

## In This Issue

Maureen Beal Honored	1
IAM Meet & Expo Photos	2
Tim Helenthal Elected Chairman IAM	3
Pro-Gear	4
Consolidated Management	5
ELD Update	6
Agent Kudos	7
Company News	8

## Maureen Beal, 2017 IAM Hall of Honor Recipient

*The International Association of Movers (IAM) is the moving and forwarding industry's largest global trade association. With more than 2,000 members, it comprises companies that provide moving, forwarding, shipping, logistics, and related services in more than 170 countries. The Hall of Honor was established in 2008 to pay tribute to those Industry leaders whose careers reflect exceptional and distinguished service to their companies or the Association, or who have worked to elevate the Industry as a whole.*

Since taking over as CEO for National Van Lines after her father's passing in 1993, Maureen Beal has seen the organization, started by her grandfather, enjoy steady growth. She plays a vital, hands-on role; maintaining that the company should "never be so large as to lose sight of the personal connection we have with our family of agents and drivers, and of course, our customers.

National Van Lines has been honored as the 21<sup>st</sup> largest certified woman-owned business in the United States, and 3<sup>rd</sup> largest in Illinois by DiversityBusiness.com.

A recent announcement in Crain's Chicago Business Magazine places National Van Lines as the 10<sup>th</sup> largest woman-owned business in Chicago. While National Van Lines has recently become an employee-owned company, Maureen will remain at the helm until her retirement at the end of 2019.



Maureen is a past member of the Board of Directors of the American Moving & Storage Association (AMSA) and still serves on the Board of Directors of the Moving & Storage Institute (MSI). As Past Chairman of The American Cancer Society Board of DuPage County, IL, she is an advocate for women's health issues. Actively involved in community service, Maureen is the past Chairman of the Board of Aspire, an organization that works with children and adults with developmental disabilities and the Humanitarian Project which feeds needy families and the elderly. Currently, Maureen is a member of The Chicago Network, as well as a Trustee for Benedictine University of Lisle, IL. She is past Board Chairman of Marianjoy Rehabilitation Hospital and also serves as Board President of the Executives Breakfast Club of Oak Brook.

In 2016, Maureen was honored with the MSI Lifetime Achievement Award at AMSA's annual conference in New Orleans. Previously, she was awarded the Illinois Movers and Warehousemen's Association's Orin C. Hutchcraft Quality Service Award, as well as being recognized as one of the Women's Business Development Center's "Entrepreneurial Women of the Year."

Carrying the spirit of "giving back to the community" to a global level, National Van Lines is a proud sponsor of the environmental artist, Wyland. His larger than life whaling walls can be seen in 69 cities on four continents. Providing transportation services for the Wyland Ocean Challenge, the Clean Water for the 21<sup>st</sup> Century and Beyond tours, and individual Whaling Wall projects, reinforces the message, "While Wyland protects the oceans, National Van Lines is protecting your memories."

Featured in Margaret Heffernan's book on successful women, and recognized for her expertise in employee retention and sound business practices; Maureen regularly speaks at industry conventions and is frequently invited to share her approach to management as a conference speaker/panelist.

Maureen has three children and seven grandchildren and lives with her husband in Broadview, Illinois.

Source: [IAM Website](#)



# IAM 55<sup>th</sup> Annual Meeting & Expo

*Charting a New Course*

Long Beach, CA October 9-12, 2017



Long Beach, CA



National's Convention Booth



IAM Hall of Honor inductee Maureen Beal (center), John Day (left) Peg Wilken (right)



NVL International's Susan Staszewski & Jill Finnigan present a donation to the Alan F. Wohlstetter Scholarship Fund

# Moving Forward...3

Proudly Serving Military Families



Special congratulations to National Van Line's President & COO, Tim Helenthal, on being elected Chairman of the International Association of Movers! While at the IAM Meetings, Tim led a well-attended panel on Military & Government Affairs. Tim is shown here accepting his nomination as Chairman.



Military & Government Affairs Panel from left:  
Tim Helenthal, Tricia Hoover, Yvonne Robertson, Col Cliff Altizer, James Teague, Roland Amos, COL Ralph Lounsborough

## Professional Books, Papers & Equipment Commonly Known as PBP&E/Pro-Gear

Every customer is allowed up to 2000 lbs of pro-gear that will be deducted from the actual weight of their shipment. The customer's spouse is allowed 500 lbs. Drivers are paid based on the actual weight of the shipment. The shipment weight and the pro-gear weight must be entered on the GBL and into DPS.

PBP&E includes HHG in a customer's possession needed for the performance of official duties at the next or later permanent duty station (PDS). Specific **exclusions** follow:

- Commercial products for sale/resale
- Sports equipment
- Office furniture
- Household furniture
- Shop fixtures
- Furniture of any kind (bookcases, computer desk, file cabinets, racks)
- Personal computer equipment and peripheral devices
- Memorabilia including awards, plaques or objects for past performance
- Table service including flatware, dishes, glassware and other utensils
- Other items of professional nature that will **not be necessary at the next/subsequent PDS**, such as text books from previous schools unrelated to future duties and personal books, (even if used as part of a past professional reading program or course of instruction and reference material that can be found on the internet.)

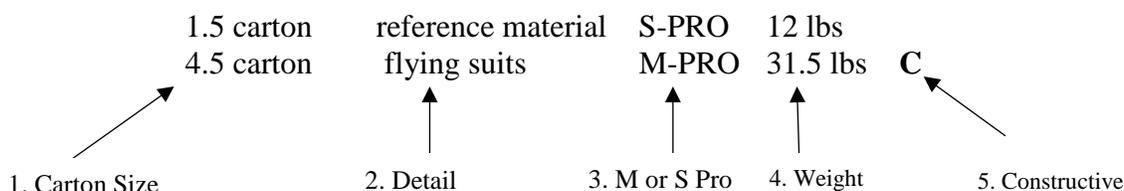
All pro-gear must be identified and separated from the household goods by the member or spouse. In addition, the spouses pro-gear must be listed on a **SEPARATE** inventory page with nothing else listed on that page. Below is an example of how this should be listed on the inventory:

1. Placed in separate cartons
2. Detailed as to the types of items in the carton
3. Note if it is M-Pro or S-Pro
4. Have a recorded weight on the inventory next to the item description

The pro-gear boxes can be weighed on a bathroom scale or platform scale. If a scale is not available, a constructive weight of 7 pounds per cubic foot will be used. **5.** When a constructive weight is used, the symbol "C" must be entered after the weight.

It is a good idea to keep pro-gear together on the inventory so it can be added up more quickly. The pro-gear weight must be entered into DPS separately from the entire weight of the shipment.

Here is a sample of how the pro-gear should look on an inventory:



## United States Transportation Command (USTRANSCOM) Consolidated Management of the Defense Personal Property Program (DP3)

As previously mentioned in our September issue of [Moving Forward](#) the Personal Property Program has a new command structure. This restructure brings the DP3 program (SDDC), IT Program (DPS), and policy set forth by USTRANSCOM in the DTR under a unified command.

This took effect on October 1, and the official memo can be found [here](#). Effective immediately our office will transition from the use of the term SDDC to TCJ4-H.

Should you have any questions, please feel free to contact Agency Services at 800-323-9125.



### If you have never booked International shipments, consider this:

- It is a way to diversify your business
- You will be a full service agent
- International shipments bring in additional revenue
- There is no tariff, so you set your own price

### What you need to succeed:

- Knowledgeable Sales Person
- Dedicated Crew
- A Sense of Adventure

### When you call us you will receive:

- Best Value Competitive Pricing
- Professional Service
- Country Information
- Customs Regulations
- Documentation Requirements
- Confident, Knowledgeable, Multi-Lingual Coordinators



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

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

## ELD Update

*Laura Manning, Director Safety and Fleet Services for National Van Lines*

As you are aware, The Federal Motor Carrier Safety Administration (FMCSA) has stated motor carriers, fleet owners, and drivers must be using Electronic Logging Devices by December 18, 2017.

Be advised that failure to adhere to this regulation will impact your ability to be dispatched through the National Van Lines system.

Many of you have already received a Rand McNally ELD device and have "gone live." If you have not gone live, it is critical that you/your drivers are familiarizing yourself with the device, and moving away from the use of a paper log.

If you have not yet ordered your Rand McNally ELD through National Van Lines, you should contact the Fleet Services Department immediately! Time is running out.

The FMCSA has stated motor carriers, fleet owners, and drivers must be trained on the use of the ELD and ready to go paperless by December 18, 2017.

- Drivers must understand how to add notes, edit, and certify their logs using the ELD.
- Drivers must know how to collect required supporting documents (such as Bills of Lading and Fuel Receipts, which you already have in your possession).
- Drivers must know how to display and transfer data to a safety official, via the device, when requested (for example, be able to show 7 days prior, on the device, during a Roadside Inspection).

The rule allows very limited exceptions, including:

- Drivers who use paper RODS for *not more than* 8 days out of every 30 day period.
- Drivers who currently operate under the short-haul exception.
- Drivers of vehicles *manufactured* before the year 2000.

[Click here](#) for more information about the ELD mandate and answers to frequently asked questions.

Please feel free to contact the Fleet Services Department at (708) 450-2930.

### WHAT OUR CUSTOMERS ARE SAYING POSITIVE CUSTOMER SATISFACTION SURVEY COMMENTS

*Wonderful job. Trans-World rules!*

Origin: Trans-World Moving Systems, Anchorage, AK

*Crew that unloaded everything at destination. They were the best we ever had. They were awesome.*

Destination: Golden Services, Lakewood, WA

*They were very courteous and a very nice move.*

Origin: Stewart Moving & Storage, Jacksonville, FL

Hauler: Stewart Moving & Storage, Midlothian, VA

*The driver and 3 crew members were friendly, efficient and careful with my personal property.*

Origin & hauler: Hill Moving Services, Inc., Poulsbo, WA

*Pickup of the piano and a few boxes was great! The loaders did a great job carefully moving the piano out to the truck. Kudos for bringing the right equipment for the job!*

Origin: Commonwealth Moving & Storage, Norfolk, VA

*I want to give kudos to the Parks Moving and Storage team. They were personable and courteous with both pickup and delivery. I want to highlight AC and his team on delivery for being patient and taking the time to make sure the job was done correctly. My property is challenging and he took the time to make sure it was done correctly, not doing harm to my property while making the delivery. Great job!*

Origin & hauler: Parks Moving & Storage, Fayetteville, NC

*The service they provided me was great. I was happy 100% with their work.*

Origin & hauler: Lippincott Van Lines, Winstead, CT

## COMPANY NEWS

### Happy Anniversary

October 25

Rachel Davis

Billing Supervisor

7 years

### Holiday Hours

Our office will be closed on Thursday, November 23<sup>rd</sup> and Friday, November 24<sup>th</sup> in observance of the Thanksgiving holiday. We will have limited staffing on Friday until noon. For any after-hours emergencies, please contact NFC Operations at 888-993-6683.

### NFC's Website

Have you been to our website [www.nationalforwarding.com](http://www.nationalforwarding.com)? We provide a wealth of information for our agents including the most up to date military news, fuel surcharge info, available tonnage and our contact information.

The screenshot displays the website for National Forwarding Co., Inc. The header includes the company logo and tagline "Proudly Serving Military Families". Navigation tabs for "TRANSPORTATION PARTNERS", "CUSTOMERS", "PPSO", and "NFC EMPLOYEES" are visible. A main banner features a toy truck with "NATIONAL FORWARDING CO." on its side. Overlaid on the banner are four informational boxes: "NFC Offices Closed" (red), "Tonnage" (green), "Agent Log-in" (blue), and "Fuel Surcharge" (red). Below the banner are three columns: "News" with a list of recent updates, "Moving Forward Newsletter" with a list of articles, and "Contact Us" with a brief statement and buttons for "Agents", "Customer", and "PPSO".