



NATIONAL FORWARDING CO., INC.

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“Proudly Serving Military Families”

DATE: January 29, 2016

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

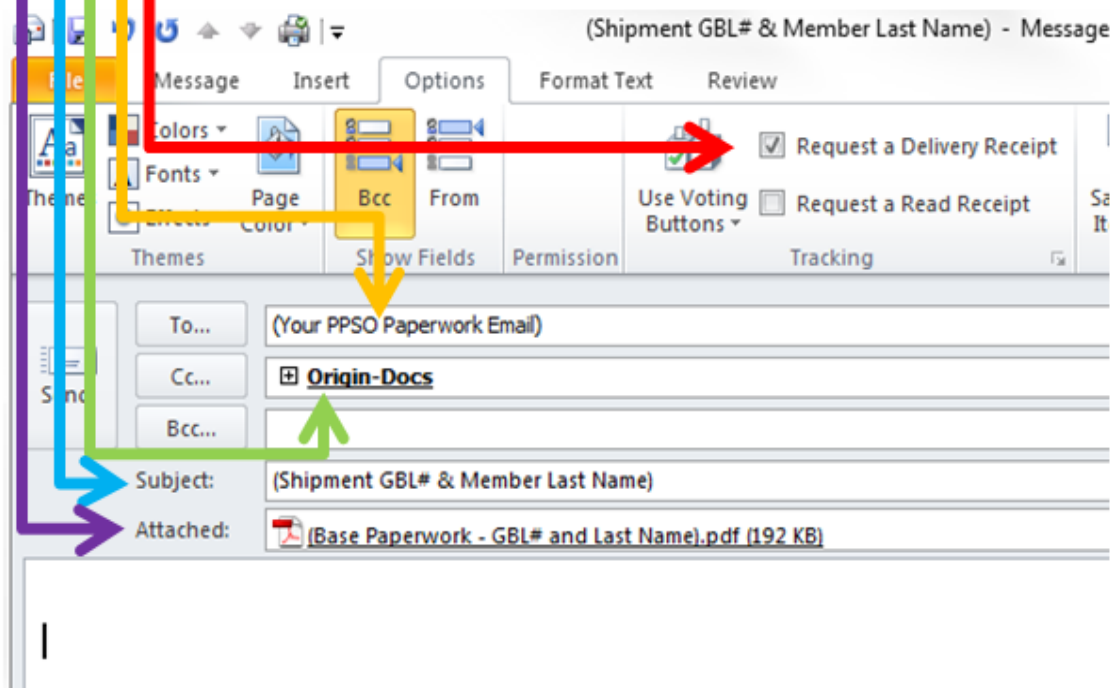
FROM: Michael Wilson, Director, DOD Programs

SUBJECT: Base Paperwork and Submitting Your Origin Invoice for Payment

All NFC Origin Agents are tasked with the responsibility to send Base Paperwork to the Origin PPSO within seven (7) business days of pickup. Failure to send base paperwork within this timeframe results in severe penalties that directly impact NFC’s ability to receive shipments out of an offending area. As a result of recent Letters of Warning NFC is implementing a new standardized procedure which will be required on all shipments picking up on or after January 25th, 2016.

Please construct your email to the PPSO in the following manner to ensure compliance.

1. Delivery Receipt (or Read Receipt): Must be requested
2. To: Send your Base Paperwork to your PPSO advised email
3. CC: origin-docs@nationalforwarding.com
4. Subject Line: Always enter the GBL and Member’s Last Name
5. Attachment: Including the GBL (with weights filled in), Weight Tickets, DD619, and all Inventories



In the event that paperwork has not been returned to the origin agent by the driver,



NFC should be contacted within three days of pickup and provided the origin documentation that is on hand. Please reach out to us via email at agencysservices@nationalforwarding.com or call us at 800-323-9125. If we do not hear from you...you'll likely soon be hearing from us!

What is a Delivery Receipt?

A Delivery Receipt or Read Receipt is an email confirmation that the PPSOs are now requiring in the event that paperwork is not found in their system to rescind a Letter of Warning or a Letter of Suspension.

Origin invoicing just got easier!

Now that NFC has been CC'd on your Base Paperwork email to the PPSO there is no longer a need to send NFC the same origin documentation again. While an origin invoice is not required for payment for standard origin services (booking/packing), invoices can still be sent through forwarding (FW:) your base email and simply replacing the Base Paperwork with your company invoice for origin services.



I do not use Outlook. How do I add a Delivery Receipt or Read Receipt?

Each email service provider is different, however all providers generally contain the ability to add this option. Please contact your email service provider for further details. In the event that you are unable to add a Delivery Receipt or Read Receipt, please contact Michael Wilson (p: 800-323-9125; e: michael.wilson@nationalforwarding.com) for assistance.

The importance of sending base paperwork must not be overlooked. The regulation is specific in stating that the base paperwork must be received within seven working days of pickup. National Forwarding Co., Inc. reserves the right to reduce an agent's origin service commission by 5% in the event that base paperwork cannot be confirmed as having been sent.



National Forwarding Co., Inc. would like to thank the best group of Origin Agents in the Industry for their continued commitment and understanding to this important matter. While change is never an easy thing, we are committed to continuing to provide prompt and accurate payments no matter what time of the year it is. If you have additional questions please do not hesitate to contact Cheryl Garamoni or Michael Wilson.

MDW/ab