

Blackout Functionality and CONUS DP3 Origin Rate Areas and Destination Regions

DPS blackout functionality has been greatly enhanced over the years but it is still deficient in two important respects. First and foremost, it assumes that agents will be able to communicate capacity information to TSPs quickly enough to enter blackout dates to prevent the award of shipments which it cannot service. Unfortunately, that is not the case in the real world. Most agents are small businesses. In order to survive, they work with 10, 20 or 30 TSPs and participate in diversified markets, i.e. NTS, DPM, COD, Nat'l Acct., local moves, record storage, office moving, furniture installation, etc. A successful agent will accept whatever business becomes available without delay. In peak season, DP3 shipments are assigned in rapid-fire order, frequently, well after normal business hours. The effort to notify all of the TSPs it works with of their capacity, which changes on a daily or even hourly basis, is more than a small office can reasonably handle and it would not be a top priority when dealing with the press of summer business. As a result, TSPs are placed in a position where they must project saturated areas and enter "protective" blackouts in order to avoid service failures. That naturally limits capacity which would otherwise be available.

Secondly, although there is a good deal of flexibility with regard to structuring blackouts pertaining to the origin area, there is no corresponding flexibility with regard to the destination of shipments. TSPs must enter blackout dates to an entire Destination Region which frequently includes states that could otherwise be serviced.



TSPs depend upon their agent network to augment hauling capacity, especially on short-haul shipments and particularly during peak season when additional "flex capacity" is needed to meet the increased needs of DOD. Much of that additional capacity is limited in scope. Agents need to ensure that drivers return to origin quickly. This allows them to service more shipments at origin, have drivers available for APUs and local work as needed and afford their drivers with more "home time" which is frequently a condition of employment. The ability to enter blackouts to an individual state would be very helpful. It is important to remember that agent capacity does not necessarily coincide with TSP capacity. While the TSP's hauling capacity might be saturated out of a given area, its agent might, and frequently does, have capacity available in a limited short-haul radius which does not include every state within the affected Destination Region or even every principle destination in the state.

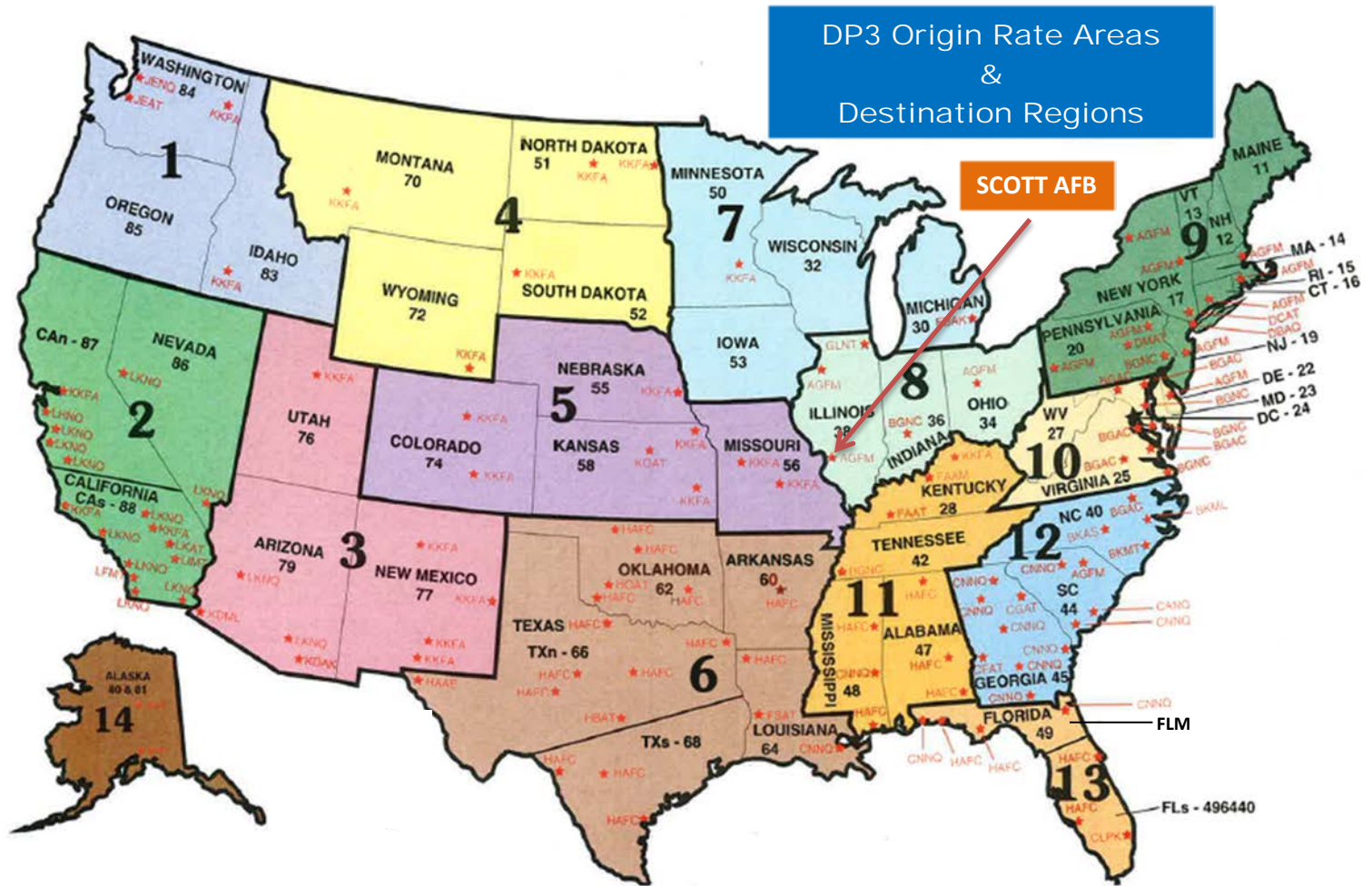


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Please refer to the above map of the DP3 Origin Rate Areas and Destination Regions to see the dilemma which TSPs are confronted with.

Assume a TSP has an agent in Illinois serving Scott Air Force Base, IL with drivers dedicated to serving short-haul shipments moving to the following states: Missouri, Kansas and Nebraska (not CO) in **Region 5**, Arkansas and Oklahoma (not LA and TX) in **Region 6**, Iowa (not MI, MN and WI) in **Region 7**, Illinois and Indiana (not OH) in **Region 8** and Kentucky and Tennessee (not AL and MS) in **Region 11**. If the TSP's capacity is saturated, it will be required to blackout shipments moving from Scott Air Force Base, IL to Regions 5, 6, 7, 8 and 11 despite the fact that its agent might be capable of providing service on shipments moving to some states within those regions.

Looking at the DP3 Map, you can see that this is a scenario which is played out in numerous areas around the country. For example, consider an agent in Florida-North that will haul to Louisiana in **Region 6**, Mississippi and Alabama in **Region 11**, and Georgia and South Carolina in **Region 12**.

The system requires TSPs to blackout more than what is necessary. A partial solution is to give TSPs the ability to blackout based upon the destination state (or even destination Zip code) rather than the entire Destination Region. The ideal solution, which brings the most capacity to bear and limits the frequency of service failures, is to allow TSPs to turn down shipments which they cannot service during the peak season.

SIT at Origin

With peak season around the corner, SIT @ Origin is an option we can take advantage of to compensate for diminished hauling capacity. While the PPSOs are more willing to approve SIT @ Origin during peak season, it is in no way guaranteed. We have found that when we follow this procedure it greatly increases our chances of getting SIT @ Origin approved.

The origin agent must discuss the specifics of SIT @ Origin with the member. Specifically that we will not be able to guarantee a specific delivery date, but we will rather give a spread of dates due to transit time that must be afforded to move the shipment from origin to final destination.

- The origin agent must obtain written verification from the member stating they are aware of the specifics of what SIT @ Origin means and that they agree to have their goods stored at origin. Email is preferred as that is the most effective way to submit this to the PPSO.
- The origin agent will submit the written approval from the member at the time the pre-move survey is submitted or as soon as possible after. The sooner this information is provided to us the better.
- We will then save the email from the shipper in our system and submit preapprovals for SIT @ Origin before the shipment is serviced. Most PPSOs will give us an answer before the pickup date.
- Once the shipment has been picked up and weights have been submitted, we will enter the TSP request for SIT @ Origin into DPS for base approval and obtain a SIT #. If this approval is not obtained we must move the shipment to destination immediately. Please note: We will not clear shipments for SIT @ Destination if they are in fact being stored at origin. This is because the PPSOs will generally not approve SIT for agencies outside of the destination state in most cases.
- Upon delivery being requested, we will work with both the shipper and the agent to decide upon the best release date to accommodate a direct delivery for the member at destination. Additional SIT @ Destination on a shipment that is released from SIT @ Origin is discouraged and will be avoided at all costs. It is also preferred that agents who take shipments into SIT @ Origin plan to cover the hauling when the time comes.

Again, this procedure is not guaranteed, but we have seen greater success in obtaining approval for SIT @ Origin when following it. We want to do everything we can to ensure the customer is aware and their expectations are met when it comes time to deliver their household goods.

Origin Paperwork

As a reminder, NFC is requesting that all Origin Agents cc: origin-docs@nationalforwarding.com when sending their Base Paperwork email. By cc'ing NFC, there is no longer a need to resend the same documentation to us. If you'd like to submit an invoice you are welcome to forward your invoice alone to origin-docs@nationalforwarding.com. However, all standard services will be paid without origin invoices. Our January 20th [memo](#) outlines submitting Base paperwork in greater detail.

In addition we maintain a list of [base email addresses](#) on our website for your convenience. We thank you for your cooperation and are very pleased with the positive response from our agents.

The REAL ID Act

With the implementation of the [REAL ID Act](#), NFC would like to know if you are having any issues getting on to the bases. Please email Agency Services at agency-services@nationalforwarding.com with your information.

We will compile the information and publish it in a future newsletter.



Weight Ticket Reminder

We at National Forwarding Co., Inc. are committed to providing our agents with the timeliest payments in the industry. However, to maintain our lightning fast payments to the best agents in the business, we have a few requests regarding weight tickets.

1. Please make sure that any copy of a weight ticket you are submitting or receiving is legible. If it is not clear on your end chances are we will not be able to scan it and use it as a part of the billing.
2. Color copies or scans of weight tickets do not always print and scan well in black and white. Please be sure your color copy is clear and legible before you submit your paperwork.
3. Only use camera phone images when communicating the weights of the shipment for entry into DPS. Do not submit camera phone images with your invoice for payment.



We thank you for your understanding and commitment!

A Good Move Starts with a Good Pre-Move Survey Tips for Origin Agents

1. Be sure to call the customer as soon as possible to set up a pre-move survey.
2. Use the NFC preprinted pre-move survey form.
3. Discuss any date changes with the customer and write them on the form.
4. Take special care with Blue Bark shipments. The families will need extra support during this trying time. Communicate any special needs with NFC.
5. Preapproval items:
 - Provide the Third Party Service quoted amount
 - List crate dimensions
 - Provide detailed information for shuttle authorization





Part 2: Lift Van Preparation and Density

This is part 2 in a 4 part series on International Packing and Loading

The interior of an overseas crate should be properly prepared by covering all surfaces (except for the floor) with water resistant materials. The floor should not be lined as any condensation that does penetrate the overseas container can run down the lining and escape through or evaporate at the floor of the liftvan. The floor should only be covered with cardboard.

When lining an overseas crate, line each wall and the ceiling, making sure to leave enough material to line the door. Two common liners are visqueen or tar paper and will be readily available through your packaging supplier. Moisture can cause mold which is the main cause of claims. By following these recommendations on interior lining, damages and possible claims may be avoided. Once the shipping container is inspected and fully prepared, you are now ready to begin loading the shipment.

The objective of every packing job is to protect the shipment from damage during transit. The best way to achieve this is to obtain the highest density possible. Good density starts with the packing and is a key to factoring both ocean freight and air freight charges. Utilize all open spaces to reduce the cube of a shipment.

Ocean rates are usually based on density, so packing more weight into a smaller space and using less packing materials actually makes more money for your agency. The more pounds of household goods you can load into each external shipping container, the better. Underlying ocean and air freight costs decrease as density increases.

Charges for ocean and air freight are calculated based on volume or cube and not the net weight. The minimum acceptable density, and industry average for an international shipment, is 6 lbs. of net weight per cubic foot of container space. National Van Lines rates are based the same unless noted otherwise. A reduction in density of 1.0 pound per cubic foot could result in a 15% to 20% increase in the door-to-door rate quoted.

After being sealed and caulked, the liftvan is ready to be banded for security and stenciled to identify: shipper name, weight, origin and destination.

Call 800-323-1963 or 708-450-2941 for your next international quote.

By Land, By Sea, By Air...Anywhere!

Military News

- [Gen Duane H. Cassidy](#), USAF (Ret.) passed away 8 February 2016. He served as the first Commander, US Transportation Command, upon the command's establishment in 1987.
- The DOD is requesting 3,000-5,000 more troops for Europe in the [FY17 budget](#).
- The DOD is NOT proceeding with the proposed DP3 Household Goods Channeling Pilot.
- The U.S. Navy has announced the tentative locations and dates of 3 [HHG Industry Days](#).

Someone You Should Know

We talked to Jamie Garrett, one of our Move Managers here at NFC about work and home life.

How long have you worked at National and what are your job duties?

I have been at National Forwarding for 5 years; my anniversary is March 22nd. I was originally hired for Operations and took care of processing our pre-move surveys and entering weights. I was then transferred to Move Management in October 2012. Since that time, I've seen so many changes take place resulting in substantial growth for that area in terms of programing and processing. As a Move Manager, my main duty is taking care of our service members and their families (my favorite part of the job!) I love being that little ray of sunshine when they call because they are moving yet AGAIN, and I strive to make the process less stressful. My other job duties include the navigation and use of both Easy DPS and DPS, as well as tracking and documentation in our internal system.



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

The most challenging part of the job happens during peak season, when the shipment volume increases and I try to keep our many military families happy and satisfied. The most rewarding part is when the move goes smooth from before it packs till after the delivery, with a no claims and a "thank you" from the customer.

Do you have a memorable moment to share while working at NFC?

I think the most memorable moment is when we wrapped the Move Management office in wrapping paper for Christmas. We looked like a huge present! You couldn't even see out of our windows!

What do you like to do for fun?

I am a new mom with a one year old at home so I don't have much spare time. I love hanging out with my family and teaching my son Logan new things. He just began mastering the stairs! I am also a movie buff and enjoy watching movies, and during the warm weather months my fiancé and I are avid campers.

WHAT OUR CUSTOMERS ARE SAYING

POSITIVE CUSTOMER SATISFACTION SURVEY COMMENTS

The driver of the shipment (Phil) was outstanding. He paid very close attention to detail when taking apart certain furniture items. He was able to easily reassemble them on drop-off at my final destination. I would highly recommend him to anyone in the future.

Hauler: Blue Ribbon Movers, Salinas, CA

Jamie the move coordinator, called each time an activity was approaching. The driver, Josh, was very good. Very good job overall. Friendly, professional, timely. As a former SDDC worker dealing with TSPs I can recognize the greatness of this company. This company should be the company the government continues to use.

Origin & Hauler: Quality Services Moving, Lorton, VA



They did an excellent job at both locations (packing and unpacking) and I really would recommend them to others. They were professional and took their time to do the job. They had extra people come to help.

Origin: Rockey's Moving & Storage, San Antonio, TX

Hauler: Quality Services Moving, Lorton, VA

Destination: Harrison's M/S Co. Inc., Chesapeake, VA

I've been in the Army over 8 years, and this was the most professional and best movers I have had.

Origin & Hauler: Woodland Moving & Whse, West Hartford, CT

Agent Kudos

COMPANY NEWS

Happy Anniversary

February 2	Shane Jovanovic	Move Manager	1 year
February 8	Tia Scott	Manager, Move Management	5 years
February 14	Jill Finnigan	Director, Sales & Operations	10 years
February 16	Kevin Spealman	Vice President, Claims & Customer Service	29 years
February 17	Anthony Recchia	Accountant	1 year
February 19	Michael Kaiser	Manager, IT Department	9 years
February 22	Cheryl Garamoni	Vice President, Agency Services	21 years

NFC's New Website

Have you had a chance to take a look at NFC's new [website](#)? We created a one stop shop with a wealth of information for our agents. The homepage features a quick link to our tonnage list, agent login, and any important alerts you should know about. In addition, previous issues of *Moving Forward* can be found there.

Twitter

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