



NATIONAL FORWARDING CO., INC.

2800 ROOSEVELT ROAD – BROADVIEW, ILLINOIS 60155

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“Proudly Serving Military Families”

DATE: June 8, 2017

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

FROM: Kevin Spealman, Vice President, Claims and Customer Service

SUBJECT: **1) High Value/ High Risk Policy**
2) Firearms Handling and Control Policy

Attached please find memorandums regarding the above referenced NFC policies. The policies have not changed, but as a reminder, and for those who may not have worked with us when these were sent previously, we thought a reminder would be in order.

It is very important that the attached policies be followed without exception. Also remember that a good pre-move survey is vital in setting up proper expectations and procedures.

KS/Ig
Attachments



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

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DATE: May 31, 2012
TO: Agents and Haulers of National Forwarding Co., Inc. and Affiliates
FROM: Kevin Spealman, Vice President, Claims and Customer Service
SUBJECT: **High Value/ High Risk Policy**

Before we get farther into the busy season, I wanted to send out a reminder of our mandatory High Value/High Risk Policy. All parties that handle a shipment have some responsibilities under our policy, particularly origin agents. Please take a moment to review the steps below.

Origin Agent – Be certain to prepare a High Value/High Risk Inventory on each shipment. While the customer must be responsible for ensuring high value items (worth more than \$100 per pound) are listed, ***the origin agent*** is responsible for making sure all “high risk items” are included. High risk items include cd’s, dvd’s, electronics, or any other pilferable item. The origin agent should also help to make sure that all high value items are listed.

Only the new HV/HR inventory that is government recognized is acceptable for use. It is also most desirable for you to prepare your own inventory of packed items. That way, you can ensure that High Value/High Risk Items are listed not only on the HV/HR inventory, but also on the regular inventory as required. Our special numbered security seals must go on the top and bottom of each HV/HR item, and seal numbers should be recorded on the HV/HR Inventory.

Haulers/Drivers – Items on the High Value/High Risk Inventory must also be on the regular inventory. Always check to make sure all items on a packing or HV/HR inventory are present before loading. Have a supply of blank High Value/High Risk Inventories on hand for use if the origin agent did not prepare one. If picking up from an origin agent’s warehouse and no HV/HR inventory is present, write on the rider that there is no HV/HR inventory. Seals already on cartons should be carefully inspected.

Destination Agents – If receiving a shipment into storage, and there is no High Value/High Risk Inventory, annotate on your rider that there was no HV/HR inventory given to you. When checking in a shipment, make certain that items on both the regular inventory and HV/HR inventory are present, and carefully inspect security seals. If seals look tampered with, the carton should be opened and checked.

At Delivery – There is a mandatory unpack of HV/HR items under NFC policy. The customer must initial each item in the right hand column, and sign at both origin and destination for NFC to have the full benefits of protection against claims.

Please contact me if you have any questions, and remember that if there is a claim for missing items from these cartons, the party or parties that did not follow procedure would stand to be responsible.

KS/Ig

FIREARMS HANDLING AND CONTROL

I. PURPOSE

To prevent the loss and/or theft of firearms.

II. SCOPE

This policy applies to all agents of National Van Lines, National Forwarding Company and all subsidiaries and affiliates with whom a Transportation Service Agreement is maintained.

III. POLICY

The Department of Defense requires that carriers take effective steps to prevent the loss and/or theft of firearms. In addition to being high value items, firearms are inherently dangerous, and stolen firearms are frequently used in the commission of crimes. It is the duty of every carrier and agent to take effective steps to prevent their theft or loss. If firearms are missing from a shipment, the Military Surface Deployment and Distribution Command will hold a Carrier Review Board to determine whether the carrier should be disqualified from further participation in the DoD Personal Property Program.

IV. ORIGIN AGENT PROCEDURE

- A. With specific PPSO approval, firearms may be transported in a locked gun safe, provided that only the customer has a key and the locking of the gun safe at origin and the unlocking of the gun safe at destination is witnessed. Rifles or other firearms in gun cases, locked or otherwise, must be packed in a carton as outlined below.
- B. With the exception of A above, all firearms must be packed within a carton. The carton should not be labeled as containing firearms.
- C. According to the DTR/Tender of Service, each privately owned firearm will be annotated on the inventory by make, model, caliber or gauge, and serial number. This information must be on both the regular inventory and the high value/high risk inventory.
- D. Security seals must be affixed on the seams at the top and bottom of the carton. The customer must witness the packing of the firearms and sign the seals. Additional seals should be used if necessary to adequately secure larger cartons such as wardrobe cartons.
- E. It is the origin agent's responsibility to complete the high value/high risk inventory at the time the seals are affixed. The origin agent must ensure that the driver is aware of the firearms prior to loading.

- F. Revenue Penalty - If the origin agent does not follow the procedures referenced above, the origin agent will forfeit their entire booking commission. Further, if a Carrier Review Board is convened against the carrier as a result of a missing firearm and the loss is attributed to the agent's failure to follow the firearms handling policy, the agent will hold the carrier harmless from any and all expenses incurred to defend and/or appear at the Carrier Review Board.
- G. On containerized shipments, the origin agent's responsibilities specified above will still apply. The High Value/High Risk Inventory and Security Seal Procedures pertaining to cartons are still applicable. Firearms should be put in the first crate labeled "No. 1." At the time of delivery, the firearms must be located and their receipt acknowledged by the property owner.

V. IN-TRANSIT PROCEDURE

- A. Any time the shipment changes hands, the receiving party should check off the high value inventory and carefully scrutinize the seals, acknowledging receipt of the high value items and the fact that security seals are still in place and undisturbed. If there is any question about whether the seals are intact, or if no seals were used, the carton should be opened, and the presence of the firearms noted. The Carton should then be re-sealed with new security seals. The rider should be annotated that the carton was inspected, and new seals numbers annotated on the rider.
- B. There is a mandatory unpack for firearms at delivery, as part of the High Value/High Risk Program. The customer must initial each item on High Value/High Risk Inventory, including the firearms, and sign that they received.
- C. If firearms are noted as missing or if any irregularities are noted, our claims and customer service department is to be telephoned immediately at 800-325-6889.
- D. If a firearm cannot be located at the time of delivery, the destination Transportation Office and local police must be called. All delivery personnel, including their personal and company vehicles and all equipment and debris must remain on the scene until police arrive to conduct a thorough investigation and search for the missing firearm(s).