



"Proudly Serving Military Families"

NATIONAL FORWARDING CO., INC.

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DATE: January 21, 2019
TO: Agents & Haulers of National Forwarding Co., Inc. & Affiliates
FROM: Deanna Munizza, Manager, Preapprovals & Authorizations
SUBJECT: **Pianos and Grandfather Clocks**

There has been a steady increase in failures to properly service Grand and Baby Grand pianos and Grandfather clocks. These items are of high value and if not handled properly, can result in significant and costly damages.

While we understand some of our agents may know how to properly service these items, a 3rd party service company should always be requested. Pianos require disassembly and locking of the piano keys. Grandfather clocks require the weights, chimes, and pendulum to be removed and the chains to be tied (chains should never be removed). Traditionally, crating of pianos and Grandfather clocks (crating only billable per tariff rate, if approved) is not authorized. However, should a service member request crating, we need to attempt to submit for preapproval and it will be subject to the base's authorization. If crating is denied pianos should be padded/wrapped as normal (hauler responsibility) and clock boxes (or other corrugated cartons) should be utilized for the Grandfather clocks (origin agent responsibility).

Per NFC policy, the origin agent is also responsible to arrange all 3rd party services needed at origin, if approved-NFC handles the destination end. Pianos and Grandfather clocks need to be noted on the NFC Pre-move Survey Certification form, and the cost of the 3rd party service should also be noted. If you do not have a local 3rd party company, NFC can refer one for your use:

- Movers Specialty Service (MSS) 800-433-1159

MSS also offers discounted military rates. Should you choose to utilize them, you must specify that the shipment is a military DP3 in order to receive the appropriate rates.

If an agent sees that these items have not been properly handled, please contact our office immediately.

If you have any questions or concerns, please feel free to contact me directly:
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