

Moving forward

Maureen Beal, Chairman & CEO of National Van Lines, Inc. Awarded the Moving and Storage Institute's Lifetime Achievement Award for Distinguished Service

The American Moving and Storage Association held its 97th Education Conference and Expo in New Orleans, LA from March 20, 2016 through March 23, 2016. The highlight of the meeting was the Awards Banquet, at which the most prestigious awards of the Moving and Storage Industry are presented. The final presentation is the Moving and Storage Institute's Lifetime Achievement Award for Distinguished Service which was presented to Maureen Beal, the Chairman and CEO of National Van Lines, Inc.

Maureen is the first woman to receive this honor. As the 3rd generation to lead the NVL organization, Maureen has spent most of her life in the moving and storage industry. Working in positions as diverse as the Switchboard Operator, Dispatcher, Claims Adjuster, Sales Manager and Vice President of the International Division, Maureen has a depth and breadth of experience that has allowed her to lead the organization to greater success with a solid appreciation of the needs of her employees.

Maureen has served on the American Moving and Storage Association's Board of Directors for 23 years and on various committees including: the Household Goods Carrier Bureau (dissolved in 2008), the Government Traffic Committee and the Government Affairs Committee.

Maureen has also made time to give back to her community serving on the boards of numerous organizations including: the American Cancer Society, Aspire, Benedictine University, Northwestern University, Humanitarian Project of Carol Stream, Children's Birthday Project, Feed the Kids, School Supply Drive, Christmas Offering, Marianjoy Hospital, Girl Scouts of Greater Chicago and Northwest Indiana, and Executives Breakfast Club of Oak Brook.



From left: Tim Helenthal, President & COO NVL; Maureen Beal; Pat Johnson, President NFC



Maureen Beal accepting her award surrounded by her family

Lastly, Maureen's generosity led her and her brother, Ron McKee, to establish an ESOP, giving 100% of the ownership of the company to its employees. Secure in the knowledge of future stability of ownership, the organization's employees have a real stake in the future of the company.



National Forwarding Co., Inc.
2800 Roosevelt Road
Broadview, IL 60155
Ph: 800-722-9144
nfcnewsletters@nationalforwarding.com

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Patrick C. Johnson Receives the Orin C. Hutchcraft Quality Service Award

On March 7, 2016, the Illinois Movers and Warehouseman's Association recognized Pat Johnson, President of National Forwarding Co., Inc. for his dedication and commitment to superior customer service as a member of the Moving and Storage Industry in Illinois. Pat received several nominations for his commitment to quality service and hard work in building National Forwarding Co., Inc. into one of the largest participants in the DOD Personal Property Program. A wholly-owned subsidiary of National Holding Company, NFC also manages the organizations International Division which provides international relocation services for the Department of Defense, civilian government employees, corporate accounts, and private transferees.

After being honorably discharged from the US Marine Corps in 1972, Pat worked his way through college and law school receiving a Juris Doctor degree from Northern Illinois University College of Law in 1979. He was NFC's third full time employee when he was hired as a claims adjuster in 1978. After finishing law school at night, Pat passed the Illinois Bar Exam in 1980, and was ready to pursue a career in law when the company asked him to lead NFC when the previous general manager left to start his own company.



Patricia McLaughlin, Executive Director of the Illinois Movers' Association and Pat Johnson, President of NFC



Pat Johnson and the employees of National Forwarding Co., Inc. and National Van Lines, Inc.

Having served in the military himself, Pat has always been especially sensitive to the needs of our men and women in uniform and showing them the respect and recognition that they deserve. This dedication and commitment to quality is embraced by all of NFC's employees, many of whom have worked with Pat for 10, 20 and in some cases, 30 plus years. NFC held a surprise congratulatory breakfast for Pat after he received his award. He is quoted as saying: "This award isn't just for me. It is really for all the people I've had the pleasure of working with over the years. I would not have received this award without all of your hard work. Thank you."

Navy HHG Industry Days Found to be Beneficial by Industry

The month of March has marked three separate meetings hosted by the U.S. Navy uniting Navy HHG Staff and the Industry for a discussion covering current topics as well as initiatives to improve the military relocation process. Thus far the Navy Industry Day meetings have been held in Norfolk, VA (March 1st) and San Diego, CA (March 15th) and Jacksonville, FL (March 29th.)

National Forwarding Co., Inc. has been in attendance at all the meetings and they have been well attended by Navy HHG Command, PPSO Staff, TSPs and local agents and associations.

NFC would like to thank the Navy for hosting on the HHG Industry Day meetings. We have found the meetings to be a great tool in uniting the Navy and the Industry in an effort to better understand one another in our mutual efforts to provide the best possible move experience for our men and women in uniform.

Below is a list of the principle topics and notes that have been discussed at the Navy HHG Industry Days:

- ❖ Currently, the Navy handles 165,000 moves annually. With future base consolidations on the horizon, this figure is expected to grow substantially in the future.
- ❖ The issues surrounding base access have the attention of the Navy staff, however, little can be done on the HHG level to rectify this problem. Currently, crews are able to use the TWIC as one of two forms of ID required for access to a military installation.

In Norfolk, local agents are able to send a list of their crew for vetting 5 days in advance of needing to access the base, but this process must be performed on a per move basis. In San Diego, CA, PPSO staff advised the Industry that HHG Staff escort requests will not be facilitated due to staffing limitations.

- ❖ Mold continues to be a widely discussed topic. Virginia Eilmus, Navy MCO, has been on hand at both meetings to offer consensus that if a shipment has mold or mildew, the TSP should not load it. The Navy stated they will cover this with their offices to ensure that TSPs do not receive pressure from an inspector to load a mold or mildew shipment and nor should the inspector be instructing NTS or the member to wipe down mold or mildew. Pointblank, if it's mold or mildew it should not be shipped until inspected and properly cleaned.



Navy Continued from page 3

- ❖ Changes to the tariff were discussed, notably the change impacting the reduced availability of the mini/self-storage pickup fee (Item 225) and the increase in size for allowable tariff crating of a flat panel television. Industry was provided the opportunity to explain to the Navy the challenges associated with space and the required labor to unstack and then restack a shipment out of a mini/self-storage pickup. Navy staff on hand seemed very receptive to the concerns that were presented and remain optimistic that an acceptable solution can be found. The Navy was also receptive to our concerns about the change prohibiting crating of flat panel television smaller than 75" due to the availability of appropriate cartons for Industry to pack these televisions and the negative impact in customer service to the service member that this change will result in.
- ❖ One initiative that is currently underway and will only continue to grow, is the issuing of reweigh requests and more specifically witnessed reweighs. The Navy has been very successful with their Hawaii program in recovering money and this has led to a full initiative to seek reweighs on Navy shipments that fit specific criteria to save money and ferret out potential fraud.
- ❖ The Navy introduced their Executive Move Program which will cater additional move coordination for Navy flag officers. The Navy currently has two special move coordinators that will be a POC for the member/spouse to act as a liaison between service member and TSP.
- ❖ The Navy's Code 2 Peak Season usage sought a goal of 10% of shipments to move as Code 2 provided the shipments fit specific criteria. The Navy will aim for shipments that are: between 1000-5000 lbs.; have three weeks of lead time to book; do not have a direct delivery address; and are in areas that have capacity challenges. Industry asked that the Navy also take into account the contents of the HHG shipments and not use Code 2 on shipments with articles that do not fit into a standard lift van. The Industry's request was received positively and hopefully will be incorporated in the guidelines provided to the Navy Regional Directors who will be tasked with initiating the effort.





Part 3: Packing Cartons

Always use common sense in packing cartons. Do not pack heavy items with crystal or china. Heavy books, plaques or trophies should not be packed within furniture. Also, do not pack pointed or sharp items with clothing or linens. Never use clothing or linens as packing materials. The heaviest items should be packed at the bottom; breakable and fragile items on the top.

The following items must be packed into cartons: electrical equipment, kitchenware and linens. Electrical equipment and other items such as stereo equipment may be packed in the original manufacturers' cartons, if they are in sound condition. Be sure to record serial numbers from these items on the inventory. Kitchenware and other sharp and irregularly shaped items should be wrapped and placed in cartons. Linens, draperies and towels should be packed into cartons, unless they can be safely bundled and placed in drawers, chests, dressers or other natural containers.

In order to pack as much as possible in the least amount of space, you will want to use bundles of soft items to fill voids, or natural containers, such as the space between chair legs, inside cabinets, etc. Once this space is filled, thoroughly wrap the item with paper pads. You can also use a carton or cardboard to wrap furniture. Use lay-down wardrobes and stay away from 4.5 and 6.0 cube cartons.

Avoid the use of large cartons which can lower your density factor. Books should be packed into rows by similar size, preferably two rows high, with cardboard separators between each layer. China, crystal and other breakable items should be wrapped and packed into dish packs.

Clothing should be packed in flat (lay down) wardrobe container (domestic upright wardrobes can be used if requested by the consumer, but they are not recommended), wrap hangers separately and provide special care to delicate or expensive clothing that might require special handling or packing.

Mirrors and paintings should be wrapped into wooden fiberboard or wooden crates. With no more than 4 items being packed into any one carton, each item should be separated by a cardboard divider. Heavy items that could cause damage to other crated items should be packed separately. All crates should be pre-built, based upon measurements taken during the pre-move survey.

Mattresses and box springs should be packed in new materials and sealed at the residence. Lamp shades, toys and ornamental decorations should be wrapped in new materials and placed in cartons with adequate cushioning to prevent shifting and rubbing. Soft, light pillows, blankets and soft bundles may be packed in and around them to add cushioning.

If rugs and carpets will not fit into external shipping containers without folding or bending, they will need to be rolled and placed into rug cartons/crates. These items will need to be wrapped to protect against humidity.

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

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



Reminders from National Claims Services

- We sometimes see a duplication of codes for each item with the exact same set, in the same order for every item on the inventory. It's not likely that customers' items have all these exceptions in the same place, therefore unlikely for us to reduce a claim for pre-existing damage. Exaggerated exceptions also can do great harm to our CSS, since it paints us in a dishonest light.
- List on the inventory the general contents of dressers or chests of drawers and/or identify on the inventory as "empty" if there are no contents.
- A High Risk/High Value form is not considered valid unless each item is initialed as being received and signed at the bottom.
- All Loss and Damage at Delivery Form 1850s must have TSP contact information listed on them. The contact information must include our phone number 800-325-6889 and email address of ncs@ncsclaims.com.
- Customers need to initial each line item as it is coming off the truck. This helps when reviewing claims that have missing items, or a question as to what was delivered back to the customer.
- On overflow shipments, items need to be specifically marked as being part of the overflow. This helps with tracing for missing items because we can narrow down which agent handled each portion.
- NEVER load a wet, mildewed or moldy item on your truck. Exceptions will NOT protect us from cleaning expenses, which are considered mitigation and are automatically our responsibility according to the business rules.
- If a parts box is used list this as item #1 on the inventory. Also, specifically bag the hardware of each item that was disassembled. A box of random screws and bolts is nearly impossible to match up with the items that need to be reassembled.
- Know the difference between pro-gear and [organizational clothing and individual equipment \(OCIE\)](#)
- Follow all firearms procedures.

NFC's Departmental and Specific Task Email Addresses

NFC requests that you send your emails to our Departmental or Specific Task emails rather than individuals. This ensures your request is taken care of. In addition, we ask that you send your information to ONE of the emails below to avoid double work on the part of our employees. If the email is sent to the wrong address, we will alert you for future reference and forward it on to the proper location.

DEPARTMENTAL EMAIL		SPECIFIC TASK EMAIL	
Operations	nfcooperations@nationalforwarding.com	OA Invoice/Paperwork	origin-docs@nationalforwarding.com
Move Mgt.	movemangers@nationalforwarding.com	Hauling Invoice/Ppwk	hauling-docs@nationalforwarding.com
Agency	agencyservices@nationalforwarding.com	SIT Invoice/Ppwk	storage-docs@nationalforwarding.com
Billing	nfcbilling@nationalforwarding.com	Pre-move Surveys	premovesurveys@nationalforwarding.com
International	international@nationalvanlines.com	Preapprovals	preapprovals@nationalforwarding.com
Claims	ncs@ncsclaims.com	Pickup Weights	originweights@nationalforwarding.com
		Tonnage List Request	nfctonnage@nationalforwarding.com
		International Quotes	quote@worldrelocations.com
		Clearing & Delivery	clearing@nationalforwarding.com
		Notice of Del out of SIT	movemangers@nationalforwarding.com

WHAT OUR CUSTOMERS ARE SAYING

POSITIVE CUSTOMER SATISFACTION SURVEY COMMENTS

The Navy move was very professional and efficient. The crews took great care of my belongings and everything arrived intact. I was very satisfied.

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

Hauler: Affiliated Transportation, Lawton, OK

Fantastic service, both for the packers and the driver/movers! I've never heard of anyone getting their shipment as fast as I received mine, and it was a welcome surprise! Keep up the great work!

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

Hauler: Wheaton Van Lines, Indianapolis, IN



Larry did an outstanding job with the move from beginning to finish. He worked with us to ensure we had a transfer from point to point. Thanks for the service you did.

Hauler: O'Neill Transfer and Storage, Beaverton, OR, hauling under National Van Lines, Inc. authority. Driver: Larry Jones

Please extend my sincere gratitude to the packers of Swift Moving [TSP Swiftmode Forwarding] out of Syracuse, NY (packers Adam and Rodney.) My packing date was on 28 Jan 2016, and this was by far the best packing service I have received from a CONUS move company in over 20 years of military service. Some highlights of their above and beyond any other company:

1. Box labeling – thorough (example – list of items on outside of box instead of just a messy “LR” for living room) legible print, and box numbers consistently placed next to the print on the box.
2. Placing plastic bins in boxes instead of just taping them closed (which ALWAYS damages the bins.)
3. Courteous, professional and showed sincere care for my items along with a very detailed inventory list and the neatest print I have ever seen.
4. Very detailed on packing (example – wrapped knives well to prevent getting cut when unwrapping, and labeling outside of packing paper with “knives, sharp.”)
5. Neatly placing items that could not be packed (liquids, etc.) in a separate box for me to personally transport as needed.

I could go on, just extremely well done on the packing, thank you!

COMPANY NEWS

Happy Anniversary

March 3	Tony Ruiz	DPS Systems Manager	8 years
March 19	Petra DeFrance	Shipment Coordinator	9 years
March 19	Jennifer Farrell	Shipment Coordinator	9 years
March 22	Jamie Garrett	Move Manager	5 years
March 22	Cindy Iorfida	Administrative Assistant	21 years
March 23	Tina Empson	Shipment Coordinator	1 year
March 27	Pam Johnson	Claims Manager	20 years
March 30	Tracie DePasquale	Accounts Payable	16 years
March 30	Diana Gallegos	Move Manager	1 year

Holiday Hours

Our office will be closed on Good Friday, March 25th. Limited staffing will be available in Operations and Move Management until noon. There will be no staff in the office Saturday, March 26th. If you have an after-hours emergency, call 888-993-6683 for assistance.

NFC Gives Back

Since January 2016, NFC has raised over \$1000 with our snack table and casual day fundraisers. Early spring is when we concentrate on raising money for [Honor Flight Chicago](#), so stay tuned for updates on our activities!

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!