



"Proudly Serving Military Families"

NATIONAL FORWARDING CO., INC.

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Agency Services Bulletin February 4, 2020

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

FROM: Steve Caruso, Manager, Agency Services

SUBJECT: Military Rule Changes for 2020

Beginning 15 May 2020, new rules go into effect for the [Tender of Service](#), [400NG](#), and [Claims Liability Business Rules](#). The following is a summary of the most impactful changes to agents. This is not an all-inclusive, and we encourage you to review each document.

Blackout out Discounts on the GBL

- Wording added to prohibit the modification (redacting, modifying, or removing) of any information on the BL issued. Only the government is allowed to make changes via an SF1200. – 400NG Introduction

Customer Contact

- Customer support capabilities must be available 8A-5P, and all calls/voicemails must be returned the same business day, with wait times not exceeding 30 minutes. – TOS C.1.d.
- Customer must be notified of status, location, and ETA to destination with every change in ETA or the arrival or departure of any in-transit facility, storage facility, port of embarkment, or port of debarkation. – TOS C.1.k.(2)
- Customer must be provided 24-hour notice for delivery. Shipment cannot be placed into SIT without 2 documented unsuccessful attempts to make contact. These two attempts must be 4 hours apart. – TOS C.1.k.(3)

Customer Notification

- Customer must be notified day prior to pack, pickup, or delivery if the services will be performed 8A-12P or 12P to 5P the next day. – TOS C.1.h.

Pre-move Survey

- Pre-move survey can be phone, in-person, or virtual (with customer consent). – TOS C.1.j.(1)
- Pre-move must be done 9 days prior to the first scheduled pack date, or within 5 days of the shipment being awarded, whichever date is later. For shipments awarded 9 days out, pre-move must be done 3 days prior to first pack date. For shipments 3 days out, pre-move must be done 1 day before first pack date. – TOS C.1.j.(2)

Weight Ticket Entry

- All weights must be entered in DPS within 4 GBDs after pickup, or prior to shipment arrival, whichever is earlier, to allow the customer the possibility of a reweigh. Weight tickets must be provided to PPSO within 7 GBDs after pickup. – TOS B.9.a.

Reweighs / Automatic Reweighs

- Reweighs must be performed upon customer/PPSO request, or when the shipment weight exceeds customer's entitlement, or when weights exceed any UAB or HHGs limits as detailed in the 400NG and IT. – TOS B.9.a.(2)(a)
- Reweigh weights must be updated in DPS within 4 GBDs or prior to invoicing, whichever is earlier. Weight tickets must be provided to PPSO within 7 GBDs. – TOS B.9.a.(2)(c)
- Automatic reweighs are required for all shipments 12,500 lbs. or more. Also, automatic reweighs are required for shipments that meet or exceed a member's weight allowance based on rank (grade) and with/without dependents. Table below. – 400NG Section 1, Item 4, 7.

Grade	With Dependents	Without Dependents
O-4 to O-10, W4-W5, Civilians	12,500	12,500
O-3 or W-3	12,500	11,700
O-2 or W-2	12,150	11,250
O-1, W-1, or Service Academy Graduate	10,800	9,000
E-9	13,500	11,700
E-8	12,600	10,800
E-7	11,700	9,900
E-6	9,900	7,200
E-5	8,100	6,300
E-4	7,200	6,300
E-3 to E-1	7,200	4,500
Aviation Cadet	7,200	6,300
Service Academy Cadet or Midshipman		315

- Failure to perform a requested or automatic reweigh will result in a \$400 penalty, and may result in an immediate suspension. This fee is due immediately upon delivery. – 400NG Section 1, Item 4, 6.

Inconvenience Claims for Missed Pickups or Missed RDDs

- Inconvenience claim will be based on per diem for full meals and incidentals for the DoD customer at 100% per day. Customer must file claim with the company for payment, and will be advised of the process to do so. Maximum amount due without receipts is limited to 7 days, and in no case will payment be for less than the 100% rate for the number of affected days. – TOS B.12.d.(1)
- Out-of-pocket expenses exceeding the baseline rate outlined above, requires the submission of itemized list and receipts. – TOS B.12.d.(2)
- Inconvenience claim due to member if shipment is put into SIT without notifying a customer. – TOS B.12.e.(1)

- Inconvenience claim isn't due if the member cannot accept a direct delivery on the first available date, or if the shipment goes into SIT (exclusion if there is a delay out of SIT). – TOS B.12.g.
- Customer must be notified of missed pickup, missed RDD, or missed DOOS date in advance and advised of an inconvenience claim. – TOS B.12.a.
- A monthly report outlining inconvenience claim payments will be made to USTC. – TOS B.12.h.

Property Damage

- For property damage, agent must advise that customer has 5 GBDs to notify TSP of the damage and provide contact information to the TSP. – TOS B.11.e.

Changes to the Claims Rules

- Window for members to notify the TSP of loss/damage after delivery has been extended from 75 days to 180 days. – Claims Business Rules 2.3.3.2. (and throughout document)
- Form DD1850 and DD1851 have been updated to reflect 180 days for notifying of loss/damage after delivery. – TOS Figure B-2 & B-3
- Minimum liability on a shipment increased to \$7,500. – Claims Business Rules 1.1.3.1.
- Wording was expanded to exclude TSP liability for HV/HR items that are not declared when the items are in locked storage containers – originally wording only noted locked safes. – Claims Business Rules 1.8.3.4.
- All claims valued at \$1000 or less are to be settled within 30 days of receipt of the claim. All others remain at 60 days to settle. – Claims Business Rules 2.4.1.

Employee Background Checks

- Background checks on all personnel whose role involves interacting with a DoD customer. Make employment records available to the DoD upon request, to the extent allowed by law. Ensure all persons interacting with DoD customers on and off base meet the specific requirements for local installation access as listed in the DoD Manual 5200.08 (<https://www.esd.whs.mil>) – TOS B.2.

This list is also available to download and print in PDF form via the following link:

[Rules Changes for 2020.](#)

Please contact [NFC Operations](#), [NFC Billing](#), or [Agency Services](#) with any questions.