



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

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**“Proudly Serving Military Families”**

DATE: January 12, 2018

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

FROM: Eileen Sherman, Vice President, Operations

SUBJECT: Letters of Warning (LOW) Leading to Letters of Suspension (LOS)

PPSOs are aggressively giving TSPs Letters of Warning (LOW) for minor infractions. As few as three LOWs on the same violation may result in a LOS for the TSP. Our SCACs are booking well this period and a suspension for one of these infractions would be a shame. Below are actual examples of violations that fall under "failed to prepare inventory properly" which is an easily avoidable infraction:

**Description** = Inventory Issues Ref: DTR 4500.9R, Part IV, Appendix B, Para C.5.a (7) Ensure that the term "M-PRO" is used to identify a military member's PBP&E and the term "S-PRO" is used to identify a military spouse's PBP&E on the inventory. Item 273 should state whether this is "M-PRO" or "S-PRO" progear.

**Description** = Per css comments items were missing tags/tape Tender of Service Violation DTR Part IV Appendix B Para C.5.a(15) "I must identify personal property by affixing a tag or tape to each article (not applicable to individual items in packing containers). Each shipment must be separately identified by lot and each article must be assigned a number that must correspond with the item number shown on the inventory form".

**Description** = DTR PART IV APP B PARA C,5,a,(9) Annotate motorcycle on inventory as a one line item listing serial number, make, model, year, odometer reading

**Description** = DTR 4500.9R, Part IV, Appendix B, Para C.5.a (2) Use extreme care in listing articles of furniture and packing containers. The listing of upholstered furniture and rugs must be specific as to color and description (e.g striped or floral, number of cushions, approximates size). Item 49 needs to be more descriptive in regards to the listed article. / (8) List on the inventory the general contents of dressers or chests of drawers and/or identify on the inventory as "empty" if there are no contents. Item 52 does not state whether the listed article is "empty" or if there is contents.

**Description** = DTR Part 4 Appendix B C.2.C.(1) All nuts, bolts, screws, small hardware, and other fasteners removed from articles by the TSP in the preparation for shipment must be properly affixed/packaged to allow for reassembly at destination. If packaged separately, items must be properly inventoried and cross-referenced to the associated inventory item in which the hardware belongs See Item 191./ Ref: DTR 4500.9-R, Part IV, Appendix B. Para C.5.a (5) List and describe item (s) of property to the extent necessary to properly identify it (them). See Item 195.

**Description** = Failed to annotate electronics on inventory with serial number. Failed to mark condition of items.

**Description** = DTR 4500.9-R, Part IV, Appendix B. Para C.5.a (8) List on the inventory the general contents of dressers or chests of drawers and/or identify on the inventory as empty if there are no contents. See Item 230./ DTR Part 4 Appendix B C.5.9.a.(1) | Applicable seal control numbers must be entered on the inventory and cross-referenced to each container utilized. No security seal numbers written on inventory.

Please review the [Tender of Service](#) carefully, and remind your crews to take the utmost care when preparing items and inventorying. If there is ever a question, do not hesitate to call our office for guidance.

As always, be diligent in avoiding true service failures such as:

- Not completing the pre-move survey
- Missed pickups
- Not completing reweighs
- Missed RDDs/failure to inform us of actual delivery

Thank you for your support! Here is to a very prosperous 2018!

EAS/ab