



NATIONAL FORWARDING CO., INC.

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“Proudly Serving Military Families”

DATE: December 9, 2016

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

FROM: Cheryl Garamoni, Vice President Agency Services

SUBJECT: Packing, Inventory and Delivery Requirements

Please review the [Tender of Service](#), which details the requirements and regulations set forth by the Department of Transportation. Recently the JPPSO's have issued numerous Letters of Warning for violations in packing and inventory requirements.

Below are a few check points to go over with your crews immediately to ensure a smooth move for the customer and reduction in LOWs.

Packing

- All boxes should be marked with a general description of the contents
- 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)
- Mattress 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
- Mark box with room (kitchen, master bedroom, living room, etc)
- 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

- 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
- Make sure to separate pro gear – Use M Pro or S Pro to identify the members or spouses pro gear – Use C Constructive weight or S Scale weight (M Pro – boots – 10# S)
- No item should be listed as PBO

Delivery

- All shipments should be unpacked and items assembled (NTS shipments included)
- All debris should be removed from the house on day of delivery

Thank you for your continued support, should you have any questions or concerns, please contact me.

CJG/ab