



Putting Military Families First®

National Forwarding Co., Inc.

National Views & Government News

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National Forwarding is the wholly owned subsidiary of National Van Lines that handles DoD Military HHG shipments.

Families First Rate Filing Under Way - Rollout Set to Begin with Shipments Picking Up April 1st

TSPs have been busy filing rates in DPS as part of the rollout for Phase II implementation of Families First.

Rates are being filed that will be effective from April 1st, 2008 to May 14th, 2009.

Some TSPs have reported problems with the DPS, and SDDC has extended the rate filing window until 6:00 p.m. EST on 2/20 for Round 1. Round 1 was initially set to close on 2/15.

After the closure of Round 1, SDDC will notify TSPs of rates that were rejected and TSPs will have an opportunity to fix the rejected rates in Round 2.

Among other things, rates may be rejected for not meeting the rate reasonableness criteria or if a TSP files for codes of service where they don't have approval.

Round 2 is now scheduled for 2/25 to 3/3 at 6:00 p.m. EST.

If a TSP has rates rejected in Round 2, there will not be another opportunity for them to correct the rates until the next rate filing period for rates effective May 15th, 2009 to May 14th, 2010.

With the conclusion of rate filing and additional system testing in March, shipments will begin moving in DPS.

Shipments will initially move only between the 18 sites identified by SDDC for initial implementation.

New sites will be phased in throughout the summer until late September when all Transportation Offices are active.

This aggressive roll-out schedule during the peak season has met resistance from the industry and some Transportation Offices. However, SDDC & JPMO are confident that the rollout schedule will be adhered to.

Shipments for Air Force personnel at Air Force Transportation offices will not initially be included because of a background accounting automation issue. The Air Force is working to fix this and anticipate that they will be participating fully by mid-summer.

Industry and government estimates put the number of domestic shipments between 10% and 20% of all shipments during the initial roll-out. However, due to the planned rollout schedule and the Air Force participation, the number of shipments is unclear at best.

Regardless of these potential glitches, DoD intends to have 100% of shipments moving by September 2008.

See Page 3 of this newsletter for a complete timeline of the proposed rollout schedule for all Transportation Offices.

Noteworthy Operations Reminders:

- ◆ When registering shipments online, please do not include middle initials or suffixes such as Jr. or Sr. This makes it difficult for us to pull up a shipment by name.
- ◆ If a shipment is cancelled or a pick up date changes, please contact the operations department immediately and follow up with a fax.
- ◆ When a customer requests a date change at the time of survey, they must call the base first and the base has to direct the carrier/origin agent on what the date changes are. Do not guarantee the date change will be granted.
- ◆ After shipment loads at origin, please keep contacting our dispatch department for receipt of weight tickets and inventories if the driver did not leave the documents in your office. The origin base must receive all origin documents within seven days after shipment receipt.
- ◆ All shipments need to be weighed, even those that come out of NTS! Please remind your drivers.

International Division: Success In Civilian Business

Our International Division can help your agency achieve success in the expanding international market.

There simply aren't many growing markets in the moving industry. So, if you haven't been doing international business, it's time for

you to start offering this service to your customers.

National offers responsive, competitive quotes on international business, and that is just the start of our excellent service.

Our agents and customers also get access to our net-

work of world-wide agents and first rate customer service from our well-trained staff.

If you're interested in civilian International business or getting a quote for a shipment, please contact Julie at 800 323-1963.

Monthly Customer Satisfaction Survey Score Reports

If you're an agent for National Forwarding there is no doubt that you've received one of our emails or faxes about Customer Satisfaction Surveys (CSS). In Phase II of Families First, shipment distribution is based on a TSPs Best Value Score (BVS), and the CSS makes up 70% (50% next year) of the BVS. So, it is vitally important to keep track of how our agents are doing and for our agents to keep track of how their crews are performing.

In addition to this monthly report, agents also receive the results of individual shipment surveys as we get them from SDDC. These tools help us identify agents that are doing well and help agents identify their crews that are doing well.

Below, is an example of the actual Customer Satisfaction Survey portion of the monthly email we send to all our agents, including haulers and destinations agents.

CUSTOMER SATISFACTION SURVEYS

This is based on surveys received 11/01/06 to 10/31/07.

	Origin Agent	Hauler	Destination Agent	Overall
Average CSS Score (12 pts. Max)	10.50	9.70	10.20	9.77
Number of Shipments	31	187	25	243
Number of Surveys	6	44	5	55
Size Category	3	1	1	1
# of Agents in Category	74	28	76	44
Your Rank	5	10	11	7
	Excellent	Very Good	Excellent	Very Good

Average CSS Scores - is the average of each Customer Service Survey response that applies to shipment based on the role you performed.

Number of Shipments - is the total number of shipments handled based on the role performed during the time period.

Number of Surveys - is the number of Customer Service Surveys that apply to shipments handled based on the role performed.

Size Category - The size categories are based on the number of Customer Service Surveys that were received in the last 12 months. The categories are detailed below.

Size Category	Origin Agent	Hauler	Destination Agent	Overall
1	20 or more	20 or more	5 or more	30 or more
2	10 to 19	10 to 19	3 to 4	10 to 29
3	5 to 9	5 to 9	1 to 2	4 to 9
4	4 or less	4 or less		3 or less

of Agents in Category - is simply the total number of agents in your size category.

Your Rank - is your rank relative to the other agents in your size category.

Analysis:

Origin Agent - Your score is Excellent. Congratulations! This score is very high and is an indication of very high Customer Satisfaction.

Hauler - Your score is Very Good. We believe that this score reflects our goal for Customer Satisfaction.

Destination - Your score is Excellent. Congratulations! This score is very high and is an indication of very high Customer Satisfaction.

Families First Phase II - Rollout Schedule Domestic

Installation - Domestic	State	DPS-LIVE
CG ISC, KODIAK, AK	AK	31-Mar-08
CG ISC, ALAMEDA, CA	CA	31-Mar-08
MCAS Miramar (FISC San Diego) PPPO	CA	31-Mar-08
MCRD San Diego PPPO	CA	31-Mar-08
FISC, SAN DIEGO, CA	CA	31-Mar-08
JPPSO-COLORADO SPRINGS, CO	CO	31-Mar-08
USCG PPSO ISC, MIAMI, FL	FL	31-Mar-08
FORT LEAVENWORTH, KS	KS	31-Mar-08
JPPSO-NE, CHELMSFORD, MASS	MA	31-Mar-08
FORT BRAGG, NC	NC	31-Mar-08
MCB, CAMP LEJEUNE, NC	NC	31-Mar-08
WHITE SANDS MISSILE RANGE, NM	NM	31-Mar-08
USA FIELD ARTILLERY & FT SILL, OK	OK	31-Mar-08
JPPSO-SAN ANTONIO, TX	TX	31-Mar-08
JPPSO FORT BELVOIR, VA	VA	31-Mar-08
Henderson Hall, VA (JPPSO Ft. Belvoir) PPPO	VA	31-Mar-08
MC Quantico, VA (JPPSO Ft. Belvoir) PPPO	VA	31-Mar-08
FISC, PUGET SOUND, WA	WA	31-Mar-08
MCLB, ALBANY, GA	GA	7-Apr-08
CHERRY POINT, NC	NC	7-Apr-08
MCAS, BEAUFORT, SC	SC	7-Apr-08
FISC, VENTURA COUNTY SITE	CA	2-Jun-08
PPSO NAVAL AIR FACILITY EL CENTRO CA	CA	2-Jun-08
FISC, SEAL BEACH DET, CA	CA	2-Jun-08
NAVAIRWPNSTA, CHINA LAKE, CA	CA	2-Jun-08
NAS, LEMOORE, CA	CA	2-Jun-08
NAS PENSACOLA, FL	FL	2-Jun-08
PPSO, NAS, KEY WEST, FL	FL	2-Jun-08
NAS, FALLON, NV	NV	2-Jun-08
NSA PHILADELPHIA PA	PA	2-Jun-08
CPPSO, CHARLESTON, SC	SC	2-Jun-08
NAS JRB, FORT WORTH, TX	TX	9-Jun-08
FISC, JAX DET, CORPUS CHRISTI, TX	TX	9-Jun-08
NAS, JRB, NEW ORLEANS, LA	LA	16-Jun-08
NAS, MERIDIAN, MS	MS	16-Jun-08
NSA MID-SOUTH, MILLINGTON, TN	TN	16-Jun-08
NTC, GREAT LAKES, IL	IL	23-Jun-08
SUPPLY MANAGEMENT DEPT MIDWEST	IN	23-Jun-08
NAV POSTGRADUATE SCH, MONTEREY, CA	CA	14-Jul-08
3 LRS, ELMENDORF AFB, AK	AK	29-Jul-08
Langley, VA	VA	6-Aug-08
NAS, PATUXENT RIVER, MD	MD	11-Aug-08
NAVAL ACADEMY, ANNAPOLIS, MD	MD	18-Aug-08

Installation - Domestic	State	DPS-LIVE
FISC, JACKSONVILLE, FL	FL	1-Sep-08
CG ISC KETCHIKAN, AK	AK	2-Sep-08
FORT WAINWRIGHT, AK	AK	2-Sep-08
MCAS, YUMA, AZ	AZ	2-Sep-08
MCB, CAMP PENDLETON, CA	CA	2-Sep-08
MAGTF TRNGCOM, TWENTYNINE PALMS, CA	CA	2-Sep-08
ROCK ISLAND ARSENAL, IL	IL	2-Sep-08
USAG, ABERDEEN PROVING GROUND, MD	MD	2-Sep-08
USAG, FORT DETRICK, MD	MD	2-Sep-08
USAG DTA-MICHIGAN SELFRIDGE ANGB, MI	MI	2-Sep-08
FORT SNELLING, MN	MN	2-Sep-08
FORT LEONARD WOOD, MO	MO	2-Sep-08
MCALESTER USA AMMO PLANT, OK	OK	2-Sep-08
FORT LEE, VA	VA	2-Sep-08
USA INTEL CTR & FORT HUACHUCA, AZ	AZ	5-Sep-08
DLIFLC & PRESIDIO MONTEREY CA	CA	5-Sep-08
NTC, FORT IRWIN, CA	CA	5-Sep-08
FORT RILEY, KS	KS	5-Sep-08
FORT POLK, LA	LA	5-Sep-08
USA AIR DEF CTR & FORT BLISS, TX	TX	5-Sep-08
RED RIVER USA DEPOT, TX	TX	5-Sep-08
HQ US USA GARRISON FORT HOOD, TEXAS	TX	5-Sep-08
JPPSO-LEWIS, FORT LEWIS, WA	WA	5-Sep-08
USNSUPPLY CORPS SCHOOL, ATHENS, GA	GA	15-Sep-08
Lakehurst, NJ (Inbound) PPPO	NJ	15-Sep-08
JPPSO-NEW JERSEY, FORT DIX, NJ	NJ	15-Sep-08
USAG, FORT HAMILTON, BROOKLYN NY	NY	15-Sep-08
FORT DRUM, NY	NY	15-Sep-08
USMA, WEST POINT, NY	NY	15-Sep-08
OAKDALE, PA	PA	15-Sep-08
CPPSO, CARLISLE BARRACKS, PA	PA	15-Sep-08
TOBYHANNA USA DEPOT, PA	PA	15-Sep-08
FISC, NORFOLK, VA	VA	15-Sep-08
FORT RUCKER, AL	AL	19-Sep-08
USAG, REDSTONE ARSENAL, AL	AL	19-Sep-08
FORT MCPHERSON/FORT GILLEM, GA	GA	19-Sep-08
USAIC AND FORT BENNING, GA	GA	19-Sep-08
SIGCEN, FORT GORDON, GA	GA	19-Sep-08
FORT STEWART, GA	GA	19-Sep-08
DOL TRANS DIV, FORT KNOX, KY	KY	19-Sep-08
BLUE GRASS USA DEPOT	KY	19-Sep-08
FORT CAMPBELL, KY	KY	19-Sep-08
USA TRANS CMD AND FORT JACKSON, SC	SC	19-Sep-08

Overseas Locations

Installation - International	DPS-LIVE
CAMP ZAMA, JAPAN	31-Mar-08
NSA, NAPLES, ITALY	31-Mar-08
52 LRS, SPANGDAHLEM AFB, GERMANY	31-Mar-08
EURO THEATER CPPSO	31-Mar-08
Kaneohe Bay, HI (JPPSO PEARL HARBOR)	4-Aug-08
Camp Smith, HI (JPPSO Pearl Harbor) PPPO	4-Aug-08
MCAS, IWAKUNI, JAPAN	4-Aug-08
CAMP S.D. BUTLER, OKINAWA, JAPAN	4-Aug-08
AL DAHFA AB, UNITED ARAB EMIRATES	4-Aug-08
CYPRUS PROJECT OLIVE HARVEST, CYPRUS	4-Aug-08
426 AB, STAVANGER CITY, NORWAY	4-Aug-08
PALMEROLA AB (SOTO CANO), HONDURAS	5-Aug-08
ALICE SPRINGS, AUSTRALIA	5-Aug-08
337 ASUF, CANBERRA, AUSTRALIA	5-Aug-08
65 LRS, LAJES FIELD, AZORES	5-Aug-08
MANTA AB, ECUADOR	5-Aug-08
JPPSO-PEARL HARBOR, HI	11-Aug-08
NAV REG MARIANAS, GUAM	11-Aug-08
FISC, DET, SASEBO, JAPAN	11-Aug-08
NAF, ATSUGI, JAPAN	11-Aug-08
NAVSUP, YOKOSUKA, JAPAN	11-Aug-08
US FISC DET, SINGAPORE, REP OF SIN	11-Aug-08

Installation - International	DPS-LIVE
100 LRS SQ, RAF MILDENHALL, ENGLAND	12-Aug-08
31 FW, AVIANO AB, ITALY	19-Aug-08
435 LRS, CPPSO-KAISERSLAUTERN, GER.	19-Aug-08
JOINT HQ/NATO, LISBON, PORTUGAL	25-Aug-08
NAVAL STATION, ROTA, SPAIN	25-Aug-08
INCIRLIK, ISMER, ANKARA, ISTANBUL	26-Aug-08
NSA SOUDA BAY, CRETE, GREECE	1-Sep-08
NAS, SIGONELLA, SICILY, ITALY	1-Sep-08
8 LRS, KUNSAN AB, KOREA	10-Sep-08
51ST LRS, OSAN AB, KOREA	10-Sep-08
US USA GARRISON YONGSAN IMCOM-K	13-Sep-08
PPSO REGIONAL SUPP OFFICE FISCSI BAH	15-Sep-08
ANDERSEN AFB, GUAM	16-Sep-08
MISAWA AB, JAPAN	16-Sep-08
374 LRS, YOKOTA AB, JAPAN	16-Sep-08
18TH LRS, KADENA AB, JAPAN	16-Sep-08
USAG-J OKINAWA	16-Sep-08
FORT BUCHANAN, PUERTO RICO	19-Sep-08

Get Prepared now for the Summer

We know that everyone is very slow at this time of year, but right now is the perfect time to be getting prepared for the summer season that is coming.

Use the slack time to provide training to packers, drivers, warehouse and office staff. Get everyone up to speed and cross-train where possible.

Review and make changes to your operations procedures to make your office

more efficient.

Families First is also coming and you will be challenged by having shipments moving in two different systems.

Having good procedures in place will make it immensely easier for your company to be prepared for the challenges of a new program.

You can also use our PREVENT Military Procedures Manual to work on the re-

quirements of the current program. Most requirements also exist at the agent level for shipments moving in Families First. Contact Agency Services if you need a copy.

The agents that prepare themselves will be able to take advantage of new business opportunities and have more satisfied customers - which is always our goal.



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National Forwarding is a wholly owned subsidiary of National Van Lines. Our mission is providing relocation services to the Department of Defense. As such, we have our own operations, agency, billing and claims departments that are experts in the DoD market. Because we focus solely on military business, we can provide our agents with the best service available for handling military shipments including prompt reliable payment and excellent service. Please contact us if you're interested in becoming a part of our successful agent family.

Upcoming Events & Holidays

2008

March 12th - SDDC Town Hall Meeting, Four Points by Sheraton, Fairview Heights, IL

April 1st - April 5th - AMSA Annual Educational Conference and Expo, Omni Orlando Resort, ChampionsGate, Orlando, FL

April 8th-9th - JPPSO-COS Regional Industry Meeting, Colorado Springs, CO

April 10th-12th - 33rd Annual Dispatcher's Convention, Casa Monica Hotel St. Augustine, FL

April 28th - 30th - SDDC Training Symposium, Rosen Shingle Creek, Orlando, FL



National Forwarding Anniversaries

February

- 16 - Kevin Spealman, Claims - 21 years
- 19 - Mike Kaiser, M.I.S. - 1 year
- 22 - Cheryl Garamoni, Agency Services - 13 years

March

- 19 - Petra DeFrance, International - 1 year
- 20 - Jennifer Criscione, Operations - 1 year
- 22 - Cindy Iorfida, Agency Services - 13 years
- 26 - Phyllis Mareing, Claims - 12 years
- 27 - Pam Johnson, Claims - 12 years
- 30 - Tracie Tagney, Billing - 8 years

April

- 2 - Jennifer Goodman, Move Management - 1 year
- 10 - Mindy Bell, International - 1 year
- 12 - Kristin Louapre, International - 4 years
- 13 - Patty Farmer, Billing - 9 years
- 18 - Cindy Kiehl, Operations - 3 years
- 24 - Patty Hartung, Billing - 19 years
- 30 - Tammy Ramirez, Billing - 1 year



"I know of no more encouraging fact than the unquestioned ability of a man to elevate his life by conscious behavior" - Henry David Thoreau