



"Proudly Serving Military Families"

NATIONAL FORWARDING CO., INC.

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TO: Agents & Haulers of National Forwarding Co., Inc. & Affiliates

Operations Bulletin November 1, 2019

FROM: NFC Operations

SUBJECT: Communication and Dropped Dates

"The single biggest problem in communication is the illusion that it has taken place."
-George Bernard Shaw

Communication is a crucial aspect of the moving industry. Just like successful moves require a lot of planning and coordination on your part internally, the customers are also doing a lot of planning and coordination on their end as well.

We have noticed that failure to notify customers, and our office, of dropped pack days has become more common. Customers need to know when to expect, or not expect, a crew to arrive. As the TSP, we need to keep the dates updated in DPS. Bases will issue warnings for failure to update DPS and failure to communicate with customers, and CSS scores can be negatively impacted before the first box is even packed.

If a pack date is dropped due to weight change, crew availability, or otherwise, our office and the customer need to be notified as quickly as possible. It cannot be assumed that the customer will know of the dropped date when no one shows up. Notification on the afternoon of the dropped date, or no notification at all, can't happen.

Thank you for your cooperation with this request. Please contact our Operations Department if you have any questions, or if you need to notify us of a dropped date.
800-722-9144 or nfcoperations@nationalforwarding.com