



CONTENTS

FIRST IMPRESSIONS, LASTING IMPRESSIONS	1
ACRONYM GUIDE	3
UPDATED CLAIMS LIABILITY BUSINESS RULES	4
2018 MILITARY & INDUSTRY EVENTS	4
DENSITY	5
POSITIVE CSS COMMENTS	6
COMPANY NEWS	7

MEAN SCORES

15 MAY - 31 JULY 2018
PERFORMANCE PERIOD

dHHG	85.86
iHHG	83.84
iUB	87.36
OTO	82.49

ROUND 2: RATE FILING

11 FEB 18 - 16 FEB 18
6PM CST

NFC

NATIONAL FORWARDING CO., INC.
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FIRST IMPRESSIONS, LASTING IMPRESSIONS

ORIGIN AGENT

First Impressions – Surveyor

- Call the customer to introduce your company and to make the Pre-Move Survey appointment
- Arrive at the scheduled appointment time
- Sell your company, but only promise what you can actually provide

First Impressions – Trained Packing Crew

- Call the day before pack day with an ETA of the packing crew. Call again the next day with an updated arrival time. Make sure the crew can get on the base in a timely manner and has the customer's phone number to update arrival time if necessary. A two-hour time window is suggested.
- Make sure the crew is clean, wearing company shirts and knows their responsibilities at the customer's home. Make sure cell phones are left in the truck and the crew knows to take scheduled breaks and lunch. Each crew should have one leader who is in charge.
- The crew leader should walk through the home, make sure the customer has all personal items secured (handbag, jewelry, cash, etc.) and review items to be packed, including Pro-Gear. Any items that are not to be packed should be put in a closed room or the customer's car.

Lasting Impressions

- Make sure the crew cleans up after they are finished. Packing debris should not be left in the home or outside. The crew should also clean up any of their personal water, soda, or food packaging.
- If the mattresses were not packed so the customer could use them, make sure boxes or bags with tape are left at residence for the packing crew to return or the driver to pack.
- Office staff should call the customer or make an onsite inspection on the day of packing to make sure everything is going as smoothly as it should be. Sometimes customers are afraid to call if something is not going as planned.

First Impressions, Lasting Impressions continued from page 1

HAULER

First Impressions - Truck, Driver and Crew at origin

- Call the customer to introduce yourself and advise of your arrival time. Make sure you have enough help, prearranged the day before at the latest. Make sure everyone can get on the base. A two-hour time window is suggested.
- Make sure your truck is clean (inside and out) and moving pads are clean and folded.
- The driver should be clean and in uniform or company shirt and so should the crew.
- The driver should introduce him/herself and the crew, and make a walk through with the customer while the crew gets the house ready with floor and door protection.
- Ask the customer if they are concerned about any particular item, make sure it is one of the first to get on the truck.
- Make sure all items are packed and appliances or clocks are serviced. Call NFC if packing is not complete so we can contact the origin agent. Make sure the customer has all their personal items (handbag, jewelry, cash, etc.) secured before starting to load.
- Have the tools to disassemble items and properly take care of the hardware.
- Take a final walk through of the home to make sure everything has been loaded to the customer's satisfaction.
- Customers should sign all documents and receive a copy.

Lasting Impressions at Delivery – Driver

- Call the customer to advise arrival time, make sure you have your crew lined up, everyone is clean and in company uniform. All should be able to get on the base in a timely manner. Introduce everyone and while the crew is preparing the house, walk through the house with the customer and ask if they are requesting a full or partial unpack. (This is a requirement.) If the customer chooses not to unpack, all items and cartons must be placed in the proper rooms. Any items on the High Risk High Value Inventory must be opened and checked off.
- Make sure customer's personal items are secured (handbag, jewelry, cash, etc.) before starting.
- Assemble everything that was taken apart at origin. Having extra screws on hand could be helpful.
- Take a final walkthrough with the customer to make sure everything has been properly placed and is assembled or unpacked to the customer's satisfaction.
- Make sure the customer signs all documents.
- All debris must be removed from the residence.



First Impressions, Lasting Impressions continued from page 2

DESTINATION AGENT – DELIVERY OUT OF SIT

First Impressions – Office Staff

- Contact the customer the day before delivery with an ETA of the arrival time of the crew. Call again the morning of delivery to update them on the time. A two-hour time window is suggested. The crew should have the customer's phone number to call with ETA updates if necessary.
- Ask the customer if they are requesting a full or partial unpack.
- Make sure the crew is clean, in company shirts and can get on the base.
- Confirm the crew knows its responsibilities at delivery and has the tools to properly assemble everything that was taken apart at origin. Having a packet of extra screws could be helpful.

Lasting Impressions – Crew

- Crew leader should take a walk through the house to make sure the customer's personal items are secured (handbag, jewelry, cash, etc.) before starting the delivery.
- Breaks and lunch should be done on schedule. Make sure the crew cleans up after themselves.
- Anything on the High Value/High Risk Inventory must be unpacked and checked off even if the customer waives unpacking.
- Remove all packing materials and debris from the home. The crew leader should take a final walk through the home to make sure everything is completed to the customer's satisfaction.
- The customer should sign all the documents.
- An appearance by the office staff at delivery always makes a good final impression.

For in depth training information for your crews, download our [Military Guidebook!](#) In addition, a wealth of information can be found on our website www.nationalforwarding.com.

ACRONYM REFERENCE

CONUS	Continental United States	PPSO	Personal Property Shipping Office
DoD	Department of Defense	SCAC	Standard Carrier Alpha Code
DP3	Defense Personal Property Program	SIT	Storage-in-Transit
DPS	Defense Personal Property System	SMO	Storage Management Office
DTR	Defense Transportation Regulations	TO	Transportation Office/Officer
GBL	Government Bill of Lading	TOS	Tender of Service
GBLOC	Government Bill of Lading Office Code	TSP	Transportation Service Provider
JPPSO	Joint Personal Property Shipping Office	USTRANSCOM	US Transportation Command
MCO	Military Claims Office	UTC	Coordinated Universal Time
NTS	Non-Temporary Storage	J4-HB	
PCS	Permanent Change of Station	TCJ 4-H	USTRANSCOM, Personal Property Division
PPPO	Personal Property Processing Office	TCJ4-H	(formerly known as SDDC)
		TCJ4-HB	

UPDATED CLAIMS LIABILITY BUSINESS RULES

By Kevin Spealman, Vice President & General Manager, National Claims Services

USTRANSCOM has issued an updated version of the Claims Liability Business Rules (dated December 12, 2017). You can see the new rules [here](#).

Both the Military Claims Offices and TSPs were given opportunities to comment, although unfortunately it appears that industry's comments were largely ignored. Some of the changes are:

2.4.1. – Acknowledgement requirements – there is a new requirement that we provide an acknowledgement of receipt giving certain info to the customer, much of which we're already doing. (Note also the contradictory and in my view erroneous sentence added later in the same section – which implies that we must **settle** the claim within 60 days. This is being addressed by industry, and in the meantime, it's believed simply to be an error – we have 60 days to enter an offer in DPS, not to obtain acceptance and pay.)

2.7 – Salvage – TSPs prohibited from pre-emptively deducting salvage before first discussing with customer – this is not something we've ever done, so should not affect us. That said, we will continue to actively pursue salvage when appropriate.

2.9.2. – requires a TSP to “allow” setoffs (by accepting in the Syncada system). We successfully lobbied for them to add also the verbiage stating that doing so does not affect our right to appeal the offset.

2.9.4. – denying claims due to it being the fault of a prior TSP (*i.e. we deny items because damage or loss is noted on an NTS rider*) – change in verbiage states that we do not forward to prior TSP, but instead, within 3 business days, we must notify customer and appropriate MCO. This means that when a TSP denies such a claim in DPS, an email should go to the MCO and customer right away, stating something like “in accordance with section 2.9.4. of the claims business rules, we hereby notify customer and MCO that we are denying liability for one or more items on this claim due to it being the fault of the previous TSP.”

4.0 – OCIE – There is a new process for OCIE (military gear that is issued to the soldier by the government). There is more to it than this, but the main change is that we should now DENY OCIE claims, and tell the MCO. They may later pay and send us a Demand, which we'd have to honor and settle within 60 days as long as it's reasonable. It's important to note that not all pro-gear is OCIE. Much pro-gear is indeed bought and paid for by the member, and this shall be handled in the same manner as in the past, which is to be included on the Loss and Damage Claim against the TSP.

2018 MILITARY & INDUSTRY EVENTS

Click on the meeting for more details.

March 13	Virtual Navy HHG Industry Days in the Cloud (multiple days)	Dial in by phone
March 13	Personal Property Forum (details pending)	Scott AFB, IL
March 19	JPPSO-NE 2018 TSP/Industry Meeting	Southbridge, MA
March 21-22	IAM & DOD European Workshop	Mannheim, Germany
April 5-8	43rd Annual Dispatch Convention hosted by American Int'l Movers, Inc.	Savannah, GA
April 8-10	AMSA Education Conference & Expo	Ft Lauderdale, FL
April 20-21	CPPC 2018 Workshop	Indianapolis, IN
Oct 5-8	IAM 56th Annual Meeting & Expo	Washington D.C.

DENSITY

Good density starts with packing. 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. That means packing as much as possible in the least amount of space.

Density is calculated by dividing the total weight of the shipment by the total volume or cubic feet of the shipment.

$$\text{Density} = \text{Net Weight} / \text{Cube}$$

Utilize all open spaces to reduce the cube of a shipment, thereby increasing density. 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 the space is filled, thoroughly wrap the item with paper pads, a carton, or cardboard. Use lay-down wardrobes and minimize use of 4.5 and 6.0 cartons. It may also be possible to disassemble certain furniture items.

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

Density is a key factor in both ocean freight and air freight as charges are calculated based on volume or cube, and not net weight. The industry average for crated shipments is 5.5 pounds per cubic foot.

A reduction of 1.0 pound per cubic foot could result in a 15% to 20% increase in transportation costs.



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WHAT OUR CUSTOMERS ARE SAYING

Positive Customer Satisfaction Survey Comments

The crew that packed us up were awesome, they were the best in my career.

Origin: Moving Services, Inc., Tucson, AZ

Hauler: Joyce Van Lines, Inc., Oxford, CT

Destination: Commonwealth Moving & Storage, Norfolk, VA

Charles the moving truck driver was amazing. He was courteous and helpful, and he kept my wife and I apprised of the status of our HHG's all along the way. Great Job!

Hauler: Carlyle Van Lines, Warrensburg, MO

Driver Recognition

~ Charles Ellard ~

I've moved 10 times in my military career, and this is by far the best military move I've had.

Intrastate California

Origin & Hauler: Blue Ribbon Movers, Salinas, CA

We've moved a few times, this was the best crew that I've had. Picking up and unloading and the people checking on us along the way were awesome as well.

Intrastate Florida

Origin & Hauler: Coast to Coast M/S, Tampa, FL

NFC Move Manager Recognition

~ Kiyera Hall ~

I recommend this company to every other Military family. They were excellent, they went above and beyond. I am absolutely happy and Kiyera our point of contact was on top of her game.

Origin & Hauler: Approved Moving & Stg., Deerfield Beach, FL

I want to provide additional feedback to how professional, prompt, and efficient the crew that loaded and unloaded our HHGs [were]. They were courteous and went out of their way to ensure that things went smoothly. I cannot recommend them enough.

Origin: Grace Moving and Storage, Boise, ID

Hauler: Grace Moving and Storage, Boise, ID under National Van Lines authority

COMPANY NEWS

HAPPY ANNIVERSARY

January 4	Pooja Chavda	Claims Assistant	1 year
January 5	Jim Rostis	Vice President, I.T.	24 years
January 6	Deborah Marciniac	CSS Analyst & Training Supervisor	4 years
January 10	Steve Caruso	Claims Adjuster	1 year
January 11	Dawn Jurkovich	Claims Adjuster	6 years
January 11	Jana Domagala	Claims Adjuster	6 years
January 16	Nikki Tolene	Move Manager	1 year
January 19	Laurie Johnson	Claims Adjuster	2 years
January 19	Kristi Tablerion	Claims Adjuster	2 years
January 26	Kevin Anda	Dispatcher	9 years
January 29	Michael Wilson	Director, DoD Programs	11 years
January 30	Michael Czarnecki	Assistant Manager, Claims	6 years

NFC GIVES BACK

Our 2017 fundraising totals are in! The combined efforts of all of our employees from snack table donations, casual days, and various fundraising events lead to approximately \$8000 in donations! A BIG THANK YOU to our S.O.S. Committee for coordinating these events. Special thanks go out to employees: Jim Rostis, Mike Kaiser, Tom Kennedy and Greg Verive, while not on the S.O.S. Committee, they have always provided extra help to make our events special.

MOVING FORWARD'S NEW LOOK

You may have noticed a change in how our newsletter looks! We are trying something new this year and hope you enjoy it. Don't worry, we will still have the same great contributors and content. As always, back issues of our newsletters can be found on our website www.nationalforwarding.com. Have any questions or comments? Send them to nfcnewsletters@nationalforwarding.com.

