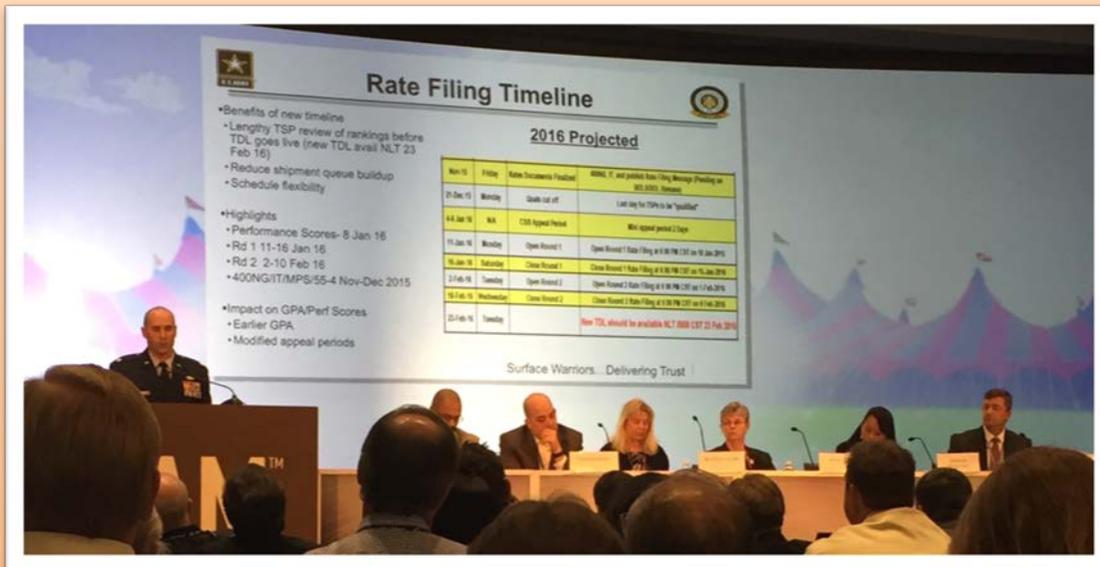


IAM's 53rd Annual Meeting

The 53rd Annual IAM Meeting was held in San Diego, California from October 18th-21st, bringing movers from around the world together for a very well attended conference. The IAM staff had an array of knowledge labs and special sessions covering various current topics within our industry. Of the most pertinent to the National Forwarding Co., Inc. staffers, was the Military and Government Affairs Panel and the special session devoted to DP3 and DPS in a Town Hall format that was moderated by Tim Helenthal, President, National Van Lines. In addition, a first of its kind knowledge lab led by Chuck White, IAM, Executive Vice President, discussed the sale of a DOD Authority (SCAC Code).

Military & Government Affairs Panel

Chuck White, IAM, moderated the six-person panel comprised of individuals from Department of State (DOS), General Services Administration (GSA), the Navy JPPSO, the DPS Program Management Office and Surface Deployment Distribution Command (SDDC). Among the more attention-grabbing presenters was SDDC's newly appointed Director, Lt. Col. Todd Jensen who was both engaging and insightful during his presentation which covered this summer and what lies ahead.



Lt. Col. Todd Jensen, SDDC, Personal Property Director, presenting during the Military and Government Affairs Panel.



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IAM Recap
Sorry, You're not Ansel Adams
Reweigh Requests
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IAM continued...

Since Col. Jensen began at SDDC early this year, much of his time has been spent catching up and learning the ins and outs of the DPS Program. He praised the industry members in the audience for what SDDC views as a successful summer that was not without challenges. Col. Jensen noted a 5-10% increase in missed RDDs, however, stated SDDC's plan for Summer '16 is to continue with the no-refusal policy.

Other notable topics rehashed included the Channeling Concept which was first revealed through the Federal Register this past September, and SDDC moving forward with creating a separate unpacking item code in the tariff. The Channeling Concept topic was not expanded upon. Audience members were simply asked to follow the Federal Register procedure and submit their comments accordingly. The Unpacking Item Code is still in the works at this time. It is unclear whether this addition will make it in time for the 2016 400NG Tariff which is due out mid-November. The indication provided by SDDC is the creation of a new item code will lead to a SDDC initiative to charge back TSPs in the event the customer states in their Customer Satisfaction Survey that unpacking was not offered or provided.



IAM Town Hall special session covering DP3 and DPS moderated by Tim Helenthal, National Van Lines President. Seated Left to Right: Tim Helenthal, Roland Amos (PEO-T DPS), Donna Jack (GSA) and Danny Martinez (SDDC).



Following the Town Hall special sessions, Government and Industry had a little fun with IAM Edition of the popular game show Family Feud hosted by "Chuck" Harvey.

Sorry, You're Not Ansel Adams

Our staff at National Forwarding Co. Inc. loves camera phones just as much as you do. Camera phones have come a long way in the last few years and they are easily the most convenient way for us to capture any moment or transportation document for that matter. However, it is important that we recognize their limitations.

Lately we have seen an increase in the number of camera phone pictures of required documentation being submitted. Specifically, pictures of weight tickets and inventory. Some of you freelance photographers are quite talented! Unfortunately, camera phone pictures of documents are problematic because they are far from the quality a scanner provides.

We at National Forwarding Co., Inc. are committed to providing our agents with the timeliest payments in the industry. However, to maintain our lightning fast payments to the best agents in the business, we have a few requests.

1. Only use camera phone images when communicating the weights of the shipment for entry into DPS. Do not submit camera phone images with your invoice for payment.
2. Avoid camera phone images all together for inventory pages. These images just aren't good enough and do not provide adequate clarity to read what is printed.
3. Do not submit camera phone images with your base paperwork unless submitting the camera phone images is your last resort.

We thank you for your understanding and commitment!



Reweigh Requests

Military installations and customers are requesting more reweighs than ever before. NFC's policy is to notify the hauler or the destination SIT agent if a reweigh has been requested. An email is sent to the hauler or destination agent with a follow up call to confirm the agent received the request.

Sometimes a witnessed reweigh is requested by the PPSO or the customer. If this is the case, the TSP must provide the date, time and location of the reweigh to give them the opportunity to be present at the weighing.

NFC is requesting the hauler perform the reweigh and call in the weights no later than the day after the shipment delivery has been made. Haulers should not assume the destination agent will call the weights into our office if the shipment was placed into SIT.



If a request for a reweigh was made after the shipment was placed into SIT, the SIT agent is asked to call our office with the reweigh information as soon as the shipment has delivered out of storage.



The reweigh tickets **must be submitted** to our office no later than three days after the reweigh for submission to the base. All weights must be accurate, as we can only bill on the lowest weight submitted.

Please make sure your drivers know the importance of getting proper weights prior to loading, and remind them it is just as important to get their heavy weight prior to delivering the shipment if the reweigh request was made. The lightweight should be done as soon as the shipment delivers – BEFORE fueling up.

Someone You Should Know...

We met up with Cindy Iorfida, longtime employee here at NFC and asked her about work and what she does in her spare time.

How long have you been at NFC and what are your responsibilities?

I have been working at NFC for 20 years. I originally started in the Claims Department working for Kevin Spealman. I set up claims and processed 1840's (Loss and Damage at Delivery Forms.) A few years later, I started working for Tim Helenthal who was running the TQAP Department at the time. I processed TQAP scores/appeals, worked on Letters of Intent, Letters of Warnings and Suspensions. Tim was promoted to President of National Van Lines, and I now I work for Cheryl Garamoni in Agency Services. I still continue working on Letters of Warning and Suspensions, but I also download our Customer Satisfaction Survey Scores and work in DPS.



How have things changed since you started?

When I started in Claims we worked with typewriters! All paperwork was processed manually; we would have to file everything away. Sometimes paperwork would get so backed up we would have "filing parties" in the warehouse, and everyone would have to pitch in. A lot has changed since then, now of course we have computers and we scan all the paperwork in. I can't remember the last time I filed!

What is your favorite part of your job?

Besides loving what I do and working with such wonderful people, I have made several lasting friendships with my co-workers. We treat each other like family and there is always a party for a birthday, marriage, baby shower...you name it we celebrate it!

What do you like to do in your spare time?

I travel to Florida yearly to visit my brother and sister. I usually fly into Jacksonville and my sister and I drive four hours to Weekie Wachee Springs to visit my brother. We have become pros at the road trip, making a mandatory stop at Cracker Barrel along with a few different sightseeing spots. In addition, I'm enjoying helping my daughter, Rachel plan her September 2016 wedding.

Salvageable Items: Putting Them to Good Use

Our Claims Department partners with hundreds of repair firms across the country to help us settle household goods claims. We would like to give a special thank you to Jim O'Leary of Transit Damage Inspection Service, who covers the Fayetteville, NC, area including Ft. Bragg and Pope AFB area. He is a member of CPPC and has over 20 years of experience in the industry.

Our claims adjuster worked with a customer who had a damaged sofa. While the damage to the piece didn't render it useless, it wasn't repairable to the condition prior to the move. The decision was made to pay replacement and have Transit Damage Inspection Service pick up for salvage and dispose of it.

Thank You. 

Jim works with Catholic Charities and they made him aware of a family in need of a sofa, and instead of disposing of it he took it to them. In a prior occurrence, he took a queen sized sleeper sofa to another family from a salvage and disposal request. We are extremely happy these furniture pieces could be put to good use. Many times these items can still be used for their intended purpose; however, they are just disposed of because that's the easiest thing to do. We thank Jim for going out of his way to deliver these pieces to those in need; he's a shining example of those who National partners with.

WHAT OUR CUSTOMERS ARE SAYING

POSITIVE CUSTOMER SATISFACTION SURVEY COMMENTS

Thank you very much for making my transition hassle free.

Origin: Ellis Moving & Storage, Old Hickory, TN

Hauling: TLC Moving, Inc., Sierra Vista, AZ

They were fantastic, we had a lot of stuff broken during our last move but these movers were great! Would highly recommend them!

Origin: Gerold Moving & Storage, Belleville, IL

The packing and loading crew was exceptional! If I could give them an overage of points I would!

Origin: Action Mobility, Bossier City, LA

The portion of this move that took place in Georgia was superior. The moving company was professional and timely and so careful with my household goods.

Origin & Hauling: American Moving & Storage, Savannah, GA hauling under National Van Lines Authority

This was by far the best move he has had in his 21 years in the military.

Origin: American Moving & Storage, Leesville, LA

Hauling: Dolphin Moving Systems, Clearwater, FL

Destination: Ace Moving & Storage, Carlisle, PA



AGENT KUDOS

COMPANY NEWS

Happy Anniversary

October 25

Rachel Iorfida

5 years

Billing Technician

Congratulations

Congratulations to our Accounts Payable employee Tracie DePasquale (formally Tagney). She married Dino on September 27th in Scottsdale, AZ. They are planning a honeymoon to St. Lucia in November.

NFC Gives Back

Our summer fundraising for Honor Flight Chicago has concluded. From April to October of this year, NFC employees raised \$3,500. This is roughly enough to send seven World War II veterans to Washington DC for a day of remembrance.

A special thank you goes out to our S.O.S. Committee and a few special employees who organize these events for us.

Their innovative fundraising ideas keep our NFC employees engaged and aware of the various military charities we donate to.

Twitter

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

