

MOVING *Forward*

“Those Lazy, Hazy, Crazy Days of Summer”

Some of us remember that old song by Nat King Cole. Well, summer is in full swing now, and it absolutely is not lazy, in many ways it might be hazy, and it most certainly is crazy! So far, this has been one of the busiest, if not the busiest summer in National Forwarding Co., Inc.’s history.

We attribute this increase in business to quality service provided by a great agent family and a network of professional haulers. All of us are dedicated to one thing and one thing only - providing our military customers with the best move of their career. With all of this “crazy” summer activity, we have to keep that uppermost in our minds.

We also believe that quality extends beyond our military customers to our agent family and our haulers. You are on the front lines, and our job is to support you to the greatest extent possible and to compensate you fairly for your efforts. To that end, we have a few simple principles that we adhere to:

1. We are open, straightforward and fair when it comes to our compensation schedule. There is no sleight of hand involved.
2. We pay our agents and haulers based upon the discount that we are billing at. We think it is only fair for everyone to share in the revenue without gimmicks.
3. Our agents and haulers do not have to call us looking for payment. We pay our agents as soon as we bill the shipment. We pay our haulers within 30 days of receipt of invoice. At the end of the busy season, you won't be calling us looking for payment on past-due invoices.
4. If there is damage or loss on a shipment, our philosophy is to make prompt restitution to our military customer. If we break it or lose it, we will fix it or replace it. We provide ample notice to our agents and haulers who were involved with the shipment, giving them an opportunity to provide their input. Our objective is to be fair to everyone involved.

5. We work in partnership with our military administrators from the Transportation Office up to SDDC and TRANSCOM. As far as we are concerned, we have a common goal – protecting the interests of our men and women in uniform.

These are the basic principles that guide our actions. In a nutshell, we strive to be honest, fair, professional, and flexible. Enjoy your summer, and plan some “lazy” days for you and your family. It goes by fast!



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AGENTS GIVING BACK

Piedmont Van & Storage

Piedmont Van & Stge. Co. in Fayetteville, NC along with 5000 others participated in The Color Run on May 24, 2014. Considered "The Happiest 5K on the Planet" participants are asked to dress in all white at the start of the race, and every kilometer they are doused with different colors of paint. Piedmont's team name was the PINK SANGRIAS and each employee honored a cancer victim by wearing a tag with their name on them for the run. Monica Willaford honored Shelia Merritt, wife of retired National driver Don Merritt. Susan Hayden honored Larry Blanchard, Miranda Spain honored Daisy Spain and Shelby Willaford honored Shirley Maynor.

In addition, The Color Run sponsors many causes like "The Patriot Hunts" which provides outdoor activities for our Wounded Warriors like hunting, fishing, camping, etc. Piedmont wore the name tags in memory of Wounded Warrior Toby. He lost his fight on 28 Sept 2013 after serving 4 years in Iraq and Afghanistan. He left behind a wife and 2 small daughters ages 1 and 3. Toby was a close friend that lived in the area.



From left: Miranda Spain, Susan Hayden, Alex Wickham, Becca Reep, Monica Willaford, Shelby Horne Willaford



Monica Willaford & Susan Hayden

WHAT OUR CUSTOMERS ARE SAYING

POSITIVE CUSTOMER SATISFACTION SURVEYS

This company provided the best move of my 26 year career. They were very attentive to ensure my goods were protected and handled with care. Even more impressively, this company was the most polite, respectful, and professional movers I have ever worked with. As a bonus, they both packed and moved my shipment!! I would recommend them highly for future work and I would use them again without hesitation.

-Origin & Hauling Agent: Ralph Cummings Mov/Stge, Dayton, OH hauling under Covan Authority

Everybody was great. The moving company in Miami came, loaded it all up, they were nice and introduced themselves. They loaded it all in front of me. The moving company at destination was the same. They were attentive, positive, and professional.

-Origin Agent: Homestead Trans& Stge, Homestead, FL

-Hauling Agent: Moovers, Inc., Pittsburg, CA hauling under National Van Lines Authority

-Destination Agent: Thompson M/S, Inc., Clarksville, TN

Mr George, and Mr. Junior, were extremely professional and patient, made process seamless. Ms. Debbie has been amazing thru the whole transition, put my mind at ease and buried my stress, nothing but praise for her professionalism and personal demeanor. Promote her now.

-Origin & Hauling Agent: Quality Services Moving, Lorton VA

James (driver) and his crew member were the best. Family has been in the military for 31 years best move so far.

-Origin Agent: Ellis Moving & Stg, Old Hickory , TN

-Hauling Agent: Harrison's M/S Co Inc. Chesapeake, VA

By far the best move, skilled moving company, very professional, great service.

-Origin & Hauling Agent: Moving Depot, Irvine, CA



Company News

Happy Anniversary

June 1	Eileen Sherman	33 years	Vice-President Operations
June 5	Brad Hides	7 years	Claims Adjuster
June 5	Pat Johnson	36 years	President
June 12	Barb Johnson	36 years	Internal Auditor
June 13	Natasha Yalovay	13 years	Operations Manager
June 17	Peggy Monson	6 years	Claims Adjuster
June 17	Tom Kennedy	11 years	Internal Auditor
June 19	Paul Kozlick	36 years	Accounting Manager
June 22	Angela Beusse	9 years	Technical Administrator

New Hires & Summer Help

May 19	Martha (Marti) Wood	Move Manager
June 2	Maggie Johnson	Summer Help-Billing
June 9	Lauren Pell	Summer Help-Move Management
June 10	Kaitlin Kinser	Summer Help-Operations
June 17	Kristen Farmer	Summer Help-Billing

4th of July Schedule

Our office will be closed Friday, July 4th and Saturday, July 5th in observance of the holiday. Our emergency line will be monitored and if you should need anything please call 888-993-6683.

Newsletter Publication

While in the peak season, NFC employs an "all hands on deck" policy to support operations. Our normal contributors will not be able to supply articles for our newsletter, however, we will continue to publish monthly on a smaller scale until the peak season is over.