

“Why Some Agents and Haulers Don’t like Working with National Forwarding Co., Inc.”

At National Forwarding, we always listen to our agents and haulers and we take their suggestions to heart. We conducted extensive research on our agents, and here are the top 10 reasons why some agents and haulers do not like working with National Forwarding Co., Inc. I guess it just goes to show that you can't please everybody all the time, but, we are going to stick with our current protocol!

10. When I take a shipment, they give me complete registration information right away. I don't like being rushed like that!
9. They get accessorial services approved too quickly. I like taking a long breakfast!
8. Shipments are cleared too quickly for delivery! How can my drivers ever rest?
7. If I have a question about DOD business, they have an answer right away. They know too much about DOD business. They're such smarty-pants!
6. It is too easy to figure out their compensation schedule and payment. I like doing puzzles!
5. They always pay me the correct amount. I need to keep my billers busy following up on short pays or else they will get lazy!
4. They give me regular comprehensive reports on my customer satisfaction scores. I don't have time to read that stuff!
3. When they pay me, they deposit money directly into my account. I like getting out of the office and going to the bank! My bank teller is gorgeous!
2. They always answer the phone right away with a real person who knows what they're talking about! I would much rather have a complicated phone tree and get pushed into voicemail. I don't like talking to people.
1. They pay me everything I am due once a week. How can I save money when they make it so easy to spend it?! Thoughtful and considerate TSP's hold my money for 60, 90, or even 120 days so I don't waste it - they like me and want me to stay in touch with them when summer is over!



National Forwarding Co., Inc.
2800 Roosevelt Road
Broadview, IL 60155
Ph: 800-722-9144
nfcnewsletters@nationalforwarding.com

IN THIS ISSUE

Working with NFC	1	NCS attends April CPPC Workshop	4
Real-ID & Base Access Updates	2	Mid America Army Birthday Ball	5
JBMDL Base Entry Information	3	ELD Update	6
July 2017 PowerTrack Fee Increase	3	Agent Kudos	7
		Company News	8

Real-ID & Base Access Updates

Courtesy of IAM's [eGov/Mil Newsletter: June 16, 2017](#)

The Real ID Act of 2005 is an Act of the U.S. Congress that modifies U.S. federal law pertaining to security, authentication, and issuance procedures standards for the state driver's licenses and identity documents.

The law sets forth requirements for state driver's licenses and ID cards to be accepted by the federal government for official purposes, as defined by the Secretary of the United States Department of Homeland Security. The Secretary of Homeland Security has currently defined "official purposes" as boarding commercially operated airline flights and entering federal buildings (including DOD installations) and nuclear power plants.

About one-half of states have complied with the federal regulation but a significant number have fallen short of the mandate. The non-compliant states fall into three categories:

- States with Approved Extensions through October 10, 2017
- States that were scheduled to fall into non-compliance on June 6, 2017 but have received a grace period through July 6, 2017
- Completely Non-compliant states

Complete information on the status of each state's driver's license can be found at the [DHS website](#).

Transportation Service Providers (TSP) and their agents should monitor this situation very carefully. The status of each state with regards to the Real-ID mandate will determine if a crewmember's driver's license will be accepted when trying to access military installations.

New Navy Base Access Program

The Navy issued the following information a few months ago:

Navy bases will begin transitioning from Navy Commercial Access Control System (aka Rapid Gate) to Defense Biometric Identification System (DBIDS) beginning April 17, 2017 at Hawaii, Guam and Continental United States (CONUS).

Recently a number of questions regarding the DBIDS have been raised to the Navy and IAM has been asked to disseminate the following:

MARINE CORPS IS NOT UTILIZING DBIDS at this time

- 1) companies need to provide a list of personnel who need "continuous" base access to the local HHG office
- 2) HHG POC will validate need and forward to the Pass and ID officials
- 3) personnel then go to Pass and ID office to obtain DBIDS ID
- 4) if no continuous base access needed, personnel go to Pass and ID with all the required information/docs and receive temporary pass

NOTE: this would normally be the line haul driver/crew

[Slides](#) from the 2017 Virtual Navy Industry Days have further information regarding the DBIDS program.

Joint Base McGuire Dix Lakehurst (JBMDL) Base Entry Information

JB McGuire-Dix-Lakehurst may deny access and issuance of access credentials based upon information obtained during the vetting process. To avoid entry denial and/or delays, carriers should screen their personnel for the following list of entry disqualifiers (not all inclusive):

- a. Any outstanding warrants or personnel who are in the country in violation of immigration law.
- b. If US Citizenship, immigration status, or Social Security Account Number cannot be verified.
- c. Debarred from entry or access to any military installation or facility.
- d. Wanted by federal or civil law enforcement authorities, regardless of the offense or violation.
- e. Any felony conviction within the past 10 years.
- f. Any conviction of firearms or explosives violation within the last ten years.
- g. Any listing as a sexual offender in a state database.
- h. Incarcerated for 12 months or longer within the past ten years, regardless of the offense or violation. This can be a single incarceration or several combined which total 12 months.
- i. Any conviction of espionage, sabotage, treason, terrorism or murder.
- j. Any conviction of DUI manslaughter or involuntary manslaughter in the past 10 years.
- k. Any conviction of sexual assault, armed assault, robbery, rape, or child molestation.
- l. Any conviction of drug possession, drug manufacture or drug distribution within the past 5 years, reviewable on a case-by-case basis.
- m. Any person who has been arrested for any of the offenses listed, but has not been charged or tried, shall be denied access. The disposition date (the date charges are finalized in court) will be used to determine the beginning of the debarment period for those personnel seeking employment on base. This applies to the Criminal History Summary received by the Welcome Center.

Otherwise, the disposition date of the debarment is determined by the JB MDL/CC.

July 2017 PowerTrack Fee Increase

Recently, the FED announced that it would increase its prime lending rate to 4.25% from 4.00%. As a result of this change, the PowerTrack fee has increased to 1.405%. As in the past we will assess this change to all future shipments billed that are picked up on or after 6/15/17, and on all SIT and supplemental invoices billed on or after 7/01/17.

For any questions, contact NFC Billing department at 800-722-9144.

MOVING *Forward..4*

Proudly Serving Military Families

National Claims Services, Inc. attends the April CPPC Annual Workshop by Kevin Spealman, Vice President Claims & Customer Service

The National family was a dominant force at the April CPPC Annual Workshop held in Lisle, Illinois. The workshop boasted about 250 attendees, including claims personnel from all major van lines, military claims office and SDDC personnel, and repair firms from all over the world. National Van Lines' own Maureen Beal was the keynote speaker at the event, which was a very special one as it also represented the celebration of the 50th Anniversary of the Claims Prevention and Procedure Council. The photo below was taken at the Gala Banquet, the finale of the workshop. As you can see, we took advantage of the close-by location to send most of our crew.



NCS Staff

Front row: Michael Czarnecki, Jana Domagala, Pam Johnson, Kevin Spealman.

Back row: Steve Caruso, Camille Hall, Brad Hides, Laurie Johnson, Pooja Chavda, Deanna Munizza, John Barrett

The actual event was preceded by a special 3 hour military workshop event. Steve Kelly, Acting Chief of U.S. Army Claims Service was in attendance, as well as individuals from the new Fort Knox Office, future home of Army Claims HQ. Dave Jones from SDDC also actively participated in this event. There has always been a great working relationship between military and MCO representatives, and we all hope that will continue as Army MCO leadership shifts to its' new location. First impressions after meeting the new leadership at Fort Knox would seem to indicate that we will continue to have a strong and cooperative relationship. During this session, the NCS crew was given the unique opportunity to be able to watch and participate directly in discussions surrounding an actual proposal to change certain language in the business rules, and to communicate with government personnel who perhaps would not have been able to otherwise fully grasp the mover's position. Photos below show NCS personnel at the repair demos:



From left:
Todd Marks from
Mid America
Claims, Edmond, OK
speaking with NCS's
Camille Hall and
Pooja Chavda



From left:
John Barrett from
NCS works with
Gordon Fiddes
from Image
Restoration,
Portland, OR

MOVING *Forward..5*

Proudly Serving Military Families

NCS continued from page 4

Friday was the opening session and I had the honor of introducing Maureen for her keynote speech. You could hear a pin drop as the audience took in the speech, and at the end there was a rousing standing ovation. Several people came up to us afterwards to tell us how much they appreciated her speech, and how lucky we were to work for her – and of course I agree!



**Keynote speaker Maureen Beal,
CEO and Chairman, National Van
Lines**

The meeting was packed with good information, and also some very interesting demonstrations from repair firms who generously agreed to demonstrate different types of repairs. On Saturday, I also moderated a one hour military break out session, and again we had some good give and take between government and industry (including NCS personnel).

Most of all, I was and am so proud of our Claims Department. I received numerous compliments from other attendees, including MCO representatives, repair firms and CPPC Board Members talking about what a fantastic team we have put together.

Mid America Army Birthday Ball

National Forwarding Co., Inc. is proud to once again support the Mid America Army Birthday Ball as a Gold Sponsor. This year's event was held June 17th at the Marriott Grand Hotel in downtown St. Louis, MO to celebrate the U.S. Army's 242nd birthday. The Army Ball is an annual event hosted by the Military Surface Deployment and Distribution Command, the Army Element of the United States Transportation Command and DISA-Global, and is presented by the Scott Army Booster Club. Our sponsorship allowed junior enlisted Soldiers assigned to Scott Air Force Base to attend the Ball at no cost.





MOVING

Forward..6

Proudly Serving Military Families

ELD Update

Courtesy of Laura Manning, Director, Safety and Fleet Services for National Van Lines, Inc.

As you are aware, effective December 18, 2017 drivers who are currently required to maintain records of duty status (RODS) must use an Electronic Logging Device (ELD). There are very few exceptions to the rule. The rule allows limited exceptions, including:

- Drivers who use paper RODS for *not more than* 8 days out of every 30 day period.
- Drivers who currently operate under the short-haul exception.
- Drivers of vehicles manufactured before the year 2000.

Many of you have already received a Rand McNally ELD device. It is critical that you/your drivers are familiarizing yourself with the device, using the device, and moving away from use of a paper log.

The FMCSA has stated motor carriers, fleet owners, and drivers must be trained on the use of the ELD and be ready to go paperless by the deadline of December 18, 2017.

- Drivers must understand how to add notes, edit, and certify their logs using the ELD.
- Drivers must know how to collect required supporting documents (such as bills of lading and fuel receipts, which you already have in your possession).
- Drivers must know how to display and transfer data to a safety official, via the device, when requested (for example, be able to show 7 days prior, on the device, during a roadside inspection).

The FMCSA has stated that the following ELD user documentation must be kept onboard the vehicle at all times and you must be able to provide the following when requested:

- A user's manual describing how to operate the ELD (this comes with the Rand McNally ELD)
- An instruction sheet describing how the device works (this comes with the Rand McNally ELD)
- A supply of blank log books/RODS. This is needed in the unlikely event that the ELD fails/malfunctions.

Because of the rush for motor carriers and drivers attempting to obtain ELDs before the December date, we have seen a backorder on devices from Rand McNally. Nevertheless, we continue to move forward with rolling out devices for implementation and use.

[Click here](#) for more information about the ELD mandate and answers to frequently asked questions.

WHAT OUR CUSTOMERS ARE SAYING

POSITIVE CUSTOMER SATISFACTION SURVEY COMMENTS

Both crews packing and loading were both good, on time and courteous and made sure there was no damage to my property.

Origin: ADSI Moving Systems, Augusta, GA

Hauler: Isaac's Moving & Storage, Stoughton, MA

Best move I have had in 15 years and 5 PCS moves.

Origin & hauling: Enterprise Van Lines, Congers, NY

The moving teams were great, especially the driver. They went above and beyond to help out.

Origin: Academy Movers, Inc., Junction City, KS

Hauling: Lone Star Van Lines, Fort Worth, TX

Destination: AAA Moving & Storage, Enterprise, AL

Excellent support during this move. This was the best in the 30 years I've been in service. Thank you!!

Origin: Hill's Van Service, Jacksonville, FL

Hauler: Hill's Van Service, Jacksonville, FL under National Van Lines authority

Destination Agent: Commonwealth Moving & Stg., Norfolk, VA

Excellent, highly recommend for future use by DoD.

Origin: McCarthy Transfer & Stge, El Cajon, CA

Hauler: National Van Lines, Inc., Broadview, IL

Destination: Quality Services Moving, Lorton, VA

Email received from a customer to Southern Nevada Movers, North Las Vegas, NV who was servicing as the origin agent on the shipment:

I wanted to send my gratitude for the workers that helped me complete my pack and move for Las Vegas NV. The workers were outstanding and positive. This is something I have not experienced in my 17 years of military moves. It is important that you know how professional your staff is. They accomplished the job in half the time than most of my past moves. Eric and Dushawn are the most outstanding members and they are the epitome of professionalism and they deserve to be rewarded for providing excellent customer service. Once again, you have a great team and you should be proud to have the members that helped with my move as a part of your team.

Thanks for excellent experience!

COMPANY NEWS

Happy Anniversary

June 1	Eileen Sherman	Vice President Operations	36 years
June 5	Pat Johnson	President	39 years
June 5	Brad Hides	Claims Adjuster	10 years
June 12	Barb Johnson	Internal Auditor	39 years
June 13	Natasha Yalovay	Dispatcher	16 years
June 13	Natalie Echeverria	Move Manager	1 year
June 17	Tom Kennedy	Office Manager	14 years
June 17	Peggy Monson	Claims Adjuster	9 years
June 19	Paul Kozlick	Accounting Manager	39 years
June 22	Angela Beusse	Technical Administrator	12 years
July 2	Akira Williams	Claims Assistant	18 years
July 8	Christine Shuflit	Move Manager	2 years

Newsletter Publication June & 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.

Welcome to our Summer Help!

As everyone knows we are in the peak season, and we definitely cannot get through it without our summer help! Thanks to all of them for joining us this year.

Michael Brogdon	Move Management
Shaun Delleck	Billing
James Huzl	Move Management
John Kawka	Operations
Griffin Jurkovich	Claims
Paul Robertson	Move Management
Mike Ruiz	Billing
Vincent Savino	International
William Storm	Move Management
Simon Woo	Billing