

# MOVING forward

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National Forwarding Co., Inc.  
2800 Roosevelt Road  
Broadview, IL 60155

[www.nationalforwarding.com](http://www.nationalforwarding.com)



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## PERSONAL PROPERTY FORUM FAIRVIEW HEIGHTS, IL, NOVEMBER 18, 2014

Last week, SDDC held the Fall Personal Property Forum (PPF) in Fairview Heights, IL. Pat Johnson, President, Kevin Spealman, Vice President of Claims & Customer Service, and Michael Wilson, Manager of Billing & Settlement, were in attendance from National Forwarding Co., Inc. along with Tim Helenthal, President & COO of National Van Lines. The PPF was held outside of Scott Air Force Base, IL and was well attended with over 300 participating in the Forum hosted by the Surface Deployment and Distribution Command (SDDC). The slides from the PPF are available on our website at [www.nationalforwarding.com](http://www.nationalforwarding.com).

### Mr. William H. Budden, Deputy to the Commander of SDDC

Opening remarks by Mr. Budden spoke about the transition currently underway at SDDC as it pertains to reduction in their staff and the outlook for the future of the command. While noting the expected future reductions in the force, he stated our industry could expect increased movement while installations achieve appropriate staffing levels, as well as increased movement in the Asian Pacific Rim. Following this expected three year period of time, he forecasted reduced movement as the services attempt to keep officers stationed in one location for a longer period of time. Mr. Budden talked about reviewing SDDC's processes and the possibility for consolidation of areas such as Quality Assurance across various silos at SDDC. He concluded his time at the podium by thanking the attendees for thirteen quality moves while he has served.

### Captain Aaron K. Stanley, Director of Personal Property, SDDC

Captain Stanley outlined the day's agenda and spoke briefly to some of the current focuses at SDDC. Primary focuses included developing a 3-5 year strategy and complete a business process mapping to ensure all processes being performed are necessary and appropriate for SDDC HQ. John Becker, former SDDC Rates Team Lead, is leading the effort for the SDDC processes mapping, a process that SDDC is confident will lead to more efficient systems, beneficial to both SDDC and its customers.

Captain Stanley also updated the attendees about some of the current DP3 issues.

- **Open Season/Requalification** will again occur in 2015 and will most likely allow new entrants into the Intrastate arena. Subsequent Open Seasons are to follow with International and Interstate being the focal points with a requalification receiving consideration as well.

Personal Property Forum continued....2

- **Base Access** and its complications were addressed with the Captain's assurance being provided the topic was receiving appropriate attention with efforts being championed by the Office of the Secretary of Defense – Transportation Policy (OSD-TP) to find a uniform standard for access. The Captain's expectation is the TWIC Card will be universally accepted by all installations.
- **The Storage Management Office (SMO)** is now fully staffed at Scott AFB and will assume all Regional Storage Management Office (RSMO) responsibilities entirely effective 1/1/15. The SMO staff is comprised of 11 personnel that will do all SIT Warehouse inspections throughout the country.
- **The Customer Satisfaction Survey (CSS)** average continues to rise in the DPS program. The CSS average for the October 1 thru December 31 Performance Period are: dHHG 86.21; iHHG 82.34; iUB 86.43. Per SDDC, the mean scores for the January 1 - May 14 Performance Period are: dHHG 87.19; iHHG 83.39; iUB 86.80. The increases are staggering when considered to have occurred over a three month period. Captain Stanley reiterated the importance of protecting the integrity of the program since the CSS is the backbone to the program and equates to 70% of the Best Value Score for the TSP. In an effort to protect the integrity of the program, Captain Stanley is reevaluating the process to enhance survey collection.

#### Mr. Tim Knapp and Ms. Roni McDaniels, DPS Deputy Program Managers

Mr. Knapp and Ms. McDaniels spoke about upcoming changes to the DPS system as forecasted through 2018. Mr. Knapp spoke about 2014 being a challenging year where the majority of the effort was dedicated to fixing defects that resulted from Release 1.6. Ms. McDaniels then spoke about what lies ahead specifically discussing the required upgrades to come prior to next peak season that are necessary to put the system in place for later upgrades to come.

SCR 6975, the system change request will allow the system to automatically roll a refused shipment to the next eligible TSP, is slated for implementation April – June 2015 (3<sup>rd</sup> QTR FY15). Attendees in the audience from industry stated their concern this was too late to assist for summer.

#### Mr. Jim Brunsman, Rates Team, SDDC

Mr. Brunsman spoke about several topics including the upcoming projected regionalization schedule as well as some of the challenges currently being experienced when invoicing through the DPS Program. The projected regionalization schedule is as follows:

- 01 Jan 2015: LHAT (Presidio of Monterey, CA) to LKNQ (JPPSO-SW, CA)  
KDML (MCAS Yuma, AZ) to LKNQ (JPPSO-SW, CA)
- 01 Apr 2015: BKML (MCAS Cherry Point, NC) to CNNQ (JPPSO-SE, FL)  
LIMT (Twentynine Palms, CA) to LKNQ (JPPSO-SW, CA)  
QEML (MCAS Iwakuni, JA) to QENQ (JPPSO-JA)

The 2015 Rate Filing Timeline was established with the following dates being of importance:

- 18 Dec 2014 – Projected Release 2015 400NG Tariff w/ Baseline Rates & 2015 INTL Tender
- 01 Feb 2015 – Projected Rate Filing Start (Round 1)
- 18 Mar 2015 – Projected 2015 TDL Available



Mr. Brunsman also touched upon the previously discussed topic of having the SIT Discount added to the GBL. It was confirmed that the L/H Discount was to remain the only discount provided on the GBL.

Personal Property Forum continued....3

**Mr. David Jones, Team Lead for DP3 Quality Assurance, SDDC**

Mr. Jones spoke about the upcoming Open Season/Requalification and the reasons behind it. According to Mr. Jones, 531 Interstate TSPs filed rates and moved 11,103 shipments in the past year although some states (ID – 100 approved TSPs for 6 shipments; DE – 86 approved TSPs for 0 shipments; ME 88 approved TSPs for 6 shipments) now have more TSPs than annual shipments. The goal of the requalification would be to ensure shipments were being awarded to TSPs that have capacity/capability to service and through doing this review SDDC believes they will be returning validity to BVS. Some in the audience contested that as a Van Line they have agents representing them in given states and they felt the Open Season would reduce shipments offered which they have means to service.

**Mr. John Bartlett, DP3 Storage Management Office, SDDC**

Mr. Bartlett spoke about the future of warehouse inspections. He stated confidently his team would be able to meet the demands from a centralized SMO at Scott AFB. Mr. Bartlett fielded a question from the audience seeking to establish the timeframe it would take for his office to perform an inspection for a new or moved warehouse. He didn't have a concrete answer but was able to offer that the local TMO would still be able to provide coverage and emergency approval in the event the SMO wasn't available at a given location.

**Ms. Rosia Lindsey, DP3 Operations Team Lead, SDDC**

Ms. Lindsey addressed the 5% increase in missed Required Delivery Dates (RDDs) from the previous year (2013). Questions were directed by the audience seeking clarification on whether the 5% figure included shipments that went into SIT, where meeting the RDD wouldn't have impacted the customer service. It was unfortunately unclear how calculation of the 5% was determined however clarification was promised. SDDC did address some of the possible contributing factors to the increase in missed RDDs, most specifically port congestion for International shipments, and advised the attendees they would be reviewing the Domestic and International Transit Tables to determine if an increase was necessary.



Ms. Lindsey then spoke about lost or missing weight tickets reminding her audience when scales are not available or their use is not practical, and/or weight tickets have been lost, the application of a constructive weight of seven pounds per cubic foot may be used when approved by the responsible PPSO. (Refer to DTR App B). DTR September 2014.

**Ms. Janice Griffin, DP3 Storage Team Lead, SDDC**

Ms. Griffin took the stage and much of her discussion surrounded NTS invoice reconciliation. Ms. Griffin and SDDC continue to encourage industry to submit their unpaid NTS invoices for payment. All old invoices must be received prior to 01/05/15 to be eligible for review and payment. If an invoice has already been sent and payment has not been rendered, SDDC requests the invoice be resent. Further customer resources can be found at [www.sddc.army.mil](http://www.sddc.army.mil).

Overall, the PPF again provided good open communication between Industry and SDDC surrounding some of the current issues in the DPS Program. At the end of the meeting, Ms. Jill Smith, Chief, Business Processes and Systems Integration Division, HQ SDDC, presented the action items to be reviewed following the meeting.



## Using Email Rules or Filters to Manage Incoming Emails

Using rules or filters to channel emails is an effective way to stay on top of a busy inbox. The small investment of time to get a rule or filter setup can prove to be a major timesaver down the road by allowing you to prioritize and direct your time to the most urgent emails. A rule or filter can be set up to channel emails based many different criteria. You can target specific emails by words in the subject line, the sender's email address, a company's domain name (@nationalvanlines.com), or criteria specific to the emails that you receive.

The key to effectively setting up any rule or filter is to first be able to identify how the email can be distinguished from other emails you receive. For instance, if I would like to isolate all the emails I receive from a given person then their email address would simply be used as a criterion. The use of appropriately named folders is also critical to the success of any rule.

Below I will show the steps necessary to set up a rule to isolate my boss's emails into a separate folder away from my main Inbox folder. The steps that I will provide are for Microsoft Outlook, however most email services will have similar capabilities that can be found on the web.



- 1) First, I will need to create a new folder so I have a place to isolate my boss's emails to. To do so, I will right-click on my Inbox and select "New Folder" and then proceed to name the folder however I choose.
- 2) Next, we are ready to set up the rule. Under the "Move" section of your toolbar select the "Rules" button followed by then selecting the option to "Manage Rules and Alerts..."
- 3) A popup box should appear with a button on the top left of the pop-up window, "New Rule...". Click this button.

4) The Rules Wizard pop-up window (pictured on left) will now appear and we will select the first option, "Move messages from someone to a folder" by clicking Next.

5) A check mark should have been placed next to "from people or public group". This option will work however we now have to create the rule around the appropriate email address. To do so, we will click the link in blue under Step 2: Edit the rule description, "people or public group".

6) Once clicked, a new pop-up window will appear with the label, "Rule Address" on the top of the pop-up window. A faint button will appear on the bottom of the pop-up window "From ->", to the right of this button will be a textbox where I will enter my boss's email address. Once entered, I will click OK.

### Stay Organized

- Move messages from someone to a folder
- Move messages with specific words in the subject to a folder
- Move messages sent to a public group to a folder
- Flag messages from someone for follow-up
- Move Microsoft InfoPath forms of a specific type to a folder
- Move RSS items from a specific RSS Feed to a folder

### Stay Up to Date

- Display mail from someone in the New Item Alert Window
- Play a sound when I get messages from someone
- Send an alert to my mobile device when I get messages from someone

### Start from a blank rule

- Apply rule on messages I receive
- Apply rule on messages I send

- 7) I will then click "specified" in the text below where I had clicked previously. A new pop-up window will then appear giving me the option to select the folder that I created earlier as the location my boss's emails will be separated to.
- 8) I now will click Next three times and this will allow me to complete my rule. I will then select the box next to "Run this rule now on messages already in "Inbox", and finally I'll click "Finish". Last, you'll click "Apply" and "OK" to move out of the rule setup.
- 9) As a final step, we can go to the folder that we created and view all the emails that transferred to confirm that the rule has performed accurately.

Further Microsoft Outlook instruction pertaining to Rules can be found online at: <http://office.microsoft.com/en-001/outlook-help/manage-email-messages-by-using-rules-HA010355682.aspx>.

## *High Value/High Risk* *"An Important Reminder"*

High Value and High Risk are two completely different things, but BOTH need to be included on the HV/HR document. It's important for all concerned that agents and drivers are in full compliance with NFC policy.

First, the official government sanctioned form must be used. The origin agent or packer then needs to ensure that the customer lists all items worth over \$100.00 per pound (High Value Items) on this form. While it's officially the customer's responsibility, we need to make sure they are aware of this.

Secondly, it's important the *packer* takes full responsibility in listing *high risk* items. High Risk items are small, highly pilferable items, and/or items that have a tendency to be claimed missing "from a carton." For example, CD's – which were for years the number one item in terms of claims dollars that wind up being claimed missing "from a carton." Our only clear defense against this type of claim is to include them on the HV/HR Form, and follow correct HV/HR procedures, including the proper use of the numbered security seals for the top and bottom of the carton.



At destination, our policy calls for a mandatory unpack of all HV/HR items. The idea is that the customer sees that the items themselves did arrive, and in good condition. Finally then, the customer must initial each item on the HV/HR inventory as received, and sign in the bottom right corner.

If the member initials receipt for the line item on the HV/HR inventory, he can usually not try to claim that item as missing. We have legal protection. Most of all though, this program prevents claims fraud and theft– and the claims just tend not to happen in the first place.

### **REMINDER: RSMO Closures**

The following Regional Storage Management Offices will cease operations on 31 December 2014:

- Northeast Regional Storage office, Naval Weapons Station, Earle, NJ
- Southeast Regional Storage office, Forest Park, GA
- Western Regional Storage Office, Concord, CA

Effective immediately, responsibility for the storage and related services for these geographic areas will be assumed by the Storage Management Office (SMO) located at HQ Military Surface Deployment & Distribution Command, 1 Soldier Way, Bldg 1900W, Scott Air Force Base, IL 62225.

For assistance, customers can contact the SMO customer Service by phone at 618-220-6292, or by email at [usarmy.scott.sddc.mbx.pp-smo@mail.mil](mailto:usarmy.scott.sddc.mbx.pp-smo@mail.mil).

## *Someone you should know...*

Petra DeFrance has worked in National International Department since 2007. We caught up with her and asked her some questions about work and home.

### **What are your job duties at NFC?**

I've worked in the International Division since 2007. I'm an International Coordinator, which means I coordinate Department of State shipments (inbound/outbound) as well as private relocations (inbound/outbound) by air and surface and vehicle shipments.



### **You have an accent! Where are you originally from?**

I'm originally from Germany, the Stuttgart area and came to the USA in 1993 with my husband who was stationed at the Pentagon.

We lived in Virginia until 2001, and we decided to move to Chicago, to be closer to his family. We later divorced and I now live in Chicago. I have 2 daughters' ages 16 & 20.

### **What do you like to do for fun?**

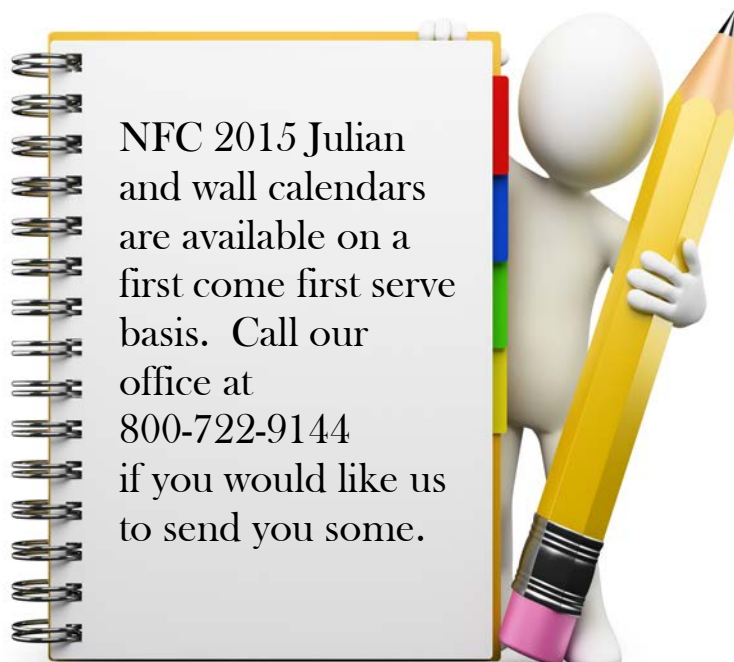
I like going dancing, playing spades, going to downtown Chicago. While I'm not on league, I do like bowling with my friends for fun and my highest score is 193.



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[info@worldrelocations.com](mailto:info@worldrelocations.com)  
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## NFC Gives Back: Honor Flight Chicago

Since 2011, National Forwarding Co., Inc. employees dedicate April through September to fundraising for Honor Flight Chicago. This organization's mission is to honor and thank our World War II veterans by flying them on an all-expense paid trip to Washington D.C. The cost of each veteran's flight is about \$500 and over the last 4 years donations from NFC employees have sent 31 World War II vets to Washington D.C. for this unique experience.



From left: Jim, NFC Employee & Mac, a 93 year old World War II Vet waiting for the Honor Flight to land.

NFC's involvement in Honor Flight Chicago started from a passionate employee Jim, a U.S. Army Veteran 1971-1973. He has been working with this charity since 2009 and Jim and his wife attended the Welcome Home celebration of the vets when they landed at Chicago's Midway Airport on October 29th. Hundreds of people line up along Southwest Baggage Claim Area and patiently wait for these heroes to be let off the plane so the cheering can begin.



This year Jim met up with a familiar face Mac, a 93 year old World War II vet who went on his own Honor Flight several years ago. Mac comes to the Welcome Home events to cheer for his brothers and sisters who have also served and over the years Jim has listened to many great stories from Mac. As 11pm came and evening came to a close Jim stopped to say "see you next year" to Mac. Mac's reply, "God willing, but if not...don't you worry about me, I've had a great life."

NFC employees are proud to support such a worthwhile charity that sends vets such as Mac to Washington D.C. This year we raised \$6000 and are hoping to beat that record next year!





## WHAT OUR CUSTOMERS ARE SAYING

### POSITIVE CUSTOMER SATISFACTION SURVEYS

*After 37 years in the Army this was the best move I've had!*

Origin Agent: AAA Moving & Storage, Enterprise, AL

Hauling Agent: National Van Lines, Driver David Smith, Broadview, IL

Destination Agent: Moving Depot, Irvine, CA

*The communication was awesome! VERY VERY satisfied with the move!*

OA: Barstow Transfer & Stge., Barstow, CA

Hauling Agent: Lippincott Van Lines, Winsted, CT



*Packers and delivery crew did a fantastic job. Delivery crew worked extremely hard was the hottest day of the year. Both crews were phenomenal.*

Origin Agent: Cascade Moving & Stge, Seattle, WA

Hauling Agent: AAA Moving & Storage, Enterprise, AL under National Van Lines authority

Destination Agent: Fountain Moving & Storage Savannah, GA

*One of the best moves in 26 years. Went as planned from pickup and delivery. Movers did a great job.*

Origin Agent & Hauling Agent: Meelheim's Transfer & Storage, South Toms River, NJ

*The people who unpack at Fort Bliss were awesome. They unpacked absolutely everything, helped arrange furniture etc. We appreciated how much service they provided.*

Destination Agent: The Inland Sea, Inc. El Paso, TX



# COMPANY NEWS

## Happy Anniversary

November 7      Sue Staszewski      25 years      Vice President, International Division

## New Hire

November 17      Jackie Grzyb      Commercial Coordinator, International Division

## NFC Thanksgiving Hours

In observance of Thanksgiving, our office will be closed Thursday, November 27<sup>th</sup>. Limited staffing will be available in Operations until noon on Friday and we are closed on Saturday. For after-hours emergencies, Operations can be reached at 888-993-6683.

## Veterans Day

Although Veterans Day has passed, National Forwarding Co., Inc. would like to thank the men and women who have served our country. The willingness of our veterans to sacrifice for our country has earned them our lasting appreciation and special thanks goes out to our NFC employees that have served.

## Fall Photo Recap



NFC Costume Contest  
Winner Jason Hoster as  
"Swamp Thing"



NFC Move Manager Tia Scott's children:  
Sydney age 1 as a strawberry (being held  
by Move Manager Alycia Molenaar), Justin  
age 8 as Iron Man, & Ryan age 6 as  
Spiderman



Wiley, son of Jeff Lippincott Jr. of  
Lippincott Van Lines