



"Proudly Serving Military Families"

# **NATIONAL FORWARDING CO., INC.**

2800 ROOSEVELT ROAD – BROADVIEW, ILLINOIS 60155

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DATE: May 15, 2017  
TO: Agents and Haulers of National Forwarding Co., Inc. and Affiliates  
FROM: Cheryl Garamoni, Vice President Agency Services  
SUBJECT: ETA's, Delivery Information & Missing RDD's

Communication is necessary for us to keep DPS updated with current shipment information regarding deliveries. While we know this may seem like a burdensome and unimportant task, it is very important to the bases. If we fail to comply we will receive Letters of Warning and Suspensions.

ETA's are necessary so we can properly enter the shipment arrival date in DPS and follow up with the correct delivery date. We know ETA's can change, so keep Operations notified.

Advise Operations immediately of a direct delivery, or at the latest, the next GBD. If a shipment delivers over the weekend, make sure you contact Operations Monday morning. NFC has three GBD's after a shipment delivers to update DPS in a timely manner.

When an agent is delivering a scheduled delivery out of SIT, contact our Move Management department to confirm the delivery took place. Advise our move manager of any date changes the customer may have made with you prior to changing the date and delivering the shipment. DPS must be updated with any date changes.

When accepting a shipment to haul, check the RDD to make sure you can meet the date. Missing an RDD is a violation of the Tender of Service and the TSP will get a Letter of Warning for missing it and could be suspended.

Operations: 800-722-9144 - [nfcoperations@nationalforwarding.com](mailto:nfcoperations@nationalforwarding.com)

Move Management: 888-993-6683 – [movemanagers@nationalforwarding.com](mailto:movemanagers@nationalforwarding.com)

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