



MOVING FORWARD

CONTENTS

CODE D AND CODE 2 SHIPMENTS	1
INTERESTING ARTICLES	2
NFC SENDS BASE PAPERWORK!	2
MOLD & MILDEW REMINDERS	2
TOS UPDATES	3
NVL INTERNATIONAL	3
ACRONYM REFERENCE	4
POSITIVE CSS	5
COMPANY NEWS	6

FUEL SURCHARGE

ON JULY 2ND THE NATIONAL AVERAGE FOR ONE GALLON OF DIESEL FUEL WAS ANNOUNCED BY THE D.O.E AT \$3.236.

TARIFF	07/15/18 - 08/14/18
NVL100	9%
GSA-01	FORMULA BASED
D19/400NG	6%

Code D Crated and Code 2 Shipments: Is there a Difference?

Crating Code D shipments has become a routine procedure with the driver shortage. Is there a difference between a Code D you are asked to crate and a Code 2 shipment? The short answer is YES.

The big difference between a Code D and a Code 2 shipment is the requirement of **loading the Code 2 at residence**. The crates must be weighed prior to arriving at residence and then loaded and sealed at residence in the presence of the customer.

You may take the household goods of a Code D crated shipment back to your warehouse and crate there. Get your light and heavy weights (just like an APU) and call us with the information upon returning to the warehouse. By getting the weights before crating, we can meet the military requirement of entering weights into DPS within 3 Government Business Days. If the shipment was not weighed, then we request crating within 3 GBD of loading and forward the crate weights and count to us for routing. You can always crate the Code D at residence if you prefer.

In both Code D Crated and Code 2 Shipments make sure:

- Crates are in sound condition with no holes or deteriorations. They should be properly caulked, with old markings completely removed.
- DO NOT use warehouse vaults.
- Most common material used for cushioning is paper padding (overseas paper), corrugated paperboard or paper blankets.
- Low-density shipments suffer damage due to shifting within the containers. Large, heavy items such as refrigerators, washers, and dryers must be placed on the floor using other heavy, dense articles such as footlockers or boxes of books for bracing. Weight distribution should be equal, keeping the center of gravity in the center of the container. Less dense articles such as chairs, small electric appliances and linens will be used in the middle layer and lightweight articles on the top layers. All space must be filled or top bracing installed to fill the container. Pack items TIGHTLY.
- Crates should have the customer's name, GBL number and destination agent printed on the side of the crate.

If you have questions, please feel free to contact NFC Operations at 800-722-9144.



NATIONAL FORWARDING Co., INC.
2800 ROOSEVELT RD
BROADVIEW IL 60155
PH: 800-722-9144
NEWSLETTERS@NATIONALFORWARDING.COM

Interesting Articles

We have gathered some articles from various industry resources on transportation related topics we feel might be of interest to you.

[Why the Trucking Shortage Is Costing You](#) by Thomas Black and Eliza Haverstock, *Bloomberg News*

A shortage of truck drivers that has been simmering in the US for years has reached a full boil. Black & Haverstock explain how bad the shortage is, causes, and possible solutions.

[Class 8 Orders in July Reach All-Time High of 52,400](#) by Roger Gilroy, *Transport Topics*

Class 8 trucks are large tractors which are used to pull trailers. The take away is that there is quite a bit of demand for that equipment. If agents plan on ordering, there will undoubtedly be an increase in prices and, perhaps, a limit on availability. So, if they plan on purchasing, they should do so early.

[What's Next on the Road to Self-Driving Trucks?](#) *Transport Topics*

A podcast with Seth Clevenger, Managing Editor of Features at Transport Topics and Chuck Price Vice President of TuSimple discuss how the next levels of automation will be deployed and what the legal and regulatory framework around it will look like.

[LTG Stephen Lyons is confirmed as the next Commander, U.S. Transportation Command](#) *NDTA*

Lieutenant General Stephen R. Lyons is a 1979 graduate of the LaSalle Institute of Troy, NY. He has served in the military since 1983. Prior to becoming the Commander of the U.S. Transportation Command, he served as the Deputy Commanding General for USTRANSCOM. He will be the first ever non-Air Force officer to lead this command. Details of his confirmation hearing can be read [here](#) and a bio on him can be found [here](#).

NFC Sends Base Paperwork!

Did you know that as of February 1st, 2017, NFC has taken over the responsibility of forwarding origin documentation to the PPSO!

All origin agents need to do is submit origin documentation to us in a single PDF within 3 days of pickup to origin-docs@nationalforwarding.com.

These documents are:

- Rated GBL
- Weights
- Inventory (carton and furniture)
- DD619

We will make sure the documentation is correct and forward it on to the base. If you have not received the necessary documentation from the hauler, contact our office as soon as possible and we will work on retrieving it.

Mold & Mildew Reminders

If you are picking up a shipment from an NTS or other warehouse, you should carefully inspect all non-packed items, especially fabric, for mold or mildew. Look for visible signs, and use your sense of smell. Inspect randomly the contents of cartons as well. If there is any mold or mildew do NOT under any circumstances accept the shipment. Once you take possession of moldy or mildewed items, the costs associated with taking care of the mold or mildew (which can be very high) will be ours to bear.

It is important to also inspect items being picked up from a member's residence that have been stored in basements, garages, and outdoor sheds – in addition to extra pickup locations such as storage lockers. These areas are also prone to being contaminated with mold, so it is very important that all items being picked up in these locations are closely inspected.

These shipments are considered health hazards and you should contact National Claims Services, Inc. at 800-325-6889 as soon as possible on how to proceed.

Tender of Service Updates: Virtual Pre-Move Surveys & Electronic Inventories

USTRANSCOM released Personal Property Advisory 18-0079 regarding the use of Virtual Pre-Move Surveys and Automated Inventories. The Tender of Service has been updated to read:

Pre-Move Survey TOS Section C.1.b:

"I agree to perform pre-move surveys on all shipments. I will conduct an in residence or virtual pre-move survey (with customers consent; e.g. email, or software consent) on all domestic shipments estimated at 4,700 pounds or more and all international shipments estimated at 3,200 pounds or more that are within a 50-mile radius of my servicing agent. For Short-haul shipments and shipments of lesser weight and/or those with pickup points exceeding 50 miles from my servicing agent, I agree to conduct a pre-move survey in residence, virtually (with customer's consent; e.g. email or software consent) or telephonically."

Automated Inventories TOS Section C.5. (a). (1):

- a. TSP who elect to use automated inventory software must ensure that the listing of each item must meet or exceed the inventory requirements currently contained in the DTR.
- b. Customer must be able to thoroughly review inventory contents, including all comments, conditions, and annotate exceptions prior to signature.
- c. TSP must obtain customers electronic signature separately on each individual page
- d. Inventory must not be editable once signed and provided to customer.
- e. TSP must provide the customer the automated copy prior to departing the residence with the property.
- f. Customer and PPSO must be able to view, including all comments, conditions, exceptions, and signature in any subsequent email version.



NATIONAL FORWARDING DIRECTORY

ADMINISTRATION & BILLING: PH: 708-345-0550 PH: 800-323-9125 FX: 708-345-3245 AGENCY SERVICES: PH: 800-323-9125 FX: 708-345-9112	OPERATIONS: PH: 800-722-9144 FX: 708-345-0554 MOVE MANAGEMENT: PH: 888-993-6683 FX: 708-356-5220 AFTER HOURS: 888-993-6683	CLAIMS: PH: 800-325-6889 FX: 708-345-5218 INTERNATIONAL: PH: 800-323-1963 FX: 708-450-1273 TONNAGE: www.nationalforwarding.com
---	---	---

DEPARTMENTAL EMAIL		SPECIFIC TASK EMAIL	
Operations	nfcoptions@nationalforwarding.com	Blackouts	blackouts@nationalforwarding.com
Move Mgt.	movemanagers@nationalforwarding.com	Premove Surveys	premovesurveys@nationalforwarding.com
Agency	agency@nationalforwarding.com	Preapprovals	preapprovals@nationalforwarding.com
Billing	nfcbilling@nationalforwarding.com	Pickup Weights	originweights@nationalforwarding.com
International	international@nationalvanlines.com	Reweigh Weights	reweigh@nationalforwarding.com
Int'l Quotes	quote@worldrelocations.com	OA Invoice/Paperwork	origin-docs@nationalforwarding.com
Claims	ncs@ncsclaims.com	Hauling Invoice/Paperwork	hauling-docs@nationalforwarding.com
Admin.	admin@nationalforwarding.com	Clearing & Delivery Info	clearing@nationalforwarding.com
		SIT Invoice/Paperwork	storage-docs@nationalforwarding.com
		Notice of Delivery out of SIT	movemanagers@nationalforwarding.com
		Fast Pay Paperwork	fastpay@nationalforwarding.com

ACRONYM REFERENCE

AFB	Air Force Base	PPPO	Personal Property Processing Office
BL	Bill of Lading	LOS	Letter of Suspension
BVS	Best Value Score	LOW	Letter of Warning
CONUS	Continental United States	NLT	Not Later Than
COS	Code of Service	NTS	Non-Temporary Storage
CP	Contractor Packed	OTO	One-Time Only
CSS	Customer Satisfaction Survey	PBP&E	Professional Books, Papers and Equipment
CSSS	Customer Satisfaction Survey Score	PPPO	Personal Property Processing Office
DoD	Department of Defense	PPSO	Personal Property Shipping Office
DP3	Defense Personal Property Program	RDD	Required Delivery Date
DPS	Defense Personal Property System	SCAC	Standard Carrier Alpha Code
DTR	Defense Transportation Regulations	SIT	Storage-in-Transit
ETA	Estimated Time of Arrival	SMO	Storage Management Office
FRV	Full Replacement Value	TMO	Traffic Management Office
GBD	Government Business Day	TO	Transportation Office/Officer
GBL	Government Bill of Lading	TOS	Tender of Service
GBLOC	Government Bill of Lading Office Code	TSP	Transportation Service Provider
HHG	Household Goods	USTRANSCOM	US Transportation Command
iHHG	International Household Goods	UTC	Coordinated Universal Time
IT	International Tender	J4-HB	USTRANSCOM, Personal Property Division (formerly known as SDDC)
JPPSO	Joint Personal Property Shipping Office	TCJ 4-H	
MCO	Military Claims Office	TCJ4-H	
NTS	Non-Temporary Storage	TCJ4-HB	
PCS	Permanent Change of Station		

WHAT OUR CUSTOMERS ARE SAYING

Positive Customer Satisfaction Survey Comments

I loved that I had the same crew for packing, loading, driving, and unloading! It ensured continuity, a more personal move, and helped provide peace of mind during the move process that I have NEVER experienced in the past! I would love to have a door-to-door move (or at least the same packing, loading, and unloading crew) every time!

Origin & hauling: All in a Box Moving & Storage, Land O Lakes, FL

We are extremely pleased with the professionalism, care, and sense of urgency provided by both the packing and moving of our household goods. Thank you much for the care taken when moving my family!

Origin & hauling: Bell Moving & Storage, Cincinnati, OH under Wheaton Van Lines

They were good, responsible, on time, and nothing was damaged.

Origin & hauling: S&C Movers, Inc., Slidell, LA

Everything was absolutely amazing - the people that packed everything up (Tina and Roy with Moving Services) were incredibly friendly and took great care with all of my belongings. With my father in the Army while I was growing up, I am used to the expectation that at least one thing will get scuffed or damaged in the moving process (just the nature of moving things from place to place, especially with a cross-country move), but I was so impressed that after unpacking everything, I have not found any of the sort. They took their time, yet were efficient in their work, and I wanted to give a major THANK YOU for their positive attitude, customer service, and attentiveness throughout the day.

I also wanted to give another major THANK YOU to the movers who came to pick everything up - Damon and Mike. Really great guys, also equally careful in transferring everything to the truck, ensuring that it was packed well. I was also happy that I received my shipment so quickly - definitely not what I was expecting with it being the busiest time of year to move - I had everything delivered about a week and a half later. You can certainly tell that these people take great pride in their work and what they do. Thank you for making this such a seamless process, I am very grateful for everything!

Origin & hauling: Moving Services, Inc., Tucson, AZ under National Van Lines

The workers who loaded my household goods in Camp Lejeune, NC were beyond expectation of customer service and professionalism. They were extremely helpful, thorough, clear, and personable to have load and move my personal goods. Because of those two workers along, I would strongly recommend the moving company they work for. Employees like them are extremely valuable and are the reason why companies thrive.

Hauler: National Van Lines

COMPANY NEWS

HAPPY ANNIVERSARY

July 2	Akira Williams	Claims Assistant	19 years
July 8	Christine Shuflit	Move Manager	3 years
August 1	Diana Aleksic	Billing Technician	7 years
August 3	Deepika Rochwani	Billing Technician	2 years
August 4	Arlene Kozlick	Internal Auditor	36 years
August 6	Vickie Carroll	Claims Adjuster	16 years
August 13	Kim Loughman	Claims Adjuster	11 years
August 11	Amy Barkoozis	Move Manager	6 years

SUMMER NEWSLETTER PUBLICATION

While in peak season, NFC employs an “all hands-on deck” policy to support Operations. Our newsletter will be published every other month, instead of our usual monthly issues. This allows us to maintain the integrity of our newsletter while providing much needed support to our military customers and agents. Our September issue will be our back to normal monthly publication.

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. If you need a tutorial on the sorting features, please contact Agency Services at 800-323-9125.

