



"Proudly Serving Military Families"

NATIONAL FORWARDING CO., INC.

2800 ROOSEVELT ROAD – BROADVIEW, ILLINOIS 60155

Telephones: (708) 345-0550 1-800-323-9125

Fax: (708) 345-9112

Agency Services Bulletin August 9, 2019

TO: Agents & Haulers of National Forwarding Co., Inc. & Affiliates
FROM: Steve Caruso, Manager, Agency Services
SUBJECT: We're All on the Same Team

There's no denying it, this is a tough industry to be in. Summer in our industry is not for the faint of heart, more time is spent out on the job than at home. We are all in the same boat, and we are all on the same team.

One topic that consistently comes up when reviewing CSS comments and in direct communication with the service members, is agents throwing other agents "under the bus" so to speak. This happens on direct deliveries, and more commonly on deliveries out of storage.

Comments like "worst pack job we've ever seen," "truck was loaded horribly," and "the other agent must have lost all those items" are too common.

We understand that there is no malicious intention when crew members or drivers make these comments. In certain cases, these comments are accurate, and they don't want members to blame them for something that they didn't do. The problem here is that these types of comments instantly tank a CSS score – the single largest factor for how the Government awards shipments to TSPs.

What we ask is to advise your crews to keep comments like these to themselves. This can be difficult when a member is blaming them for loss/damage that they may not have caused. However, this is the reason we have an outstanding Claims Department and Move Management Department. Together, they sort through evidence and determine liability for loss/damage in the event a claim is filed, and in some cases, can prevent a poor score even when there is extensive loss/damage.

Blaming someone else doesn't help because we're all on the same team! Thank you for your support and all of your efforts!

Move Management: (888)993-6683

Claims: (800)325-6889

Agency Services: (800)323-9125

SC