



"Proudly Serving Military Families"

NATIONAL FORWARDING CO., INC.

2800 ROOSEVELT ROAD – BROADVIEW, ILLINOIS 60155

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

Fax: (708) 345-9112

DATE: June 30, 2010
TO: Military Agents of National Forwarding Co. and Affiliates
FROM: Eileen Sherman, Vice President, Operations
SUBJECT: **Important Details to Remember**

In the heat of summer, we sometimes forget to follow through on important details that can have a big impact on our ability to provide service to our military customers. Please review the following and take steps to meet these responsibilities:

- Complete the pre-move survey in accordance with DOD requirements and send it to us as soon as possible.
- If there are any date changes, for example, changing the pack dates, make sure to call our office immediately.
- Call the shipper the day before you are to provide service to confirm your arrival. This includes packing, pickup and delivery. Give a general time period when you will arrive, for example, in the morning before noon, after lunch, etc.
- If there is an overflow on the shipment, call our office immediately. Never allow a driver to leave beds as part of an overflow!
- Call our office with the gross, tare and net weights along with the weight of any pro gear at least three days after the pickup date.
- If you are hauling a shipment, keep us updated with the ETA. If you deliver a shipment without our scheduling, please call our office immediately. This includes direct deliveries or deliveries out of SIT.

Complying with the above items will help all of us provide better service to our military customers and comply with the requirements of the DP3 Business Rules. We very much appreciate your cooperation.

Attached you will find a National Forwarding Co. directory to assist you in communicating with our company. If you have any questions or suggestions, please feel free to contact us.

ES/lg
Attachment

NATIONAL FORWARDING DIRECTORY

Administration & General Office:

Local: 708-345-0550
 WATS: 800-323-9125
 Gen. Fax: 708-345-3245
 Accting. Fax: 708-345-9828
 Reg. Fax: 800-645-2920

Operations:

WATS: 800-722-9144
 Fax: 708-345-0554

Agency Services:

WATS: 800-323-9125
 Fax: 708-345-9112

Claims:

WATS: 800-325-6889
 Fax: 708-345-5218

International:

WATS: 800-323-1963
 Fax: 708-450-1273

Name	Ext.	*Email
Administration		
Pat Johnson	2985	pat.johnson
Linda Griffin	2984	linda.griffin
Agency Services		
Tim Helenthal	2916	tim.helenthal
Cheryl Garamoni	1928	cheryl.garamoni
Cindy Iorfida	2922	cindy.iofida
Aimee Kennedy	1923	aimee.kennedy
Operations		
Eileen Sherman	2962	eileen.sherman
Natasha Yalovay	2961	natasha.yalovay
Jennifer Criscione	1950	jennifer.criscione
Tony Ruiz	2987	tony.ruiz
Kevin Anda	2902	kevin.anda
Brian Baumgartner	2978	brian.baumgartner
Matt Logan	1936	matt.logan
Auditing		
Arlene Kozlick	1971	arlene.kozlick
Barbara Johnson	1970	barb.johnson
Laura Rapciak	1908	laura.rapciak
Tom Kennedy	1905	tom.kennedy
Billing		
Michael Wilson	1993	michael.wilson
Valerie Mayr	2980	valerie.mayr
Tammy Ramirez	1902	tammy.ramirez
Norma Stewart	1906	norma.stewart
Accounts Payable		
Patty Farmer	2981	patty.farmer
Tracie Tagney	2982	tracie.tagney
Accounting		
Paul Kozlick	2986	paul.kozlick
Ashley Brown	2983	ashley.brown
General Office - Part Time		
Patty Hartung	1971	patty.hartung
Pam Hanke	1971	pam.hanke

Name	Ext.	*Email
Move Management		
Courtney Rose	1922	courtney.rose
Brooke Haidamaka	1901	brooke.haidamaka
Sheila Koudelka	1916	sheila.koudelka
Samantha Lewis	1963	samantha.lewis
Kelly Eby	1956	kelly.eby
Joshua Kaiser	1913	joshua.kaiser
Heather Cenek	1915	heather.cenek
Megan Conry	1957	megan.conry
Claims		
Kevin Spealman	1935	kevin.spealman
Pam Johnson	1979	pam.johnson
Akira Williams	1958	akira.williams
Vickie Carroll	1946	vickie.carroll
Kim Loughman	1925	kim.loughman
Angela Radovanovic	1942	angela.radovanovic
Claudia Evans	1917	claudia.evans
Deanna Munizza	1985	deanna.munizza
Peggy Monson	1972	peggy.monson
Lauren Ashby	1937	lauren.ashby
Brad Hides	1933	brad.hides
Phyllis Mareing	1991	phyllis.mareing
M. I. S.		
Jim Rostis	2979	jim.rostis
Ron McKee	2914	ron.mckee
Michael Kaiser	1998	michael.kaiser
International		
Sue Staszewski	2940	susan.staszewski
Julie Glista	2970	julie.glista
Kristin Louapre	2947	kristin.louapre
Petra DeFrance	1911	petra.defrance
Laura Garcia	2943	laura.garcia
Rachel Slovak	2942	rachel.slovak
Stephanie Benitez	2941	stephanie.benitez

*email extension: @nationalvanlines.com