

NATIONAL FORWARDING CO., INC.

MOVING *forward*



December 2015

Proudly Serving Military Families

Issue 5, Volume 12

Merry Christmas

In lieu of Christmas Cards, we are making a donation to the St. Jude Children's Research Hospital. We encourage you to join us in donating to this wonderful organization which is leading the way the world understands, treats and defeats childhood cancer and other life-threatening diseases.



From,

The Employees of

National Forwarding Co., Inc.
National Van Lines, International Division
National Claims Services, Inc.



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In This Issue

<i>Christmas Message</i>	1	<i>Holiday Humor</i>	4
<i>Pilot Program Update</i>	2	<i>Agent Kudos</i>	5
<i>Unscheduled DPS Outage</i>	2	<i>Company News</i>	6
<i>Happy Retirement Linda!</i>	3		

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<i>Unscheduled DPS Outage</i>	2	<i>Agent Kudos</i>	5
<i>Pilot Program Update</i>	2	<i>Holiday Humor</i>	4

SDDC Withdraws the HHG Channeling Concept Pilot Program

On December 16, SDDC issued an advisory advising that the HHG Channeling Concept Pilot Program has been withdrawn. The message is available [here](#).

We applaud SDDC's decision to withdraw this pilot program. We have been very concerned about its impact on the best value nature of the program and hauling agents and owner operators if two of the largest and most attractive traffic channels are carved out for a winner-take-all award centered entirely on price. Based on the size of the channels and the minimum guaranteed required, we would also anticipate a very severe impact on small businesses. The industry is ready to work with SDDC for the betterment of the program and look forward to future collaboration on household goods initiatives.

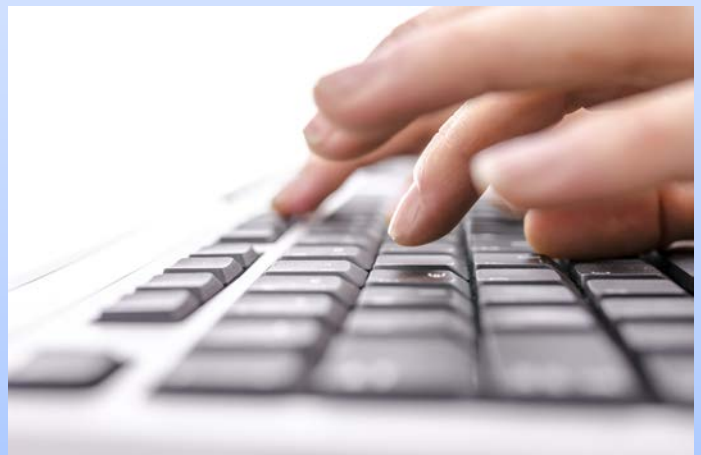
For a refresher on the Pilot Program, see page 4 of our [September](#) issue of *Moving Forward*.

Unscheduled DPS Outages

Since December 7, DPS has been experiencing server performance degradation that has prevented TSPs' accessing DPS. It appears this problem was caused by some connectivity issues pertaining to ETA. PPSOs did not experience any disruption to DPS because their access is through a different channel. The outage has resulted in TSPs' inability to accept shipments and enter necessary data into DPS. This includes the entry of pre-move survey information, preapproval requests, in-transit information, SIT requests and all other DPS entries.

In the [SDDC-PP Advisory # 16-0030](#), PPSOs were asked to exercise prudent traffic management prior to issuing any punitive action for violations which may be related to the DPS outage.

As of publication of this newsletter, December 21, despite a few glitches, DPS access is much improved. We appreciate the patience of our agent and hauler family. We will follow up with impacted PPSOs to obtain necessary authorizations and keep you informed. Please be advised that this DPS outage has **not impacted** our ability to pay all of our agents and haulers in our usual prompt and dependable manner.



Happy Retirement Linda!

It is with mixed emotions that I advise our agent family that Linda Griffin, my Executive Assistant and Manager of Administrative Services for National Forwarding Co., Inc. will be retiring at the end of this year after 35 years of service. I would like to tell you a little something about Linda.

Linda started her career with National Forwarding Co., Inc. in September 1980, while the company was still in its infancy. She previously worked at Allied Van Lines for the executive who started the International Division. After leaving work for a few years to have her daughter, Amanda, Linda re-entered the workforce. We are very fortunate that she chose us!

Linda was hired by the general manager of NFC just before I took over. He told me that he knew I was very inexperienced, and needed a really good Administrative Assistant, and that Linda was the best pick for the job. I consider her to be his parting gift to the company. I can't claim any flash of brilliance in hiring her; just the good sense to try and keep her happy and acknowledge that she is one of the principal reasons why this company has prospered over the years.

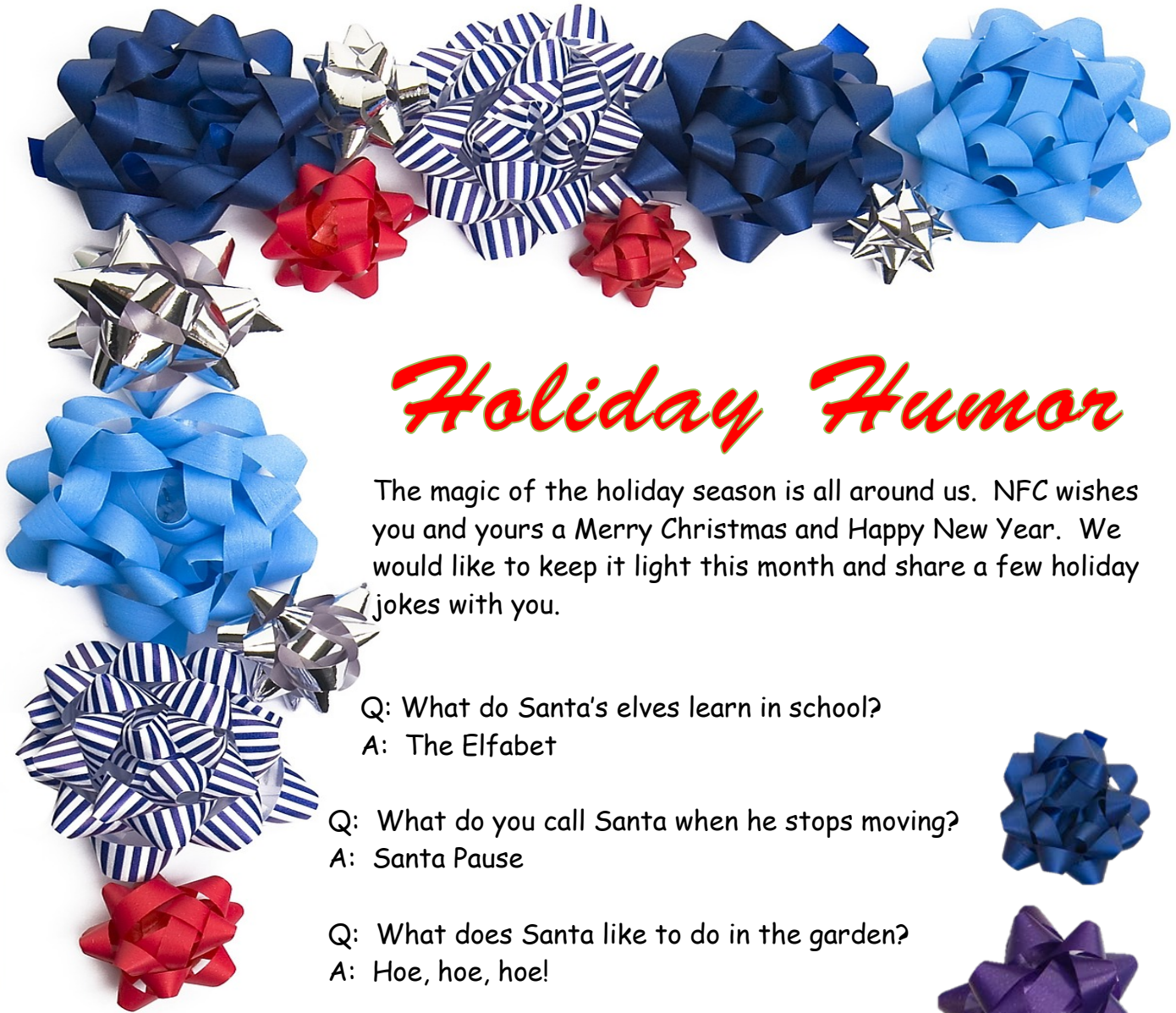


Linda's responsibilities have grown with the company. She has done everything from traditional administrative/executive assistant duties to managing our agent and hauler agreements, assisting as a full-fledged biller, rate filing, HR administration, DPS/ETA management, and even assisting operations during peak season. Linda never complains about anything, even when she has good reason to. She is one of the most intelligent, hard-working and dependable people I have ever met.

To say that Linda will be missed is a gross understatement. Fortunately, however, she has agreed to continue working with us on a part-time basis. We are also lucky to have a worthy successor to Linda, Angela Beusse, who has 10 years of experience with the company and who has been working closely with Linda over the past year.

After dedicating so many years to our company, I am glad that Linda will now have an opportunity to enjoy herself and do the things that she loves. She deserves it!

Pat Johnson,
President, National Forwarding, Co., Inc.



Holiday Humor

The magic of the holiday season is all around us. NFC wishes you and yours a Merry Christmas and Happy New Year. We would like to keep it light this month and share a few holiday jokes with you.

Q: What do Santa's elves learn in school?

A: The Elfabet

Q: What do you call Santa when he stops moving?

A: Santa Pause

Q: What does Santa like to do in the garden?

A: Hoe, hoe, hoe!

Q: Why is Santa so good at karate?

A: Because he has a black belt

Q: What breakfast cereal does Frosty the Snowman eat?

A: Snowflakes

Q: What type of cars do elves drive?

A: Toy-otas

Q: What do you get when you cross a Christmas tree with an apple?

A: A Pineapple



WHAT OUR CUSTOMERS ARE SAYING POSITIVE CUSTOMER SATISFACTION SURVEY COMMENTS

The destination crew was completely excellent and completely professional. They were outstanding.

Destination: Gilmore Moving/Storage, Fort Walton Beach, FL

Driver, Big Mike, was very helpful, great attitude and very professional. He was a great carrier.

Hauler: Mid-State Moving & Stg, Clearwater, FL

Professional, courteous and efficient are the words I would use to describe the transportation service. From day one until the last item was off the truck they used great care to ensure the least amount of damage possible to my goods. Their demeanor was personable and professional at all times. They were very willing to go out of their way to ensure that the process was as easy on my family as possible. [They were] great with my kids and creative in their ability to pack for maximum efficiency.

Origin & Hauler: Harrison's M/S Co Inc., Chesapeake, VA

The movers took excellent care to package and protect my household goods. Very thorough!

Origin: Mather Brothers Moving, Ladson, SC

Hauler: American Way Van & Storage, under National Van Lines authority

Destination: B Transfer, Inc., Mountain Home, ID

I have moved a lot in my life time. You guys are the best!

Origin: Trans-World Moving Sys, Anchorage, AK

Hauler: World Wide Movers, Edmonds, WA

Destination: AAA Storage Company, Fayetteville, NC



COMPANY NEWS

Happy Anniversary

December 1	Trish Arpin	Move Manager	1 year
December 2	Kati Kinser	Claims Assistant	1 year
December 11	Heather Curran	Claims Assistant	3 years
December 14	Laura Rapciak	Hauler Accounts	21 years

Holiday Hours

Here are NFC's holiday hours:

Thursday, December 24 th	Closed at noon CST
Friday, December 25 th	Closed
Saturday, December 26 th	Closed
Thursday, December 31 st	Closed at noon CST
Friday, January 1 st	Closed
Saturday, January 2 nd	Closed

Welcome to the World!

Hannah Jean was born on November 23rd, 6lbs 5oz, 18.5 inches. This is the first baby for Michael Wilson, Director, DOD Programs and his wife Cassie. Mom and baby are doing well!

Twitter

Follow us on Twitter @NFC_Inc. We provide daily tweets on happenings at NFC, the DOD Personal Property Program, SDDC updates & more.

