



# NATIONAL FORWARDING COMPANY, INC.

2800 ROOSEVELT ROAD – BROADVIEW, ILLINOIS 60155

Telephones: (708) 345-0550 1-800-323-9125

Fax: (708) 345-9112

DATE: May 20, 2008  
TO: Origin Agents of National Forwarding, National Van Lines, Subsidiaries & Affiliates  
FROM: Eileen Sherman, Vice President, Operations  
SUBJECT: **Preparation for the 2008 Summer Season**

SDDC posted a Personal Property Advisory Notice to its website in the "What's New" section. Since the Advisory is rather long (five pages), we are attaching a summary of the points having particular application to you. Please review the message and consult with the Transportation Office as needed. We would like to highlight some items that we think are most important.

1. Code 2 Service: Please note that SDDC intends to utilize Code 2 service when feasible for shipments going into SIT at destination. We are willing to accept Code 2 shipments, but we do not want Code 2 shipments unless the shipment is destined for SIT. If you expect to receive Code 2 shipments, please let us know in advance so we can make sure you have containers.
2. Saturation Notices: Let us know when you become saturated. We are willing to give you written approval so you can submit the notification directly to your T.O.
3. Assignment of Pickup and Delivery Dates: We strongly urge you to consult with your Transportation Office to make sure that service dates are established based upon the military service member's actual needs. If the member is going on leave or will be TDY, please make sure that the RDD is established based upon the member's availability to accept actual delivery into residence at destination.

The following are additional items that we think are extremely important.

4. Pick and Holds: We do everything possible to provide direct pickups on all of our shipments. However, there are times when a driver simply will not be available to load the shipment direct. When that happens, it is the origin agent's responsibility to pick the shipment up and hold it for a later assigned driver.
5. Premove Surveys: It is absolutely vital that you comply with the Tender of Service and perform on-site premove surveys as required. Please make sure that you complete our Premove Survey Certification Form and provide all the information requested. **It is critical that we receive the property owner's email address.** Please remember that 5% of your origin service commission is attributable to the premove survey.
6. Overflow Shipments: Overflows are very difficult for all parties concerned. Remember, it is the origin agent's responsibility to ensure that the shipment is picked up and to

register any overflow with us. The driver will not register an overflow. Please make sure that the driver has an after-hours phone number just in case the overflow arises after normal working hours.

7. Hauling Support: We absolutely need hauling support during the peak season, most particularly in connection with short-haul shipments. Please be prepared to provide hauling support when needed.
8. Expediting Frustrated Shipments: There will be times when we simply cannot move a shipment with one of our linehaul drivers. We ask you to be prepared to containerize the shipment in military-approved containers, thereby enabling us to expedite delivery. It is extremely important that we do this in order to protect our TQAP scores and our relationship with your Transportation Office.
9. Recognize the Peak Periods During the Summer and Control Booking Accordingly: We all know the periods of time when our capacity is stretched to the maximum. That is the last week of the month and periods immediately following a holiday. Please take these factors into consideration when accepting shipments from your base and do not "overbook" for those dates. I am especially referring to the last week of June and extending to the days immediately following the 4th of July Holiday.
10. Delivery Information and Clearing Shipments: If you self-haul a shipment, please remember that we need you to give us delivery information as soon as the shipment is delivered. Also, even though you may have made prior arrangements with the military member, please remember that you must still clear the shipment with the destination T.O. Also, remember to give us the correct hauling authority that you are hauling the shipment under.

Attached you will find a form that you should complete and either fax or email to our office, providing us with delivery information. Use this form whether you are hauling the shipment yourself or receiving the shipment to SIT as the destination agent. Without delivery information, we cannot bill the shipment or pay any of the underlying service providers.

11. On-Line Registrations: We ask our agents to register shipments online directly into our system. This will save both you and us time. The registration process is fast and easy, and you can print a copy of the registration screen for follow-up until you receive our BL. If you are not now registering online, please contact us as soon as possible. For further information, please contact Agency Services at 800-323-9125, fax 708-345-9112.
12. Customer Satisfaction Surveys: Don't forget that Families First is going to be implemented shortly and that our Customer Satisfaction Scores are critical in determining the volume of business we receive. The origin agent sets the tone for the move. Please do whatever it takes to make sure that our customers are fully satisfied. We regularly send our agents copies of their Customer Satisfaction Survey Scores. As an origin agent, your goal is to achieve a score of nine or better for origin packing services.



# NATIONAL FORWARDING COMPANY, INC.

2800 ROOSEVELT ROAD – BROADVIEW, ILLINOIS 60155

Telephones: (708) 345-0550 1-800-323-9125

Fax: (708) 345-9112

## Summary of SDDC Advisory Notice: Preparation for the 2008 Summer Shipping Season

SDDC recently sent an email to all PPSOs advising of preparations that they should take for the 2008 summer season. Since the message is rather long (5 pages), we are summarizing the points that should be of interest to you. The entire message is available on the SDDC website under the Personal Property “What’s New” section.

1. Personal Property Shipping Offices are advised to use **higher cost carriers** if they routinely suffer a shortage of capacity during the summer.
2. They are advised to **meet with their local agents and carriers** as soon as possible in order to discuss their requirements for the upcoming summer.
3. PPSOs are being advised to consider the **use of Code 2 service**, especially for shipments which will be delivered into SIT at destination.
4. In terms of **saturation notices**, a carrier can give written authorization to its local agent to provide saturation notices to the PPSO. When warehouses become saturated, the PPSO is to advise SDDC so they can issue saturation notices. The placements of shipments in SIT at origin may then be authorized.
5. The PPSO is to advise service members that they must receive a **toll-free number for the carrier**. Please make sure that you give them our number.
6. PPSOs are to advise military service members that they should **be flexible with regard to pickup dates**, and that they should be prepared to accept alternate dates.
7. PPSOs are advised that they need to capture the **email address** of the service member on all shipments. We need the service member’s email address to facilitate our move management services. The service member will also receive their password to fill out the Customer Satisfaction Survey via email. This is very important.
8. The PPSOs are advised to **establish realistic transit times**, noting that the transit time in the regulation is the minimum number of days. Longer transit times should be utilized if the member is going on leave or will be TDY en route. We need realistic transit times so we can allocate our resources effectively.
9. **Bluebark issues** continue to be an extremely important priority. If you receive a Bluebark shipment, make sure you register it as such.
10. In order to **minimize destination SIT**, PPSOs are given tips to assist them in locating the service member before authorizing SIT. Please note that they still only have two hours within which to either provide us with a delivery address or an SIT number.



# **NATIONAL FORWARDING COMPANY, INC.**

2800 ROOSEVELT ROAD - BROADVIEW, ILLINOIS 60155

Telephones: (708) 345-0550 1-800-323-9125

Fax: (708) 345-9112

## **Military Shipment Clearing Form**

**Shipper's Name** \_\_\_\_\_

**GBL Number** \_\_\_\_\_

**Bill of Lading** \_\_\_\_\_

**Delivery Date** \_\_\_\_\_

**Res** \_\_\_\_\_ **SIT** \_\_\_\_\_

**SIT Number** \_\_\_\_\_

**Name and address of Warehouse**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Fax to National Forwarding Operations**

**Fax 708-345-0554**

**Or email information to**

**[nfcooperations@nationalvanlines.com](mailto:nfcooperations@nationalvanlines.com)**