



# MOVING FORWARD

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## Market Expansion for all Eligible Non Temporary Storage (NTS) Approved TSPs

On 10 September 2018, USTRANSCOM announced a Market Expansion effort was underway for qualified Non Temporary Storage (NTS) Transportation Service Providers (TSPs) for entry into the Defense Personal Property Program (DP3) as interstate or intrastate TSPs. To have been invited, you must be an NTS TSP with interstate or intrastate operating authority in good standing with the SMO.

Since the announcement was made, National Forwarding Co. Inc. has learned that 381 invitations were sent out. The window for the applications will be open through 8 October 2018, and based on this timeline, it is anticipated that the newly awarded SCAC Codes will be eligible for participation in the DP3 Program in time for the next rate filing for the May 15, 2019, Distribution Cycle.

The NTS TSPs that are accepted into the program will be allowed to file rates from any rate area (state) within their region to any domestic region and back from those rates to the region in which their facility is located. In other words, they can file reciprocal rates. See a map of the domestic DP3 regions [here](#). Note that Hawaii is not in the domestic program. After a three-year probationary period, the TSP could file for expansion permitting unrestricted interstate filing.

If you received an invitation to participate in the DP3 Program, we would recommend early review of the application process since it can be time consuming with multiple steps to navigate through. Below we have provided a copy of the invitation that USTC sent out. In addition, you can find the link [here](#) to the SDDC Regulation 55-4, Transportation Service Provider (TSP) Qualifications.

## FUEL SURCHARGE

ON SEPT 4 THE NATIONAL AVERAGE FOR ONE GALLON OF DIESEL FUEL WAS ANNOUNCED BY THE D.O.E AT \$3.252.

TARIFF	09/15/18 - 10/14/18
NVL100	9%
GSA-01	FORMULA BASED
D19/400NG	6%

USTRANSCOM, Personal Property Advisory #18-0108

Date: 10 September 2018

From: USTRANSCOM Personal Property Division (J4-H), Scott AFB, IL 62225

To: All Eligible Non Temporary Storage (NTS) Approved Transportation Service Providers (TSP)

Subject: Market Expansion Announcement for the Defense Personal Property Program (DP3)

1. As an approved NTS TSP, USTRANSCOM is pleased to invite you to apply to expand your existing DoD authority to include the domestic interstate and intrastate household goods markets.



NATIONAL FORWARDING CO., INC.  
2800 ROOSEVELT RD  
BROADVIEW IL 60155  
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[NEWSLETTERS@NATIONALFORWARDING.COM](mailto:NEWSLETTERS@NATIONALFORWARDING.COM)

*Market Expansion continued from page 1*

2. Our expansion window will remain open through 8 October 2018.
3. Current Non-temporary Storage TSPs are defined as those active NTS TSPs that have already been approved through the USTRANSCOM Storage Management Office (SMO) for the following items: DD Form 1811 Pre Award prerequisites, NTS Tender of Service, Operating Authority (Interstate or/and intrastate), Insurance (warehouse only), registration for System for Award Management/Cage Code, Standard Carrier Alpha Code (SCAC), and Financials.
4. Based on current SMO approval, many requirements will have already been met with some exceptions listed below:
  - a. Certificate of Cargo Liability Insurance Certificate (50,000 per shipment; 150,000 aggregate) and domestic bond (only for domestic Interstate approval) (\$50,000 minimum).
  - b. Department of Transportation Motor Carrier (MC) approval (must provide MC number if requesting expansion).
5. TSP must maintain current SMO NTS approval throughout the market expansion process and must meet all requirements set forth in SDDC Regulation 55-4, Transportation Service Provider Qualifications.
6. Specific decision criteria that applicants will be measured against include:
  - a. Must have maintained 2 years of NTS approval and be in good standing.
  - b. Applicants with multiple NTS tenders of service under one corporation will be considered one applicant.
  - c. Applicants current and past performance in the NTS program will be reviewed and considered including, but not limited to, warehouse inspections, compliance with DD1164 orders, and financial compliance.
  - d. If needed, you can include other relevant NTS tender criteria data in addition to those listed above.
  - e. Applicants current and past performance in the NTS program will be reviewed and considered.
  - f. All decisions will be based on the best interests of the government.
7. Approved NTS TSPs will:
  - a. Be authorized to file rates from all rate areas in the region where their approved facility is located to all domestic regions and from all domestic rate areas back to the region that contains their NTS facility.
  - b. Begin a probationary period of three years and may be granted authority to file for additional channels within the Interstate market within three years from the first shipment serviced in the DP3 program. The intent is for USTRANSCOM to progressively transition a successful new entrant into an unrestricted interstate participant within three years, subject to any other existing program rules and requirements.
  - c. Be restricted from Change of ownership novations during the probationary period except for the transfer of the NTS operation and if in the best interests of the government
8. Each NTS TSP will receive follow on contact but questions/concerns pertaining to this message should be sent to the USTRANSCOM Operational and Quality Support Team at [transcom.scott.tcj5j4.mbx.pp-quality@mail.mil](mailto:transcom.scott.tcj5j4.mbx.pp-quality@mail.mil)
9. Message was approved for release by the Chief, Business Processes Branch, Defense Personal Property Program, TCJ4-HB.

## Mold – A Growing Problem

*By Kevin Spealman, Vice President of Claims & Customer Service*

I wish I could say otherwise, but if anything, mold situations are even more numerous now than ever. TSP's have sent a lot of emails, but we all must do a better job at educating the people on the front lines about the problems mold creates.

Bottom line – personnel must be continuously educated and reminded about the critical importance of noticing mold and mildew before anybody starts to pack or load a shipment. This is especially true loading from an NTS warehouse. If there are any items that look or smell like they have mold or mildew, our office should be called immediately (800-325-6889), and under no circumstances should the shipment be loaded! Putting mold on the rider is not going to completely solve the problem, because the mold can spread throughout the load while in transit. Also, even mold on the rider must often be remediated by the TSP or agent in possession, just to get the items in a condition where somebody else will take it.

Here are a few of the problems we've seen this summer:

- **From customer's mini-storage** - On a shipment that loaded from the customer's mini-storage, the driver accepted moldy items. His intentions were good, since he wanted to help the customer, but it turned out to be costly. Despite the inventory reflecting the mold, we don't have the option of throwing out the affected items, and in this case, of course more items were moldy at delivery. Heavy costs were incurred.
- **Riders** - An agent agreed to crate a shipment out of their own NTS facility – or in this case just load the warehouse crates onto a trailer. No rider was taken to show the condition of the items coming out of NTS. There are two issues here – 1) there was mold inside the crates, and 2) since no rider was taken, we now have no choice but to incur costs for damage that did not happen in our possession. We have a long-standing policy which mandates that a rider is taken when a shipment is self-hauled from an NTS facility, and if not followed, the normal \$1.25 per lb. per article limitation will not apply.
- **Weather** - A shipment got wet when it suddenly started raining at origin, when many of the HHGs were sitting outside exposed to the elements. We were not informed, and the wet items were loaded onto the trailer. When the shipment arrived at SIT on the other end, there was a huge mold issue. The entire shipment had to go to a mold remediation firm, and the costs to clean and process the claim could very well exceed our maximum liability of around \$20,000. The company that loaded in the rain was the cause of a large claim, and they compounded the problem by not wiping anything off or repacking anything – and not telling anyone. Two lessons here: first, be aware of the weather and don't leave HHG sitting outside and second report any incidents such as these immediately. Problems worsen in an enclosed trailer!



*Moldy crate*

Mold continued from page 3



Heavily molded motorcycle

- **Agent APU from NTS** - We recently had a shipment pick up out of NTS by the origin agent. They were rushed and sent a very inexperienced crew to make the pickup. They made a hurried rider, which did not mention any of the mold. The mold could not have physically happened in the 24 hours that we had the shipment, but at a minimum we are bound to remediate and transport the shipment, merely because we are in possession. The lack of any mold on the rider may also result in our having to accept a large amount of liability. *That said, it is crucial to remember that we should not even have accepted the shipment – even if the mold was on the rider, whomever is in possession is legally bound to mitigate and remediate as necessary for shipment movement!* Always be alert for mold or mildew when picking a shipment up out of NTS!

Remediation costs and claim payouts can be very high, but they're still not the only expenses we incur. An adjustor sometimes has to dedicate days of their time to handling this one issue, and agents experience costs also associated with time and labor.

Again – mold and mildew education should be continuous and relentless. Please – build it into your training processes and procedures. Never accept mold or items that smell like mildew, and always call our office while the change of possession is still happening. We will immediately determine the proper course of action, whether it's to ask for the shipment to be turned back without penalty, or if already our shipment, to decide the best course of action to mitigate/prevent further contamination.



Back of a moldy dresser



Moldy car seat

## NATIONAL FORWARDING DIRECTORY

<b>ADMINISTRATION &amp; BILLING:</b> PH: 708-345-0550 PH: 800-323-9125 FX: 708-345-3245 <b>AGENCY SERVICES:</b> PH: 800-323-9125 FX: 708-345-9112	<b>OPERATIONS:</b> PH: 800-722-9144 FX: 708-345-0554 <b>MOVE MANAGEMENT:</b> PH: 888-993-6683 FX: 708-356-5220 <b>AFTER HOURS:</b> 888-993-6683	<b>CLAIMS:</b> PH: 800-325-6889 FX: 708-345-5218 <b>INTERNATIONAL:</b> PH: 800-323-1963 FX: 708-450-1273 <b>TONNAGE:</b> www.nationalforwarding.com
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DEPARTMENTAL EMAIL		SPECIFIC TASK EMAIL	
Operations	<a href="mailto:nfcoptions@nationalforwarding.com">nfcoptions@nationalforwarding.com</a>	Blackouts	<a href="mailto:blackouts@nationalforwarding.com">blackouts@nationalforwarding.com</a>
Move Mgt.	<a href="mailto:movemanagers@nationalforwarding.com">movemanagers@nationalforwarding.com</a>	Premove Surveys	<a href="mailto:premovesurveys@nationalforwarding.com">premovesurveys@nationalforwarding.com</a>
Agency	<a href="mailto:agencyservices@nationalforwarding.com">agencyservices@nationalforwarding.com</a>	Preapprovals	<a href="mailto:preapprovals@nationalforwarding.com">preapprovals@nationalforwarding.com</a>
Billing	<a href="mailto:nfcbilling@nationalforwarding.com">nfcbilling@nationalforwarding.com</a>	Pickup Weights	<a href="mailto:originweights@nationalforwarding.com">originweights@nationalforwarding.com</a>
International	<a href="mailto:international@nationalvanlines.com">international@nationalvanlines.com</a>	Reweigh Weights	<a href="mailto:reweigh@nationalforwarding.com">reweigh@nationalforwarding.com</a>
Int'l Quotes	<a href="mailto:quote@worldrelocations.com">quote@worldrelocations.com</a>	OA Invoice/Paperwork	<a href="mailto:origin-docs@nationalforwarding.com">origin-docs@nationalforwarding.com</a>
Claims	<a href="mailto:ncs@ncsclaims.com">ncs@ncsclaims.com</a>	Hauling Invoice/Paperwork	<a href="mailto:hauling-docs@nationalforwarding.com">hauling-docs@nationalforwarding.com</a>
Admin.	<a href="mailto:admin@nationalforwarding.com">admin@nationalforwarding.com</a>	Clearing & Delivery Info	<a href="mailto:clearing@nationalforwarding.com">clearing@nationalforwarding.com</a>
		SIT Invoice/Paperwork	<a href="mailto:storage-docs@nationalforwarding.com">storage-docs@nationalforwarding.com</a>
		Notice of Delivery out of SIT	<a href="mailto:movemanagers@nationalforwarding.com">movemanagers@nationalforwarding.com</a>
		Fast Pay Paperwork	<a href="mailto:fastpay@nationalforwarding.com">fastpay@nationalforwarding.com</a>

## ACRONYM REFERENCE

AFB	Air Force Base	PPPO	Personal Property Processing Office
BL	Bill of Lading	LOS	Letter of Suspension
BVS	Best Value Score	LOW	Letter of Warning
CONUS	Continental United States	NLT	Not Later Than
COS	Code of Service	NTS	Non-Temporary Storage
CP	Contractor Packed	OTO	One-Time Only
CSS	Customer Satisfaction Survey	PBP&E	Professional Books, Papers and Equipment
CSSS	Customer Satisfaction Survey Score	PPPO	Personal Property Processing Office
DoD	Department of Defense	PPSO	Personal Property Shipping Office
DP3	Defense Personal Property Program	RDD	Required Delivery Date
DPS	Defense Personal Property System	SCAC	Standard Carrier Alpha Code
DTR	Defense Transportation Regulations	SIT	Storage-in-Transit
ETA	Estimated Time of Arrival	SMO	Storage Management Office
FRV	Full Replacement Value	TMO	Traffic Management Office
GBD	Government Business Day	TO	Transportation Office/Officer
GBL	Government Bill of Lading	TOS	Tender of Service
GBLOC	Government Bill of Lading Office Code	TSP	Transportation Service Provider
HHG	Household Goods	USTRANSCOM	US Transportation Command
iHHG	International Household Goods	UTC	Coordinated Universal Time
IT	International Tender	J4-HB	USTRANSCOM, Personal Property Division (formerly known as SDDC)
JPPSO	Joint Personal Property Shipping Office	TCJ 4-H	
MCO	Military Claims Office	TCJ4-H	
NTS	Non-Temporary Storage	TCJ4-HB	
PCS	Permanent Change of Station		

# WHAT OUR CUSTOMERS ARE SAYING

## *Positive Customer Satisfaction Survey Comments*

*I appreciate the movers. They were very patient, they made the move very pleasing!*

Origin: Coastal Moving & Storage, Columbia, SC

Hauler: Joyce Van Lines, Inc., Oxford, CT

Thank you so much for a smooth relocation! I was extremely impressed with the timeliness, professionalism and communication from my moving company, Gilmore Moving. Their staff was wonderful to work with and other than a few items damaged during the process, flawless execution from start to finish. Thank you for making a very stressful time, as less stressful as possible. All moving team members were exceptional!

Origin & Hauling: Gilmore Moving & Storage, Fort Walton Beach, FL

Kevin White [Wiese] was the driver, him and his crew were way above and beyond fantastic. They did a door-to-door delivery, they took all the time they needed to properly pack, unpack, disassemble and reassemble my goods. It was probably the best move I have had in my army career. If I had to pick anyone, I would choose them for anyone who is going to do a military move. My move coordinator was fantastic and helped me out, she contacted me the entire time, throughout the move, her customer care and support for me and my family were amazing. She was completely amazing, she helped me out and took care of us. Overall this was the best team I have seen in my 26 years in the army, I really appreciate everything they did for us. If this is the kind of customer service we [would] get in the future, it would be perfect.

Hauler: Reads Moving Systems, Summerville, SC under Atlas authority, driver, Kevin Wiese.

The packers gave good care of my stuff and very helpful and precise. Same with the movers, Jose Gonzales, outstanding driver kept me updated as well.

Origin: Allstate Van & Storage, Oceanside, CA

Hauler: National Van Lines, Broadview, IL driver, Jose Gonzales

The truck driver did a fantastic job with my shipment! The crew that packed up my goods in Tucson were very knowledgeable and professional.

Origin: Moving Services, Inc.

Hauler: Town & Country Movers, Gaithersburg, MD

Thank you for your service and time. This was one of the best moves that I have had.

*Intrastate Florida*

Origin & hauling: Guardian Storage, Inc., Pensacola, FL

# COMPANY NEWS

## HAPPY ANNIVERSARY

September 12	Deanna Munizza	Manager, Preapprovals & Authorizations	12 years
September 29	Linda Griffin	Administrative Services	38 years

## NFC RAISES MONEY FOR HONOR FLIGHT

NFC held its yearly fund-raising event for [Honor Flight Chicago](#), an organization that sends military vets to Washington D.C. for a day of remembrance. A BBQ was held in the warehouse for a donation where we had hot dogs, hamburgers, veggie burgers and various side dishes. In addition, the SOS Committee held a raffle with several fabulous prizes:

- Basket 1: iPad, with keyboard & case valued at over \$1,100
- Basket 2: Chicago Blackhawks 100 level tickets with parking, a Blackhawks blanket, mug and coasters valued at over \$600
- Basket 3: \$400 Southwest Airlines gift card with a travel pillow and suit case, valued at over \$500
- Basket 4: Booze – various types of beer, wine, and liquor valued at over \$300
- Basket 5: 55" 4K UHD TV and Amazon gift cards valued at over \$600

The S.O.S. committee raised over \$1800 for Honor Flight during this event and since we have started fund raising for Honor Flight in 2011, we have raised over \$25,000!

