio, TX. It was a fantastic location for us to celebrate a great year for National Van Lines, Inc. and National Forwarding Co., Inc. with our agents.

NFC had the honor of hosting the opening night cocktail party on Thursday evening. It was a great start to the convention, talking to old friends and meeting new ones.

The next morning, our opening general session kicked off with a speech given by Maureen Beal, Chairman and CEO of National Van Lines, followed by Tim Helenthal, NVL President and COO. The keynote speaker was Commander Kirk Lippold, USN (Retired) who was the Commanding Officer of the USS Cole when it came under a suicide terrorist attack by Al-Qaeda in the port of Aden, Yemen. He gave a very inspiring speech on how he and his crew distinguished themselves by saving the American war ship from sinking.

NFC also held a 3-hour workshop covering all aspects of the DOD Personal Property Program in which we debuted our new Military Guidebook, a useful tool in training agents and their employees. In addition, we had two guest speakers: Ron Rogers from Southwest Resources a local repair firm, along with John Becker, Director, Military Policy at the American Moving and Storage Association. Ron was able to enlighten us on the repair firm's perspective when he goes into a home to inspect damaged household goods for claims purposes. John Becker updated us on base access issues along with the increase in Letters of Warnings and Suspensions for all TSPs.

Finally, the highlight of the convention was the closing banquet and awards presentation. NFC led off the awards presentation, followed by NVL. Last but not least, our very own Pat Johnson was surprised by Maureen Beal and Ron McKee when he was presented with the F.L. McKee Sr. Award.

It was a fantastic convention, well attended and well received. We would like to take the time to thank all our military agents who attended and all the employees who stayed behind to keep things running smoothly while we were away. ***We can't wait to see you in 2019, in Chicago!***



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NFC Agent Awards

CUSTOMER SERVICE EXCELLENCE

PLATINUM OVER 100 SURVEYS COMPLETED

- FIRST Shur-Way Moving & Cartage, Libertyville, IL
Piedmont Van & Storage, Fayetteville, NC
McCarthy Transfer & Storage, El Cajon, CA
Hill Moving Services, Poulsbo, WA
Commonwealth Moving & Storage, Norfolk, VA

GOLD 51-100 SURVEYS COMPLETED

- FIRST Trans-World Moving Systems, Anchorage, AK
Ciceros' Moving & Storage, Macon, GA
Barstow Transfer & Storage, Barstow, CA
Gilmore Moving & Storage, Fort Walton Beach, FL
Allstate Van & Storage, Oceanside, CA

SILVER 25-50 SURVEYS COMPLETED

- FIRST Southern Cal Moving & Storage, Corona, CA
Woodland Moving & Warehousing, West Hartford, CT
Moving Services, Tucson, AZ
Barnes Moving & Storage, Carrollton, GA
Cannon Moving & Storage, Lemoore, CA

CLAIM PREVENTION

PLATINUM OVER 100 SHIPMENTS

- FIRST Piedmont Van & Storage, Fayetteville, NC
- SECOND Hill Moving Services, Poulsbo, WA
- THIRD Ciceros' Moving & Storage, Macon, GA

GOLD 50-100 SHIPMENTS

- FIRST Woodland Moving & Warehousing, West Hartford, CT
- SECOND AAA Moving & Storage, Enterprise, AL
- THIRD Moving Services, Tucson, AZ

ADMINISTRATIVE EXCELLENCE

- FIRST Coastal Moving & Storage, Savannah, GA
- SECOND Hill Moving Services, Poulsbo, WA
- THIRD Moving Services, Tucson, AZ

INTERNATIONAL DIVISION

SERVICE EXCELLENCE

- DOD CONUS Republic Moving & Storage, Temecula/Chula Vista, CA
- DOD OCONUS Ahjin Transportation, Seoul, Korea

SALES ACHIEVEMENT

- USA J. Barber Moving & Storage, Fredericksburg, VA
- Overseas Combidem Transports, Marseille, FR

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F.L. McKee Honor Awarded to Patrick Johnson

National Van Lines Press Release dated November 20, 2017

We are delighted to announce that Pat Johnson, President of National Forwarding Co. has been presented the prestigious F.L. McKee, Sr. Award in recognition of his years of dedicated service and commitment to the van line industry.

The F.L. McKee, Sr. Award is bestowed upon individuals who model excellence and commitment to vision in the van line industry. It derives its name from F.L. McKee, Sr. second-generation president of National Van Lines from 1941 to 1993. In the past 30 years, only three other recipients have had the honor of receiving this distinctive award.

Pat came to work for National Forwarding Co. in 1978 as a claims adjuster. After passing the Illinois Bar Exam in 1980, Pat was prepared to pursue a career in law. As timing would have it, National Forwarding Co. was in need of a general manager and Frank McKee, Jr. called on Pat's leadership to take the position. Over the next 35 years, Pat carefully and meticulously built a team of professionals who have successfully navigated major changes in the DOD Personal Property Program.



The award was presented to Pat during the 2017 Agent Convention Gala dinner by CEO, Maureen Beal, together with her brother Ron McKee. "Pat has been part of the National family for 39 years and has exemplified leadership, commitment, vision, integrity, and loyalty...all characteristics of our father, F. L. McKee, Sr. To give this award to Pat has been our true honor," says Maureen.

Please join us in congratulating Pat on this much-deserved recognition.

In Memoriam: Alan F. Wohlstetter

IAM Post dated November 17, 2017

The end of an era: With deep sadness, the International Association of Movers (IAM) advises of the passing of Alan F. Wohlstetter on November 15, 2017.

Mr. Wohlstetter was engaged by the Association's (HHGFAA) founding members back in 1962 to serve as the organization's General Counsel, and has been the only individual to serve in that role for the past 56 years.

Seven years ago, Mr. Wohlstetter closed his law practice in Washington, D.C. and moved to a retirement community in Pennsylvania. He continued to serve, however, as IAM's General Counsel Emeritus until the time of his passing.

Mr. Wohlstetter also helped establish and served as General Counsel to the International Shippers Association (ISA). He also served on the Board of Directors for the Alan F. Wohlstetter Scholarship Fund (AFWSF), which was established and named in his honor during the celebration of the HHGFAA / IAM 40th Anniversary in 2002.

Unfortunately, we had already gone to press with the next issue of *The Portal* magazine before learning of his passing. Therefore, a more detailed profile and remembrance will appear in the January/February issue.

Our thoughts go out to the Wohlstetter family during this time. A small family service is being planned. Mr. Wohlstetter's obituary will appear in the Washington Post and Philadelphia Inquirer on Sunday and Monday. (Edit: The obituary was printed in the Nov. 17 Washington Post and [Philadelphia Inquirer](#).) Condolences may be sent to:

The Wohlstetter Family
866 Skyline Drive
Erdenheim, PA 19038
(215) 266-2504

The family suggests [contributions may be made to the AFW Scholarship Fund](#) in his honor and memory.

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Convention Photos



National employees from left: Natasha Yalovay, Angela Beusse, Patty Farmer, Pam Johnson, Jill Finnigan, Susan Staszewski



Back left: Tony Ruiz, Mike Garcia, Eric Barker
Front left: Michael Wilson, Zahid Ahmed, Kevin Speakman, Lizzy Appleton



From left: Zachary & Melissa Philips, Janice & Mike Hill



Left: Dick Scaffa, Doug Brzezinski, Cheryl Garamoni, Mike Yost, Natasha Yalovay



From left: Patty Farmer, Eileen Sherman, Judy Baker, Monica Willaford



Michael Wilson speaking at the NFC workshop

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Convention Award Photos



Ciceros' Moving & Storage LLC
Bruce & Lisa Riggins



Trans-World Moving Systems
Chuck Rosenberg



McCarthy Transfer & Storage
Tim McCarthy



Commonwealth Moving & Storage
Bob Moers



Barstow Transfer & Storage
Rusty Layton



Southern Cal Moving & Storage
Gary Ratliff



Shur-Way Moving & Cartage
Doug Brzezinski



Woodland Moving & Warehouse
Tyler Green



Moving Services
Brandon Pratt

WHAT OUR CUSTOMERS ARE SAYING

POSITIVE CUSTOMER SATISFACTION SURVEY COMMENTS

Movers were very nice and had great attitudes.

Origin: Ellis Moving & Storage, Old Hickory, TN

Hauler: Ellis Moving & Storage, Old Hickory, TN under North American

Mover was very respectful and helpful and everything needed was provided. He went above and beyond.

Hauler: Fox Hollow Movers, LLC., Syracuse, NY under Allied Van Lines

Easiest move SM [Service Member] has had in 17 years.

Downey Moving Company was excellent and should be the only moving company in Arkansas.

Origin & Hauler: Downey Moving & Storage, Conway, AR

The pickup packer worked around roofers (tornado damage) and other challenges. They performed above and beyond. Loaders coordinated a 0630 start to plan around an expected thunderstorm in early afternoon on pickup day. Done by 1330 and started raining as we were finishing up the paperwork. Delivery was the same. Great people, professional, considerate of our home, and FAST! Moving is tough enough and this team made it painless.

Origin & Hauler: Ford Van Lines, Omaha, NE

Destination: Austin Van & Storage, San Antonio, TX

The movers were very professional and helpful. This was my first move and it went very well.

Origin: EDC Moving Systems, San Antonio, TX

Hauler: Dolphin Moving Systems, Clearwater, FL

I want to ensure that those involved in this move realize just how amazing your employee (John Stone) was from beginning to end. This has been the best experience that I've been a part of in my 30 years of military service. Give this guy a performance bonus!!!

Hauler: Driver John Stone for O'Neill Transfer & Storage, Beaverton, OR, under National Van Lines



Agent Kudos



COMPANY NEWS

Happy Anniversary

November 7	Susan Staszewski	Vice-President, International Division	28 years
November 17	Jackie Thomas	Move Coordinator, International Division	3 years
November 29	Cesar Hermosillo	Dispatcher	1 year

Holiday Hours

National Forwarding Co., Inc. will be closed on the following days:

- Monday, December 25th
- Monday, January 1

Twitter

Are you following us on Twitter? If not, check us out! We tweet on happenings at NFC, the DOD Personal Property Program, and more!

