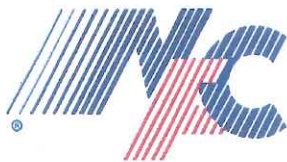


Steve Caruso

From: National Forwarding Co., Inc. <steve.caruso@nationalforwarding.com>
Sent: Tuesday, March 12, 2019 4:02 PM
To: Steve Caruso
Subject: Updated Firearm Handling Policy



Proudly Serving Military Families

Operations Bulletin March 12, 2019

TO: Agents & Haulers of National Forwarding Co., Inc. & Affiliates
FROM: Kevin Spealman, VP of Claims & Customer Service
SUBJECT: Updated Firearm Handling Policy

The updated Tender of Service, which goes into effect on 15 May 2019, includes modified regulations regarding the practice of shipping firearms inside gun safes. This runs contrary to our previously disseminated Firearms Policy, so please note this change.

Our previous policy had indicated that shipping firearms inside a safe was a perfectly viable, and even the preferred method of transportation. Unfortunately, it is no longer allowed.

Effective immediately, we have revised our [Firearms Policy](#). All origin agents must take responsibility for packing any firearms in front of the customer, and applying security seals.

Please review and communicate to all of your staff. Thank you very much for your cooperation.

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

From: Kevin Spealman, VP of Claims & Customer Service

Subject: Updated Firearm Handling Policy

I. PURPOSE

To prevent the loss and/or theft of firearms.

II. SCOPE

This policy applies to all agents of National Van Lines, National Forwarding Company and all subsidiaries and affiliates with whom a Transportation Service Agreement is maintained.

III. POLICY

The Department of Defense requires that TSPs take effective steps to prevent the loss and/or theft of firearms. In addition to being high value items, firearms are inherently dangerous, and stolen firearms are frequently used in the commission of crimes. It is the duty of every TSP and agent to take effective steps to prevent their theft or loss. If firearms are missing from a shipment, the Military Surface Deployment and Distribution Command will hold a TSP Review Board to determine whether the TSP should be disqualified from further participation in the DoD Personal Property Program.

IV. ORIGIN AGENT PROCEDURE

- A. Firearms are **no longer allowed to be transported inside a safe or gun safe**, in accordance with the updated Tender of Service – which goes into effect on 15 May 2019.
- B. All firearms must be packed within a carton. The carton should **not** be labeled as containing firearms.
- C. According to the Tender of Service, each privately owned firearm will be annotated on the inventory by make, model, caliber or gauge, and serial number. This information must be on both the regular inventory and the high value/high risk inventory.
- D. Security seals must be affixed on the seams at the top and bottom of the carton by the packers, and this should be done in front of the customer. Additional seals should be used if necessary, to adequately secure larger cartons such as wardrobe cartons.

12 March 2019

Page 1 of 2

- E. It is the origin agent's responsibility to complete the high value/high risk inventory at the time the seals are affixed. The origin agent must ensure that the driver is aware of the firearms prior to loading.
- F. Revenue Penalty - If the origin agent does not follow the procedures referenced above, the origin agent will forfeit their entire booking commission. Further, if a TSP Review Board is convened against the TSP as a result of a missing firearm and the loss is attributed to the agent's failure to follow the firearms handling policy, the agent will hold the TSP harmless from any and all expenses incurred to defend and/or appear at the TSP Review Board.
- G. On containerized shipments, the origin agent's responsibilities specified above will still apply. The High Value/High Risk Inventory and Security Seal Procedures pertaining to cartons are still applicable. Firearms should be put in the first crate labeled "No. 1." At the time of delivery, the firearms must be located and their receipt acknowledged by the property owner.

V. IN-TRANSIT PROCEDURE

- A. Any time the shipment changes hands, the receiving party should check off the high value inventory and carefully scrutinize the seals, acknowledging receipt of the high value items and the fact that security seals are still in place and undisturbed. If there is any question about whether the seals are intact, or if no seals were used, the carton should be opened, and the presence of the firearms noted. The Carton should then be re-sealed with new security seals. The rider should be annotated that the carton was inspected, and new seals numbers annotated on the rider.
- B. There is a mandatory unpack for firearms at delivery, as part of the High Value/High Risk Program. The customer must initial each item on High Value/High Risk Inventory, including the firearms, and sign that they received.
- C. If firearms are noted as missing or if any irregularities are noted, our claims and customer service department is to be telephoned immediately at (800)325-6889.
- D. If a firearm cannot be located at the time of delivery, the destination Transportation Office and local police must be called. All delivery personnel, including their personal and company vehicles and all equipment and debris must remain on the scene until police arrive to conduct a thorough investigation and search for the missing firearm(s).

KRS/sc

12 March 2019
Page 2 of 2