



NATIONAL FORWARDING CO., INC.

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“Proudly Serving Military Families”

DATE: February 10, 2017
TO: Agents and Haulers of National Forwarding Co., Inc. and Affiliates
FROM: Agency Services
SUBJECT: Tender of Service – Inventory Procedures

Numerous Letters of Warning have been issued for not following the Inventory Procedures listed in the [Tender of Service](#). The JPPSO calls them ‘**subpar inventories**’ and are included on the 2017 Peak Season TOS Enforcement Action Plan. See our [memo](#) dated 26 January 2017 for specific details.

Please review the procedures with your packing crews and your drivers. If you have any questions, contact agencyervices@nationalforwarding.com.

Tender of Service IV-B-C, Performance Requirements

2. [Preparation of Articles](#):

- a. I agree to disassemble at the point of origin all the items of personal property that, in my judgment, require disassembly to ensure safe delivery at the destination, except items that are outdoors, such as swing sets, other playground equipment, television and radio antennas, and similar articles. My labor charges or third-party service for the disassembly/assembly must be reviewed by and approved by the PPSO within DPS. I also agree to utilize the services of reputable professionals with a proven track record of satisfactory performance.

- (1) All nuts, bolts, screws, small hardware, and other fasteners removed from articles by the TSP in the preparation for shipment must be properly affixed/packaged to allow for reassembly at destination. If packaged separately, items must be properly inventoried and cross-referenced to the associated inventory item in which the hardware belongs (i.e., “Nuts, bolts, screws for Inventory #55 – Baby Crib”).

5. [Inventory](#):

- a. I agree to:
 - (1) Prepare an accurate, legible Household Goods Descriptive Inventory, listing all items received, including contents of cartons (automated inventories or similar documents that provide equal or better information are acceptable), in coordination with the customer or the customer’s representative. I must provide the customer or customer’s representative with the opportunity to identify in writing high-risk or high-value items or the optional use of a high-risk or high-value inventory.

- (2) Use extreme care in listing articles of furniture and packing containers; listing of articles must be as specific as possible to include make, model, color, and serial number when visible on the outside of the article. The listing of upholstered furniture and rugs must be specific as to color and description (e.g., striped or floral, number of cushions, approximates size).
- (3) Identify containers by type and cube with an indication of general contents (e.g., linens, pots, and pans; 2 cubic feet).
- (4) Not use words such as “household goods/personal property” or other general descriptive terms in the preparation of the inventory.
- (5) List and describe item(s) of property to the extent necessary to properly identify it (them).
- (6) Ensure that my representative will use diligence to record any unusual conditions and that special care is exercised to ensure the inventory reflects the true condition of the property. The “Exception Symbols” and “Location Symbols,” as shown on the Household Goods Descriptive Inventory must be used to describe the conditions, such as marred, scratched, soiled, worn, torn, gouged, and etc. If the condition of any article contained in the shipment is such that the use of one or more exception symbols is unnecessary, the omission of these symbols will indicate good condition except for normal wear.

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 employe 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 7 pounds per cubic foot, will be used.
- (7) List on the inventory the general contents of dressers or chests of drawers and/or identify on the inventory as “empty” if there are no contents.
- (8) Annotate mopeds and motorcycles on the inventory as one line item listing the serial number, make, model, year, and odometer reading.
- (9) Annotate each privately owned firearm on the inventory by make, model, caliber or gauge, and serial number.
- (10) Annotate the inventory to show any overage, shortage, and damage found, including visible damage to external shipping containers each time custody of the property changes from a TSP to a storage contractor, from a storage contractor (warehouse man) to a TSP or from one TSP to another.
- (11) I agree for shipments moving in door-to-door container service, if the customer or PPSO permits me to partially containerize the shipment at the warehouse, each item removed from the residence must be annotated on the inventory as Containerized at Warehouse (CW).

- (12) I agree to secure from the storage contractor two legible copies of the non-temporary storage inventory and in conjunction with the storage contractor, check each item of the storage lot IAW with such inventory. If, at the time each item is checked, there is a difference in condition of the item from that listed on the non-temporary storage inventory, I must prepare an Exception Sheet, and such differing conditions will be noted thereon. When an original inventory is unavailable or illegible, and it is necessary to make a new inventory, I must indicate any differences as to condition of individual items, as compared with the non-temporary storage inventory. In the event the opinions of my driver and storage contractor's representative differ as to shortages/overages or condition of an item(s), both opinions must be listed on my Exception Sheet and separately identified as to source. Both parties must sign and date the Exception Sheet, each retaining a legible copy for their respective files. Such Exception Sheet must remain an internal industry document. In the event a claim is filed with the military activity, I must provide legible copies of the Exception Sheet, if any, to the concerned claims officer upon request.
- (13) I must use the same inventory prepared at origin to verify delivery at destination.
- (14) I must identify personal property by affixing a tag or tape to each article (not applicable to individual items in packing containers). Each shipment must be separately identified by lot and each article must be assigned a number that must correspond with the item number shown on the inventory form. The type of identification used and the method of affixing it to the article must be such as not to damage any article so identified.
- (15) I agree to identify items disassembled or serviced by my company at origin and record such items on the Household Goods Descriptive Inventory form. In addition, if the customer disassembles/services an item, I will annotate the inventory accordingly.
- (16) I must only use the term "miscellaneous" or its abbreviation "misc" to describe the contents of containers when the total items in a container are too numerous to list on the carton or inventory line item and then only if the room or area from which they are packed is identified (e.g., "misc-youths room"). If such a description is used, I agree not to contest a claim for missing items related to the nature of such cartons.
- (17) I must annotate all electronics (e.g., stereo equipment, computers, and televisions) on the inventory with make, model, and serial number when they are visible on the outside of the item.
- (18) Use of bingo cards/check off sheets. I agree that I may use bingo cards/check off sheets as internal company documents only. However, bingo cards/check off sheets are not to be signed by members/employees and should not be used to record loss/damage.