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**Personal Property Forum (PPF) Overview**

This fall's SDDC Personal Property Forum was held on Monday, September 14<sup>th</sup> in Arlington, Virginia. The event was well attended by SDDC staff, Transportation Service Providers, and the Armed Services. The following article provides a summary to some of the key topics discussed at this fall's PPF.

**Opening Comments on the 2015 Peak Season**

It was announced that LTC Todd Jensen will be assuming the role as Director of Personal Property at SDDC, a position previously held by LTC Michael Erhardt. LTC Erhardt talked positively when reflecting on the Peak Season of 2015, despite the large change that was made regarding the refusal of shipments. Volumes for 2015 fell just under the 3-year average with Shortfuse booking equating to 25% for the summer versus 34% for 2014. As expected, PPSO Offer Handling Time was significantly down this summer due to the no-refusal policy; however, the industry did see an increase in missed RDDs, presumably for similar reason.

**Peak Season Challenges**

SDDC reported a much higher volume of suspensions during 2015 Peak Season stemming from turned back shipments, missed pickups and shipment refusals. A vast number of immediate suspensions were handed down for these offenses. In addition to the suspension, 19 non-use actions were taken by SDDC in the same time period immediately suspending TSPs from operation in the DP3 Program. The Joint Operations Board panel, composed of representatives from each of the Military Service Headquarters and SDDC gave the perception of an increased number of very negative customer satisfaction survey comments leading to SDDC exploring bureaucratic means to improve the program. NFC is proud to report that we did not have a single shipment turn back or refusal.

**Channeling Concept Pilot**

SDDC spent a fair amount of time reviewing and answering questions about the recent Federal Register posting of the proposed channeling concept. The concept calls for two lanes of traffic to be removed from standard shipment distribution and placed into a separate volume move arena with separate bidding. The concept is currently in a 60 day comment period, with a scheduled release for a five month period running from April through the end of September, 2016. For additional information on this topic, please see the article titled "Household Goods Channeling Concept Pilot Program" in this newsletter.



PPF Overview....continued

### **Rate Filing Timeline Proposed Adjustment**

Danny Martinez, SDDC, spoke of proposed changes to the rate filing timeline which would move the filing to earlier in the month of January. The changes would move all pre-filing deadlines up; however, SDDC believes the change will permit for lengthier review of their ranking in the distribution list while also reducing the buildup in the shipment queue.

### **Performance Period Discussion**

Changes to the Performance Periods were also discussed with positive impacts to the change being discussed. Overall, the distribution benefits seemed to be outweighed by the overwhelming opinion the change was only necessary to make up for programming glitches in the DPS System.

### **Code 2 Shipments**

Peak Season Code 2 Shipment distribution was discussed with statistics being provided showing the average weight equalling 4,961 pounds traveling an average distance of 1,932 miles.

### **MISC Item Code**

Efforts are currently being made to greatly reduce use of the MISC Item Code in DPS. According to Rose Lindsey, SDDC, the pressure to change is being made by the DOD for audit purposes. Additionally, SDDC is reviewing changes to the billing of unpacking. Unpacking is currently billed as a joint item with Full Packing under item code 105A. The changes discussed would appoint a new 105 item code for billing of the unpacking.

### **Unpacking**

In conjunction with the changes to the unpacking item code previously mentioned, SDDC is looking at taking steps that would permit the denying of billable unpacking charge in the 400NG when it is learned unpacking was not performed. Information about how confirmation would be obtained wasn't completely clear; however, Rose Lindsey stressed this was something that was a major problem that SDDC has identified through the Customer Satisfaction Survey comments section. SDDC is currently reviewing ways to rectify this issue.



### **Converted Shipments**

Additions to the 400NG were discussed providing standardization of the billable rate for delivery out of SIT on converted shipments. John Becker, AMSA, commended the effort but also stated that many agencies have been in contact with his office due to the challenges in being paid for delivery on converted shipments. John encouraged SDDC to look at possibly letting the TSP bill for the delivery and distribute funds to the agent, but did mention several hurdles would need to be cleared before this could become a reality.

### **Item 225 – Pickup and Delivery Service**

Additional text is expected to the 400NG which will require the TSP to enter mini/self-storage facilities on shipments where the main and/or delivery address is a mini/self-storage facility.

PPF Overview....continued

### **Claim Score Addition to the Best Value Score**

SDDC again discussed adding a claim metric to the calculation of the BVS. SDDC gave examples of possible metrics, but stressed that they were only examples and that the MCO and TSP community would have every opportunity to find something that worked. The addition of the Claim Score will continue to be a topic discussed with no implementation date currently on the horizon.



The MCO claims panel from left: Danny Martinez (SDDC), Virginia Eilmus (Navy), JD Reese (Air Force), Kathy Charvat (Army)

### **Base Access**

The Office of the Secretary of Defense (OSD) continues to make strides in educating the Armed Services about the Transportation Worker Identification Credential (TWIC) card. They are hopeful the TWIC will soon be accepted for identity proofing. The OSD Representative explained that the reluctance to go with the TWIC is Homeland Security based due to TSA being more forgiving to items on a prior offender's record than the Services are willing to be.

### **Joint Operations Board (JOB)**

JOB announced the addition of SDDC to the Board and provided an update to their NTS Invoice Project as well as slated the projects for the next few years. Overall, just less than 15% of the \$3,847,363.48 worth of invoices (6,351 invoices had been submitted) has been settled. Future endeavors for JOB in 2016 include providing standardization to the shipper counseling process, invoice processing and difficulty contacting member's scenario.

### **Intrastate Requalification**

Time was very limited for this topic; however, Dave Jones, SDDC, confirmed that SDDC has suspended their previous initiative to put all Intrastate TSPs through a requalification. SDDC thanked all the TSPs that submitted documentation. Admitting to not having a full understanding of the capacity in the industry, SDDC will focus their time reevaluating ahead of moving forward with another requalification process.

### **Closing**

In closing, John Becker, AMSA, and Chuck White, IAM, talked about communication being an overall issue that needs attention in the industry. John talked about counseling of the service members needing improvements. Finally, there was an industry push for a period of stability in the DPS Program to allow for the program to work instead of changes being constant.

Slides from the Personal Property Forum can be found on the home page of our website <http://www.nationalforwarding.com>.



## Household Goods Channeling Concept Pilot Program

SDDC has given official notification that it intends to test a Pilot Program based on the current Volume Move Program. It is intended to gain economies of scale and cost reductions in two traffic channels with a high volume of reciprocal traffic.

The *Federal Register* notice and more detailed information on the Pilot are found at the US Transportation Command's website at <http://www.transcom.mil/dtr/coord/coordpartivfrn.cfm>. The following is a summary of the proposed Pilot Program.

### Designated Traffic Channels

1. Norfolk, Virginia and a 75 mile radius to and from San Diego, California and a 75 mile radius. Estimated total volume 3,700,000 pounds.
2. Washington DC and a 75 mile radius to and from San Antonio, Texas and a 75 mile radius. Estimated total volume 4,300,000 pounds.



### Bidding Process

TSPs are required to submit linehaul and SIT discounts off 400NG with the same discounts having application in both directions. **The discounts offered must be lower than the TSP's current rates on file at either location at the time the bid is submitted.** The TSP must offer a maximum daily commitment based upon pickup date at each location subject to a **minimum daily capacity commitment of 135,000 lbs. per day.**

The TSP must also submit a plan outlining the manner in which it will participate. It should include a description of assets (trucks or trailers) to be utilized, the facilities which will be available to support the Pilot and an explanation of any agency agreements which will be utilized including the nature of the agreement(s).

Only one TSP in a "CFAC group" may submit a bid. SDDC reserves the right to determine CFAC relationships regardless of any such declaration on the ETOSSS.

### Award Process

Each channel will be awarded to one TSP and two alternates. The award will be based upon the Best Value Score of the bidders utilizing their current CSS and the discount filed. Shipments will be awarded to the alternates as the winner meets its volume commitments or is suspended and removed from the Pilot Program. Standard volume move rules and requirements as set forth in 400NG will have application unless overridden by the Concept of Operations. This includes submission procedures and award notification requirements.

Shipments may not be refused or turned back and blackouts are not permitted.

### Pilot Program Duration

The Pilot Program is expected to run for a period of five months beginning in March and terminating in August 2016.

***NOTE: Since the Pilot Program is beginning in the nonpeak season, TSPs bidding in the Pilot Program must submit discounts in which both linehaul and SIT discounts are lower than their nonpeak discounts in that channel. Furthermore, 400NG will be frozen without the benefit of any General Price Adjustment.***

## ***Pilot Program....continued***

### **Quality Assurance and Punitive Actions**

PPSOs and SDDC will monitor compliance with the Tender of Service. PPSOs may issue suspensions, but only after coordination with SDDC. Shipment refusals are cause for suspension and removal from the Pilot Program.

### **Short Fuse Shipments and Blackout Dates**

Short fuse shipments may be awarded to the primary TSP and alternates on a first come, first served basis. SDDC reserves the right to change short fuse parameters as it sees fit. Blackout dates are not allowed in the Pilot Program, but TSPs may blackout for standard shipments from the origin area and destination regions affected.

### **Customer Satisfaction Scores**

Customer Satisfaction Scores will be gathered from the Pilot Program and will count toward the TSP's overall performance score. Pilot CSSs will be tracked separately in order to assess the performance of the Pilot.

### **No Guarantee of Shipment Awards**

SDDC makes no guarantee, either expressed or implied, of any volume of shipments that will be awarded or that any shipments will be awarded under the Pilot Program at all. Furthermore, it reserves the right to revert to normal operations and make standard shipment awards as it sees fit or to cancel the Pilot Program in its entirety.



The above is just a summary of the Concept of Operations. Please review the entire Concept of Operations at the link referenced above.

## **Base Access Updates: REAL ID Usage**

SDDC released information about the implementation and possible impact of the REAL ID Act. All federal agencies are required to implement Phase 3 of the REAL ID Act beginning Oct. 10. This Act established minimum security standards for the issuance of IDs, such as drivers licenses. Further, the Act requires REAL IDs for accessing federal facilities. The Department of Homeland Security, has published guidance, which the DOD and other federal agencies have begun or will begin to enforce. Click [here](#) for more details.



Currently, Louisiana, Minnesota, New Hampshire, New York and American Samoa have not adopted REAL ID or filed for an extension with DHS. Drivers with a license from these areas will need an additional form of approved ID to access federal facilities, including DOD installations. Examples of alternate forms include: enhanced driver's license; Transportation Worker Identification Credential (TWIC), U.S. passport or passport card; U.S. military ID; DHS "Trusted Traveler" cards; and others.

## NFC Employees Representing at Military & Industry Events

National Forwarding Co., Inc. prides itself on staying up to date on all related military and industry topics. Below are just a few examples of the places we have been and will be going to in 2015. Look for overviews on some of these events in future newsletters.

September 14 & 15 Claims Prevention & Procedure Convention (CPPC)  
New Orleans, LA

Pam Johnson, Manager of Claims, served on the Military Claims Panel with various other industry claims professionals to discuss current military claims issues.

September 14 & 15 Personal Property Forum (PPF)  
Arlington, VA

Patrick Johnson, President of National Forwarding Co., Inc.; Tim Helenthal, President of National Van Lines; Kevin Speakman, Vice President of Claims & Customer Service and Michael Wilson, Director of DOD Programs were in attendance. Michael compiled a comprehensive report on the PPF, which can be found on the first page of this newsletter and Pat provided the summary analysis of the Channeling Concept Pilot found on page 4.

October 7-9 ERC Global Workforce Symposium,  
Boston, MA

Our International Division will be going to the ERC to support their agent J. Barber Moving & Stge., Fredericksburg, VA.

October 18-21 International Association of Movers (IAM)  
San Diego, CA

National Van Lines is a Silver Sponsor and we will be at booth 600. Come by to say hello!

### 2016 Julian Calendars

Our ever popular, Julian Calendar is in print! We will be mailing them out in November. Be on the lookout and if you need extras contact:

[agencyervices@nationalforwarding.com](mailto:agencyervices@nationalforwarding.com)



- Excellent representation in every major marketplace through our network of professional agents
- Providing the highest quality most complete and competitive International relocation services
- One call, one international carrier, one carefully coordinated move

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## Preapproval Refresher

Now that summer season is at an end, let's take a refresher course in all things preapproval. It is important that both the customer and agent communicate during the premove survey to ensure all requests are properly documented. We DON'T want to appear uninformed to the customer, so based on common "trends" that occurred this summer, here's a list of DO's that every agent should follow:

- DO make sure to list all accessorial requests on the NFC pre-move certification form.
- DO provide costs for specialty items that may require origin 3<sup>rd</sup> party service (pool tables, Grandfather clocks, exercise equipment, etc.).
- DO write down any crate requests that the customer has (even if you know these items are typically not approved).
- DO make sure to uncrate any items that were crated at origin (3<sup>rd</sup> party uncrating is not authorized by the government).
- DO advise the customer that all crates become their property, and they should retain them for future moves (if discarded or taken away, member may be accountable for crating costs on future moves).
- DO take note of any large heavy items that may cause an issue during load or delivery (safes, hot tubs, etc.).
- DO contact the Preapprovals Dept. with any last minute "day of" accessorial requests (one of the most common denials for pre-approval requests is "submitted after the fact").

Should you have any questions or concerns contact our Preapprovals Department at 800-722-9144 or [preapprovals@nationalforwarding.com](mailto:preapprovals@nationalforwarding.com).

## Someone You Should Know

We met up with Akira Williams, Claims Assistant for National Claims Services and asked her about work and home.

### How long have you worked at NFC? What are your job duties?

I have been working at NFC for 16 years. I started in 1999, as a temp in the Billing Department and was later moved to Claims. My job title is Claims Assistant, and my duties include assisting all of the adjusters in various tasks. I also work directly with National Claims Services clients and serve as their main point of contact.

### How has your job changed since you first started?

When I first started, there was a lot of "manual involvement" and movement. When I needed to get information on a certain claim, I had to either go upstairs or in the warehouse to pull a file and fax the requested information. Now, I don't have to even leave my desk! All I have to do is click a couple of buttons and the task is complete.

### Do you have a memorable moment to share about NFC?

My memorable moment was the year that we celebrated Halloween at NFC. The Claims and IT department was turned into a haunted house. It literally took me 10 minutes to get to my desk because I was afraid of what was going to "pop out" at me.

### What do you like to do in your spare time?

My spare time is spent hanging out with my husband and kids, watching movies or going to football games.



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

*The moving company from Ft. Walton Beach was extremely professional and made it a point to make sure my shipment made it to the final destination on the exact date I desired. The movers were outstanding in packing, transport, and unloading of my shipment.*

Origin & hauling: Gilmore Moving/Storage, Fort Walton Beach, FL

*The men that loaded my stuff at origin were amazing!*

Origin: All Around Moving, Romulus, MI

*Communication throughout the process was great. The packers and driver provided the best PCS move I have had in 15 years.*

Origin & hauling: Blue Ribbon Movers, Salinas, CA

*The driver was exceptional at both ends.*

*The customer service, move manager did an outstanding job with our needs.*

Hauling: Meelheim's Transfer & Stg, South Toms River, NJ

*The driver was awesome.*

Hauling: American Red Ball, Indianapolis, IN

*This was an absolutely excellent move. The crews on both ends were exceptional. I cannot say enough about how Lou [driver] took care of our personal property. He also stayed in contact with us and did everything we needed to make the best move in 39 years.*

Origin: Gerold Moving & Storage, Belleville, IL

Hauling: Shur-way Moving & Cartage, Libertyville, IL





# COMPANY NEWS

## Happy Anniversary

September 12	Deanna Munizza	9 years	Manager, Preapprovals & Authorizations
September 29	Linda Griffin	35 years	Manager, Administrative Services

## Twitter

Follow us on Twitter @NFC\_Inc. We provide daily tweets on happenings at NFC, the DOD Personal Property Program, SDDC & more!

## NFC Gives Back

National Van Lines was a Pearl Sponsor of the Smart Cookies Make a Difference. This Girl Scout Program applauds exemplary leaders who, with their smarts and achievements, change the rules of the game and in doing so make the world a better place.

In attendance at the event were NVL & NFC employees:

- Mary See-NVL
- Sharon Kutta-NVL
- Maureen Beale-CEO NVL
- Cheryl Garamoni-NFC
- Jill Finnigan-International
- Jorja Coulter-NVL
- Deidra Poltersdorf-NVL
- Susan Staszewski-International
- Lilly Anastassova-NVL
- Susan Mackey-NVL
- Shelly Zachary-NVL
- Martin R. Castro-2015 Honoree

