



MOVING FORWARD

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FUEL SURCHARGE

ON APRIL 2ND, THE NATIONAL AVERAGE FOR ONE GALLON OF DIESEL FUEL WAS ANNOUNCED BY THE D.O.E AT \$3.042.

TARIFF	04/15 - 05/14
NVL100	8%
GSA-01	FORMULA BASED
D19/400NG	5%

THE 2018 TRAINING GUIDE

Peak season has already started for many of you. Once again, National Forwarding Co., Inc. has accumulated our important training reminders in this newsletter. This is an excellent time to review this information with your employees and use it as a training guide.

The Air Force Personal Property Activity, Headquarters has identified Special Interest Items for the 2018 Peak Season. Below is a list of violations and corresponding actions to take to avoid these violations.

Loss and Damage:

DOD 4500.9R, Part IV, APP B, Para B.12

Failed to exercise care to prevent loss or damage of personal property in the process of packing and unpacking and failed to properly and amply protect personal property in your possession.

The biggest customer complaint is damaged household goods, followed by lost or missing items. Please take great care in wrapping items for transport and upon receipt into storage. Remember to carefully check the inventory at the time of shipment transfers as well.

Failing to Deliver Shipment on or Before RDD:

Ref: DTR 4500.9-R Part IV, Appendix B., Para C.1.a

When a shipment is accepted at origin, I agree to meet the specified pickup date and will deliver the shipment on or before the RDD as stated on the BL.

Failure to meet this service requirement in 2017 resulted in more than 500 suspensions and was the fourth-biggest complaint on customer surveys. As an origin agent, keep NFC advised if a shipment has not been loaded by an assigned driver and as a hauler, make sure shipments accepted to haul are delivered prior to or on the RDD. Keep NFC advised of all ETA's.

Reweigh Failures:

DTR 4500.9, Part IV, Chapter 402, Para D.7. (b)

The TSP must enter the reweigh information (e.g. gross, tare, net weights, ticket number (if applicable), and reweigh date) into DPS and submit the weight tickets to the ordering PPSO within seven working days.

Reweigh requests are emailed to the hauler and a call is made to the dispatcher to confirm a reweigh will be performed. The driver should have his heavy weight available when calling to deliver a shipment into SIT or residence. The light weight should then be called into NFC ASAP, and the weight tickets sent within 7 days.



NATIONAL FORWARDING CO., INC.
2800 ROOSEVELT RD
BROADVIEW IL 60155
PH: 800-722-9144

NEWSLETTERS@NATIONALFORWARDING.COM

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Failure to Complete Pre-Move Survey: *Subject to the customer's availability, the TSP will complete the pre-move survey and update DPS with pre-move survey data as soon as possible but NLT three GBDs prior to the pickup date. For short-fuse shipments: The TSP is required to conduct pre-move survey (physically or telephonically) and enter pre-move data in DPS as soon as possible but NLT one GBD prior to the first scheduled pack/pickup date.*

An in-home survey **must** be done on a domestic shipment registered at 4700 lbs or more and an international shipment registered at 3200 lbs or more, within a 50-mile radius of the servicing facility. Use of NFC's pre-move survey form is mandatory on all our shipments and is considered one of the most important parts of an origin agent's responsibility. By doing a pre-move, you ensure that you have the proper supplies for the job along with the authorizations for 3rd party services.

Subpar Inventories:

DTR 4500.9-R Part IV, Appendix B., Para C.5

The following is a list of reasons inventories may be considered subpar:

- a) Not legible
- b) Pro Gear not correctly identified and annotated
- c) Using miscellaneous
- d) Not specifying color and description of upholstered furniture and rugs
- e) Using general descriptions
- f) Using quote marks
- g) Not identifying dresser contents
- h) Not filling out header and footers on inventories

Poor inventories severely impact customers when they experience damage or weight issues. Making sure all inventories are accurate and complete is the best way to ensure appropriate accountability for each customer. Poor pro-gear documentation has been a major issue for customers. See page 5 on how to properly prepare an inventory and page 6 on how to prepare a pro-gear inventory

Failed to notify PPSO of inability to meet RDD:

DTR 4500.9-R, Part IV, Appendix B, (TOS), Para C.1.c (2), (b).

Failed to update DPS with: 1 Last known location of the shipment. 2 Cause for delay. 3 New ETA.

It is absolutely vital that our haulers keep us informed of the status of their drivers so that we keep the customers and PPSOs informed.

Failure to arrive shipments in DPS:

DTR: 4500.9-R, Part IV, Chap 402, Para F.5.a.(1)&(2)

Upon arrival at destination, the TSP must arrive the shipment in DPS. If the TSP is unable to coordinate delivery with the customer within the allotted free waiting time (two hours domestically or three hours internationally), the TSP may submit a request for approval of storage in DPS.

Again, it is absolutely vital that our haulers keep us informed of the status of their drivers. If they are at or approaching destination, call us immediately so we can contact the customer and arrange for direct delivery or for delivery into storage in a timely manner.

A common theme we see throughout these violations is the failure in some way to **COMMUNICATE!**

Communication is the key to happy customers, TSPs, and PPSOs. Call 800-323-9125 or email NFC Operations at nfcoperations@nationalforwarding.com with any questions, concerns or updates during the peak season. We look forward to a busy and profitable summer for all!

Reminder: TSPs Must Take Accountability for Shipments Awarded to Them in DP3

USTRANSCOM released [Advisory \(18-0061\)](#) on April 3, 2018, reminding TSPs of the following:

1. *The TSP on the Bill of Lading (BL), regardless of the use of a Third-Party Service or alternate TSP, is fully responsible for the shipments they accept. This includes, but is not limited to, shipment management, storage, customer service, inconvenience claims, invoices, claims and any violations that may occur.*
2. *TSP's should maintain an internal company quality control system and be aware of how services are handled on their behalf.*
3. *For ease of customer understanding, "all" third party companies/move managers must include the responsible TSP name and information in all customer communications (i.e. phone conversations, emails, etc.).*
4. *All documentation must reflect the TSP on the BL. This includes, but is not limited to, inventories, DD Form 619, DD Form 619-1, weight tickets, Notification of Loss or Damage at Delivery, and Notification of Loss or Damage After Delivery.*
5. *Email questions/concerns pertaining to this message to USTRANSCOM Operation and Quality Support Team at army.sddc.safb.ppperf@mail.mil.*

While all USTRANSCOM's concerns are valid, we would like you to take notice of number 4. Please make sure your agents, employees, and drivers know that ALL paperwork and in particular the **weight ticket** and **inventory** must have the TSP name on it.

Blackouts

Domestic blackouts should be sent to:
blackouts@nationalforwarding.com.

International blackouts should be sent to:
international@nationalvanlines.com.

Qualified Labor

As a driver that is delivering direct, it is our suggestion that you call our agent first to line up help for delivery. Please do so well in advance in the peak season. If you have your own help, or have trusted help in certain areas, that is certainly a bonus.

Specific Task Email

<u>Task</u>	<u>Email</u>
Blackouts	Blackouts
Preremove Surveys	Preremovesurveys
Preapprovals	Preapprovals
Pickup Weights	Originweights
Reweigh Weights	Reweigh
OA Invoice/Ppwrk	Origin-docs
Hauling Invoice/Ppwrk	Hauling-docs
Clearing & Del Info	Clearing
SIT Invoice/Ppwrk	Storage-docs
Notice of Del out of SIT	Movemanagers
Fast Pay Paperwork	fastpay

All emails end with @nationalforwarding.com

Agent & Hauler Quick Check List

OUR ORIGIN AGENT NEEDS TO:

- Perform a pre-move survey ASAP (if the customer cannot be reached, contact us) & return to NFC no later than 3 days prior to the first pack date. The GBL will be printed about a week before load day and emailed to you. Advise NFC of any changes, such as deleting a pack day or loading early.
- Origin Services include performing a pre-move survey, packing and labeling boxes with contents, High Value/High Risk Inventory, packing & labeling pro gear with contents and weight, APU if L/H vehicle is not available or there is an overflow, making sure the customer has proper documents and returning all origin documents to National Forwarding.
- Origin documents must be sent to the base within 7 workdays from load day. NFC will forward the documents to the base once we receive all origin documents including weights and inventories. (Contact our office if the driver has not returned them to you within 3 business days.)

OUR HAULER NEEDS TO:

- Get a new light & heavy weight for shipments out of residence or NTS – take a rider on NTS shipments. If you smell or see mold – contact our claims office – do not load!
- Contact NFC if there are any problems at residence, (including packing not being completed) any last-minute pre-approvals & make sure the customer & origin agent have copies of documents.
- Call or email NFC with the weights within 3 days after pick up (include separate pro-gear weight.) Return weight tickets and inventory to the origin agent NLT 3 days after pick up.
- Advise NFC with an ETA to destination and for the availability of the customer.
- Re-weigh if requested, call in weights and send copies of weight tickets to our office within 3 days.
- Contact NFC when you arrive at destination and request any necessary pre-approvals.
- We will arrive the shipment in DPS and request SIT # or deliver off to residence.
- Residence deliveries include one-time placement, full unpack, re-assembly and debris removal.

OUR DESTINATION AGENT NEEDS TO:

- Make sure the driver gets the shipment off in a timely manner.
- Help the driver find qualified help if the shipment is delivering to residence or a shuttle.
- Advise NFC ASAP if the customer or the base calls you to release a shipment out of SIT.
- NFC must be advised of a delivery BEFORE it delivers so we can enter the information into DPS.
- Delivery out of SIT includes onetime placement, full unpack, re-assembly and debris removal

Properly Completed Inventory

HOUSEHOLD GOODS DESCRIPTIVE INVENTORY

CONTRACTOR OR CARRIER: National Van Lines, Inc. U.S. DOT No. 766288
 TAG COLOR: Red TAG NOS. 91 THREES: 120
 NATIONAL VAN LINES
 AGENT: National Van Lines

NAME, RANK/GRADE, SSN: Smith, John E-8
 ORIGIN LOADING ADDRESS: 123 Fake Street
 CITY: Virginia Beach, VA
 DESTINATION: San Diego, CA

PAGE NO. NO. OF PAGES: 3 of 12
 CARRIER REFERENCE NO.: 333333
 CONTRACTOR OR GBL NO.: B9A0000011
 GOVT. SERVICE ORDER NO.:
 VAN NUMBER:

DESCRIPTIVE SYMBOLS
 SW - BLACK & WHITE TV
 C - COLOR TV
 CF - CUBOID PACKED
 PD - PACKED BY OWNER
 CD - CARRIER DISASSEMBLED
 SW - STRIP WRAPPED

EXCEPTION SYMBOLS
 D - DENTED
 F - FADING
 Q - QUINCHED
 L - LOSS
 M - MARKED
 MI - MISCELLANEOUS

LOCATION SYMBOLS
 L - LAMP
 2 - BOTTOM
 3 - CORNER
 4 - FRONT
 5 - LEFT
 6 - TOP
 7 - REAR
 8 - RIGHT
 9 - SIDE
 10 - TOP
 11 - VENDOR
 12 - EDGE
 13 - CENTER
 14 - INSIDE
 15 - SEAT
 16 - DRAWER
 17 - DOOR
 18 - SHELF
 19 - HARDWARE
 20 - INSIDE

Item No.	Weight (LBS)	Carton No.	Carton Desc.	Item Description	Condition at Origin	Exceptions (if any) at Destination
1		35	4.5ctn	Flight jacket	M - Pro Gear	35 - # C
2		35	1.5ctn	Reference Material	S - Pro Gear	22 # S
3		35	Red sofa	4, 5, 6, CH	5, 1, BR	Leather, 3, cushion 15 W
4		35	DR wood chair	5, 1, L	4, 5, 6, 2	
5		35	Toy Box	SC 4, 20, 3		
6		35	Red Tool Box	Full of Tools	Locked	4, 5, 3, D
7		35	Samsung TV	MN LN H6 D00 KF, S/N # 33662146	Seal	132636

REMARKS/EXCEPTIONS: CHECK OFF EACH ITEM AT DELIVERY

RECEIVED \$ _____ IN FULL SETTLEMENT OF MY CLAIM SHIPPER'S SIGNATURE _____

NOTICE: BEFORE SIGNING - CHECK SHIPMENT, COUNT ITEMS AND DESCRIBE LOSS OR DAMAGE IN SPACE ON THE RIGHT ABOVE.

AT ORIGIN	CONTRACTOR, CARRIER OR REPRESENTATIVE (DRIVER) Signature: Dan Doc Date: 9/1/14	AT DESTINATION	CONTRACTOR, CARRIER OR AUTHORIZED AGENT (DRIVER) Signature: Bill Edwards Date: 9/17/14
	OWNER OR AUTHORIZED AGENT Signature: John Smith Date: 9/1/14		DRIVER SATISFACTORILY UNPACKED Signature: John Smith Date: 9/17/14
			SHIPMENT UNWARRANTED IN RESIDENCE AT DESTINATION Signature: John Smith Date: 9/17/14

1 - DELIVERY RECEIPT

- List tag color and item numbers on every page
- List page numbers (1 of 3 pages or 5 of 7 pages, etc.)
- Agency Name
- Carrier Bill of Lading
- Customer's full name and rank (if available)
- Government Bill of Lading
- Complete origin loading address
- Complete destination address; if unknown, list the city and state
- Pro-Gear: List carton size, item description, M (member), or S (spouse). The weight should be listed for each individual item as Constructed (C) or weighed on a Scale (S)
- List furniture item with brief description and do not over write exceptions
- List tool boxes or dressers as full/empty or locked/unlocked with brief description of contents
- Electronics should include a brief description with make, model and serial number
- Make sure the driver and customer sign and date at completion of loading
- Make sure the driver and customer sign and date at completion of delivery

This inventory is pre-printed with the carrier/TSP name. If your inventory is not pre-printed, you must list the TSP name! This is a NEW requirement as of April 2018 from USTRANSCOM.

At delivery, each item should be initialed off by the service member or spouse.

Proper Weighing Procedures

Here are some reminders regarding weighing procedures on military shipments:

- As of April 3, 2018, all paperwork must contain the TSP name
- All weight tickets MUST contain the shipper's last name and GBL number!
- All shipments must be weighed at origin including shipments releasing out of NTS.
- A reweigh, when requested, should be performed at destination prior to delivery. Please bear in mind that the Transportation Office and customer are entitled to witness any shipment weighing if they so choose.
- Separate weights should be obtained for any extra pickup or extra delivery requiring an accessorial service that has a weight-based compensation calculation. This primarily includes shuttles and mini-storage pickup fees.
- Pro-Gear, aka Professional Books, Papers & Equipment, should be weighed separately (on a bathroom scale or platform scale) from household goods and entered on the GBL while being appropriately notated on the inventory. If a scale is not available a constructive weight should be estimated at 7 lbs. per cube.
- Leave all pads, dollies, hand trucks, ramps, and other equipment required to transport the shipment on the vehicle during the tare and gross weighing. No person(s) should be on the truck during the time of weighing.
- Fuel tanks should be full at the time of each weighing. If not full, fuel should not be added between the tare weighing and the gross weighing.
- Separate weight tickets are required for the tare and gross weights, except when using the same scale for both.

Requirements for Weight Tickets

1. Location of Scale
2. Date of Weigh
3. Weights
4. Company ID
5. Shipper's Last name
6. GBL Number
7. Weighmaster Signature.
8. TSP Name

THE CAT SCALE GUARANTEE
The CAT Scale Company guarantees that our scales will give an accurate weight. What makes us different from other scale companies is that we back up our guarantee with cash.®

WEIGH WHAT WE SAY OR WE PAY®
If you get an overweight fine from the state **AFTER** one of our CAT Scales showed a legal weight, we will immediately check our scale and we will:
(1) Reimburse you for the cost of the overweight fine if our scale is wrong. **OR**
(2) A representative of CAT Scale Company will appear in court **WITH** the driver as an expert witness if we believe our scale was correct.

IF YOU SHOULD GET AN OVERWEIGHT FINE, YOU SHOULD DO THE FOLLOWING TO GET THE PROBLEM RESOLVED:
1) Post bond and request a court date.
2) Call CAT Scale Company direct 24 hours a day at 1-877-CAT-SCALE, ext. 7 (Toll Free) or visit www.catscaleguarantee.com for instructions.
3) **IMMEDIATELY** send a copy of the citation, CAT Scale Ticket, your name, company address, and phone number to: CAT Scale Company Attn: Guarantee Department.

*The four weights shown below are separate weights. The **GROSS WEIGHT** is the **CERTIFIED WEIGHT** and was weighed on a full length platform scale. All weights are guaranteed by CAT Scale.

CAT SCALE COLLECTOR CARD INSIDE!

60227599
TICKET NUMBER

CAT SCALE
CERTIFIED AUTOMATED TRUCK SCALE
CAT SCALE COMPANY
P.O. BOX 630
WALCOTT, IA 52773
(563) 284-6263
www.catscale.com

1056 SCALE **1378**
60227599 LOCATION:
PUBLIC WEIGHMASTERS
CERTIFICATE OF
WEIGHT & MEASURE
LOVES COUNTRY STORE
1 25 EXIT 104
PUEBLO CO

DATE: 10-18-2014

STEER AXLE 4480 lb
DRIVE AXLE 7680 lb
TRAILER AXLE 00 lb
GROSS WEIGHT 12160 lb

This is to certify that the following described merchandise was weighed, counted, or measured by a public or deputy weighmaster, and when properly signed and sealed shall be prima facie evidence of the accuracy of the weight shown as prescribed by law.

SMITH, JOHN XYZ TSP MOVING COMPANY
BGAC0000001

LIVESTOCK, PRODUCE, PROPERTY, COMBOD, FLORARTICLE WEIGHED FREIGHT ALL KINDS
COMPANY _____ TRACTOR # 01 TRAILER # 01
WEIGHMASTER OR WEIGHMASTER SIGNATURE *Misty Norris* FULL WEIGHT TICKET # _____
MISTY NORRIS (IF REWEIGH)

WEIGH NUMBER 7599 FEE \$10.50
CUSTOMER COPY

DRIVER'S TRUCK UNLESS CHECKED HERE

© CAT Scale® Pat 3050 04/14

5 & 6 are very important and often forgotten about!

Professional Books, Papers & Equipment (PRO-GEAR)

Every customer is allowed up to 2000 lbs. of pro-gear that will be deducted from the actual weight of their shipment and their spouse is allowed 500 lbs. (Check out Att. K1 "[It's Your Move](#)" on the SDDC website for complete information.)

The following are considered Pro-Gear:

- Reference Material
- Equipment necessary for their profession
- Specialized clothing such as diving suits, flying suits, band uniforms and chaplain's clothing
- Issued Field clothing and equipment

Specific exclusions include:

- 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

All pro-gear must be identified and separated from the household goods by the member or spouse. The items must be placed in separate boxes or cartons, marked, weighed and inventoried properly. The pro-gear must be further identified as M-PRO for the member and S-PRO for the spouse on the inventory.

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. 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 called in, with the shipment weights, no later than 3 days after loading.

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

CONTRACTOR OR CARRIER		HOUSEHOLD GOODS DESCRIPTIVE INVENTORY		PAGE NO.	NO. OF PAGES
TSP: National Forwarding Co. Inc.		AGENT National Agent		1 of 1	
OWNER'S GRADE OR RATING AND NAME SFC/E-7 John Smith				CARRIER'S REFERENCE NO. 200200	
ORIGIN LOADING ADDRESS 123 Fake Street,		CITY Broadview	STATE IL	CONTRACT OR GBL. NO. BGN0001000	
DESTINATION 321 New Road,		CITY Tampa	STATE FL	GOVT. SERVICE ORDER NO.	
				VAN NUMBER	
DESCRIPTIVE SYMBOLS		EXCEPTION SYMBOLS		LOCATION SYMBOLS	
BW - BLACK & WHITE TV C - COLOR TV CP - CARRIER PACKED PSD - PACKED BY OWNER CD - CARRIER DISASSEMBLED DBO - DISASSEMBLED BY OWNER PB - PROFESSIONAL BOOKS PE - PROFESSIONAL EQUIPMENT PP - PROFESSIONAL PAPERS MCU - MECHANICAL CONDITION UNKNOWN BE - BENT BR - BROKEN BU - BURNED CH - CHIPPED CU - CONTENTS & CONDITION UNKNOWN O - DENTED F - FADED G - GOUGED L - LOOSE M - MARRED MI - MILDIEW MO - MOTH EATEN R - RUBBED RU - RUSTED SC - SCRATCHED SH - SHORT SO - SOILED T - TORN W - BADLY WORN Z - CRACKED				1. Arm 2. Bottom 3. Corner 4. Front 5. Left 6. Legs 7. Rear 8. Right 9. Side 10. Top 11. Veneer 12. Edge 13. Center 14. Inside	
NOTE: THE OMISSION OF THESE SYMBOLS INDICATES GOOD CONDITION EXCEPT FOR NORMAL WEAR					
ITEM NO.	CR REF.	ARTICLES	CONDITION AT ORIGIN	EXCEPTIONS (IF ANY) AT DESTINATION	
1		1.5 carton - reference material	M-PRO-12lbs	-C	
2		1.5 carton - reference material	M-PRO-12lbs	-C	
3		4.5 carton - flying suits	S-Pro-31.5	bathroom scale	
4					
5					
6					

Paperwork for Claims Prevention

HIGH VALUE/HIGH RISK INVENTORY

We have a mandatory policy, and [this document](#) is a great claims prevention tool. Some common mistakes we see are failing to do the mandatory unpack for these items and get the initials on each item in the last column and not including high risk/highly pilferable items along with high value. Remember that anything on the HV/HR inventory must also be on the regular inventory.

INVENTORY PROCEDURES

- Do not over-write or under-write exceptions
- Surface scratches (that you have to bend down in the right light to see), should NEVER be written up – that's normal wear and tear
- Over-writing inventories can seriously harm our Customer Satisfaction Survey score, and therefore harm our business – we'll probably inspect anyway if there's a serious damage claim
- Don't forget the MODEL #, as it's way more important than serial numbers
- Be descriptive (what color and pattern of couches, how many cushions, what kind of material, etc.)
- Don't forget the recent warnings from JPPSO's for inventory issues- LOW's and Suspensions will be issued

RIDERS/EXCEPTION SHEETS

- Both parties are free to put their own point of view on the rider – if there's a disagreement, the document should reflect the position of each party
- Call us!! If there's a problem, call NFC, Claims watts line: 800-325-6889
- HHG must stay accessible, in a staging area, until everything is finalized and exception sheets signed. We must be notified immediately, before anyone leaves, if that is not being done
- The rider is not valid unless both parties sign. The name and B/L # should also be on the rider, as well as the date it was taken. If the other party does not want to sign a rider, call us immediately at 800-325-6889.

1850/1851 - "LOSS/DAMAGE AT/AFTER DELIVERY FORM"

- Two-sided form
- If no loss and damage, write NONE across the form
- If more than one page, write 1 of 3, 2 of 3, etc.
- Please ensure that ALL fields are complete and accurate, including GBL#, SCAC, and TSP Claims contact information on the bottom left.
- For all NFC and affiliated SCAC's, the claims contact information should be:
National Claims Services, Inc.
1225 Gardner Road
Broadview, IL 60155
800-325-6889
ncs@ncsclaims.com

Communication is the Key to Success!

Contact National Forwarding Co., Inc. immediately if any of the following issues arise:

Issue	Department to Contact	Resolution
Contact information for the military member is incorrect	Operations 800-722-9144 nfcooperations@nationalforwarding.com	Operations will contact the base and get you the correct info
Military member changes the pack and load dates or adds additional weight to their shipment	Operations 800-722-9144 nfcooperations@nationalforwarding.com	Operations will update DPS
Military member requests driver to wait until they receive their residence keys	Operations 800-722-9144 nfcooperations@nationalforwarding.com	Operations will contact the base to start waiting time
A service is necessary that has not been preapproved	Pre-Approvals 800-722-9144 preapprovals@nationalforwarding.com	Pre-Approvals will send a request to the PPSO
Military member or PPSO calls your office to deliver their shipment out of SIT	Move Management 888-993-6683 movemanagers@nationalforwarding.com	Move Management will contact the military member and update DPS with the delivery information
Mold is found on HHG in residence or out of the NTS facility	Claims 800-325-6889 ncs@ncsclaims.com	Do not begin to pack or load! Contact the Claims Department and they will advise if shipment should be loaded and base will be contacted by NFC
Infestation (bugs or rodents) of HHG at residence	Claims 800-325-6889 ncs@ncsclaims.com	Do not begin to pack or load! Contact the Claims Department who will work with NFC Operations and advise if shipment should be packed/loaded

National Forwarding Co., Inc. needs the following information to keep DPS posted in a timely manner:

- Pre-move survey no later than three days prior to the first pack day
- Weights called in within 3 days of loading, including pro-gear weight
- ETA to destination – we need valid ETA's and driver's schedule
- Arrival of driver or shipment needs to be entered into DPS prior to entering the actual direct delivery or clearing for SIT

COMPANY NEWS

HAPPY ANNIVERSARY

April 4	Jennifer Thompson	Move Manager	1 year
April 12	Kristin Louapre	Senior Commercial Coordinator	14 years
April 13	Patty Farmer	DP3 Billing Coordinator	19 years
April 24	Patty Hartung	Office Assistant	29 years
April 26	Stephanie Benitez	DOD Lead Coordinator	8 years

2018 NFC 400NG RATING ENGINE RELEASED

The 2018 NFC Rating Engine is now available. The tool can be found on the NFC website www.nationalforwarding.com for download. Click on Transportation Partners, NFC Resources, 2018 NFC Rating Tool. The NFC Rating Engine is an Excel based program. Upon download, please enable all macros once you have opened the Rating Engine.

NFC'S TONNAGE LIST

Have you been to NFC's website www.nationalforwarding.com yet? If not, what are you waiting for!? At your fingertips is access to our tonnage list that updates every 3 minutes! Not only are you able to view NFC's available tonnage, but you can sort the list to fit your needs. For example, you include/exclude states, dates, linehaul etc. This comes in handy for sorting when you are looking for back haul on those self-haul shipments you are servicing.

