



NATIONAL FORWARDING COMPANY, INC.

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DATE: January 26, 2009

TO: Military Agents and Haulers of National Van Lines, National Forwarding Co.,
Subsidiaries and Affiliates

FROM: Kevin Spealman, Vice President, Claims and Customer Service

SUBJECT: **High Value/High Risk Inventory Procedures**

While rare, there have been a few problems involving missing items that are listed on the High Value/High Risk Inventory but not on the regular inventory. It is important that High Value/High Risk items be noted on both the HV/HR inventory and the regular inventory. We are, therefore, highly recommending that the following procedures be followed.

Origin Agent – Be certain to prepare a High Value/High Risk Inventory on each shipment. While the customer must be responsible for ensuring high value items (worth more than \$100.00 per pound) are listed, **the origin agent** is responsible for making sure all “high risk items” are included. High risk items include cd’s, dvd’s, electronics, or any other pilferable item. The origin agent should also help to make sure that all high value items are listed.

Only the new HV/HR inventory that is government recognized is acceptable for use. It is also most desirable for you to prepare your own inventory of packed items. That way, you can ensure that High Value/High Risk Items are listed not only on the HV/HR inventory, but also on the regular inventory as required.

Haulers/Drivers – Items on the High Value/High Risk Inventory must also be on the regular inventory. Always check to make sure all items on a packing or HV/HR inventory are present before loading. Have a supply of blank High Value/High Risk Inventories on hand for use if the origin agent did not prepare one. If picking up from an origin agent’s warehouse and no HV/HR inventory is present, write on the rider that there is no HV/HR inventory.

Destination Agents – If receiving a shipment into storage, and there is no High Value/High Risk Inventory, annotate on your rider that there was no HV/HR inventory given to you. When checking in a shipment, make certain that items on both the regular inventory and HV/HR inventory are present.

Please contact me if you have any questions.

KS/Ig