



"Proudly Serving Military Families"

NATIONAL FORWARDING CO., INC.

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DATE: February 11, 2010
TO: Military Agents and Haulers of National Forwarding Co. and Affiliates
FROM: Michael Wilson, Billing Manager
SUBJECT: **Automated Billing Expanded**

National Forwarding Company is now accepting emailed documents on all billing paperwork for processing and payment.

The procedure for Automated Billing is simple and can replace postage if the necessary time is taken to ensure quality documents. All documents sent should be contained in a single PDF attachment and consist of the same paperwork that would have otherwise been sent via FedEx or USPS. The subject line of your email should solely contain the National Forwarding Bill of Lading number followed by the shipper's name. Your email should then be sent to the respective address displayed below.

Origin Documents: origin-docs@nationalvanlines.com
Storage Documents: storage-docs@nationalvanlines.com
Hauling Documents: hauling-docs@nationalvanlines.com

Please see the attached document (Distribution of Documents) for a complete list of the paperwork to be distributed during a move. Please note: All listed documents should be contained in your email attachment.

It is important that after the documents are emailed they are kept and not discarded. There are instances when NFC will need the original documents to obtain payment. Furthermore, if the sent documents are not entirely legible we will ask you to re-scan the illegible document. If the re-scan fails to provide what we are looking for the agent will be asked to mail the document.

Fast Payment Option:

Agents still have the option to have their invoice fast-paid for a 3% fee assessed off the total invoice. Agents interested in this service should send their email, regardless of document type, to: fastpay@nationalvanlines.com. Documents that are received before 12pm Central Time will be paid the same day. Those received later than noon will be paid the following business day.

Can't Scan Your Documents?

If you are interested in Automated Billing but do not have the means to scan and email your documents, please contact the Billing Department. A direct fax line has been added to the Billing Department for document transfer.

Any questions about the automated billing system should be directed to the National Forwarding Billing Department at 1-800-323-9125.

NATIONAL VAN LINES, INC.
NATIONAL FORWARDING COMPANY, INC.
 Subsidiaries & Affiliates
 Appendix 1

DISTRIBUTION OF DOCUMENTS

The following is a list of the paperwork to be distributed to the booking carrier, military installation, origin agent and driver for military shipments.

<p><u>Origin Papers:</u> (See Note 1) Original Premove Survey Certification and Table of Measurements - Fax or email immediately upon completion. MUST be received prior to pack date. TOS premove survey requirements are to be followed. Original weight tickets (See Note 6) Original DD619 when required for authorized accessorial services 1 Copy of inventory, including High Risk/ High Value inventory, if applicable 1 Copy of rider, if applicable Copy of booking carrier's B/L Your invoice for services rendered</p>		
<p><u>Base Papers:</u> (See Note 2) 1 copy of GBL, weights filled in 1 copy of weight tickets (See Note 6) 1 copy of DD619 when required 1 copy of inventory, including High Risk/ High Value inventory, if applicable</p>	<p><u>Agent Papers:</u> (See Note 3) 1 copy of premove survey 1 copy of bill of lading 1 copy of GBL 1 copy of weight tickets (See Note 6) 1 copy of DD619 when required 1 copy of inventory, including High Risk/ High Value inventory, if applicable</p>	<p><u>Hauling Papers:</u> (See Note 4) 1 copy of GBL 2 copies of weight tickets (See Note 6) 2 copies of DD619 when required Original & all remaining inventory copies, including HR/HV inventory, if applicable Original & 2 copies of B/L All copies of Notification of Loss or Damage at Delivery/DD Form 1840. Note – Notification of Loss or Damage at Delivery/DD Form 1840 is mandatory</p>
<p><u>Delivery Papers:</u> (See Note 5) Original carrier bill of lading Original DD619-1, if applicable Original delivery inventory, including HR/HV inventory, if applicable Original reweigh weight tickets if applicable (See Note 6)</p>	<p>Original rider against driver if applicable Original Notification of Loss or Damage at Delivery and all copies Any other documents regarding accessorial services to be billed</p>	

Note 1: **Origin papers** are sent by the origin agent to the booking carrier's office immediately after the shipment is picked up. If the hauler does not return the weight tickets and inventories to you, send the origin papers you do have to us along with a note advising us that the driver did not return documents. We will then follow-up with the hauler and send the necessary papers to you upon receipt. **Do not hold the origin papers waiting for weights and inventories from the driver.**

Note 2: **Base papers** are retained by the origin agent and sent to the origin military installation within five workdays of pickup.

Note 3: **Agent papers** are retained by agent.

Note 4: **Hauling papers** are given to the linehaul driver. If door-to-door container transportation is utilized, the origin agent must mail this paperwork to the destination agent and affix copies to the inside of the door of the #1 container.

Note 5: Original **Delivery papers** must be sent to the booking carrier as proof of final delivery to property owner. Original Notification of Loss or Damage at Delivery/ DD Form 1840 is required for payment.

Note 6: **Weight tickets** must be legible and include **GBL number and shipper name.**