



"Proudly Serving Military Families"

NATIONAL FORWARDING CO., INC.

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DATE: September 20, 2016
TO: Agents and Haulers of National Forwarding Co., Inc. and Affiliates
FROM: Kevin Spealman, Vice President, Claims & Customer Service
SUBJECT: Mattresses and Box Springs

Since it appears that the DOD has removed a previous requirement that mattress "cartons" be used on any shipment going into SIT, we must assume that they now allow mattress bags across the board, at least for Code D shipments.

For that reason, we hereby modify our prior policy that cartons are used for mattresses on any shipment going into storage. Bags are apparently okay also.

We do prefer cartons because they offer more protection in our view, and only bags that are made for shipping mattresses are allowed.

Therefore, if a shipment comes into your warehouse and mattresses have been bagged, simply note any exceptions for damage, etc. If a bag has been compromised (torn, ripped, etc.) then we do need to re-bag it, and if NFC is notified promptly the costs associated with this service will be reimbursed, and the previous party held responsible for the cost of the new bag.

Finally, noting on a rider that a mattress or box spring has not been boxed or bagged will not mean that you are off the hook for any damages – if there is no box or bag, the condition of the mattress or box spring must also be noted, and new materials applied as per above.

KRS/ab