

2015 Personal Property Forum (PPF), Hot Wash and AMSA Fall Board & Committee Meetings

The PPF is being held at the Sheraton Pentagon City Hotel, 900 South Orme St., Arlington, VA 22204 on September 14 from 8 AM to 4:30 PM with an industry meeting the following morning. The Hot Wash will be held at Henderson Hall with a military only meeting on September 15 and a combined meeting with the Associations and SDDC/USTRANSCOM and military service HQ representatives on September 16.

The PPF and Hot Wash will be followed by the AMSA Fall Board and Committee Meetings on September 17 and 18 at the Capital Hilton, 1001 16th St. NW, Washington, DC 20036. Numerous committee meetings will be held, including the Government Traffic Committee, which will report the results of the PPF and Hot Wash to the Board of Directors.

A report on these meetings will be included in the next newsletter. The following is a preliminary draft PPF agenda for your information.

1. Peak Season Review
(Metrics – Macro, Admin Ratio)
2. DPS Update
3. DP3 Special Requirements and Rates Team
 - o Tender
 - o Tariff
 - o Rate Filing Timeline
 - o Code 2 Analysis
4. Military Claims Panel
5. DP3 Operational Support & Quality Team
 - o Intrastate Qualifications
 - o Claim Score
 - o Pullbacks
 - o Turnbacks
6. Office of the Deputy Assistant Secretary of Defense
 - o Regionalization, Base Access
 - o Navy Global Logistics Support: Standardization
7. Joint Operations Board
8. Service Headquarters Panel
 - o Marines: CSS
 - o Air Force: Service Update
 - o Army: JOB
 - o Navy:
9. DP3 Way Forward
 - o NTS
 - o 2016 Business Rules
 - o Feedback
10. Industry Association Panel
 - o AMSA
 - o IAM
 - o NCMA
11. PPF Wrap Up



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DON'T MAKE A MOVE-Without Checking for Gypsy Moth

IT IS THE LAW-if our military customer is moving from a gypsy moth quarantine area to a non-quarantine area, the military customer must inspect items that have been stored outdoors.

Inspect all surfaces and crevices of outdoor articles such as patio furniture, lawn equipment, toys, grills, and trailers.

Don't forget boats, jet skis, kayaks, canoes or any other type of watercraft that has been sitting outside over the fall and winter.

Make sure the checklist is completed and signed by the military customer. The checklist is an official certificate that will satisfy the requirements of all non-infested states.

For more information:
www.yourmovegypsymotfree.com

www.hungrypests.com

CHECKLIST

IMPORTANT: Make sure this checklist goes with your household items when you move!

Checklist and Record of Your Self-Inspection

Date: _____

Originating property address: _____

Recreational or Camping Items

- | | | |
|--|--|--|
| <input type="checkbox"/> Backpacks | <input type="checkbox"/> Ice chest | <input type="checkbox"/> Tarps |
| <input type="checkbox"/> Basketball backboards | <input type="checkbox"/> Motorcycles | <input type="checkbox"/> Tents |
| <input type="checkbox"/> Bicycles | <input type="checkbox"/> Motor homes | <input type="checkbox"/> Waders or boots |
| <input type="checkbox"/> Boats | <input type="checkbox"/> Recreational vehicles | <input type="checkbox"/> Other: _____ |
| <input type="checkbox"/> Boat trailers | <input type="checkbox"/> Snowmobiles | |
| <input type="checkbox"/> Campers | <input type="checkbox"/> Sports equipment | |

Household Items

- | | | |
|--|---|--|
| <input type="checkbox"/> Air conditioners | <input type="checkbox"/> Ladders | <input type="checkbox"/> Tanks for propane & oil |
| <input type="checkbox"/> Barrels | <input type="checkbox"/> Outdoor doormats | <input type="checkbox"/> Television antennas |
| <input type="checkbox"/> Cardboard & Wooden Boxes | <input type="checkbox"/> Outdoor thermometers | <input type="checkbox"/> Trash cans |
| <input type="checkbox"/> Clothesline poles | <input type="checkbox"/> Refrigerators | <input type="checkbox"/> Washing machines |
| <input type="checkbox"/> Clothespin bags | <input type="checkbox"/> Sheets of plastic | <input type="checkbox"/> Water hoses |
| <input type="checkbox"/> Empty plant containers | <input type="checkbox"/> Shutters | <input type="checkbox"/> Weather vanes |
| <input type="checkbox"/> Firewood* | <input type="checkbox"/> Storage sheds | <input type="checkbox"/> Window awnings |
| <input type="checkbox"/> House plants (if taken outside during summer) | <input type="checkbox"/> Storm/screen doors & windows | <input type="checkbox"/> Other: _____ |

Building Materials

- | | | |
|---|--|--|
| <input type="checkbox"/> Bricks | <input type="checkbox"/> Roofing Materials | <input type="checkbox"/> Welding equipment |
| <input type="checkbox"/> Cement mixing tubs | <input type="checkbox"/> Sewer pipes | <input type="checkbox"/> Workbenches |
| <input type="checkbox"/> Cinder Blocks | <input type="checkbox"/> Tools & toolboxes | <input type="checkbox"/> Other: _____ |
| <input type="checkbox"/> Lumber | <input type="checkbox"/> Water pipes | |

Yard & Garden Items

- | | | |
|--|---|--|
| <input type="checkbox"/> Animal houses (doghouses, rabbit hutches, etc.) | <input type="checkbox"/> Fertilizer spreaders | <input type="checkbox"/> Storage sheds |
| <input type="checkbox"/> Barbecue grills | <input type="checkbox"/> Flagpoles | <input type="checkbox"/> Swimming pools |
| <input type="checkbox"/> Birdbaths | <input type="checkbox"/> Garden tillers | <input type="checkbox"/> Tractors and trailers |
| <input type="checkbox"/> Bird feeders | <input type="checkbox"/> Garden tools | <input type="checkbox"/> Trees, shrubs, & plants |
| <input type="checkbox"/> Bird houses | <input type="checkbox"/> Lawnmowers | <input type="checkbox"/> Trellises |
| <input type="checkbox"/> Bug lights | <input type="checkbox"/> Mailboxes | <input type="checkbox"/> Wheelbarrows |
| <input type="checkbox"/> Carts | <input type="checkbox"/> Picnic tables | <input type="checkbox"/> Yard decorations |
| <input type="checkbox"/> Cold frames | <input type="checkbox"/> Porch or patio furniture | <input type="checkbox"/> Other: _____ |
| <input type="checkbox"/> Driftwood | <input type="checkbox"/> Signs and posts | |
| <input type="checkbox"/> Fencing | <input type="checkbox"/> Snow blowers | |

Children's Playthings

- | | | |
|--|---|---|
| <input type="checkbox"/> Bicycles, tricycles | <input type="checkbox"/> Sleds, toboggans | <input type="checkbox"/> Wagons |
| <input type="checkbox"/> Playhouses | <input type="checkbox"/> Swing sets | <input type="checkbox"/> Other outside toys (like trucks or sand molds) |
| <input type="checkbox"/> Sandboxes | <input type="checkbox"/> Tire swings | <input type="checkbox"/> Other: _____ |

Other Items

- | | | |
|---|--|--|
| <input type="checkbox"/> Cars or trucks | <input type="checkbox"/> Car ramps | <input type="checkbox"/> Stored tires (snow tires) |
| <input type="checkbox"/> Car parts | <input type="checkbox"/> Farm implements | <input type="checkbox"/> Other: _____ |

Please inspect anything that was stored outside!

By signing this document you are affirming that you have inspected all outdoor articles, whether included on this checklist or not, for all life stages of gypsy moth in accordance with the procedures on this sheet, as required by Title 7m *Code of Federal Regulations*, part 301.45-4(a).

Signature: _____ Phone number: _____

Printed Name: _____ Company Name: _____
 (if applicable)

*To avoid spreading other tree pests, move only USDA-or State-certified, treated, and labeled firewood.

Someone You Should Know...

We caught up to Stephanie Benitez our Lead Military Coordinator for National Van Lines, International Division and asked her some questions about work and home.

How long have you been at National? What are your job duties?

I've been at National in the International Division for 5 years. I started as Operations Assistant and was promoted to Lead Military Coordinator April 2015. I handle coordinating, routing, and monitoring of DOD international shipments.



What are the most challenging and rewarding parts about your job?

The most challenging part is that there are so many different variables when it comes to moving an international shipment. We must coordinate between packers, haulers, port services, ocean, customs and delivery. If one part gets delayed the rest of the shipment can be affected. The most rewarding part is when a shipper thanks me for delivering a shipment earlier than expected or keeping them informed if a shipment is running late.

Do you have a memorable NFC experience you would like to share?

I would have to say the most memorable day was when the entire International Division almost got locked in the building after hours. We were here late registering shipments on a huge booking day and suddenly the lights flickered. We literally ran out of the building as the cleaning crew was getting ready to lock the doors on us!

What do you like to do for fun in your spare time?

In my spare time I like to travel with my fiancé. We are HUGE foodies. We once traveled all the way to Kansas City for a BBQ restaurant! It was sooo good. Before we plan a vacation, we have to look up a new and interesting restaurant in the area.



CSS Scores

The mean (average) scores for the 1 October 2015, performance period are:

dHHG	86.27
iHHG	84.07
iUB	86.83
OTO	77.44



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WHAT OUR CUSTOMERS ARE SAYING

POSITIVE CUSTOMER SATISFACTION SURVEYS

If my moving company had not rearranged their schedules and stored my HHG at their facility rather than transferring to destination storage, I would have been out of luck over a long holiday weekend. The owner [Howard] of the company and his employees went out of their way to accommodate my date, even though the onus was not on them, it was on the coordinator. I would hire these guys on my own dime to move me anywhere in the country as they were truly customer orientated and cared about the stresses a military family goes through during a move!

-Origin & hauling: AAA Moving & Storage, Enterprise, AL hauling under National Van Lines authority

Both the pickup and delivery teams were very professional, punctual, and efficient in their services. They were very helpful in explaining what they expected and/or needed of me and answering any questions I had at the time.

-Origin & hauling: Guardian Storage, Inc., Pensacola, FL hauling under National Van Lines authority

Movers were very fast and clean, made moving very pleasant and quick.

-Origin & hauling: Rockey's Moving & Storage, Killeen, TX

The moving company, Gollott & Sons, did a good, solid job packing, loading and unloading our household goods. Thank you for your professionalism and care with our goods. I really appreciate the professionalism, the courtesy, and the care provided to ensure a successful move. I want to thank Kathy (the lead packer) and her crew at Gollott & Sons, for all their hard work. We know it was a challenge with all the dishware and high value items. I also want to thank Mike-the driver, with Gollott & Sons, and his crew for ensuring that all our items were placed appropriately in our home and especially with getting the large refrigerator placed where we wanted it.

Thank you Gollott & Sons!

-Origin & hauling: Gollott & Sons Transfer & Storage Inc., Gulfport, MS

Great service. Fantastic from beginning to end.

-Origin: Kings Moving & Storage, Junction City, KS

-Hauling: New's Van Lines, Inc., Carrollton, GA



COMPANY NEWS

Happy Anniversary

August 1	Diana Cevizovic	4 years	Billing Technician
August 4	Arlene Kozlick	33 years	Internal Auditor
August 6	Vickie Carroll	13 years	Claims Adjuster
August 8	Kim Loughman	8 years	Claims Adjuster
August 13	Alycia Molenaar	1 year	Move Manager

NFC Gives Back

Honor Flight Chicago is an organization that takes World War II vets to Washington, D.C. for a day of remembrance. We continued our summer fundraising efforts for Honor Flight with a BBQ, snack table, and huge raffle. The total raised for this event is \$2078.00



Prizes for our raffle included:
Over \$300 in cash, \$600 in Southwest gift cards with travel accessories, and the ever popular booze basket.



Deanna Munizza grilling up some hamburgers for our Honor Flight Lunch



SNACK-A-PALOOZA
Three full tables with snacks plus a cooler with cold drinks!