

## THE TRAINING GUIDE

Peak season is knocking on the door and for many of you it has already started. At the risk of being redundant, National Forwarding Co., Inc. has decided to re-publish our recent training articles in this issue of *Moving Forward*. We thought this would be an excellent time for review as well as keeping all important information handy as a general guide to pass out to your employees.

In addition, our website [www.nationalforwarding.com](http://www.nationalforwarding.com) serves as a wealth of information. If you have not done so already, sign up for an agent account and encourage your employees to take the training modules and quizzes. Also, back issues of *Moving Forward* and NFC memos can be found on the website for quick reference.

Below is our NFC directory for easy access. If you have any questions or concerns regarding the content of this newsletter contact Agency Services at [agencyervices@nationalforwarding.com](mailto:agencyervices@nationalforwarding.com).

### NFC 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> <a href="http://www.nationalforwarding.com">www.nationalforwarding.com</a>	
DEPARTMENTAL EMAIL			SPECIFIC TASK EMAIL		
Operations	<a href="mailto:nfcoptions@nationalforwarding.com">nfcoptions@nationalforwarding.com</a>		Premove Surveys	<a href="mailto:premovesurveys@nationalforwarding.com">premovesurveys@nationalforwarding.com</a>	
Move Mgt.	<a href="mailto:movemanagers@nationalforwarding.com">movemanagers@nationalforwarding.com</a>		Preapprovals	<a href="mailto:preapprovals@nationalforwarding.com">preapprovals@nationalforwarding.com</a>	
Agency	<a href="mailto:agencyervices@nationalforwarding.com">agencyervices@nationalforwarding.com</a>		Pickup Weights	<a href="mailto:originweights@nationalforwarding.com">originweights@nationalforwarding.com</a>	
Billing	<a href="mailto:nfcbilling@nationalforwarding.com">nfcbilling@nationalforwarding.com</a>		Reweigh Weights	<a href="mailto:reweigh@nationalforwarding.com">reweigh@nationalforwarding.com</a>	
International	<a href="mailto:International@nationalvanlines.com">International@nationalvanlines.com</a>		OA Invoice/Paperwork	<a href="mailto:origin-docs@nationalforwarding.com">origin-docs@nationalforwarding.com</a>	
Int'l Quotes	<a href="mailto:quote@worldrelocations.com">quote@worldrelocations.com</a>		Hauling Invoice/Paperwork	<a href="mailto:hauling-docs@nationalforwarding.com">hauling-docs@nationalforwarding.com</a>	
Claims	<a href="mailto:ncs@ncsclaims.com">ncs@ncsclaims.com</a>		Clearing & Delivery Info	<a href="mailto:clearing@nationalforwarding.com">clearing@nationalforwarding.com</a>	
Admin.	<a href="mailto:admin@nationalforwarding.com">admin@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>	
Blackouts	<a href="mailto:blackouts@nationalforwarding.com">blackouts@nationalforwarding.com</a>		Fast Pay Paperwork	<a href="mailto:fastpay@nationalforwarding.com">fastpay@nationalforwarding.com</a>	



**National Forwarding Co., Inc.**  
 2800 Roosevelt Road  
 Broadview, IL 60155  
 Ph: 800-722-9144  
[nfcnewsletters@nationalforwarding.com](mailto:nfcnewsletters@nationalforwarding.com)

### IN THIS ISSUE

The Training Guide	1	Proper Weighing Procedures	5
Communication is the Key to Success	2	Paperwork for Claims Prevention	6
Packing & Inventory Review	3	2017 Dispatch Convention	7
Pre-Approval Missteps	4	Agent Kudos	9
2017 Blackout Dates	4	Company News	10
2017 NFC Rate Engine	4		



## Communication is the Key to Success!

**Contact National Forwarding Co., Inc. immediately if any of the following issues arise:**

Issue	Department to Contact	Resolution
Contact information for the military member is incorrect	Operations 800-722-9144 <a href="mailto:nfcoperations@nationalforwarding.com">nfcoperations@nationalforwarding.com</a>	Operations will contact the base and get you the correct info
Military member changes the pack and load dates or adds additional weight to their shipment	Operations 800-722-9144 <a href="mailto:nfcoperations@nationalforwarding.com">nfcoperations@nationalforwarding.com</a>	Operations will update DPS
Military member requests driver to wait until they receive their residence keys	Operations 800-722-9144 <a href="mailto:nfcoperations@nationalforwarding.com">nfcoperations@nationalforwarding.com</a>	Operations will contact the base to start waiting time
A service is necessary that has not been preapproved	Pre-Approvals 800-722-9144 <a href="mailto:preapprovals@nationalforwarding.com">preapprovals@nationalforwarding.com</a>	Pre-Approvals will send a request to the PPSO
Military member or PPSO calls your office to deliver their shipment out of SIT	Move Management 888-993-6683 <a href="mailto:movemanagers@nationalforwarding.com">movemanagers@nationalforwarding.com</a>	Move Management will contact the military member and update DPS with the delivery information
Mold is found on HHG in residence or out of the NTS facility	Claims 800-325-6889 <a href="mailto:ncs@ncsclaims.com">ncs@ncsclaims.com</a>	Do not begin to pack or load! Contact the Claims Department and they will advise if shipment should be loaded and base will be contacted by NFC
Infestation (bugs or rodents) of HHG at residence	Claims 800-325-6889 <a href="mailto:ncs@ncsclaims.com">ncs@ncsclaims.com</a>	Do not begin to pack or load! Contact the Claims Department who will work with NFC Operations and advise if shipment should be packed/loaded

**National Forwarding Co., Inc. needs the following information to keep DPS posted in a timely manner:**

- Pre-move survey no later than three days prior to the first pack day
- Weights called in within 3 days of loading, including pro-gear weight
- ETA to destination – we need valid ETA's and driver's schedule
- Arrival of driver or shipment needs to be entered into DPS prior to entering the actual direct delivery or clearing for SIT

## Packing & Inventory Review

Review the [Tender of Service](#) for additional requirements

### Packing

- All boxes should be marked with a general description of the contents
- Mark boxes with room (kitchen, master bedroom, living room, etc)
- New boxes must be used for any items that ‘touch’ the skin, clothing, linens, mattress, etc.
- When re-using a box, make sure all previous markings and stickers are removed
- Every box or tote must be repacked – nothing is ‘packed by owner’ or PBO
- Boxes must withstand normal movement-use the proper amount of packing paper
- Do not pack hazardous material (including kitchen oil, which can soil items if it leaks)
- Mattresses must be placed in a box or plastic bag (a finger should not be able to go through the bag)
- Do not use clothing to wrap or stuff boxes
- All nuts, bolts, screws, small hardware and fasteners removed from articles should be properly affixed to the item, preferably in a plastic bag. If they are placed in a parts box, make sure the plastic bag is sealed and marked with the # and item and referenced on the inventory.

### Inventory

- Prepare a legible inventory.
- ALL pages of the inventory must have the header and footers filled out.
- All electronics must be annotated with the make, model and serial number.
- Chests, dressers or cabinets must be marked as ‘empty’ or advise of contents.
- Be specific on upholstered furniture & rugs – blue striped, two cushion love seat, brown leather.
- Do not use general descriptions-  
The term décor is too general, list the room and what kind of décor, was it holiday, artificial flowers, pictures, etc
- Do not use ditto marks (“), vertical drawn lines, or miscellaneous
- Pro Gear – Please review TOS explanation:  
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. In addition, use of the term “consumables” will be used on the inventory when shipment of consumables is authorized for movement on a BL. All PBP&E and/or consumable items will be identified as such on the inventory, together with the cube and weight of the container; a line entry item for each container (e.g., carton M-PRO/S-PRO, 6 cubic ft., 150 lbs). All PBP&E items identified by the member, member’s spouse or employee will be separated from other items of the shipment. PBP&E must be segregated between the military member’s PBP&E and spouse PBP&E, placed in separate boxes or cartons, marked, weighed and inventoried separately. The total weight of the PBP&E must be entered into DPS. If the shipment contains consumables, the total weight of all consumables will be entered into DPS. When it is impossible or impractical to weigh the PBP&E or consumables, a constructive weight, based on seven pounds per cubic foot, will be used.





## PRE-APPROVAL MISSTEPS

Streamlining the Preapproval Process is important for the peak season to save everyone valuable time. We receive hundreds of surveys a day and providing information to us in a consistent manner helps us enter the preapprovals quickly and without error, which in turn gets authorization quicker. Here are our top Pre-Approval Missteps:

### 4. Not providing the Third Party Service (TPS) quoted amount.

TPS will generally always be denied if we do not provide a quoted dollar amount. Please be sure to provide the cost of the service along with the description of the service.

*NOTE: Crating will not be approved at Third Party Service rates. Crating will only be paid at tariff crating rates.*

### 3. Not listing the actual crate dimensions when requesting crating.

Please be sure to list what the item is, and what the actual crate dimensions will be. *NOTE: Crating is paid based on the actual dimensions of the crate and should be listed on a signed DD619 and on the inventory.*

### 2. Listing the reason for a shuttle as “No access for TT”.

If a shuttle is being requested we are past the point that accessibility is an issue. Please provide specifics as to what exactly is prohibiting the tractor trailer from accessing the residence. Our request will be denied if we do not elaborate on the specifics of the situation. Accessibility can be limited for a multitude of reasons including but not limited to: parking restrictions; narrow residential streets; low hanging tree branches or power lines; tractor trailer restrictions at an apartment complex, etc.

### 1. Not using the NFC Premove Survey form.

Not providing the NFC Premove Survey leads to unnecessary phone calls for information that was not provided and must be included on the pre-approval request. By using the NFC Premove Survey form we eliminate unnecessary work by both parties as all the information is present. Additionally, do not list items requiring pre-approval in the body of an email or on a cube sheet, use the NFC Premove Survey form.

## 2017 Blackout Dates

As many are aware, SDDC has chosen to uphold the No-Refusal Policy for another summer. Thus, having up-to-date information regarding your capacity is tremendously important to avoid receiving shipments we do not have the ability to service.

Please continue to advise of your domestic blackout dates by sending an email to:

[blackouts@nationalforwarding.com](mailto:blackouts@nationalforwarding.com). International blackouts should be sent to: [international@nationalvanlines.com](mailto:international@nationalvanlines.com). We understand that changes occur frequently so please update us as soon as possible.

## 2017 NFC Rating Engine

The 2017 National Forwarding Co., Inc. Rating Tool is now available. It can be found on the NFC website [www.nationalforwarding.com](http://www.nationalforwarding.com) under Transportation Partners and NFC Resources Tab.

As with previous versions, the rating engine is an Excel based program and upon download, you must enable all macros.

If you have any questions, please email Michael Wilson at [michael.wilson@nationalforwarding.com](mailto:michael.wilson@nationalforwarding.com) or call 800-323-9125.



## Proper Weighing Procedures

Here are some reminders regarding weighing procedures on military shipments:

- All weight tickets **MUST** contain the shipper's last name and GBL number!
- All shipments must be weighed at origin including shipments releasing out of NTS.
- A reweigh, when requested, should be performed at destination prior to delivery. Please bear in mind that the Transportation Office and customer are entitled to witness any shipment weighing if they so choose.
- Separate weights should be obtained for any extra pickup or extra delivery requiring an accessorial service that has a weight based compensation calculation. This primarily includes shuttles and mini-storage pickup fees.
- Pro-Gear, aka Professional Books, Papers & Equipment, should be weighed separately (on a bathroom scale or platform scale) from household goods and entered on the GBL while being appropriately notated on the inventory. If a scale is not available a constructive weight should be estimated at 7 lbs per cube.
- Leave all pads, dollies, hand trucks, ramps, and other equipment required to transport the shipment on the vehicle during the tare and gross weighing. No person(s) should be on the truck during the time of weighing.
- Fuel tanks should be full at the time of each weighing. If not full, fuel should not be added between the tare weighing and the gross weighing.
- Separate weight tickets are required for the tare and gross weights, except when using the same scale for both.

### Requirements for Weight Tickets

1. Location of Scale
2. Date of Weigh
3. Weights
4. Company ID
5. Shipper's Last name
6. GBL Number
7. Weighmaster Signature.

**60227599**  
TICKET NUMBER

**CAT SCALE**  
CERTIFIED AUTOMATED TRUCK SCALE

CAT SCALE COMPANY  
P.O. BOX 630  
WALCOTT IA 52773  
(563) 284-6263  
www.catscale.com

**THE CAT SCALE GUARANTEE**  
The CAT Scale Company guarantees that our scales will give an accurate weight. What makes us different from other scale companies is that we back up our guarantee with cash.<sup>®</sup>

**WEIGH WHAT WE SAY OR WE PAY<sup>®</sup>**  
If you get an overweight fine from the state **AFTER** one of our CAT Scales showed a legal weight, we will immediately check our scale and we will:  
(1) Reimburse you for the cost of the overweight fine if our scale is wrong. **OR**  
(2) A representative of CAT Scale Company will appear in court **WITH** the driver as an expert witness if we believe our scale was correct.

**IF YOU SHOULD GET AN OVERWEIGHT FINE, YOU SHOULD DO THE FOLLOWING TO GET THE PROBLEM RESOLVED:**  
1) Post bond and request a court date.  
2) Call CAT Scale Company direct 24 hours a day at 1-877-CAT-SCALE, ext. 7 (Toll Free) or visit [www.catscaleguarantee.com](http://www.catscaleguarantee.com) for instructions.  
3) **IMMEDIATELY** send a copy of the citation, CAT Scale Ticket, your name, company address, and phone number to: CAT Scale Company Attn: Guarantee Department.

\* The four weights shown below are separate weights. The **GROSS WEIGHT** is the CERTIFIED WEIGHT and was weighed on a full length platform scale. All weights are guaranteed by CAT Scale.

DATE: 10-18-2014

SCALE: 1378

LOCATION: 1056 LOVES COUNTRY STORES  
1 25 EXIT 104  
PUEBLO CO

STEER AXLE: 4480 lb  
DRIVE AXLE: 7680 lb  
TRAILER AXLE: 00 lb  
GROSS WEIGHT: 12160 lb

This is to certify that the following described merchandise was weighed, counted, or measured by a public or deputy weighmaster, and when properly signed and sealed shall be prima facie evidence of the accuracy of the weight shown as prescribed by law.

SMITH, JOHN  
KKFA000001

LIVESTOCK, PRODUCE, PROPERTY, COMBOD, PORTARTICLE WEIGHED: FREIGHT ALL KINDS

WEIGHMASTER OR WEIGHER SIGNATURE: Misty Norris  
MISTY NORRIS

WEIGH NUMBER: 7599  
FEE: \$10.50

CUSTOMER COPY

2. DATE OF WEIGHT

3. WEIGHTS

1. LOCATION OF SCALE

4. COMPANY ID

5 & 6 are very important and often forgotten about!

5. SHIPPER LAST NAME  
6. GBL NUMBER

7. WEIGHMASTER SIGNATURE

## Paperwork for Claims Prevention

This is a great time of year to start thinking about refresher courses for personnel. We have therefore decided that a memo is in order to remind everyone of some of NFC's policies regarding paperwork, and also just some "good standard practice" relating to paperwork.

### High Value/High Risk Inventory

We have a mandatory policy, and [this document](#) is a great claims prevention tool. Some common mistakes we see are failing to do the mandatory unpack for these items and get the initials on each item in the last column and not including high risk/highly pilferable items along with high value. Remember that anything on the HV/HR inventory must also be on the regular inventory.

### Inventory Procedures

- Do not over-write or under-write exceptions
- Surface scratches (that you have to bend down in the right light to see), should NEVER be written up – that's normal wear and tear
- Over-writing inventories can seriously harm our Customer Satisfaction Survey score, and therefore harm our business – we'll probably inspect anyway if there's a serious damage claim
- Don't forget the MODEL #, as it's way more important than serial numbers
- Be descriptive (what color and pattern of couches, how many cushions, what kind of material, etc.)
- Don't forget the recent warnings from JPPSO's for inventory issues- LOW's and Suspensions will be issued

### Riders/Exception Sheets

- Both parties are free to put their own point of view on the rider – if there's a disagreement, the document should reflect the position of each party
- Call us!! If there's a problem, call NFC, Claims watts line: 800-325-6889
- HHG must stay accessible, in a staging area, until everything is finalized and exception sheets signed. We must be notified immediately, before anyone leaves, if that is not being done
- The rider is not valid unless both parties sign. The name and B/L # should also be on the rider, as well as the date it was taken. If the other party does not want to sign a rider, call us immediately at 800-325-6889.

### 1850/1851 - "Loss/Damage at/after Delivery Form"

- Two sided form
- National Claims Services information, including toll free phone # and email of [ncs@ncsclaims.com](mailto:ncs@ncsclaims.com) should go in the bottom right above driver's signature
- If no loss and damage, write NONE across the form
- If more than one page, write 1 of 3, 2 of 3, etc.





## 2017 Dispatcher's Convention, St. Augustine, FL

Thanks to all that attended this year's dispatch convention hosted by NFC. We had 270 attendees and a fantastic time was had by all. We look forward to American International hosting in Nashville, TN next year!





# MOVING *forward.* 8

Proudly Serving Military Families





AGENT KUDOS

## WHAT OUR CUSTOMERS ARE SAYING

### POSITIVE CUSTOMER SATISFACTION SURVEY COMMENTS

*The move was very painless and I was very happy with it. Thumbs up!*

Origin & hauling: Stewart Moving & Stge., Midlothian, VA

Destination: Livingston Moving & Stge., Watertown, NY

*The moving company was fabulous and I am going to recommend them to everyone!*

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

*Best group ever for PCS move, from start to finish.*

Origin & hauling: Seal Van Lines, Inc., Ft Pierce, FL

*I would highly recommend this company. It was the best military move I've ever done.*

Origin: New England Moving & Stge., Stoughton, MA

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

*Juan and his team were amazing and I would highly recommend them to all at my Command. Thank you so much.*

Origin & hauling: EDC Moving Systems, Houston, TX

*This crew was the most professional group of individuals at origin and destination during my entire career.*

Origin & hauling: Berry Van Lines, Inc., Dover, DE

*Ben, Tiffany, and the rest of the movers were amazing. Melody and I knew that our HHG's were in good hands and appreciated their professionalism and care for our things. They were punctual and met all timelines on packing and delivery. This process went very smooth and we got our goods with nothing broken and everything placed properly. I would highly recommend this group of packers/movers to anyone doing a military or civilian move. Thank you for providing the highest caliber of moving professionals available for our family's move across the US!*

Origin: Southern Nevada Movers, North Las Vegas, NV

Hauler: Lippincott Van Lines, Winsted, CT

# COMPANY NEWS

## Happy Anniversary

April 12	Kristin Louapre	Senior Commercial Coordinator	13 years
April 13	Patty Farmer	DP3 Billing Coordinator	18 years
April 24	Patty Hartung	Office Assistant	28 years
April 26	Stephanie Benitez	DOD Lead Coordinator	7 years
May 3	John Barrett	Claims Adjuster	6 years
May 5	Camille Hall	Claims Adjuster	6 years
May 12	Courtney Rose	Move Manager	13 years
May 14	Matt Logan	Dispatcher	10 years

## Newsletter Publication April - July

While in peak season, NFC employs an "all hands on deck" policy to support Operations. Our newsletter will be published every other month, instead of our usual monthly issues. This allows us to maintain the integrity of our newsletter while providing much needed support to our military customers.

## NFC Newsletter

What do you think of our newsletter? Is there content you would like to see or have questions about our publication? Email us at:

[nfcnewsletter@nationalforwarding.com](mailto:nfcnewsletter@nationalforwarding.com)

## Twitter

Follow us on Twitter @NFC\_Inc. We provide daily tweets on happenings at NFC, the DOD Personal Property Program, SDDC & more!