



"Proudly Serving Military Families"

# **NATIONAL FORWARDING CO., INC.**

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DATE: May 2, 2014  
TO: Agents and Haulers of National Forwarding Co., and Affiliates  
FROM: Michael Wilson, Manager, Billing & Settlement  
SUBJECT: **Shuttle Billing Policy**

## **GSA Shuttle Update**

For over a year the subject of Notices of Overcharge (NOC) being issued by the General Services Administration's (GSA) Audit Division for shuttle services has been one of the most contentious topics confronting the DOD HHG industry.

The industry believed that if a shuttle authorization was obtained by the governing transportation office then there should be no question they would be paid for the service.

In the past year GSA has taken a much closer look at shuttle services and in conjunction with SDDC helped develop a set of specific criteria that must be followed in order for shuttle services to pass through the GSA post-audit review without being considered for a NOC for not being a valid service. The criteria are:

- A pre-approval must be requested in advance of the service, with a detailed explanation in DPS regarding why the service is required.
- A Transportation Office (T.O.) approval of request via DPS
- Member's signature on DD 619/619-1 indicating the service was in fact performed or onsite inspection by T.O. personnel.
- Truck-to-truck transfer must occur.

Documents that can be used as supporting evidence that a shuttle did occur:

- Dispatch logs indicating the driver and equipment that was used to perform the truck to truck transfer, with dates.
- Weight tickets from a larger vehicle, not the smaller vehicle.
- Re-weigh tickets if one was requested.
- Equipment rental receipts, if utilized.

The scenarios under the greatest scrutiny are shuttles used for shipments coming out of storage in transit (SIT). A truck-to-truck transfer still must occur. Multiple trips from a warehouse to a delivery point do not constitute a shuttle. It is critical that all shuttles on deliveries from SIT must be fully documented with the critical element being a truck-to-truck transfer.

*Source: IAM, GSA & SDDC*

### **NFC's Shuttle Billing Policy**

Based on the proceeding "Shuttle Update" published by the International Association of Movers (IAM) in their blog titled "e-Gov/Mil", National Forwarding Co., Inc. will adapt the following shuttle billing policy.

Our billing staff will be instructed on every shuttle billing to obtain supporting evidence of the shuttle. The biller will make sure the following is present, prior to processing a shuttle billing.

1. Approval in DPS
2. A signed DD619/DD619-1
3. Tractor trailer weights obtained on the day of the shuttle

If an agent cannot provide one of these specified items above, the biller will request additional evidence to support a truck to truck transfer was performed.

As a result of the shuttle chargeback environment, we have no alternative but to require the additional documentation and procedures. We thank you in advance for your understanding and apologize for the burden being imposed.

MW/ab